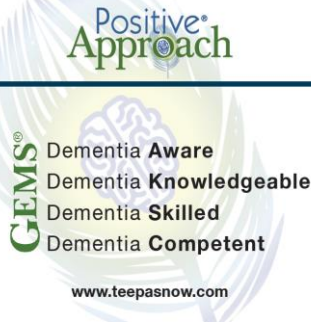


Changing the Culture of  
Dementia Care  
One Mind at a Time



© Teepa Snow, Positive Approach, LLC - All rights reserved only with permission.

1

---

---

---

---

---

---

---

---

For the slides from this presentation, visit:

[www.teepasnow.com/presentations](http://www.teepasnow.com/presentations)

Slides will be available for 2 weeks



© Teepa Snow, Positive Approach, LLC - All rights reserved only with permission.

2

---

---

---

---

---

---

---

---



*Handouts are intended for personal use only. Any copyrighted materials or DVD content from Positive Approach, LLC (Teepa Snow) may be used for personal educational purposes only. This material may not be copied, sold or commercially exploited, and shall be used solely by the requesting individual.*

Copyright 2017. All Rights Reserved  
Teepa Snow and Positive Approach® to Care  
Any redistribution or duplication, in whole or in part, is strictly prohibited,  
without the expressed written consent of Teepa Snow and  
Positive Approach, LLC

© Teepa Snow, Positive Approach, LLC - All rights reserved only with permission.

3

---

---

---

---

---

---

---

---



## Learning The Difference Between Confrontational and Supportive Communication

© 2008, 2009, Positive Approach, LLC - All rights reserved only with permission.

4

---

---

---

---

---

---

---

---

### Friends!

- Friends, I will remember YOU
- Think of you and pray for you.
- And when another day is through
- I'll still be friends with you!

5

---

---

---

---

---

---

---

---

<http://www.teepasnow.com/presentations>

---

---

---

---

---

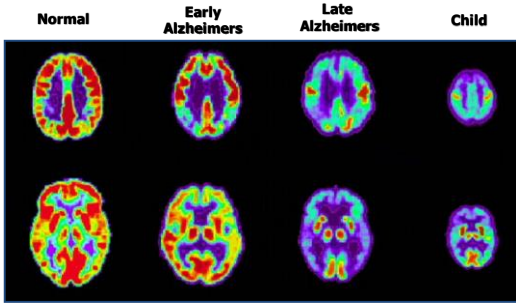
---

---

---

6

## Positron Emission Tomography (PET) Alzheimers Disease Progression vs. Normal Brains



G. Small, UCLA School of Medicine.

© Brain, Brain, Positive Approach, LLC - All rights reserved only with permission.

7

---

---

---

---

---

---

---

---

# Brain Failure

The person's brain is dying

© Brain, Brain, Positive Approach, LLC - All rights reserved only with permission.

8

---

---

---

---

---

---

---

---

## Four Truths About Dementia:

1. At least 2 parts of the brain are dying-  
one related to memory and another part
2. It is chronic – can't be fixed
3. It is progressive – it gets worse
4. It is terminal – it will kill, eventually

© Brain, Brain, Positive Approach, LLC - All rights reserved only with permission.

9

---

---

---

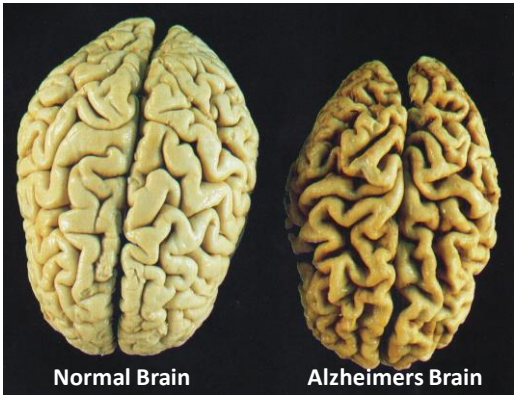
---

---

---

---

---



Used with permission from *Alzheimers: The Broken Brain*, 1999 University of Alabama  
© 1999, Anne Prentiss Approach, LLC - All rights reserved only with permission.

