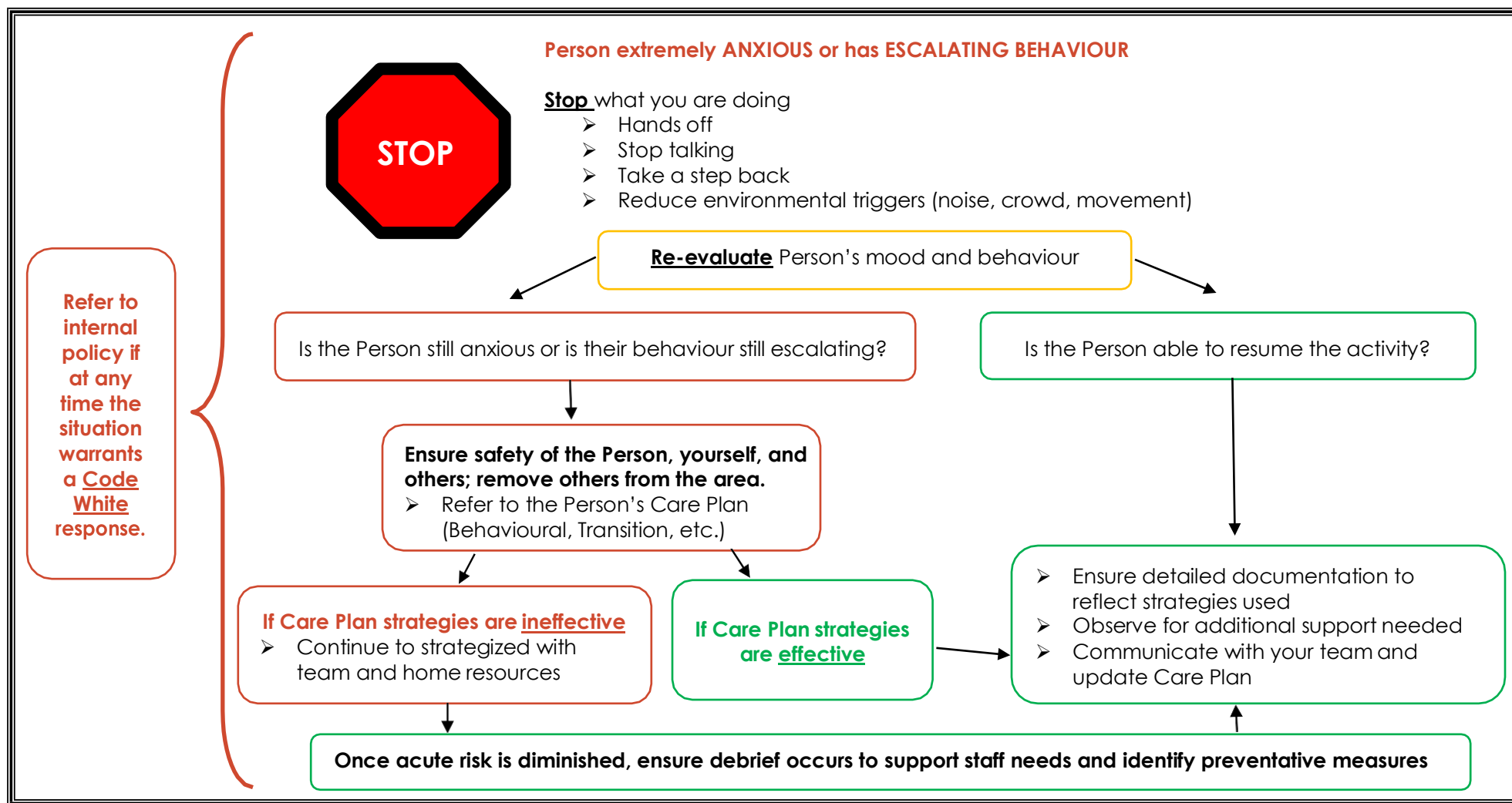


Responding to ANXIOUS or ESCALATING BEHAVIOUR



General Care Strategies to Prevent/Minimize Anxious or Escalating Behaviours

- Take a deep breath
- Relax your body language including using a slower, non-threatening approach
- Provide personal space; do not touch the person
- Use a calm voice and reintroduce yourself – ensure that only one staff speaks.
- Avoid temptation to speak authoritatively (i.e. "stop/don't/can't/no")
- Acknowledge and validate emotion being expressed
- Consider strategies that are specific to that Person (reminiscence, pets, music, doll therapy, etc.)
- Minimize distractions and noise