

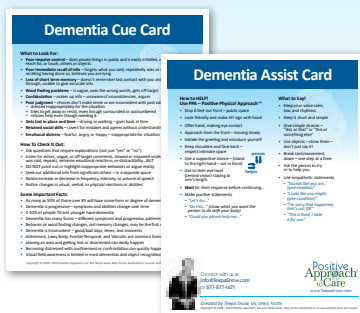
PAC Dementia Cue Cards

At Positive Approach to Care (PAC), we are always seeking to offer opportunities to turn unawareness into awareness, awareness into knowledge, and knowledge into skills, as the basis for effective changes in care.

For this reason, we are proud to introduce PAC's latest **free** resource: the **Dementia Cue Card/Dementia Assist Card**. This card provides information to help us recognize if what we are seeing, hearing, and/or experiencing may indicate that something is not normal, with the goal of providing appropriate support for all individuals who may be starting to experience brain change.

- The **Dementia Cue Card** provides cues and clues about how to recognize early brain changes, as well as some important facts and realities about dementia.
- The **Dementia Assist Card** provides tips on how to position oneself for supportive, less stressful, safer interactions, and offers verbal communication methods that minimize the risk of confrontations.

This pdf gives you three pre-set formats for printing this double-sided card:



Option 1

Pages 2 and 3 are sized 8.5" x 11".
Print on regular-sized paper
or cardstock.



Option 2

Pages 4 and 5 are sized 8.5" x 5.5"
two-on-a-page (half-sheets).
Print on cardstock and cut into 2 cards.



Option 3

Pages 6 and 7 are sized 4.25" x 5.25"
four-on-a-page (4-up).
Print on cardstock and cut into 4 cards.

PAC is allowing you to print, distribute and use these cards for any non-commercial purpose, including training and general educational use, provided you do not charge any money for such usage. For usage questions contact licensing@teepasnow.com.

If you would like our assistance to print these cards in bulk (4-up/500 or more cards) please contact us at info@teepasnow.com and we will connect you with our recommended print vendor. The cost ranges from \$0.17 cents to \$0.04 cents per card depending on the number printed, plus a shipping fee.

We thank you in advance for your cooperation.

Disclaimer of Liability: These materials provided to you by PAC are the thoughts and opinions of Positive Approach to Care. Any information provided is not medical advice and should not be relied on as medical advice. Positive Approach, LLC is not responsible for the actions of any person who acts by relying on the information provided therein. Please use your own discretion in using and implementing the information received in any materials offered by Positive Approach, LLC.

Positive
Approach[®]
to Care
www.TeepaSnow.com

For more resources, visit www.teepasnow.com/store

Dementia Cue Card

What to Look For:

- **Poor impulse control** – does private things in public and is easily irritated, may unexpectedly reach for, or touch, others or objects
- **Poor immediate recall of info** – forgets what you said, repeatedly asks or shares without recalling having done so, believes you are lying
- **Loss of short term memory** – doesn't remember last contact with you and doesn't follow through, unable to give accurate info
- **Word finding problems** – is vague, uses the wrong words, gets off-target
- **Confabulation** – makes up info – unaware of inconsistencies, argues
- **Poor judgment** – choices don't make sense or are inconsistent with past values
 - dressed inappropriately for the situation
 - tries to get away or resist, even though surrounded or outnumbered
 - refuses help even though needing it
- **Gets lost in place and time** – driving or walking – goes back in time
- **Retained social skills** – covers for mistakes and *agrees* without understanding
- **Emotional distress** – fearful, angry, or happy – inappropriate for situation

How To Check It Out:

- Ask questions that require explanations (not just “yes” or “no”)
- Listen for errors, vague, or off-target comments, slowed or impaired understanding of what was said, repeats, extreme emotional reactions, or distractibility...BUT
- DO NOT point out or highlight *inappropriate* behaviors or argue reality
- Seek out additional info from significant others – in a separate space
- Notice increase or decrease in frequency, intensity, or volume of speech
- Notice changes in visual, verbal, or physical reactions or abilities

Some Important Facts:

- As many as 50% of those over 85 will have some form or degree of dementia
- Dementia is progressive – symptoms and abilities change over time
- 5-10% of people 70 and younger have dementia
- Dementia has many forms – different symptoms and progression patterns
- Behavior or word finding changes, *not* memory changes, may be the first signs
- Dementia is inconsistent – good/bad days, times, and moments
- Alzheimers, Lewy Body, Frontal-Temporal, and Vascular are common forms
- Leaving an area and getting lost or disoriented can easily happen
- Becoming distressed with confinement or confrontation can quickly happen
- Visual field awareness is limited in most dementias and object recognition varies

Dementia Assist Card

How to HELP!

