

Welcome!

It's All in Your Approach

Making Positive Connections with People Living with Dementia

Start time: 10:00 am HST

You should hear music playing now.

Check that your computer is not muted and the volume is turned up. There is no phone dial up required.

Thank you for joining us!



CATHOLIC CHARITIES
HAWAII
CIRCLE OF CARE FOR DEMENTIA

Catholic Charities Hawaii 2020 Dementia Workshops for Caregivers of Persons Living with Memory Loss are made possible by a grant from the Administration for Community Living, U.S. Department of Health and Human Services, given to Catholic Charities Hawaii for the Alzheimer's Disease Program Initiative.

Please help us support this grant by completing this short 5-question pre-test poll. You will be asked to complete the same questions in a post-test at the end of the webinar. All answers are anonymous.

Thank you for your participation!

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Zoom Webinar Guide

Q&A: Everyone is muted and in “listen only mode,” but we still want to hear your questions! Please use the Q&A feature to submit your questions. There is the option to ask anonymously if desired.

Chat: If you have any technical issues during the webinar, please use the chat to let us know. Questions regarding content should be submitted through the Q&A feature.

Recording: Today’s webinar is being recorded for future viewing. You will receive a link to the recording after the event.

Slides: Presenter will be sharing PowerPoint slides. You will receive a PDF of today’s slides after the event.

CEUs: There are no CEs for this event. You will receive a printable PDF certificate of completion noting the topic and duration of the webinar.

Caregiver Survey: At the end of this webinar we would like to ask you to fill out a confidential survey. We value your feedback and always want to make improvements!

A G E N D A

Explore five sensory input systems

01

Examine dominant role of vision

02

How dementia affects sensory awareness and processing

03

What is the Positive Physical Approach (PPA)

04

Communication and Connection Tips

05

Using Hand under Hand (HuH) techniques to help and connect

06

Introduction: Beliefs

- The relationship is most critical, not the outcome of one encounter
- We are a key to make life worth living
- People living with dementia are doing the best they can
- We must be willing to change ourselves

5 Senses

How Humans Take In Data



- 1. What you see**
- 2. What you hear**
- 3. What you feel/ touch**
- 4. What you smell**
- 5. What you taste**

