




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