10

---

---

---

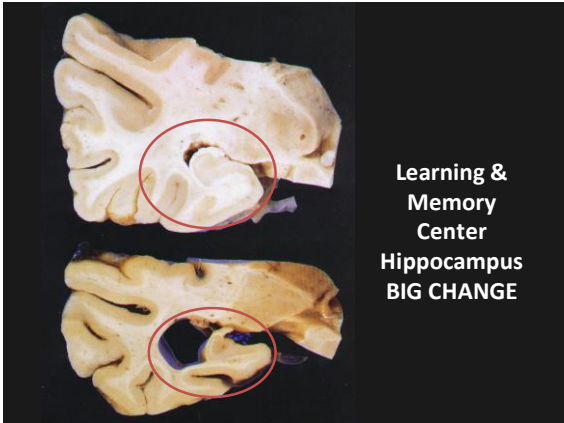
---

---

---

---

---



11

---

---

---

---

---

---

---

---



12

---

---

---

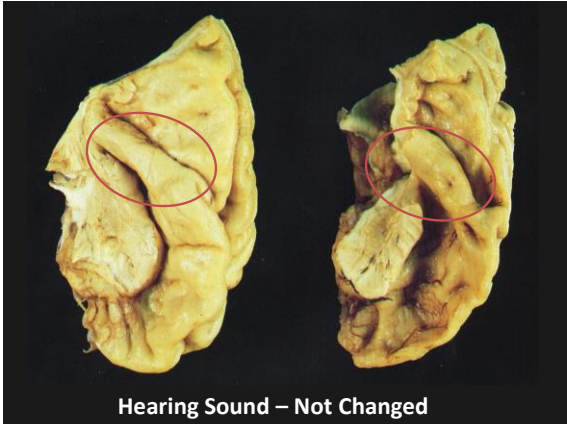
---

---

---

---

---



13

---

---

---

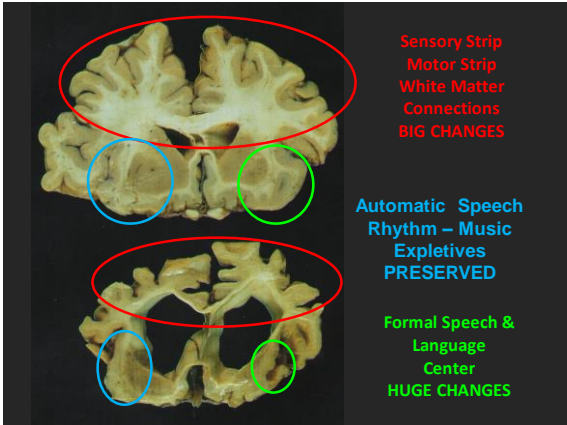
---

---

---

---

---



14

---

---

---

---

---

---

---

---



15

---

---

---

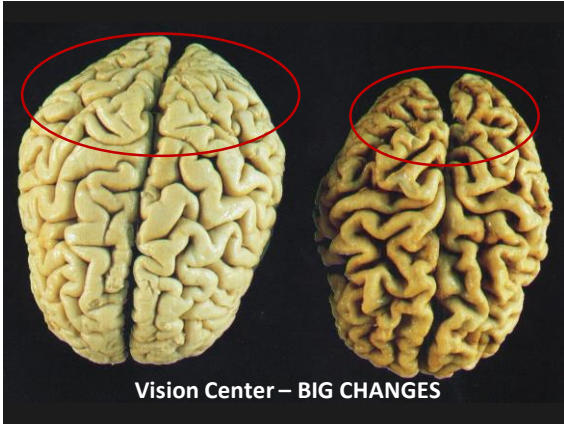
---

---

---

---

---



16

---

---

---

---

---

---

---

---

## Dementia does not equal Alzheimers does not equal Memory Problems

© Brook Stone, Positive Approach, LLC - Not to be shared only with permission.

17

---

---

---

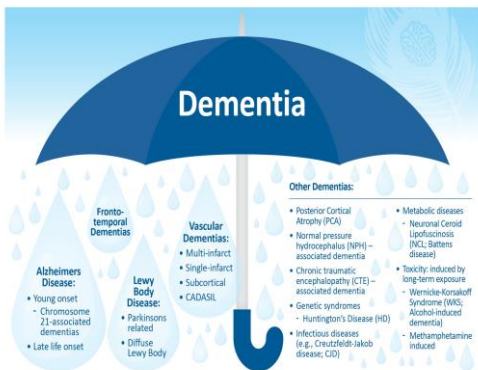
---

---

---

---

---



© Brook Stone, Positive Approach, LLC - Not to be shared only with permission.