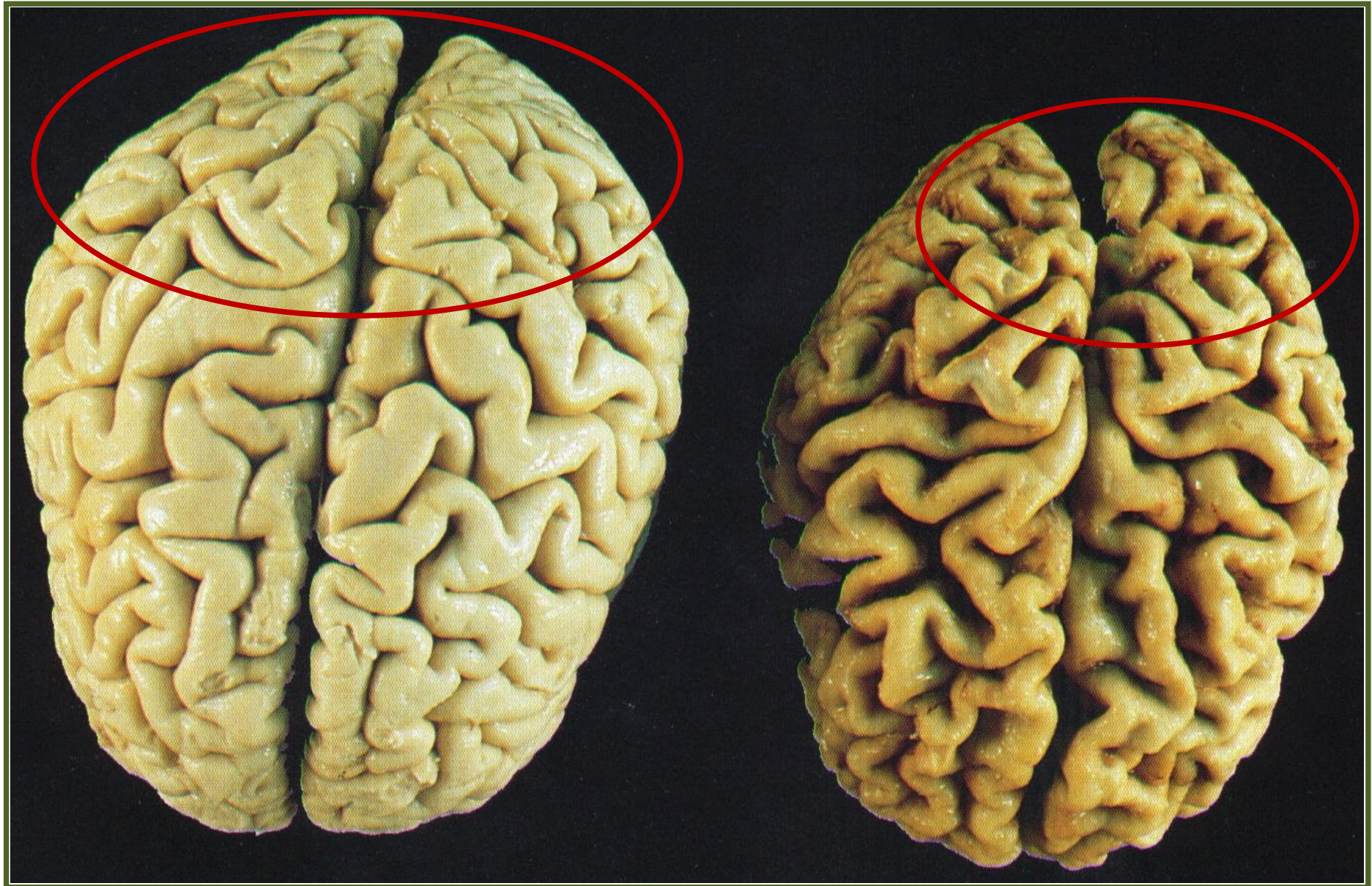


Visual Data

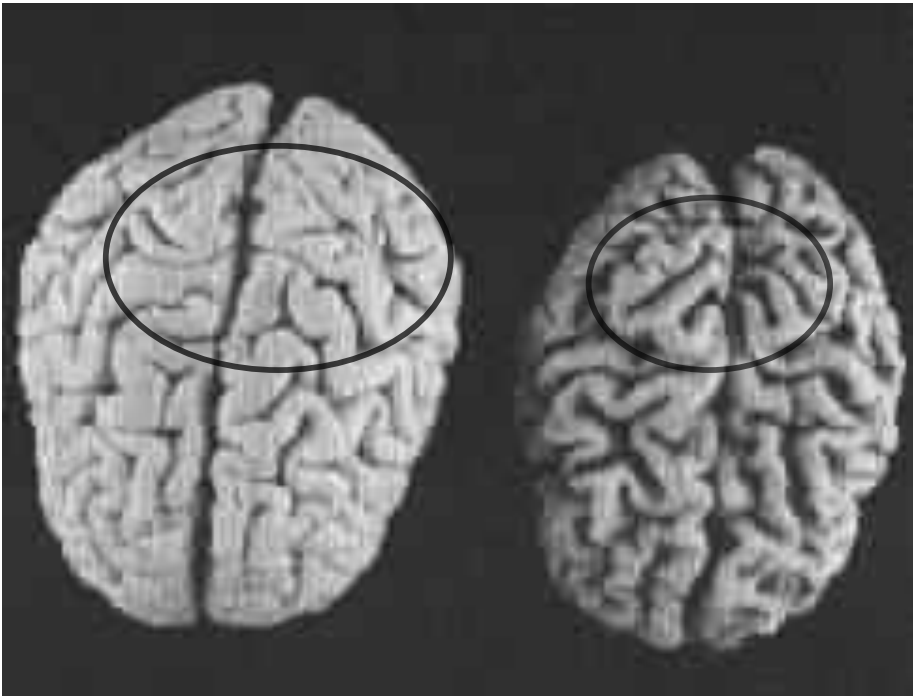


- **The most powerful sensory input.**
People with dementia pay more attention to what they see than what they hear.

