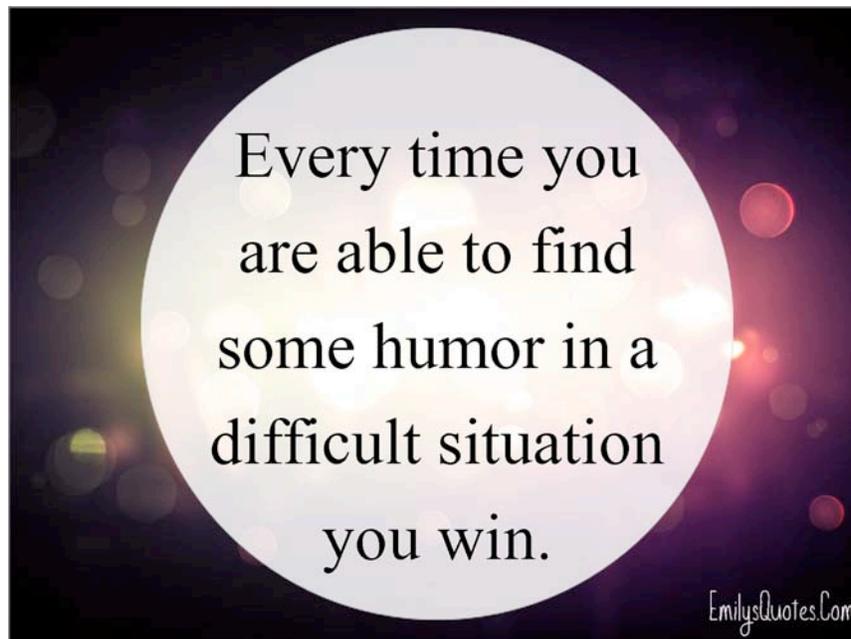


DailyCaring

Notes from Video

**VIDEO: Screaming, Biting, Defiance?
Get Help with Difficult Behavior in Seniors**



Video provided by



A guide for the video

Use these notes as your guide to this online family caregiver training video. Below, we've broken down the topics and which slides they're on. That way, you can skip around and watch the parts that are the most helpful. We've also taken notes on the key points for each topic so you don't have to. Add your own notes here and use this as a handy guide next time you're in a challenging caregiving situation.

How to use the video player

You can move at your own pace in these online classes. Use the controls to play, pause, move forward or back, and more. Here are some tips on how to use this video player.

The image shows a video player interface. The top left has a title slide with the text "Handling Difficult Situations and Behaviors, Part 1" in a white cursive font on an orange background. The main video area shows a young woman sitting on a couch next to an older woman, holding a stack of folded clothes. The video player controls at the bottom include a speaker icon, a progress bar showing "SLIDE 1 OF 50", a "PAUSED" status, a time display "00:00 / 00:05", and navigation buttons (play, previous, next). Three callout boxes with blue borders and white text provide instructions: "This shows which slide number you're on." points to the slide indicator; "Use this button to play or pause the narration." points to the play/pause button; and "Use these arrow keys to go to the next slide or go back to the previous slide." points to the previous and next slide buttons. A copyright notice "© Institute for Professional Care Education, LLC" is visible in the bottom left corner of the video area.

Disruptive Behaviors

Introduction

Aggressive Behavior

Physically Non-Aggressive Behavior

Verbally Agitated Behavior

Most disruptive behaviors fall into the following categories:

Click next to continue

Sometimes, you'll enter sections where you need to click these arrows to move forward. They'll always be in this location.

In these sections, you'll also need to click these boxes to play the narration and see the information in this main screen area.

Click this to show the narration in writing.