Use PPA – Positive Physical Approach™

- Stop 6 feet out front – public space
- Look friendly and make *Hi!* sign with hand
- Offer hand, making eye contact
- Approach from the front – moving slowly
- Initiate the greeting and introduce yourself
- Keep shoulders and face back – respect intimate space
- Use a supportive stance – (stand to the right-hand – not in front)
- Get to their eye level (central vision) staying at arm's length
- **Wait** for their response before continuing...
- Make positive statements
 - “Let’s try...”
 - “Do this...” (show what you want the person to do with your body)
 - “Could you please help me...”



What to Say!

- Keep your voice calm, low, and rhythmic
- Keep it short and simple
- Give simple choices – “this or that” or “this or something else”
- Use objects – show them – don’t just say it!
- Break task/movement down – one step at a time
- Ask the person to try or to help you
- Use empathetic statements
 - “Sounds like you are... (give emotion)”
 - “Looks like you might... (give condition)”
 - “I’m sorry that happened, that’s not OK”
 - “This is hard, I hate it for you”



Connect with us at
info@TeepaSnow.com
or 877-877-1671

Positive
Approach®
to Care
www.TeepaSnow.com

Created by Teepa Snow, MS, OTR/L, FAOTA

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow. May not be duplicated or re-used without prior permission.

Dementia Cue Card

What to Look For:

- **Poor impulse control** – does private things in public and is easily irritated, may unexpectedly reach for, or touch, others or objects
- **Poor immediate recall of info** – forgets what you said, repeatedly asks or shares without recalling having done so, believes you are lying
- **Loss of short term memory** – doesn't remember last contact with you and doesn't follow through, unable to give accurate info
- **Word finding problems** – is vague, uses the wrong words, gets off-target
- **Confabulation** – makes up info – unaware of inconsistencies, argues
- **Poor judgment** – choices don't make sense or are inconsistent with past values
 - dressed inappropriately for the situation
 - tries to get away or resist, even though surrounded or outnumbered
 - refuses help even though needing it
- **Gets lost in place and time** – driving or walking – goes back in time
- **Retained social skills** – covers for mistakes and *agrees* without understanding
- **Emotional distress** – fearful, angry, or happy – inappropriate for situation

How To Check It Out:

- Ask questions that require explanations (not just “yes” or “no”)
- Listen for errors, vague, or off-target comments, slowed or impaired understanding of what was said, repeats, extreme emotional reactions, or distractibility...BUT
- DO NOT point out or highlight *inappropriate* behaviors or argue reality
- Seek out additional info from significant others – in a separate space
- Notice increase or decrease in frequency, intensity, or volume of speech
- Notice changes in visual, verbal, or physical reactions or abilities

Some Important Facts:

- As many as 50% of those over 85 will have some form or degree of dementia
- Dementia is progressive – symptoms and abilities change over time
- 5-10% of people 70 and younger have dementia
- Dementia has many forms – different symptoms and progression patterns
- Behavior or word finding changes, *not* memory changes, may be the first signs
- Dementia is inconsistent – good/bad days, times, and moments
- Alzheimers, Lewy Body, Frontal-Temporal, and Vascular are common forms
- Leaving an area and getting lost or disoriented can easily happen
- Becoming distressed with confinement or confrontation can quickly happen
- Visual field awareness is limited in most dementias and object recognition varies

Dementia Cue Card

What to Look For:

- **Poor impulse control** – does private things in public and is easily irritated, may unexpectedly reach for, or touch, others or objects
- **Poor immediate recall of info** – forgets what you said, repeatedly asks or shares without recalling having done so, believes you are lying
- **Loss of short term memory** – doesn't remember last contact with you and doesn't follow through, unable to give accurate info
- **Word finding problems** – is vague, uses the wrong words, gets off-target
- **Confabulation** – makes up info – unaware of inconsistencies, argues
- **Poor judgment** – choices don't make sense or are inconsistent with past values
 - dressed inappropriately for the situation
 - tries to get away or resist, even though surrounded or outnumbered
 - refuses help even though needing it
- **Gets lost in place and time** – driving or walking – goes back in time
- **Retained social skills** – covers for mistakes and *agrees* without understanding
- **Emotional distress** – fearful, angry, or happy – inappropriate for situation

