



# REACH

Resources & Education  
for **Aging**, **Community**, and **Health**

## RESPONDING TO BEHAVIORAL SYMPTOMS OF DEMENTIA

Are you providing care to someone living with dementia who seems agitated or refuses help? They may be frustrated with their inability to communicate effectively and meet their own needs.

### Here's how you can help.

#### APPROACH FROM THE FRONT

- ✦ Introduce yourself
- ✦ Speak clearly using simple sentences

#### REMAIN CALM

- ✦ Focus on positive behavior
- ✦ Ask in a respectful and curious way, why they are doing what they're doing

#### REDUCE CHAOS

- ✦ Try encouraging a person into a different room or turn down the TV volume

#### SUPPORT FEELINGS

- ✦ Identify feelings behind words or actions
- ✦ "I am sorry you are frustrated right now"

#### DETERMINE CAUSE

- ✦ Ask respectfully if they are hungry, bored, in pain, or stressed

#### DO SOMETHING THEY ENJOY

- ✦ Look at pictures of family or trees outside
- ✦ Ask them to tell stories or jokes

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