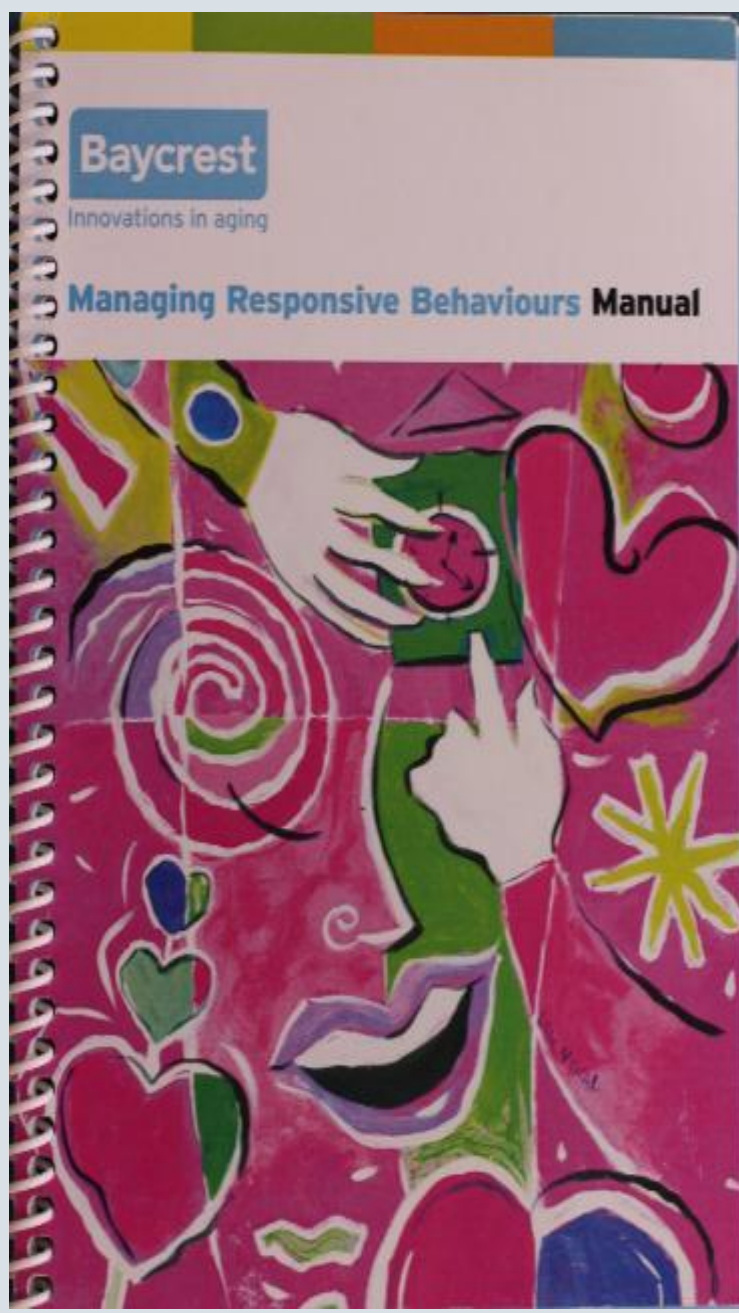


# Knowledge to Practice Innovators in Responsive Behaviour Management

## CAPACITY BUILDING

### Volunteer Training

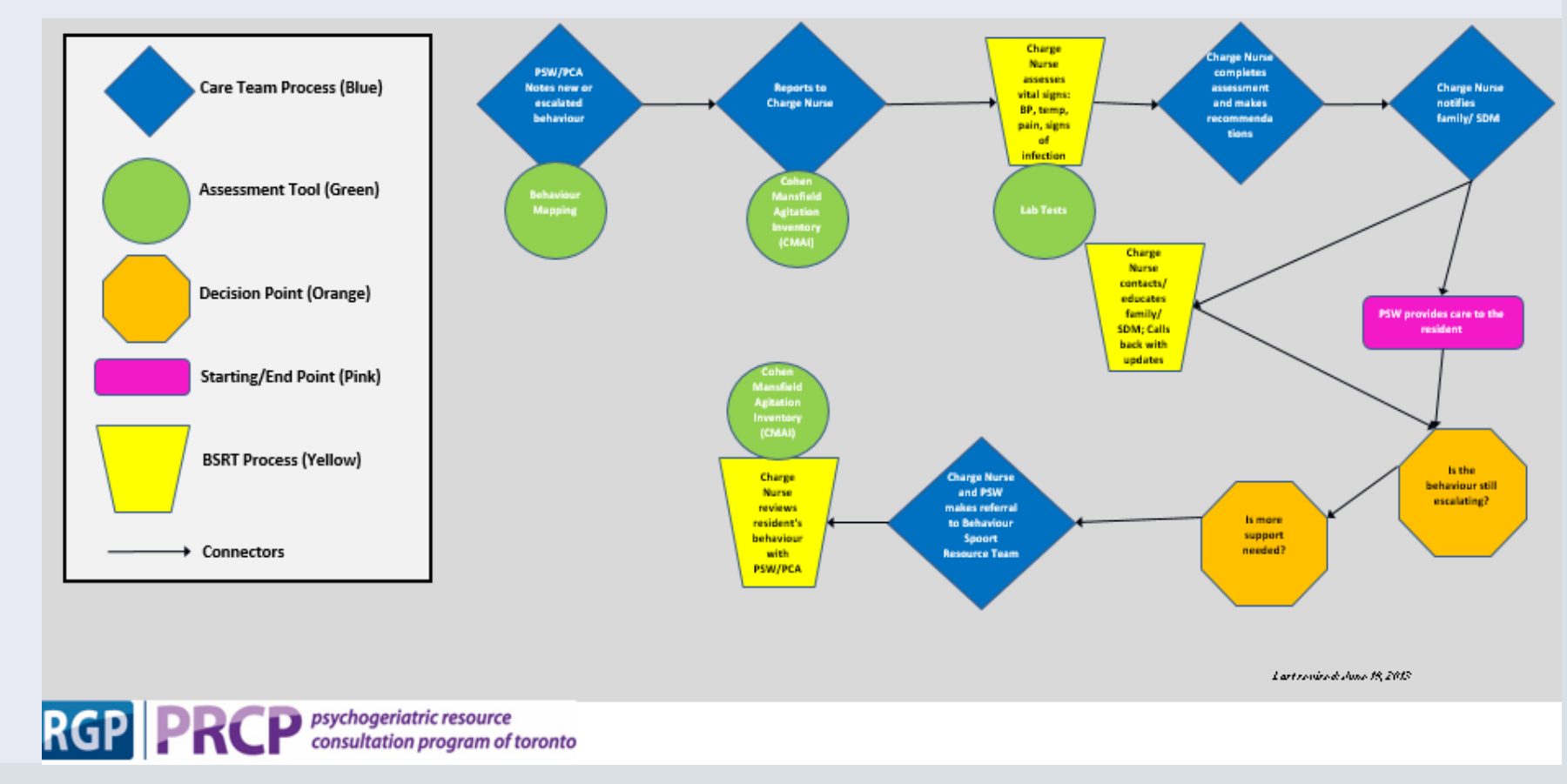


- In 2013, the PRC Program of Toronto was invited to participate in the development of a new training program with the volunteer services at Baycrest
- Funding was secured through a New Horizons for Seniors grant to develop training to support volunteers working with clients who demonstrate responsive behaviours
- The training is offered as either a full 6 hour day or as two 3 hour sessions and focuses on dementia, delirium and depression; specific cognitive losses; root cause exploration paradigm of behaviour management; communication strategies; and volunteer scope within a Dementia CARE setting
- For more information or to book training please contact Syrelle Bernstein - Director of Volunteer Services at Baycrest 416-785-2500 ex.2755 or [sbernstein@baycrest.org](mailto:sbernstein@baycrest.org)