How To Check It Out:

- Ask questions that require explanations (not just “yes” or “no”)
- Listen for errors, vague, or off-target comments, slowed or impaired understanding of what was said, repeats, extreme emotional reactions, or distractibility...BUT
- DO NOT point out or highlight *inappropriate* behaviors or argue reality
- Seek out additional info from significant others – in a separate space
- Notice increase or decrease in frequency, intensity, or volume of speech
- Notice changes in visual, verbal, or physical reactions or abilities

Some Important Facts:

- As many as 50% of those over 85 will have some form or degree of dementia
- Dementia is progressive – symptoms and abilities change over time
- 5-10% of people 70 and younger have dementia
- Dementia has many forms – different symptoms and progression patterns
- Behavior or word finding changes, *not* memory changes, may be the first signs
- Dementia is inconsistent – good/bad days, times, and moments
- Alzheimers, Lewy Body, Frontal-Temporal, and Vascular are common forms
- Leaving an area and getting lost or disoriented can easily happen
- Becoming distressed with confinement or confrontation can quickly happen
- Visual field awareness is limited in most dementias and object recognition varies

Dementia Assist Card

How to HELP!

Use PPA – Positive Physical Approach™

- Stop 6 feet out front – public space
- Look friendly and make *Hi!* sign with hand
- Offer hand, making eye contact
- Approach from the front – moving slowly
- Initiate the greeting and introduce yourself
- Keep shoulders and face back – respect intimate space
- Use a supportive stance – (stand to the right-hand – not in front)
- Get to their eye level (central vision) staying at arm's length



What to Say!

- Keep your voice calm, low, and rhythmic
- Keep it short and simple
- Give simple choices – “this or that” or “this or something else”
- Use objects – show them – don’t just say it!
- Break task/movement down – one step at a time
- Ask the person to try or to help you
- Use empathetic statements – “Sounds like you are...”
- “Looks like you might... (give emotion)”
- “I’m sorry that happened, that’s not Ok”
- “This is hard, I hate it for you”

Wait for their response before continuing...

- Make positive statements – “Let’s try...”
- “Do this...” (show what you want the person to do with your body)
- “Could you please help me...”

Dementia Assist Card

How to HELP!

Use PPA – Positive Physical Approach™

- Stop 6 feet out front – public space
- Look friendly and make *Hi!* sign with hand
- Offer hand, making eye contact
- Approach from the front – moving slowly
- Initiate the greeting and introduce yourself
- Keep shoulders and face back – respect intimate space
- Use a supportive stance – (stand to the right-hand – not in front)
- Get to their eye level (central vision) staying at arm's length



What to Say!

- Keep your voice calm, low, and rhythmic
- Keep it short and simple
- Give simple choices – “this or that” or “this or something else”
- Use objects – show them – don’t just say it!
- Break task/movement down – one step at a time
- Ask the person to try or to help you
- Use empathetic statements – “Sounds like you are...”
- “Looks like you might... (give emotion)”
- “I’m sorry that happened, that’s not Ok”
- “This is hard, I hate it for you”

Wait for their response before continuing...

- Make positive statements – “Let’s try...”
- “Do this...” (show what you want the person to do with your body)
- “Could you please help me...”



Connect with us at
info@TeepaSnow.com
or 877-877-1671

Positive
Approach®
to Care

www.TeepaSnow.com

Created by Teepa Snow, MS, OTR/L, FAOTA

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.