Vision Center – BIG CHANGES



Vision



Losses

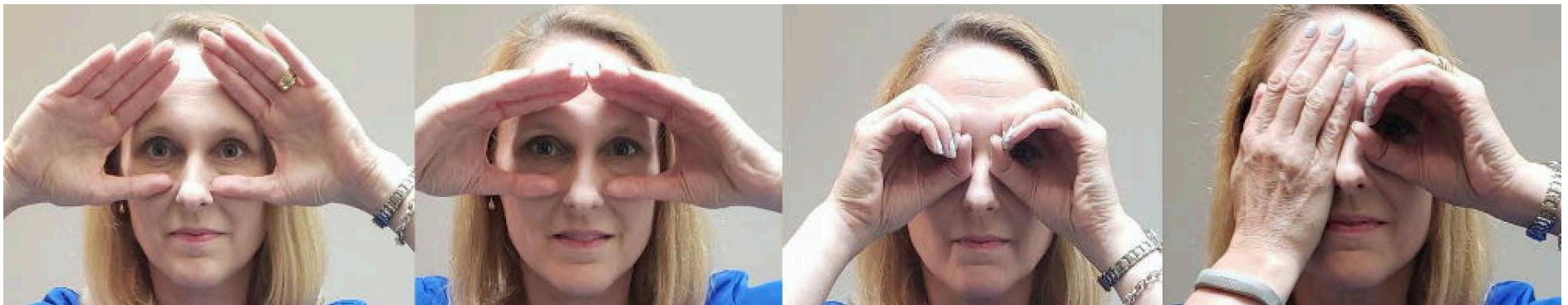
- Edges of vision – peripheral field
- Depth perception
- Object recognition linked to purpose
- SLOWER to process – scanning & shifting focus

Preserved

- ‘See’ things in middle field
- Looking at... curious

Peripheral Awareness Changes

What does it mean for how I see the world?



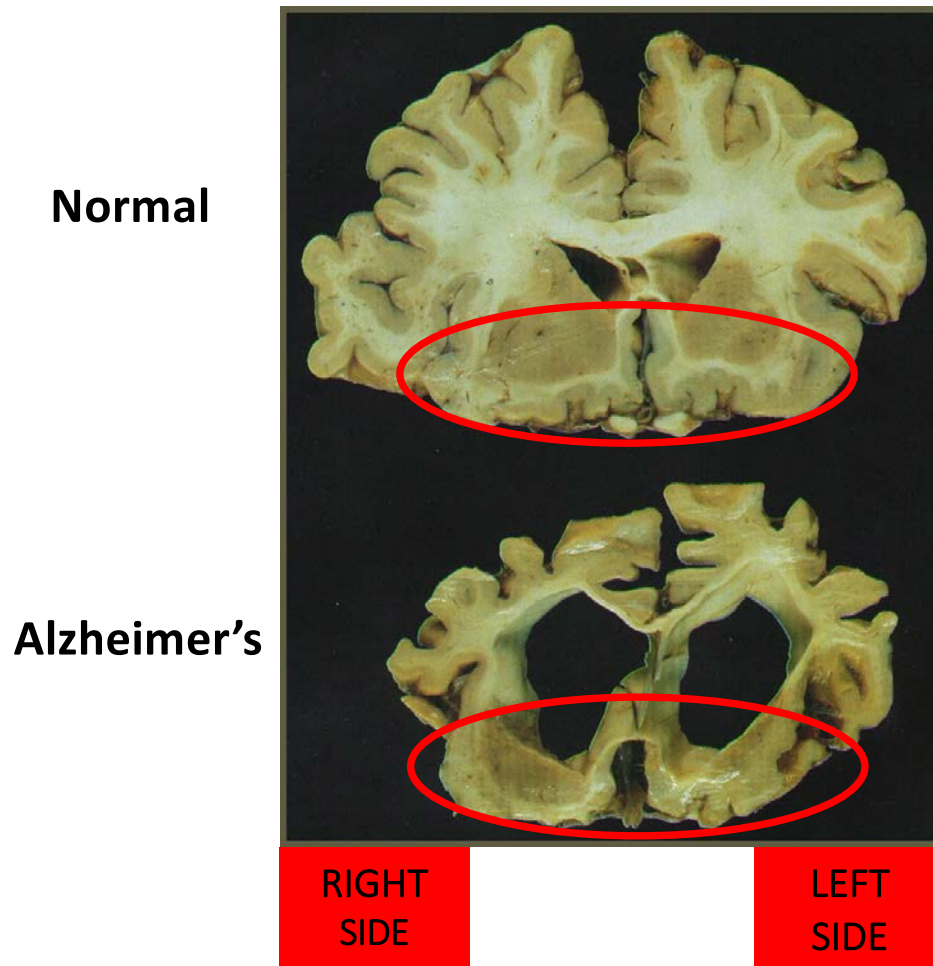
**Normal aging
peripheral
awareness
change**

