

COVID-19 Long Term Care Orientation for Redeployed Healthcare Workers

Preventing and De-Escalating Responsive Behaviours

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Thank you for supporting teams in Long Term Care in
caring for the residents during the pandemic!

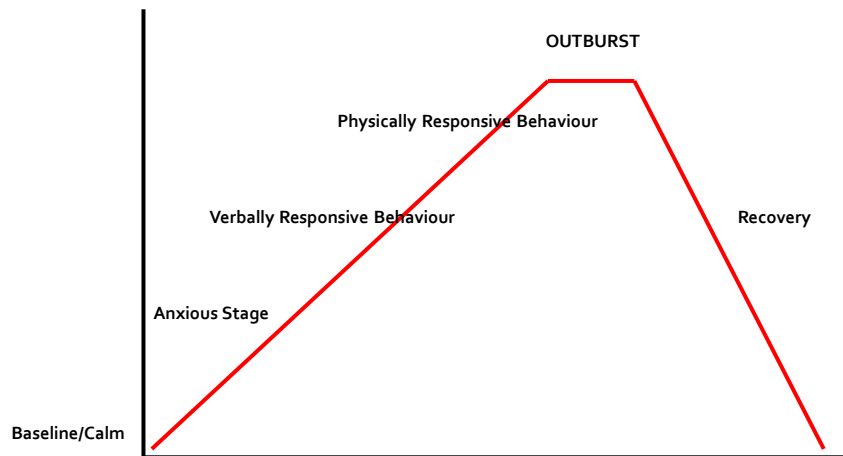
Goals for today

- Understanding the stages of behavioural escalation
- Identifying the warning signs
- Strategies to prevent behavioural escalation
- Strategies to de-escalate should behaviours occur

All behaviour has meaning

- In dementia care behaviours are viewed as responses to unmet needs.
- A large percentage of those with dementia living in LTC will have some form of responsive behaviour.
- This work can be time consuming and resource intensive however can be quite rewarding.

Stages of behavioral escalation



Gentle Persuasive Approaches. Adapted from: Breakwell, G. M. (1997). Coping with Aggressive Behaviour. Leicester, U. K.: BPS Blackwell.

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Anxious stage behaviours

- Increased movement
- Facial expressions
- Vocalizations
- Verbal commands



Physical space

- Personal Space**
 - Minimum of 3ft
 - Grabbing and kicking zone
- Reassurance Position** (GPA, 3rd edition)
 - Turning to a 45-degree angle
- Physical Layout of the Space**
 - Closest to the exit
 - Assess environment for items that can be used as a weapon

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Interpersonal skills

- Consider our own mood
- Slow down your speech
- Don't rush the person
- Don't confront or argue
- Allow for periods of silence
- Allow the person enough time to respond to the situation

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Validate feelings and emotions



Stay calm and paraphrase your understanding of their experience



Set clear and feasible limits



Provide choices

Validate and Negotiate

If escalation occurs...

- Remain in the area
 - Ask co-workers if they need help
 - Keep each other safe
- Move others in the area away
- Consider calling code white
- Reduce distractions/noise
- Consider involving authorities if necessary



Resources

- <http://www.rgptoronto.ca/resources/covid-19/>
- <https://alzheimer.ca/en/on/We-can-help/Resources/Shifting-Focus/Examples-of-responsive-behaviour/Aggression>
- <https://www.rgptoronto.ca/wp-content/uploads/2020/05/Communication-tip-sheet-FINAL.pdf>
- <https://www.rgptoronto.ca/wp-content/uploads/2020/05/Person-Behind-the-Mask-for-LTC.pdf>

References

- Gentle Persuasive Approaches. Adapted from: Breakwell, G. M. (1997). Coping with Aggressive Behavior. Leicester, U. K.: BPS Blackwell.
- North York General Hospital (2017) Module 9. Non-violent crisis intervention. Retrieved from: <https://mylearningedge.nygh.on.ca>

Thank you



1. WAS THIS HELPFUL?



2. ARE THERE OTHER TOPICS YOU WOULD LIKE TO SEE?