

Identification & Management of Behavioral Expressions of Distress

Inservice Facilitator's Guide

Note: This inservice is designed to be given in conjunction with the Identification & Management of Behavioral Expressions of Distress Pocket Guide.

1. Introduction

Behavioral expression is the primary language for our residents living with Alzheimer's disease and related dementias.

Remember these steps when you encounter someone who is expressing a need through a behavior.

1. Determine if the expression needs to be addressed.
 - Is the behavior disrupting, endangering, or distressing the resident or others?
If not, it may not need to be addressed.
2. If the behavior needs addressing, try to accommodate and understand it, not control it.
3. For first-line interventions, just remember **PPSB**:
 - POTTY
 - PAIN
 - SNACK
 - BORED

Ensuring regular toileting, pain medication, snacks, and adequate, personalized stimulation goes a long way in reducing and preventing behavioral expressions of distress.

Because you may need to repeat this inservice as often as quarterly, it includes four different pairs of scenarios to choose from. Each pair of scenarios offers opportunities for learning about safe, needs-focused, and effective ways to address residents' behavioral expressions of distress.

Each scenario will require two to three volunteers.

After each scenario, stop and ask the audience to identify the Dos and Don'ts they witnessed during the role-playing. Some examples from the Pocket Guide are listed for your reference.

2. Role-play Version A

Ask volunteers to role-play Version A of the chosen scenario.

3. Version A Follow-up with audience:

What **Don'ts** did you see in this scenario?

Don't:

- **Get angry, defensive, or resentful; this will make matters worse.**
- **Use body language that could be construed as threatening:**
 - Don't surprise them.
 - Don't stand directly in front of or over them (if sitting).
 - Don't glare or stare.
- **Use words that could be construed as threatening:**
 - Don't use sarcasm.
 - Don't make insulting comments.
 - Don't use humor—it may be misinterpreted.
 - Don't raise your voice.
 - Don't give advice, argue or try to reason.

4. Role-play Version B

Ask volunteers to role-play Version B of the chosen scenario.

5. Version B Follow-up with audience:

What **Dos** did you see in this scenario?

Do:

- **Remain calm, cool, & collected.**
- **Alert other staff/ask for help if needed.**
- **Pay close attention to your own body language.**
 - Keep hands in view, palms up and open.
 - Respect their personal space.
 - Move slowly & steadily.
 - Always leave yourself an escape route.
- **Listen and speak carefully.**
 - Respond to the actual meaning of what they're saying, not the words.
 - Use short, simple phrases.
 - Communicate concern, caring and reassurance.