SLIDE 8 OF 58 | PLAYING | 00:05 / 00:42

NOTES

The image shows a presentation slide titled "Disruptive Behaviors" with a sub-header "Introduction". On the left, there are three orange buttons labeled "Aggressive Behavior", "Physically Non-Aggressive Behavior", and "Verbally Agitated Behavior". The main content area features a photograph of a hand writing on a whiteboard with three checkboxes, the first of which is checked. Below the photo, the text reads "Most disruptive behaviors fall into the following categories:". At the top right, there are navigation arrows. At the bottom, there is a control bar with a speaker icon, "SLIDE 8 OF 58", "PLAYING", a progress indicator "00:05 / 00:42", and a "NOTES" button. Five blue callout boxes with white text provide instructions: one points to the top-right navigation arrows, one points to the three checkboxes in the photo, one points to the three category buttons on the left, one points to the "NOTES" button, and one points to the "Introduction" title.

Introduction (Slides 1-3)

- Instructions on listening and reading
- Class outline

Part 1. What are behavior challenges? (Slides 4 - 8)

Aggressive behavior (Slide 8)

- Grabbing
- Kicking
- Biting
- Scratching
- Hitting
- Cursing

Physically non-aggressive behavior (Slide 8)

- Wandering
- Pacing
- Inappropriate handling of objects
- Resistance to care (example: refusing to bathe)
- Repetition
- Restlessness
- Sleep disturbances
- Inappropriate sexual behavior

Verbally agitated behavior (Slide 8)

- Repetitive complaining
- Repetitive requests for attention
- Yelling or screaming

Part 2. Reasons behind challenging behaviors (Slides 9 - 18)

Possible reasons: Physical factors (Slide 10)

- Anger
- Fear
- Physical discomfort (example: constipation)
- Fatigue
- Environmental factors (example: temperature or noise)
- Stress
- Feeling of loss of control
- Depression
- Hallucinations
- Feeling that personal space is being invaded

Additional reasons: Significant life changes (Slide 11 - 12)

- Retirement - loss of work, income, status, friendships with colleagues, daily routine
- Loss of relationships due to death or relocation
- Loss of physical abilities
- Loss of independence and privacy

Difficult behaviors are often hidden messages, including: (Slide 13)

- I'm lonely.
- I'm bored.
- I have no power.
- I don't feel safe.
- You don't value me.
- I don't know how to tell you what I need.
- I don't feel well.

Underlying causes (Slide 14)

- Cognitive issues, thinking problems.
- People with violent backgrounds are more likely to repeat the same behavior. You may need additional help with interventions with this type of person.
- Illness that causes extreme pain.
- Medications that cause behavioral problems.
- Drug or alcohol abuse that causes aggressive behavior.
- Feeling threatened causes aggressive behavior

Irreversible dementias (Slide 17)

- Alzheimer's disease
- Creutzfeldt-Jakob (CJD) disease
- Multi-infarct dementia (MID)
- Pick's disease
- Parkinson's disease
- Lewy body disease
- Huntington's disease

Reversible dementias (Slide 18)

- Depression
- Medication interaction
- Normal pressure hydrocephalus (NPH)
- Vitamin B-12 and folic acid deficiency
- Infections
- Thyroid hormones

Part 3. Understanding your loved one's challenging behaviors

(Slides 19 - 27)

Basic Principles

- Behavior is triggered, it doesn't just happen. (Slides 20, 21 - 25)
- Don't take it personally. Repeat to yourself "It's the disease causing the behavior, not the person." (Slide 20, 26)
- You can't change the person, but you can learn techniques to prevent out of control behaviors. (Slide 20, 27)
- Medications or infections can cause changes, especially if sudden. (Slide 20)
- Stay calm, be patient and flexible. Your anxiety will increase their agitation. Medications or infections can cause changes, especially if sudden. (Slide 20)
- Reassure them you'll be around for them. Sometimes they're feeling afraid or alone. (Slide 20)
- Put your own and others' safety first. (Slide 20)
- Offer choices, not ultimatums. (Slide 20)
- Be creative. Explore many different solutions. (Slide 20)
- Honor their dignity and support their rights. (Slide 20)
- Keep your sense of humor. (Slide 20)

Part 4. Preventing challenging behaviors in those with dementia or memory loss (Slides 29 - 50)

John's Story: Dementia patient striking out due to fear (Slide 30)

- Approach slowly and slowly explain what's going to happen.