Early to late dementia peripheral awareness changes

My field of active awareness shrinks from tunnel to monocular vision.

I am unaware of the things and people outside this field. I don't see you when you think I do. I don't see objects that you think I should so I trip on them.

Language Changes



Language on the **LEFT** –
LOST

- Vocabulary
- Comprehension
- Speech production

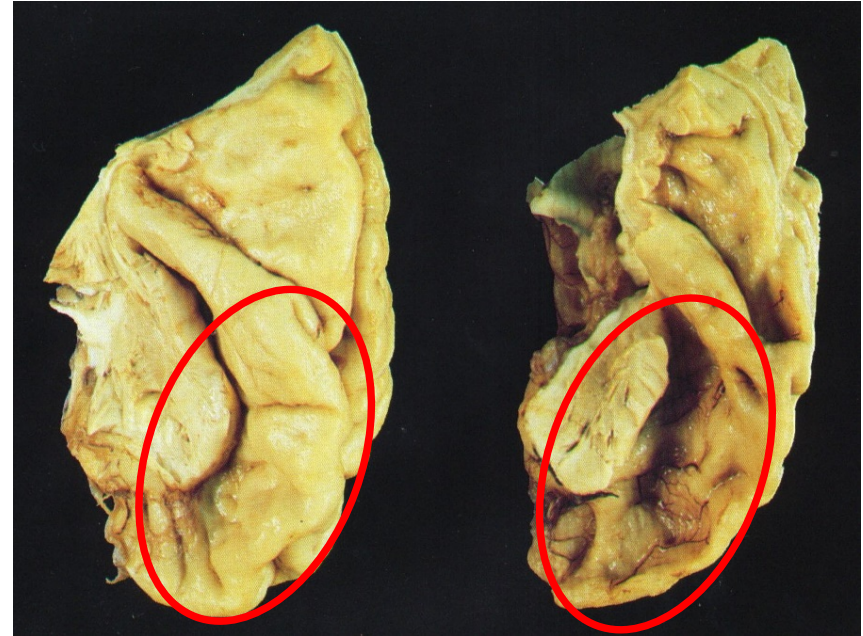
Rhythm on the **RIGHT** -
REMAINS

- Social Chit-Chat
- Music, Poetry & Prayer
- Rhythmic Movement
- Forbidden words

Language or Hearing Change?



**Hearing Sound –
Not Changed**



**Understanding Language –
BIG CHANGE**

Auditory Data



- **What do we often do wrong?**

Care partners like to talk... a lot!

The person with dementia is focused on how we look visually and they are not processing the content.

How Can We Give Information?

- 1) Visual Cues – Show
- 2) Verbal Cues – Tell
- 3) Tactile Cues – Touch

The order matters!

