20th Annual
Crisis Intervention Conference

Supporting People with Dementia
Experiencing Crisis

Objectives

- Overview of Dementia and recognizing when someone may have dementia
- Learn about the influence of environmental, physical and emotional factors
- Learn how to gather and use person centered information when working with vulnerable adults

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Scenario #1

Overview and Wrap Up of Scenario #1

IDEA Strategy

- **Identify** the problem of the behavior (and ask yourself, is it really a problem?)

- **Educate Yourself**
  - Cause? New medications, is it loud, overwhelming, confusing, language barriers
  - Understand the meaning of the behavior to the person—bored, dismissed,

- **Adapt**

Adapted from “IDEA Strategy,” Alzheimer’s Association of Greater Los Angeles.
Common Complaints that those with memory loss have regarding communication:

- People talk too quickly
- People give too much information
- The environment is loud or distracting
- (Lack of eye contact)
- No respect
- Feeling rushed... “hurry up”
- Made to feel “dumb”

Communication

- Communication is more than what we say. The non-verbal communication is particularly important to an individual who may be having difficulty with their language skills or having trouble understanding directions.

- 7% Spoken Words
- 93% Non-verbal
- 38% Voice, Tone
- 55% Body Language

Changes in Communication

- Changes in the ability to communicate can vary and are based on the person and where he or she is in the disease process. Problems you can expect to see at various stages of the disease include:
  - Difficulty finding the right words.
  - Using familiar words repeatedly.
  - Describing familiar objects rather than calling them by name.
  - Easily losing a train of thought.
  - Difficulty organizing words logically.
  - Reverting to speaking a native language.
  - Speaking less often.
  - Relying on gestures more than speaking.
Interaction Tips

- Ask simple questions (yes and no) use simple words
- Stay Calm
- When repeating use the exact same wording
- Don’t insist
- Talk in a normal tone (not loud or rushed)
- Speak slowly
- Speak on their level—kneel down by a w/c etc.
- Keep eye contact
- Avoid correcting if you can
- Give time to respond to questions

Ineffective

1. Arguing
2. More than one person giving instructions or asking questions
3. Rapid fire questions
4. Raised voice
5. Entering their space
6. Standing over them—intimidating stance
7. Imposing your wishes on them
8. Not giving time to respond
9. Having expectations set too high
10. Others

Effective

1. Lead by following
2. One question—one answer
3. Time to respond (count to five)
4. Positive words...avoid use of NO
5. Ask vs. giving instructions
6. WAIT for permission to enter their space
7. Validate the feeling
8. Acknowledge how overwhelmed the situation may be
9. Other ideas
Supportive Stance

- Begin 6 ft away, extend hand and greet
- Wait for response to move closer
- Shake hand, slide palm to palm, move beside person
- Guide person using your joined hands

Unfair Hearing TEST

- Have Patience!
- Listen & give time to respond
- Look confident

LISTEN & SILENT

- Patience

Conclusions?
SCENARIO #2

Sue’s Story
This is what we know

• CALL #1 from Daughter, Patty who visited her mother Sue at Christmas.
• Husband, Steve is the primary caregiver and works from 8a-6p daily.
• Patty reports Sue cannot physically transfer herself.
• Sue has gone outside in the winter with her swim suit on when the temperature was -5. Neighbors have seen her wandering in her backyard attempting to get into her winterized pool.
• Not eating, responsible for her own care needs while husband is working and not oriented to time and common caregivers, place

Please stand up and read your card if you have been assigned these roles

• DOCTOR JOHN
• SON BOB
• DAUGHTER PATTY
• HUSBAND STEVE
• FRIEND LUCY
• NEIGHBOR CHLOE
• WAITRESS BARB
• PASTOR JIM
• OFFICER JOE
• SUE

PROCESS SCENARIO #2
Barriers

- Physicians often do not want to be the “bad guy.”
- Family dynamics
- Need for insurance coverage (Caregivers needing to work)
- OTHERS

Solutions

STAR METHOD

- Medication Factors
- Social Factors
- Personal Factors
- Behavioral Factors

- Medical Factors
Day in the Life

Debrief

https://www.youtube.com/watch?v=Fz8ACEu7Lho

You are already working with People who have Dementia!

