




BEHAVIOURAL ESCALATION CONTINUUM MODEL:

RESPONDING TO PERSONS WITH DEMENTIA

Behaviour Level	Staff Approach
<p>When you see Anxiety</p> <p>Defined as a change or increase in behavior:</p> <ul style="list-style-type: none">▪ Restless, pacing, rocking, withdrawal, fidgeting▪ Staff seeking, repetitive requests	<p>Be...Attentive</p> <ul style="list-style-type: none">✓ Acknowledge the change✓ Validate the feelings/emotion✓ Display understanding and support✓ Respond in a calm and gentle voice✓ Offer reassurance and assistance✓ Check for underlying needs
<p>When you see Agitation</p> <p>Resident becomes increasingly irrational and includes behaviour:</p> <ul style="list-style-type: none">▪ Swearing, criticism, vocalized anger▪ Physically restless and repetitive mannerisms ↑▪ Resists or refuses care	<p>Be... Responsive</p> <ul style="list-style-type: none">✓ Acknowledge the change✓ Validate the feelings/emotions✓ Be flexible✓ Offer choices and redirect✓ Respond in a calm tone✓ Ignore the challenge but don't ignore the behaviour✓ Check for triggers:<ul style="list-style-type: none">• Check for physical causes• Check your approach• Check the environment 
<p>When you see Verbal or Physical Aggression</p> <p>Resident experiences a total loss of control - an emotional and physical response:</p> <ul style="list-style-type: none">▪ Verbally threatening and abusive language▪ Physical aggression such as hitting, biting, grabbing	<p>Be... Directive</p> <p>Immediately:</p> <ul style="list-style-type: none">✓ Stop task✓ Increase resident's personal space✓ Be aware of your surrounding environment <p>De-escalate the situation by:</p> <ul style="list-style-type: none">✓ Responding calmly; use non-threatening body posture✓ Don't react: argue, give a defensive response, rationalize✓ Validate: acknowledge their feelings✓ Give directions/instructions✓ Keep it short and simple✓ Recognize the difference between venting and abusive language <p>After the resident has de-escalated:</p> <ul style="list-style-type: none">✓ Seek to understand resident's unmet needs related to the behaviour✓ Allow time and try another approach; Redirect✓ Check for triggers:<ul style="list-style-type: none">• Check for physical causes• Check your approach• Check the environment