## INTERVENTION

### Build a Behaviour Support Resource Team

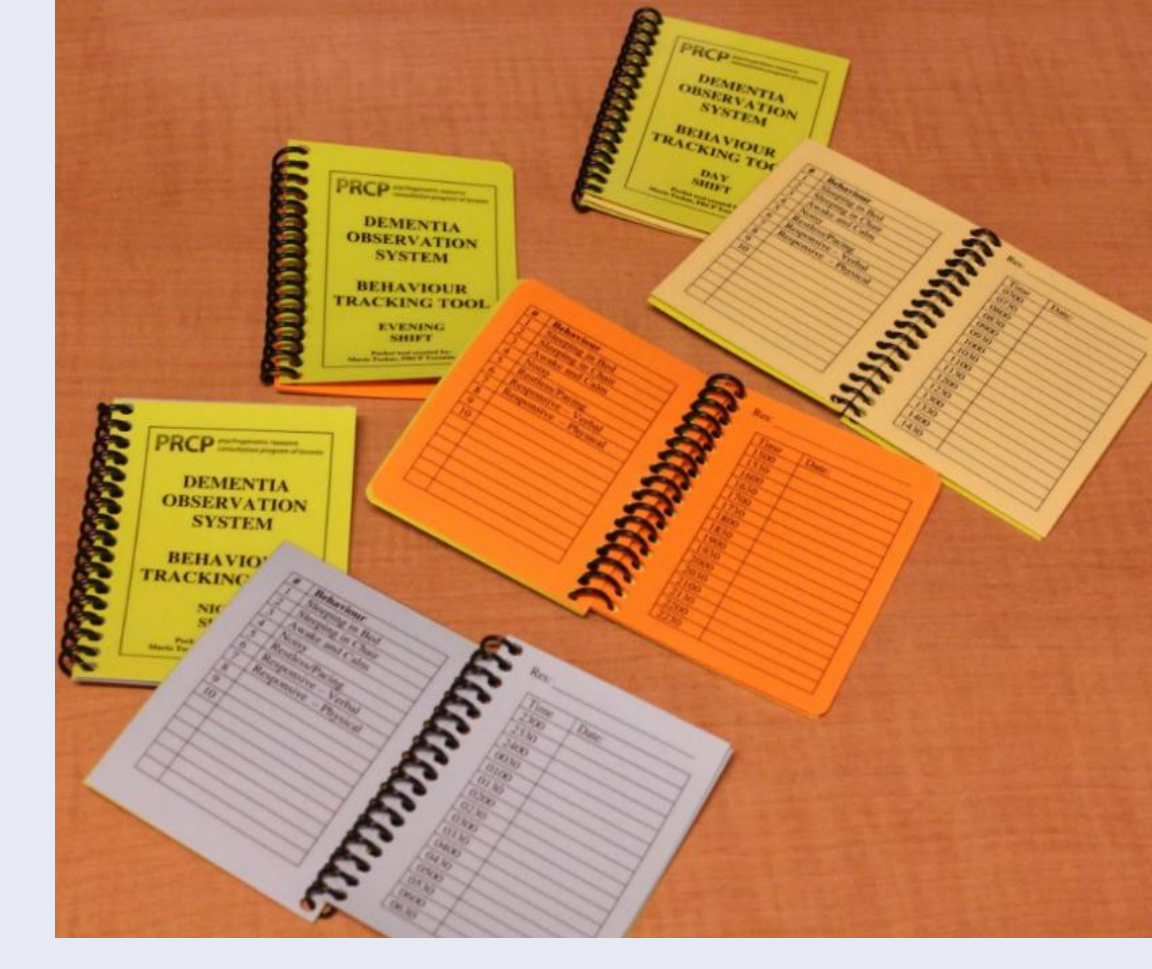
- A one day workshop that assists staff and management in multisectoral care settings to develop an in-house Behaviour Support Resource Team (BSRT)
- Working in teams participants will design process maps and develop a template for a BSRT that is specific to the needs of their facility
- The BSRT serves as a peer resource on responsive behaviours across the organization
- BSRTs help optimize the contribution of internal and external psychogeriatric resources and facilitate the creation of Behavioural Support Rounds attended by both regulated and unregulated care providers



