

## Understand the resident



**Identify Triggers:** Recognize what triggers the behavior. This could be environmental factors, physical discomfort, or emotional distress.

**Know Their History:** Understanding the resident's background, including past traumas, medical history, and personal preferences, can provide insights into their behavior.

## Create a supportive environment



**Consistent Routine:** Establish a consistent daily routine to provide a sense of stability and predictability.

**Safe and Comfortable Space:** Ensure the environment is safe, comfortable, and free from unnecessary stressors.

## Team Approach



**Collaborate with Colleagues:** Work closely with co-workers and management to develop and implement behavior management plans. Share insights and strategies that work.

**Family Involvement:** Involve the resident's family in the care plan. They can provide valuable information and support

## Communication



**Active Listening:** Pay close attention to what the resident is trying to communicate through their behavior. Sometimes, behaviors are a form of expressing unmet needs or discomfort

**Empathy and Validation:** Show empathy and validate their feelings. Let them know you understand and are there to help.

# 6 Steps to Manage Behaviors

**By following these steps, you can create a more positive and supportive environment for residents, helping to manage behaviors effectively and compassionately.**

## Behavioral Interventions



**Positive Reinforcement:** Use positive reinforcement to encourage desirable behaviors.

**Redirect and Distract:** When negative behaviors arise, try to redirect the resident's attention to a different, more positive activity .

## Training and Education



**Ongoing Training:** Ensure that all staff are trained in behavior management techniques and understand the importance of a person-centered approach.

**Education on Disorders:** Educate staff about common disorders that affect behavior, such as dementia, to better understand these behaviors.