

RESOURCE CARD



Positive Physical Approach™ (PPA)

Get Visual	Approach in their visual field
Pause	Stop 6ft away
Show “Hi”	Place your hand next to your face and smile
Greet	Introduce yourself: Say your name and say/ask theirs “Hi, I’m __, and you are?” Or “Hey __, it’s __.”
Offer Your Hand	Extend your hand for a handshake
Approach Slowly	If they extend their hand, walk towards them slowly with your hand extended
HuH™	Move from handshake to Hand-under-Hand™ position
Supportive Stance	Move from the front of them to their (<i>dominate</i>) side
Eye Level	Get at or below eye level. Avoid leaning down.

Positive Personal Connections™ (PPC)

After using your PPA™, focus on relationship building:

Compliment	Engage with a positive comment about themselves
Share	Something about you, then prompt them to share about themselves (“How about you?”)
Notice	Bring attention to something around them to comment and connect
Seek	Assess for any support needed

Positive Action Starters™ (PAS)

After connecting, time to get started:

Help	Ask for help, a favor, or their opinion
Try	Say “Let’s try”. People are more likely to try something than risk failing
Choice	This or that. Offer two options and avoid yes/no. Your second option could be “or something else”
Short & Simple	Use phrases such as: “Let’s go”, “Let’s see”, “Come with me”
Step-by-Step	Breaking down tasks into steps can be helpful

PHYSICAL AND COMMUNICATION APPROACH SKILLS

How to Help

Use PAC™ - Positive Approach to Care

(see reverse side for details)

- Use PPA™
- Observe and assess for unmet needs before continuing
- Focus on relationship building using PPC™
- Be skillful with PAS™ to get needs met

Dementia Care Consultants are certified to implement the teachings and trainings about dementia of Teepa Snow and the Positive Approach to Care® (PAC). While based on the educational content from Teepa, and inspired by our Certifications, views or opinions expressed, and additional content offered here, are representative of us, independent of the PAC organization.



What to Say

- **Less Words** -
Keep it short and simple
- **Tone Matters** -
Slow and calm
- **Offer Choices** -
This or that
- **Visual Cues** -
Use objects, show them
- **One at a Time** -
Breakdown steps and tasks

THE FISH APPROACH®



People with dementia are like fish in the water. **The water is their reality.** Stepping into the reality of the person living with dementia can reduce anxiety and provide a supporting foundation to start improving the situation.

How to Dive In - Let's Get in the Water

- **Reflect** - Say back what the person said or meant to validate they are heard. (Not a question nor agreement.)
- **Investigate** - Get curious on the unmet need they are communicating. (Offer a this/that option.)
- **Validate** - Give words to emotions to let them know their feelings are valid. This builds trust.
- **Apologize** - A heartfelt apology can help the situation, even if you did nothing wrong.
- **Reassure** - Let them know their needs are important and they are not alone.
- **Respond** - We're not behavior stoppers - we are unmet need meeters. Respond with the intention to meet the need. If not successful, try again to meet a different need.



Unlocking the Doors to a Better
Dementia Care Experience.

LET'S CONNECT!

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