

RESOURCES

ALZHEIMER'S
ASSOCIATION



Positive
Approach
to Care
KeepASnow.com



ADRC
Aging & Disability Resource Center
of Central Wisconsin



The Dementia Crisis Program does not provide long term case management services. The specialist provides support until the risk of destabilization is mitigated.

Dane County Adult Protective Services believes that every action taken must balance the duty to protect the safety of the vulnerable adult with the adult's right to self-determination. Older persons and persons with disabilities who are victims of mistreatment should be treated with honesty, care, and respect.

OUR SERVICES



- ★ **Develop and Promote Stabilization-in-Place Resources**
Advocate for and promote stabilization-in-place resources and opportunities for people with dementia, reducing restrictive settings and difficult transitions.
- ★ **Community Education and Prevention**
Work with other community professionals to improve education about dementia-friendly care and crisis response.
- ★ **Pre-Crisis Collaborations**
Act as a bridge between client case managers and stabilization resources.

Connect with Us!

Program Specialist
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Adult Protective Services
danecountyhumanservices.org
Helpline: (608) 261-9933

What you need
to know.

DEMENTIA CRISIS PROGRAM



Dane County
Department of
Human Services

ABOUT DEMENTIA

There are several types of dementia, with Alzheimer's being the most common. Dementia can cause memory loss, difficulties thinking, and even loss of language. Individuals with dementia may experience emotional changes like irritability, changes in sleep habits, isolation, and loss of interest in normal activities.



Teepa Snow
Dementia Care Specialist

"Rewiring our own perceptions, attitudes, communication strategies, actions, and responses, provides the shift that promotes change for the others around us."

There also may be changes in verbal and/or physical behaviors because of the emotional changes. This can include shouting, inappropriate language, hitting, pushing, throwing things, etc.

CRISIS & STABILIZING

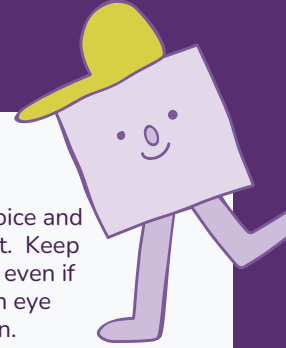


Intense behaviors that can lead to crisis situations are often the result of anger or agitation. A good place to start looking for solutions is to explore what is causing the anger or agitation (like stress, confusion, or even physical pain/discomfort). Individuals with dementia often struggle to identify sensations or feelings, so these intense behaviors are how they cope or respond.



Always approach a person with dementia from the front, using friendly body language and a smile.

If your client, or loved one, is experiencing dementia, get to know your local police and crisis teams, and help them get to know you. In case of a crisis, you will know where to go. Knowing who your allies are will go a long way toward mitigating a crisis together.



START HERE

to learn more about dementia-friendly stabilization strategies..

STRATEGY NO. 1

Never argue with an individual with dementia or ask reality-based questions. Validate what they are experiencing/expressing, even if it is not factual. Enter their reality.

STRATEGY NO. 2

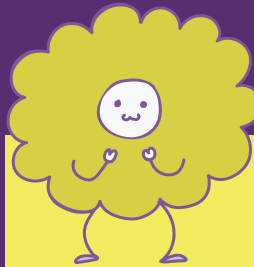
Other cues, like tone of voice and eye contact, are important. Keep a calm, kind tone of voice even if they are not, and maintain eye contact to hold connection.

Each person with dementia has a unique experience and faces different challenges.



STRATEGY NO. 3

Be real and apologize if you accidentally say something that upsets them. Do not infantilize people with dementia.



STRATEGY NO. 6

Keep it simple. In moments of crisis, even people without dementia tend to shut down and get frazzled. Provide the basic information about the situation, listen, and validate to get them the help they need.

STRATEGY NO. 5

Have patience. Slow down, actively listen, and allow them time to express their needs and concerns. Give them your full attention.

STRATEGY NO. 4

Accept that the person with dementia is not in control of themselves or the situation. Behavioral reactions for people with dementia are extremely common, and they can't change what is happening to them.