## DOCUMENTATION

### The Pocket Dementia Observation System

- The Pocket Dementia Observation System (DOS), or "Pocket DOS" is an observation tool used to identify the responsive behavioural patterns of individuals with dementia
- The Pocket DOS is a portable tool care providers can carry with them to record their observations during their shift
- Recordings indicate when the person is sleeping, awake and calm, noisy, and when they are exhibiting other responsive behaviours that are being tracked
- All observations from the Pocket DOS are then transferred onto the DOS at the end of each shift, capturing the observations for a 24 hour period of 5 to 7 days
- Based on data from the DOS, potential triggers for behaviour can be identified, along with the effectiveness of interventions



## Workplace Stress and Dynamics

### Teambuilding

- A Knowledge to Practice (KTP) specialist/PRC will conduct a focus group to determine team needs in terms of collaboration and team dynamics
- Once those themes are established a workshop is customized to meet the organization's needs
- To date workshops have included:
  - Building Jobs We Want To Go To – Mindfulness at Work
  - Mind-Mapping to Problem-Solve
  - Managing through Change
- To encourage self-sustainability and build on the sessions' successes, further follow up by the Knowledge to Practice Specialist/PRC will focus on tailoring to the organization's specific goals for affirmative practice change in the way the teams interact



Building Jobs We Want To Go To: Mindfulness at Work

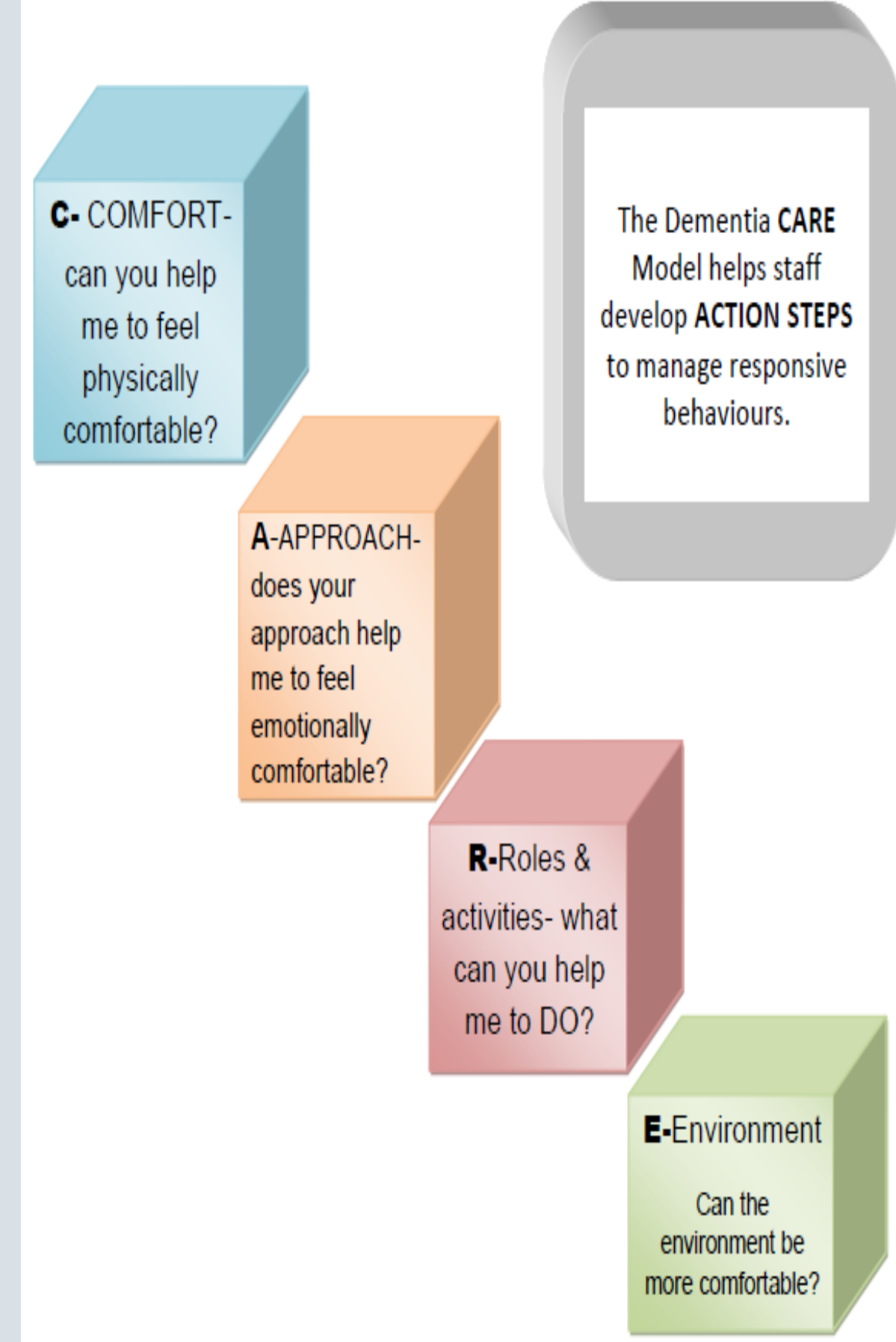
### Stress Management



- Participants identify and discuss stressors they encounter during a typical work day
- In a relaxed and playful atmosphere participants explore work related stress using communication exercises, yoga, breathing exercises, meditation and laughter therapy
- Workshop exercises enable staff to recognize the unexpected and unwanted consequences of these stressors on their relationships with colleagues
- Participants are encouraged to explore ways in which small shifts in self-awareness, inner dialogue and coping style can effect significant changes in what might otherwise become enduring cycles of stress and unhappiness at work