Positive Physical Approach™

1. **Stop** moving 6 ft out
2. **Greet**: “hi” sign (open by face), say name
3. Moves hand **into a handshake** position
4. **SLOWLY** come in from the front
 - within visual range (or starts there)
5. Move into **Supportive Stance**
6. Hand shake—move into ‘**hand-under-hand**’
7. Move to side; **Get low** –sits or kneels
8. Make **connection** (wait for their response!)
9. Deliver a message – using V-V-T cues

* = if in public space and you start the interaction

3 Zones of Human Awareness

- **Public Space** – 6 ft away or more
 - Visual Interactions & Awareness
- **Personal Space** – 6 ft to arm's length
 - Conversations & Friendship
- **Intimate Space** – within arm's reach
 - Intense Physical Closeness



Step 1: Stop moving 6 ft out

- Pause at the Edge of Public Space
 - Stop moving - 6 ft
 - Let the person NOTICE you in public space
(give them *time* to do this)
 - Acknowledge the person's OWNERSHIP of personal space
 - Respect their space!

Step 2: Greet-Give 'hi' sign

- Bring flat, open palm up near face
 - Visual cue to look at you
- Say “HI!” and use preferred name, if known
 - Verbal cue to look at you
- Look Friendly
 - Smile
 - Make eye contact



Step 3: Say name, offer hand

- Seek permission to enter **PERSONAL SPACE**
- **SHOW** person what you want to do
- Watch for their reaction/response
 - If there's hesitation
 - **STAY** in **PUBLIC** space
 - Turn your body **SIDEWAYS** – supportive stance
 - See what happens next – no better? hold back



Step 4: Move slow

- **Move Slowly toward the person**
 - **While offering your hand in greeting**
 - **Smile and look friendly**
 - **1 second = 1 step**
 - **Respect SLOWED processing time**
 - **Decreased ability to do two things at one time**

Confrontational Stance

- If we stay standing in the front instead of moving to the side we can accidentally be perceived as confrontational. They may feel trapped.



- If we lean in closer so we can be seen clearly, it can feel like you are confronting them and is unsettling.



Who in our lives stood this way to us?

Authority figures!

Parents, teachers, bosses

Step 5: Move into SUPPORTIVE stance

- Shift toward dominant side – hand shake side
- Turn your TRUNK sideways to the person
- Stay at ARM'S length
- Keep face & chest back



- You are not blocking their visual field and they don't feel trapped.

Hand-under-Hand™



Step 6: Hand-under- Hand™

- Go into Hand-under-Hand™ from a normal handshake
 - Provides protection for them AND you
 - Connects you with them while giving them a sense of control



PPA Takes Practice!



Step 7: Move to side, get low

- Get to their level
 - SIT, kneel, or squat
- Respect INTIMATE space
- Allow eye contact with limited visual field
 - Get focus on your face not your chest or middle



If You Can't Get LOW...

- Stay greater than arm's length away
- Use Verbal Connections
- If it's not working, get a seat



Step 8: Make connection

- Make friendly statement
- Wait for a response or acknowledgement
- Be sure you have a connection before you start your care



Positive Personal Connections (PPC)



1. **Greet or Meet:** introduce yourself and use their preferred name: “Hi___I am ___” or “I am___ and you are?”
2. **Say Something Nice:** indicate something about them of value
3. **Be Friendly:** share about you, then leave a blank
4. **Notice Something:** point out something in the environment
5. **Be Curious:** explore a possible unmet like, want, or need

Step 9: Deliver a Message

- Give visual cues first
- Offer verbal information next
- Use touching last and only if the person is aware of your plan

Positive Action Starters (PAS):

1. **Help:** Be sure to compliment their skill in this area, then ask for help.
2. **Try:** Hold up or point to the item you would like to use, possibly sharing in the dislike of the item or task, “Well, let’s try this.”
3. **Choice:** Try using visual cues to offer two possibilities or one choice with something else as the other option.
4. **Short and Simple:** Give only the first piece of information, “It’s about time to (first task).”
5. **Step by Step:** Only give a small part of the task at first, “Lean forward.”