Connect with us at
info@TeepaSnow.com
or 877-877-1671

Positive
Approach®
to Care

www.TeepaSnow.com

Created by Teepa Snow, MS, OTR/L, FAOTA

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Cue Card

What to Look For:

- **Poor impulse control** – does private things in public and is easily irritated, may unexpectedly reach for, or touch, others or objects
- **Poor immediate recall of info** – forgets what you said, repeatedly asks or shares without recalling having done so, believes you are lying
- **Loss of short term memory** – doesn't remember last contact with you and doesn't follow through, unable to give accurate info
- **Word finding problems** – is vague, uses the wrong words, gets off-target
- **Confabulation** – makes up info – unaware of inconsistencies, argues
- **Poor judgment** – choices don't make sense or are inconsistent with past values
 - dressed inappropriately for the situation
 - tries to get away or resist, even though surrounded or outnumbered
 - refuses help even though needing it
- **Gets lost in place and time** – driving or walking – goes back in time
- **Retained social skills** – covers for mistakes and *agrees* without understanding
- **Emotional distress** – fearful, angry, or happy – inappropriate for situation

How To Check It Out:

- Ask questions that require explanations (not just “yes” or “no”)
- Listen for errors, vague, or off-target comments, slowed or impaired understanding of what was said, repeats, extreme emotional reactions, or distractibility...BUT
- DO NOT point out or highlight *inappropriate* behaviors or argue reality
- Seek out additional info from significant others – in a separate space
- Notice increase or decrease in frequency, intensity, or volume of speech
- Notice changes in visual, verbal, or physical reactions or abilities

Some Important Facts:

- As many as 50% of those over 85 will have some form or degree of dementia
- Dementia is progressive – symptoms and abilities change over time
- 5-10% of people 70 and younger have dementia
- Dementia has many forms – different symptoms and progression patterns
- Behavior or word finding changes, *not* memory changes, may be the first signs
- Dementia is inconsistent – good/bad days, times, and moments
- Alzheimers, Lewy Body, Frontal-Temporal, and Vascular are common forms
- Leaving an area and getting lost or disoriented can easily happen
- Becoming distressed with confinement or confrontation can quickly happen
- Visual field awareness is limited in most dementias and object recognition varies

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Cue Card

What to Look For:

- **Poor impulse control** – does private things in public and is easily irritated, may unexpectedly reach for, or touch, others or objects
- **Poor immediate recall of info** – forgets what you said, repeatedly asks or shares without recalling having done so, believes you are lying
- **Loss of short term memory** – doesn't remember last contact with you and doesn't follow through, unable to give accurate info
- **Word finding problems** – is vague, uses the wrong words, gets off-target
- **Confabulation** – makes up info – unaware of inconsistencies, argues
- **Poor judgment** – choices don't make sense or are inconsistent with past values
 - dressed inappropriately for the situation
 - tries to get away or resist, even though surrounded or outnumbered
 - refuses help even though needing it
- **Gets lost in place and time** – driving or walking – goes back in time
- **Retained social skills** – covers for mistakes and *agrees* without understanding
- **Emotional distress** – fearful, angry, or happy – inappropriate for situation

How To Check It Out:

- Ask questions that require explanations (not just “yes” or “no”)
- Listen for errors, vague, or off-target comments, slowed or impaired understanding of what was said, repeats, extreme emotional reactions, or distractibility...BUT
- DO NOT point out or highlight *inappropriate* behaviors or argue reality
- Seek out additional info from significant others – in a separate space
- Notice increase or decrease in frequency, intensity, or volume of speech
- Notice changes in visual, verbal, or physical reactions or abilities

Some Important Facts:

- As many as 50% of those over 85 will have some form or degree of dementia
- Dementia is progressive – symptoms and abilities change over time
- 5-10% of people 70 and younger have dementia
- Dementia has many forms – different symptoms and progression patterns
- Behavior or word finding changes, *not* memory changes, may be the first signs
- Dementia is inconsistent – good/bad days, times, and moments
- Alzheimers, Lewy Body, Frontal-Temporal, and Vascular are common forms
- Leaving an area and getting lost or disoriented can easily happen
- Becoming distressed with confinement or confrontation can quickly happen
- Visual field awareness is limited in most dementias and object recognition varies

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Cue Card

What to Look For:

- **Poor impulse control** – does private things in public and is easily irritated, may unexpectedly reach for, or touch, others or objects
- **Poor immediate recall of info** – forgets what you said, repeatedly asks or shares without recalling having done so, believes you are lying
- **Loss of short term memory** – doesn't remember last contact with you and doesn't follow through, unable to give accurate info
- **Word finding problems** – is vague, uses the wrong words, gets off-target
- **Confabulation** – makes up info – unaware of inconsistencies, argues
- **Poor judgment** – choices don't make sense or are inconsistent with past values
 - dressed inappropriately for the situation
 - tries to get away or resist, even though surrounded or outnumbered
 - refuses help even though needing it
- **Gets lost in place and time** – driving or walking – goes back in time
- **Retained social skills** – covers for mistakes and *agrees* without understanding
- **Emotional distress** – fearful, angry, or happy – inappropriate for situation