18

---

---

---

---

---

---

---

---

**Four Truths About All Dementias:**

- At least two parts of the brain are dying
- It keeps changing and getting worse – progressive
- It is not curable or fixable – chronic
- It results in death – terminal

Alzheimers	Lewy Body	Vascular	Frontotemporal
<ul style="list-style-type: none"> <li>• New details lost first</li> <li>• Recent memory worse</li> <li>• Some language problems, mis-speaks</li> <li>• More impulsive or indecisive</li> <li>• Gets lost – time/place</li> <li>• Several forms and patterns</li> <li>• Young onset can vary from late life onset</li> <li>• Down Syndrome is high risk</li> <li>• Notice changes over time</li> <li>• Related to beta-amyloid plaques and tau pathologies</li> </ul>	<ul style="list-style-type: none"> <li>• Movement problems – falls</li> <li>• Visual disturbances</li> <li>• Delusional thinking</li> <li>• Fine motor problems – hands and swallowing</li> <li>• Episodes of rigidity and stiffness</li> <li>• Insomnia – sleep disturbances</li> <li>• Nightmares that seem real</li> <li>• Fluctuations in abilities</li> <li>• Drug responses can be extreme and strange</li> <li>• Related to synuclein protein malformations</li> </ul>	<ul style="list-style-type: none"> <li>• Sudden changes in ability – some recovery</li> <li>• Symptom combinations are highly variable</li> <li>• Can have bounce back and bad days</li> <li>• Judgment and behavior not the same</li> <li>• Spotty losses</li> <li>• Emotional and energy shifts</li> <li>• Least predictable</li> <li>• Caused by problems with blood flow, oxygen, nourishment of brain cells</li> </ul>	<ul style="list-style-type: none"> <li>• Many types</li> <li>• Frontal: impulse and behavior control changes               <ul style="list-style-type: none"> <li>- Says unexpected, rude, mean, odd things</li> <li>- Apathy – not caring</li> <li>- Problems with initiation or sequencing</li> <li>- Dis-inhibited: sex, food, drink, emotions, actions</li> </ul> </li> <li>• Temporal: language change               <ul style="list-style-type: none"> <li>- Difficulty with speaking – missing/changing words</li> <li>- Rhythmic OK, content missing</li> <li>- Not getting messages</li> </ul> </li> <li>• Related to tau pathologies</li> </ul>

Copyright © 2006 – 2023 Positive Approach, LLC and Teepe Snow. May not be duplicated or re-used without prior permission. www.tapeapproach.com

19

---

---

---

---

---

---

---

---

---

---

---

---

**Essentials for Communication:**

**What Helps?**

**What Hurts?**

**What Matters Most?**

© Teepe Snow, Positive Approach, LLC - to be shared only with permission.

20

---

---

---

---

---

---

---

---

---

---

---

---

**How You Look At Dementia Matters!**

- It is not all about loss
- It is not ‘untreatable’
- It is not unpredictable
- Behaviors don’t come out of nowhere
- Dementia doesn’t just affect the person with the disease – it impacts all of us

© Teepe Snow, Positive Approach, LLC - to be shared only with permission.

21

---

---

---

---

---

---

---

---

---

---

---

---

## Beliefs:

People living with dementia are doing the best they can

We must learn to dance with our partner

What we choose to do matters

We are a key to making life worth living

We must be willing to change ourselves

© Bruce Jones, Positive Approach, LLC - to be shared only with permission.

22

---

---

---

---

---

---

---

---

## Getting The Person to Do Something:

Form a relationship first,  
then work on task attempt!

© Bruce Jones, Positive Approach, LLC - to be shared only with permission.

23

---

---

---

---

---

---

---

---

## Connect:

1<sup>st</sup> Visually

2<sup>nd</sup> Verbally

3<sup>rd</sup> Physically

4<sup>th</sup> Emotionally

5<sup>th</sup> Individually, spiritually



© Bruce Jones, Positive Approach, LLC - to be shared only with permission.