All the steps come together to get connected!



All the steps come together to get connected!



Hand-under-Hand™



Hand-under-Hand™ Assistance

- Helps assist doing *WITH* not *for*

- *Protects* them and us!

- Helps direct gaze – eye-hand coordination

- Pressure in the palm is calming



Hand-under-Hand™:

protects aging, thin, fragile, forearm skin



High Risk



Keep it SIMPLE



- USE VISUAL combined VERBAL (gesture/point)
 - ✓ “It’s about time for...”
 - ✓ “Let’s go this way...”
 - ✓ “Here are your socks...”
- DON’T ask questions you DON’T want to hear the answer to...
- Acknowledge the response/reaction to your information...
- LIMIT your words – SIMPLE is better always
- Wait, Pause, Slow Down



Build Skill

- Positive Physical Approach™
- Supportive Communication
- Consistent & Skill Sensitive Cues
 - ✓ Visual, verbal, physical
- Hand Under Hand™
 - ✓ for connection
 - ✓ for assistance
- Open and Willing Heart, Head & Hands



Approach Matters



Use a consistent Positive Physical Approach™

- Pause at edge of public space
- Gesture and greet by name
- Offer your hand and make eye contact
- Approach slowly within visual range
- Shake hands and maintain Hand-Under-Hand™
- Move to the side
- Get to eye level & respect intimate space
- Wait for acknowledgement

Supportive Communication



Make a connection

- Offer your name – “I’m (NAME)... and you are...”
- Offer a shared background – “I’m from (place) ...and you’re from...”
- Offer a positive personal comment – “You look great in that” or “I love that color on you...”

Emotional Communication



Validate emotions

- **EARLY** –“It’s really (label emotion) to have this happen” or “I’m sorry this is happening to you”
- **MIDWAY** – Repeat/reflect their words (with emotion)
 - ✓ **LISTEN** for added information, ideas, thoughts
 - ✓ **EXPLORE** the new information by ‘watching and listening’ (wonder what they are trying to communicate)
- **LATE** – Check out their ‘whole’ body –
 - ✓ Observe face, posture, movement, gestures, touching, looking
 - ✓ Look for **NEED** under the words or actions

First Connect Then Do



- 1st – Visually
- 2nd – Verbally
- 3rd – Physically
- 4th – Emotionally
- 5th – Spiritually - Individually

When Doing



- Do 'With'
- Give SIMPLE and Short Pieces of Information
- Offer concrete CHOICES
- Ask for HELP
- Ask the person to TRY
- Break the TASK DOWN to single steps at a time

When Words Don' t Work Well



Hand-under-Hand™

- Uses established nerve pathways
- Allows the person to feel in control
- Connects you to the person
- Allows you to DO with not to
- Gives you advance notice of 'possible problems'
- Connects eye-hand skills
- Use the dominant side of the person

Use Hand-Under-Hand™



- Connecting – comforting and directing gaze
- Guiding and helping with movement
- Getting eye contact and attention
- Providing help with fine motor
- Offering a sense of control, even when you are doing almost everything



For ALL Communication



If what you are trying is NOT working...

- STOP
- Back off
- THINK IT THROUGH...
- Then, re-approach
- And try something slightly different

October Webinars

October 15, 2020 • 10-11:30am

Challenging Behaviors: Recognizing Unmet Needs

<https://bit.ly/pachawaii2020>

October 21 2020 • 10-11am HST

**Activities in Dementia Care, Filling the day with
Meaning**

<http://bit.ly/HKactivities>

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webinars.***



Thank you!

Thank you so much for your desire to learn and your commitment to making a positive difference!

Please also help us support this grant by completing a short anonymous demographic and quality survey after this webinar. Your feedback is important to us, and helps us to keep providing these free educational events to our community.

To learn more about the Hawaii Circle of Care for Dementia visit,
www.catholiccharitieshawaii.org/dementia/

Visit www.halekuike.com learn about future Positive Approach to Care (PAC) workshops!

To learn more about PAC visit www.teepasnow.com



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