How To Check It Out:

- Ask questions that require explanations (not just “yes” or “no”)
- Listen for errors, vague, or off-target comments, slowed or impaired understanding of what was said, repeats, extreme emotional reactions, or distractibility...BUT
- DO NOT point out or highlight *inappropriate* behaviors or argue reality
- Seek out additional info from significant others – in a separate space
- Notice increase or decrease in frequency, intensity, or volume of speech
- Notice changes in visual, verbal, or physical reactions or abilities

Some Important Facts:

- As many as 50% of those over 85 will have some form or degree of dementia
- Dementia is progressive – symptoms and abilities change over time
- 5-10% of people 70 and younger have dementia
- Dementia has many forms – different symptoms and progression patterns
- Behavior or word finding changes, *not* memory changes, may be the first signs
- Dementia is inconsistent – good/bad days, times, and moments
- Alzheimers, Lewy Body, Frontal-Temporal, and Vascular are common forms
- Leaving an area and getting lost or disoriented can easily happen
- Becoming distressed with confinement or confrontation can quickly happen
- Visual field awareness is limited in most dementias and object recognition varies

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Cue Card

What to Look For:

- **Poor impulse control** – does private things in public and is easily irritated, may unexpectedly reach for, or touch, others or objects
- **Poor immediate recall of info** – forgets what you said, repeatedly asks or shares without recalling having done so, believes you are lying
- **Loss of short term memory** – doesn't remember last contact with you and doesn't follow through, unable to give accurate info
- **Word finding problems** – is vague, uses the wrong words, gets off-target
- **Confabulation** – makes up info – unaware of inconsistencies, argues
- **Poor judgment** – choices don't make sense or are inconsistent with past values
 - dressed inappropriately for the situation
 - tries to get away or resist, even though surrounded or outnumbered
 - refuses help even though needing it
- **Gets lost in place and time** – driving or walking – goes back in time
- **Retained social skills** – covers for mistakes and *agrees* without understanding
- **Emotional distress** – fearful, angry, or happy – inappropriate for situation

How To Check It Out:

- Ask questions that require explanations (not just “yes” or “no”)
- Listen for errors, vague, or off-target comments, slowed or impaired understanding of what was said, repeats, extreme emotional reactions, or distractibility...BUT
- DO NOT point out or highlight *inappropriate* behaviors or argue reality
- Seek out additional info from significant others – in a separate space
- Notice increase or decrease in frequency, intensity, or volume of speech
- Notice changes in visual, verbal, or physical reactions or abilities

Some Important Facts:

- As many as 50% of those over 85 will have some form or degree of dementia
- Dementia is progressive – symptoms and abilities change over time
- 5-10% of people 70 and younger have dementia
- Dementia has many forms – different symptoms and progression patterns
- Behavior or word finding changes, *not* memory changes, may be the first signs
- Dementia is inconsistent – good/bad days, times, and moments
- Alzheimers, Lewy Body, Frontal-Temporal, and Vascular are common forms
- Leaving an area and getting lost or disoriented can easily happen
- Becoming distressed with confinement or confrontation can quickly happen
- Visual field awareness is limited in most dementias and object recognition varies

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Assist Card

How to HELP!

Use PPA – Positive Physical Approach™

- Stop 6 feet out front – public space
- Look friendly and make *Hi!* sign with hand
- Offer hand, making eye contact
- Approach from the front – moving slowly
- Initiate the greeting and introduce yourself
- Keep shoulders and face back – respect intimate space
- Use a supportive stance – (stand to the right-hand – not in front)
- Get to their eye level (central vision) staying at arm's length
- **Wait** for their response before continuing...
- Make positive statements
 - “Let’s try...”
 - “Do this...” (show what you want the person to do with your body)
 - “Could you please help me...”



What to Say!