Step 1: Accept their feelings as a normal response to what has happened in their world (Slide 31)

- Imagine yourself in their shoes, going through the memory changes and loss.
- Think of how you'd act if you had those same feelings.

Step 2: Communicate your acceptance of these feelings (Slide 32 - 33)

- Learn to communicate to your older adult that you accept their feelings.
- Tone, pauses, sighs, and body language are the most important in communication.
- Only 7% of your message is verbal. 55% is communicated in body language.

Virginia's Story: An effective intervention to frustration and aggression (Slide 34)

- Simple steps can relieve frustration and prevent aggressive behavior.
- Acknowledge their feelings and reassure that you'll be there for comfort and support.

Step 3: Reassure (Slide 35 - 36)

- You're the tour guide for this world where nothing makes sense.
- Let them know that you'll be there whenever they need you.
- Follow through on your promise and be there when they need you.

Step 4: Accept their efforts (Slide 37)

- They're always doing the best they can.
- Rarely are they doing something to make you crazy. Don't let their challenges make you crazy.
- Telling someone to try harder can make them more aware of their challenges, which may lead to increased behaviors.
- Focus on the behavior and on finding the underlying cause.

Step 5: Move into their reality (Slide 38)

- Reality is a flexible concept.

Amy's Story: Dementia patient who insists on going to "meet her children" (Slide 39)

- Stay in their reality, go with the flow, but calmly redirect to get a sweater first.
- Distract and reassure with warm, pleasant conversation on the way to get a sweater.
- After Amy's moved past her original goal, engage her in another activity.

Samuel's Story: Dementia patient who refuses to sleep until he's in "his room"
(Slide 40)

- Show respect by not insisting that Samuel is wrong.

George's Story: Dementia patient who only showers "on Fridays" (Slide 41)

- Shower day is every other day. So, when it's a shower day, it's Friday - no matter what day it is.

Step 6: Use distraction (Slide 42)

- Focus on things that bring joy and comfort.
- Food and physical activity work well for most people.

Marcus' Story: Dementia patient who wants to walk outside even in freezing weather (Slide 43)

- Offer an alternative activity that meets the original goal (exercise), but in a safer way.

Step 7: Be creative (Slide 44 - 45)

- Try different solutions, one solution might not all work every time.
- Provide one-on-one attention.
- Encourage physical activity to increase circulation.
- Provide conversation.
- Treating them with dignity.

Helen's Story: How to get Mom to take a shower (Slide 46)

- Go for a long walk that ends up in the bathroom, with everything ready to go.
- Ease Mom into a shower by cleaning one body part at a time.

Step 8: Keep your sense of humor (Slide 47 - 48)

- Laugh at yourself and each other.
- Be sure to laugh with them, not at them.
- Laugh, hug, and even cry with your older adult.
- Don't take yourself too seriously, keep joy in both your lives.
- Don't spend time trying to correct them or orient them to "normal" reality. It just leads to frustration for both of you.

These interventions diffuse extreme behavior and help you intervene before behavior gets out of control (Slide 49 - 50)

- If you practice these skills, you might find you have to use interventions less frequently and you'll have better outcomes.
- Knowing what to do if a difficult situation comes up will give you confidence and will increase your ability to calm your older adult.

About NuevaCare

[NuevaCare](#) provides responsive, quality, and affordable in-home care to those who need help due to old age or recovering from surgery or illness. NuevaCare is a member of California Association of Health Services at Home (CAHSAH), and Companion Connection Senior Care (CCSC), with access to recognized experts in the field of home care and the most current educational resources, which enable us to provide the highest level of care to our clients. We work with local hospitals, skilled nursing facilities and other senior housing communities to educate, inform and promote awareness about importance of senior safety and healthy living. We provide hourly, live-in, overnight, and 24/7 care.

About DailyCaring

DailyCaring.com is a free website and daily email resource for family caregivers. Short, easy-to-digest emails deliver practical, valuable and positive tips for people caring for older adults. Subscribe at [DailyCaring.com](#) today.