

Understanding the Distressing Behaviors of Dementia

**ALL BEHAVIORS
ARE A FORM OF
COMMUNICATION!**

PHYSICAL FACTORS

- ◆ medication side effects
- ◆ discomfort
- ◆ infection
- ◆ pain



EMOTIONAL FACTORS

- ◆ over/under stimulation
- ◆ frustration
- ◆ depression
- ◆ boredom
- ◆ anger
- ◆ fear

**PHRASES TO
REMEMBER**

- ◆ "I'm sorry"
- ◆ "Tell me about it"
- ◆ "Show me"

ENVIRONMENTAL FACTORS

- ◆ unfamiliar environment
- ◆ unfamiliar people
- ◆ lighting
- ◆ noise
- ◆ temperature



COGNITIVE FACTORS

- ◆ declining status
- ◆ unable to communicate needs



TIPS

- ◆ remain calm, flexible and patient
- ◆ enter his/her reality
- ◆ attempt to find the cause
- ◆ don't argue
- ◆ use redirection or distraction
- ◆ don't take it personally
- ◆ don't say no