24

---

---

---

---

---

---

---

---



## To Connect: Positive Physical Approach™

- Pause at edge of public space (6 feet)
- Greet with your open hand next to your face, smile
- Call the person by name, if possible
- Move your hand into handshake position
- Approach slowly and within visual range
- Move from a handshake to Hand-under-Hand®
- Shift into a Supportive Stance alongside them
- Get low by standing or kneeling, but don't lean in
- Make a connection and wait for their response



© Bruce Stone, Positive Approach, LLC - to be shared only with permission.

25

---

---

---

---

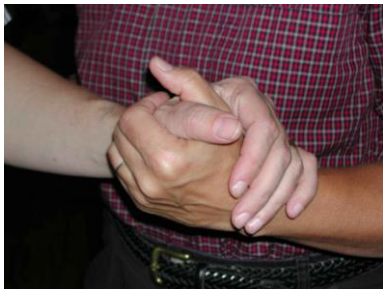
---

---

---

---

## Hand-under-Hand®: Protects aging, thin, fragile, forearm skin



© Bruce Stone, Positive Approach, LLC - to be shared only with permission.

26

---

---

---

---

---

---

---

---

## A Positive Approach

(To the Tune of Amazing Grace)

**Come from the front**

**Go slow**

**Get to the side,**

**Get low**

**Offer your hand**

**Call out the name, then wait...**

**If you will try, then you will see**

**How different life can be.**

**For those you're caring for!**

© Bruce Stone, Positive Approach, LLC - to be shared only with permission.

27

---

---

---

---

---

---

---

---

## To Connect:

- Use the PPA™ to get started
- Make a visual connection:
  - Look interested and friendly
- Make a verbal connection:
  - Sound enthusiastic, keep responses short
- Make a physical connection:
  - Hold Hand-under-Hand®, or use flat open hand on forearm or knee

© 2008, 2009, Padder Approach, LLC - All rights reserved only with permission.

28

---

---

---

---

---

---

---

---

## Then, Connect Emotionally:

- 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."

© 2008, 2009, Padder Approach, LLC - All rights reserved only with permission.

29

---

---

---

---

---

---

---

---

## Connecting Emotionally:

- Identify common interest
- Say something nice about the person or their place
- Share something about yourself and encourage the person to share back
- Follow their lead and listen actively
- Use some of their words back to keep the flow going
- Remember it's often the 'first time' for them, so expect repeats
- Use the phrase "Tell me about..."

© 2008, 2009, Padder Approach, LLC - All rights reserved only with permission.

30

---

---

---

---

---

---

---

---

## To Communicate: Just Having a Conversation

- The more you know, the better it will go
- Take it slow and go with the flow
- Later in the disease:
  - Use props or objects
  - Consider parallel engagement at first: look at the 'thing,' be interested, share it
  - Talk less, wait longer, take turns
  - Cover, don't confront when you aren't getting their words and just enjoy the exchange
  - Use automatic speech and social patterns to start interactions
  - Keep words short and emphasize the visual

© Bruce Jones, Positive Approaches, LLC - All rights reserved only with permission.

31

---

---

---

---

---

---

---

---

## Then, Get it Going!

- Give simple and short information
- Offer concrete choices
- Ask for help
- Ask the person to try
- Break the task down to single steps at a time

© Bruce Jones, Positive Approaches, LLC - All rights reserved only with permission.

32

---

---

---

---

---

---

---

---

## Give Simple Information:

- Use Visual cue (gesture/point) combined with a Verbal cue:
  - “Its 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 and keep it simple
- Wait!

© Bruce Jones, Positive Approaches, LLC - All rights reserved only with permission.

33

---

---

---

---

---

---

---

---

## What is Supportive Communication?

- Repeat a few of their words with a question at the end
- Avoid confrontational questions
- Use just a few words
- Go slow
- Use examples
- Fill in the blanks
- Listen, then offer empathy:  
“Sounds like...” or “Seems like...” or  
“Looks like...”

© 2008, 2009, Positive Approaches, LLC - All rights reserved only with permission.

34

---

---

---

---

---

---

---

---

---

---

## More Supportive Communication:

- Validate their emotions
- Early Stage: “It’s really (label emotion) to have this happen” or “I’m so sorry this is happening to you!”
- Mid Stage: Repeat their words with emotion:
  - Listen for added information, ideas, thoughts
  - Explore the new info by watching and listening
- Late Stage: Check out the whole body:
  - Face, posture, movement, gestures, touching, looking
  - Look for need under the words or actions

© 2008, 2009, Positive Approaches, LLC - All rights reserved only with permission.