## Dementia CARE Model

### The Dementia CARE Model



- The Dementia C.A.R.E. Model was designed as a knowledge to practice tool to help frontline care providers find practical strategies to help in the management of responsive behaviours
- C.A.R.E. encourages frontline care providers to consider these four areas from the perspective of the person living with dementia: **Comfort, Approach, Role or activity and Environment**
- The Dementia C.A.R.E. Model is a 4 part training series:
  - Part 1 & 2: Understanding and managing responsive behaviours utilizing existing responsive behaviour frameworks
  - Part 3: Apply the Dementia CARE Model to a mock case scenario to develop care strategies
  - Part 4: Apply the Dementia CARE model to a 'real' case to develop care strategies
- The Dementia C.A.R.E. model supports existing training curricula by providing a framework to help care providers focus towards problem-solving and encouraging creative non-pharmacological strategies while managing responsive behaviours

## Modified Dementia Observation System

- The Modified Dementia Observation System is an observation tool that enables care teams to utilize specific behavioural descriptors for behaviour mapping
- The legend has been modified to include:
  - Additional descriptors for verbal and physical aggression
  - Differentiation between resistance and refusal of care and medications
  - Other section which includes sexually expressive, hoarding, hallucinations/paranoia, and repetitive questions/answers
- The Modified Dementia Observation System is available for download at: <http://prcp.rgp.toronto.on.ca/prcp-toolkit-and-libraries>

Locate a KTP Specialist in the Toronto region at:  
<http://prcp.rgp.Toronto.on.ca/maps/PRCP-services>

If you are interested in learning more about these knowledge-to-practice innovations please contact:

**Kerri Fisher, Program Coordinator**  
 Regional Geriatric Program of Toronto  
 Email: [kerri.fisher@sunnybrook.ca](mailto:kerri.fisher@sunnybrook.ca)  
 Tel: 416.480.5881