- Keep your voice calm, low, and rhythmic
- Keep it short and simple
- Give simple choices – “this or that” or “this or something else”
- Use objects – show them – don’t just say it!
- Break task/movement down – one step at a time
- Ask the person to try or to help you
- Use empathetic statements
 - “Sounds like you are... (give emotion)”
 - “Looks like you might... (give condition)”
 - “I’m sorry that happened, that’s not OK”
 - “This is hard, I hate it for you”

Positive Approach
to Care
www.TeepaSnow.com

Connect with us at
info@TeepaSnow.com
or 877-877-1671



Created by Teepa Snow, MS, OTR/L, FAOTA

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Assist Card

How to HELP!

Use PPA – Positive Physical Approach™

- Stop 6 feet out front – public space
- Look friendly and make *Hi!* sign with hand
- Offer hand, making eye contact
- Approach from the front – moving slowly
- Initiate the greeting and introduce yourself
- Keep shoulders and face back – respect intimate space
- Use a supportive stance – (stand to the right-hand – not in front)
- Get to their eye level (central vision) staying at arm's length
- **Wait** for their response before continuing...
- Make positive statements
 - “Let’s try...”
 - “Do this...” (show what you want the person to do with your body)
 - “Could you please help me...”



What to Say!

- Keep your voice calm, low, and rhythmic
- Keep it short and simple
- Give simple choices – “this or that” or “this or something else”
- Use objects – show them – don’t just say it!
- Break task/movement down – one step at a time
- Ask the person to try or to help you
- Use empathetic statements
 - “Sounds like you are... (give emotion)”
 - “Looks like you might... (give condition)”
 - “I’m sorry that happened, that’s not OK”
 - “This is hard, I hate it for you”

Positive Approach
to Care
www.TeepaSnow.com

Connect with us at
info@TeepaSnow.com
or 877-877-1671



Created by Teepa Snow, MS, OTR/L, FAOTA

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Assist Card

How to HELP!

Use PPA – Positive Physical Approach™

- Stop 6 feet out front – public space
- Look friendly and make *Hi!* sign with hand
- Offer hand, making eye contact
- Approach from the front – moving slowly
- Initiate the greeting and introduce yourself
- Keep shoulders and face back – respect intimate space
- Use a supportive stance – (stand to the right-hand – not in front)
- Get to their eye level (central vision) staying at arm's length
- **Wait** for their response before continuing...
- Make positive statements
 - “Let’s try...”
 - “Do this...” (show what you want the person to do with your body)
 - “Could you please help me...”



What to Say!

- Keep your voice calm, low, and rhythmic
- Keep it short and simple
- Give simple choices – “this or that” or “this or something else”
- Use objects – show them – don’t just say it!
- Break task/movement down – one step at a time
- Ask the person to try or to help you
- Use empathetic statements
 - “Sounds like you are... (give emotion)”
 - “Looks like you might... (give condition)”
 - “I’m sorry that happened, that’s not OK”
 - “This is hard, I hate it for you”

Positive Approach
to Care
www.TeepaSnow.com

Connect with us at
info@TeepaSnow.com
or 877-877-1671



Created by Teepa Snow, MS, OTR/L, FAOTA

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.

Dementia Assist Card

How to HELP!

Use PPA – Positive Physical Approach™

- Stop 6 feet out front – public space
- Look friendly and make *Hi!* sign with hand
- Offer hand, making eye contact
- Approach from the front – moving slowly
- Initiate the greeting and introduce yourself
- Keep shoulders and face back – respect intimate space
- Use a supportive stance – (stand to the right-hand – not in front)
- Get to their eye level (central vision) staying at arm's length
- **Wait** for their response before continuing...
- Make positive statements
 - “Let’s try...”
 - “Do this...” (show what you want the person to do with your body)
 - “Could you please help me...”



What to Say!

- Keep your voice calm, low, and rhythmic
- Keep it short and simple
- Give simple choices – “this or that” or “this or something else”
- Use objects – show them – don’t just say it!
- Break task/movement down – one step at a time
- Ask the person to try or to help you
- Use empathetic statements
 - “Sounds like you are... (give emotion)”
 - “Looks like you might... (give condition)”
 - “I’m sorry that happened, that’s not OK”
 - “This is hard, I hate it for you”

Positive Approach
to Care
www.TeepaSnow.com

Connect with us at
info@TeepaSnow.com
or 877-877-1671



Created by Teepa Snow, MS, OTR/L, FAOTA

Copyright © 2006 - 2019 Positive Approach, LLC and Teepa Snow.
May not be duplicated or re-used without prior permission.