35

---

---

---

---

---

---

---

---

---

---

## Do:

- Go with the flow
- Use supportive communication techniques
- Use objects and the environment
- Give examples
- Use gestures and pointing
- Acknowledge and accept emotions
- Use empathy and validation
- Use familiar phrases or known interests
- Respect values and beliefs and avoid the negative
- Offer info if asked, monitoring their emotional state

© 2008, 2009, Positive Approaches, LLC - All rights reserved only with permission.

36

---

---

---

---

---

---

---

---

---

---

## Don't:

- Try to control the flow
- Use reality orientation or big lies
- Correct errors
- Reject topics
- Try to distract until you are well-connected
- Use negative cues

© Bruce Jones, Positive Approach, LLC - to be shared only with permission.

37

## For All Communication:

If what you are trying is not working:

- Stop!
- Back off
- Think it through, then:
- Re-approach
- Try something slightly different

© Bruce Jones, Positive Approach, LLC - to be shared only with permission.

38

**Use empathy  
and  
go with the flow!**



© Bruce Jones, Positive Approach, LLC - to be shared only with permission.

39

## Five Ways to Say “I Am Sorry!”

- I'm sorry, I was trying to help
- I'm sorry I made you feel (emotion) angry, irritated, frustrated, sad, isolated....
- I'm sorry I made you feel (intellectual capacity or relationship unequal) like a child, stupid, like an idiot...
- I'm sorry that happened (their perspective)
- I'm sorry, this is hard! (for both of you)

© 2008, Stone, Positive Approach, LLC - All rights reserved only with permission.

40

---

---

---

---

---

---

---

---

**It's the relationship that is  
most critical**

**Not the outcome of any  
one encounter**

© 2008, Stone, Positive Approach, LLC - All rights reserved only with permission.

41

---

---

---

---

---

---

---

---

## **A Positive Approach**

(To the Tune of Amazing Grace)

**Come from the front**

**Go slow**

**Get to the side,**

**Get low**

**Offer your hand**

**Call out the name then WAIT...**

**If you will try, then you will see**

**How different life can be.**

**For those you're caring for!**

42

---

---

---

---

---

---

---

---

# I Will Change!

(to the tune of  
This Little Light of Mine)

By Teepa Snow

43

I am gonna meet and greet  
Before I start to treat  
I am gonna meet and greet  
Before I check your feet  
I am gonna meet and greet  
Before I help you eat

How I start sets us up to succeed!

44

No more just "Getting' it Done"  
I'm gonna DO with you  
No more just "Getting' it Done"  
I'm gonna help you thru  
No more just "Getting' it Done"  
We're gonna work, we two

Cause if I do it ALL, we BOTH LOSE!

45

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

I'm gonna laugh and dance with you  
Not just watch and frown  
I'm gonna laugh and dance with you  
Not just stand around  
I'm gonna laugh and dance with you  
We'll really go to town

For the POWER of JOY I have found!

46

DISCLAIMER

The content contained in this presentation is strictly for informational purposes. Therefore, if you wish to apply concepts or ideas contained from this presentation you are taking full responsibility for your actions. Neither the creators, nor the copyright holder shall in any event be held liable to any party for any direct, indirect, implied, punitive, special, incidental or other consequential damages arising directly or indirectly from any use of this material, which is provided as is, and without warranties.

Any links are for information purposes only and are not warranted for content, accuracy or any other implied or explicit purpose.

This presentation is copyrighted by Positive Approach to Care and is protected under the US Copyright Act of 1976 and all other applicable international, federal, state and local laws, with ALL rights reserved. No part of this may be copied, or changed in any format, sold, or used in any way other than what is outlined within this under any circumstances without express permission from Positive Approach to Care.

Copyright 2017, All Rights Reserved  
Teepa Snow and Positive Approach to Care

© Teepa Snow, Positive Approach, LLC - to be read only with permission.

47

To learn more about the  
information covered in this  
educational presentation,  
join our email list.

**Text TEEPA to 22828**

Resources are provided free of charge.

Message and data rates may apply to text.

© Teepa Snow, Positive Approach, LLC - to be read only with permission.

48