• 70-80% of people with dementia live in the community

Dementia Overview

aementia

alzheimer's

vascular dementia

frontotemporal dementia (FTDA)

mixed dementia

Huntington's disease

injury body dementia
What is Dementia?

- The word dementia describes a group of symptoms associated with a decline in memory or other thinking skills that makes doing everyday activities difficult. There are a number of diseases that cause the symptoms of dementia, the most common of which is Alzheimer’s disease.

Brain functions that can be affected are:
- Memory, memory retention
- Communication and language
- Ability to focus and pay attention
- Reasoning and judgment
- How one perceives their environment (senses)

This is not part of normal aging

Is it Dementia?

<table>
<thead>
<tr>
<th>Signs of Alzheimer’s Dementia</th>
<th>Typical Age-Related Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor judgment and decision making</td>
<td>Making a bad decision once in awhile</td>
</tr>
<tr>
<td>Inability to manage a budget*</td>
<td>Missing a monthly payment</td>
</tr>
<tr>
<td>Losing track of the date or season</td>
<td>Forgetting which day it is and remembering later</td>
</tr>
<tr>
<td>Difficulty having a conversation</td>
<td>Sometimes forgetting which word to use</td>
</tr>
<tr>
<td>Forgetting that you are looking for something</td>
<td>Forgetting what you are looking for but remember once you retrace your steps*</td>
</tr>
<tr>
<td>Placing items in odd places</td>
<td>Sometimes misplacing things</td>
</tr>
</tbody>
</table>

*Needs to be a new behavior

Source: Alzheimer’s Association

Is it always Progressive Dementia?

- Many people have memory losses—this does not mean they have Alzheimer’s or another disease.

- Other causes of memory loss or dementia symptoms include:
  - Depression
  - Medication side effects
  - Excessive alcohol use
  - Sleep apnea
  - Vitamin deficiencies
  - Infections (especially bladder)

- Dementia, diseases come on slowly and progress over time, eventually becoming every day tasks difficult or impossible

- These problems can make progressive dementia symptoms worse
The Dementia Crisis

Crisis intervention involves a three-pronged approach: the initial crisis response, crisis stabilization and providing long-term care for people with extremely challenging behaviors.

Scenario #3

Please Break into groups of 4-6
We need to work together to bring education & support to our communities. Our goal needs to be assisting people with dementia to remain in their home as long as possible.

Why does this matter?
The number of people with Alzheimer’s disease and related dementias keeps rising

People with Alzheimer’s Disease really cannot walk and talk at the same time….they need to concentrate on one task at a time.

If you’ve met one person with Alzheimer’s Disease, you’ve met one person with Alzheimer’s Disease.

-- Unknown
It takes all of us to make a difference

Resources

- County Crisis
- Aging & Disability Resource Center (ADRC)
- County Council on Aging
- NFCSP (National Family Caregiver Support Program)
- AFCSP (Alzheimer's & Family Caregiver Support Program)
- Alzheimer's & Dementia Alliance (ADAW)
- Alzheimer's Association
- Adult Protective Services
- Local Support Groups
- Dementia Care Specialist Program in some counties
- Wisconsin Silver Alert
- Tribal Elder Services
- Project Life Saver (or other wandering program)
- Others

Do Not Ask Me To Remember

Do not ask me to remember,
Do not try to make me understand,
Let me not and know you're with me,
Keep my hand and hold my hand.

I'm confused beyond your concept,
I am sad and sick and lost,
All I know is what I need you
To be with me at all cost.

Do not lose your patience with me,
Do not scold or curse or cry,
I can't help the way I'm acting,
Can't be different though I try.

Just remember that I need you,
That the best of me is gone,
Please don't let me stand alone,
Love me till my life is done.

- Author Unknown

Thank you for being a part of our presentation today. Feel free to reach out to any of us with any comments, questions or concerns.
Thank You For Joining Us Today

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