

Physical Symptoms

- Constipation
- Discomfort
- Pain
- Fever
- Hunger
- Thirst
- Fatigue



The Environment

- Too noisy
- Too many people
- Too much activity
- High level of stress

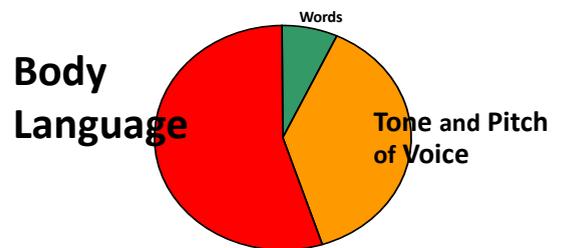


Feelings

- Anxious
- Fearful
- Frustrated
- Depressed



Communication of Feelings and Attitudes



Improve Communication

- Demonstrate
- Express feelings with your body
- Warm tone of voice
- Make eye contact
- Take your time



Improve Communication

- Repeat
- Indicate that you are listening
- One message at a time
- Pay attention
- Be reassuring



**Keep
It
Short &
Simple**



Helpful Strategies

- Pay attention to warning signs
- Avoid stressful situations
- Note the effect of the environment
- Ensure personal space is respected
- Watch level of comfort/pain



Helpful Strategies

- Provide reassurance
- Avoid overwhelming tasks
- Avoid confrontation
- Do mild exercise regularly



4-Step Problem-Solving

- 1. Define the Problem**
- 2. Analyze the Situation**
- 3. Generate Possible Solutions**
- 4. Implement a Solution**



George is a 75-year-old man in the middle stage of dementia. Most people would describe him as “easygoing.” He likes helping his wife, Mary, around the house and watching his favorite show on television – *Wheel of Fortune*.



Even though George’s ability to express himself verbally is diminished he still enjoys meeting their friends at their favourite coffee bar.



For the past 6 months George has been increasingly agitated at lunchtime. Recently, there have been a few occasions when he was verbally abusive to his wife, and he even pushed her a few times. This is very out of character for George.



Mary noticed that George’s behaviour started to change shortly after they began having their meals delivered at home just before lunch.



4-Step Problem-Solving

1. Define the Problem

- What do you want to change?
- Is this a behaviour that can be changed?
- Are you willing to spend time on this?
- What do you actually want to achieve?



1- Define the Problem

- Mary's goal is to stop, or at least diminish, George's verbally and physically aggressive behaviour.
- This is likely possible, since George is calm the rest of the time.
- Mary is willing to invest the time and energy to improve the situation.



4-Step Problem-Solving

2. Analyze the Situation

- **Where** is it happening?
- **When** does it occur?
- **Who** is involved or affected?
- **What** emotions are expressed?
- **Why** is this happening?



2- Analyze the Problem

- The behaviour happens just before lunchtime. The closer it is to the meal delivery time the more tense George becomes.
- The dog barks when the meal delivery person rings the door bell. This seems to surprise George and makes him very tense.



2- Analyze the Problem

- When the delivery person enters the house, George becomes even more tense and will not move from where he is sitting, or interact with anyone. It was at that point that George threw his fork against the wall last week.



2- Analyze the Problem

- Even though George seems to be angry, Mary thinks that he is mostly afraid, and the anger might be a manifestation of his fear. Mary's hypothesis is that George is afraid of the stranger coming into their house and the anticipation of this moment makes him agitated. The door bell and the dog barking just worsens this situation.



4-Step Problem-Solving

3. Generate Possible Solutions

- Weigh the pros and cons



Possible Solutions

- Identify the stressor
- Be positive
- Comfort/pain
- Limit stimulations
- Focus on feelings
- Provide space
- Distract
- Relaxing activities

* *Do not argue.*



3- Generate Possible Solutions

- Remove/minimize the stressors
 - Put dog in bedroom
 - Ask delivery person to use his cell phone instead of the door bell
 - Ensure that the delivery person stays on the porch, instead of coming into the house
- Relaxation
 - Tape *Wheel of Fortune* and put one in VCR



3- Generate Possible Solutions

- Reassure
 - Mary will explain to George that if he notices her going to the door, she is getting the meals but will not let the delivery person in the house.



Relaxing Activities

- Soothing music
- Creative activities
- Dancing
- Reminiscing
- Aromatherapy
- Holding hands
- Outdoor walks
- Just sitting together
- Gardening



4-Step Problem-Solving

4. Implement a Solution

- Develop a plan
- Rehearse
- Evaluate the results



4- Implement a Solution

- Develop a Plan
 - Phone meal delivery and explain.
 - Plan when she will put the dog in the other room and start the VCR.
- Rehearse
 - Set VCR.
 - Put dog in bedroom and see if he barks when the front door opens.



4- Implement a Solution

- Evaluate
 - How was George's reaction? Same – better – worse?
 - Was George able to relax while watching *Wheel of Fortune*?
- Adjust
 - If *Wheel of Fortune* was not effective in relaxing George, Mary might try something more active, like having George help her set the table.



4- Implement a Solution

- If the voice of the delivery person made George tense, Mary could meet the truck on the driveway to pick up the food.
- Future Considerations
 - With time and as George gets more relaxed with this situation, Mary could ask him to come to the door and say 'Hi' to the delivery person. This might help transform a negative situation into a positive one.



Safety

- Strategize in advance
- Ensure safety for the person
- Give the person space
- Leave the room if needed
- Ask for assistance



Look after yourself

- Find support
- Unwind
- Share your feelings
- Take regular breaks



**Remember,
It's not personal.**



Alzheimer Society of B.C. Programs and Services

Alzheimer Resource Centres
for information, education, support
and referrals.

First Link® Dementia Helpline
1-800-936-6033
604-681-8651 (Lower Mainland)

Minds in Motion®
Weekly exercise and social program for
people with early symptoms of
dementia and a care partner.

Support groups
• For people with early symptoms
• For care partners

Education

- *Getting to Know Dementia*
- *Shaping the Journey: living with dementia®*
- *Family Caregiver Series*
- *Transition to Residential Care*
- Dementia Dialogues
- Tele-workshops

Information bulletins

- **First Link® Bulletin**
- **Connections**
- **Insight** for people with dementia

Website

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Alzheimer Society
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Newsletter & Bulletins



Connections

A quarterly publication featuring submissions by
and resources for caregivers, as well as news,
updates and ways to get involved with the Society.



Insight

Educational bulletin for and by people with
dementia

To subscribe, visit: www.alzheimerbc.org/News-and-Events/Newsletters.aspx

Or call 604-681-6530 or 1-800-667-3742 (toll free)

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on your generosity to fund its education programs
and support services? For information about making
a planned gift, either today or in the future, go to:

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involved/Ways%20to%20donate/Create-a-lasting-
legacy](http://www.alzheimer.ca/en/bc/Get-involved/Ways%20to%20donate/Create-a-lasting-legacy)

To review your planned giving options, contact either:

Leona Gonczy or Marilyn Kernahan
Phone: 604-742-4926 Phone: 604-742-4906

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Provincial Office (to order handouts/bulletins)

1-800-667-3742 or
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