Knowledge to Practice Innovators in Responsive Behaviour Management

CAPACITY BUILDING

Volunteer Training

- In 2013, the PRC Program of Toronto was invited to participate in the development of a new training program with the volunteer services at Baycrest.
- Funding was secured through a New Horizons for Seniors grant to develop training to support volunteers working with clients who demonstrate responsive behaviours.
- The training is offered as either a full 6-hour day or as a 3-hour session and focuses on dementia, delirium, and depression; specific cognitive losses; root cause exploration of behaviour management; communication strategies; and volunteer observation within a Dementia CARE setting.
- For more information or to book training please contact Syrelle Bernstein, Director of Volunteer Services at Baycrest. 416-785-2100 ext. 2755 or sbernstein@baycrest.org.

Workplace Stress and Dynamics

- A Knowledge to Practice (KTP) specialist/PRC will conduct a focus group to determine team needs in terms of collaboration and team dynamics.
- Once those themes are established, a workshop is customized to meet the organization’s needs.
- To date workshops have included:
  - Building Jobs We Want To Go To - Mindfulness at Work
  - Mind-Mapping to Problem-Solve
  - Managing through Change
- To encourage self-sustainability and build on the sessions’ successes, further follow-up by the Knowledge to Practice Specialist/PRC will focus on tailoring the organization’s specific goals for affirmative practice change in the way the teams interact.

Stress Management

- Participants identify and discuss stressors they encounter during a typical work day.
- In a relaxed and playful atmosphere, participants explore work-related stress using communication exercises, yoga, breathing exercises, meditation, and laughter therapy.
- Workshop exercises enable staff to recognize the unexpected and unwanted consequences of these stressors on their relationships with colleagues.
- Participants are encouraged to explore ways in which small shifts in self-awareness, inner dialogue, and coping style can affect significant changes in what might otherwise become enduring cycles of stress and unhappiness at work.

INTERVENTION

Build a Behaviour Support Resource Team

- A one-day workshop that assists staff and management in multivectorial care settings to develop an in-house Behaviour Support Resource Team (BSRT).
- Participants will design process maps and develop a template for a BSRT that is specific to the needs of their facility.
- The BSRT serves as a peer resource on responsive behaviours across the organization.
- BSRTs help optimize the contribution of internal and external psychogeriatric resources and facilitate the creation of Behavioural Support Rounds attended by both regulated and unregulated care providers.

Dementia C.A.R.E. Model

- The Dementia C.A.R.E. Model was designed as a knowledge to practice tool to help frontline care providers find practical strategies to help in the management of responsive behaviours.
- C.A.R.E. encourages frontline care providers to consider these four areas from the perspective of the person living with dementia: Comfort, Approach, Role or activity, and Environment.
- The Dementia C.A.R.E. Model is a 4-part training series:
  - Part 1 & 2: Understanding and managing responsive behaviours utilizing existing responsive behaviour frameworks.
  - Part 3: Apply the Dementia CARE Model to a mock case scenario to develop care strategies.
  - Part 4: Apply the Dementia CARE model to a ‘real’ case to develop care strategies.
- The Dementia C.A.R.E. model supports existing training curricula by providing a framework to help care providers focus towards problem-solving and encouraging creative non-pharmacological strategies while managing responsive behaviours.

If you are interested in learning more about these knowledge-to-practice innovations please contact:

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DOCUMENTATION

The Pocket Dementia Observation System

- The Pocket Dementia Observation System (DOS), or “Pocket DOS” is an observation tool used to identify the responsive behavioural patterns of individuals with dementia.
- The Pocket DOS is a portable tool care providers can carry with them to record their observations during their shift.
- Recordings indicate when the person is sleeping, awake and calm, noisy, and when they are exhibiting other responsive behaviours that are being tracked.
- All observations from the Pocket DOS are then transferred onto the DOS at the end of each shift, capturing the observations for a 24-hour period of 5 to 7 days.
- Based on data from the DOS, potential triggers for behaviour can be identified, along with the effectiveness of interventions.

Modified Dementia Observation System

- The Modified Dementia Observation System is an observation tool that enables care teams to utilize specific behavioural descriptors for behaviour mapping.
- The legend has been modified to include:
  - Additional descriptors for verbal and physical aggression.
  - Differentiation between resistance and refusal of care and medications.
  - Other section which includes sexually expressive, hoarding, hallucinations/paranoia, and repetitive questions/answers.
- The Modified Dementia Observation System is available for download at: http://prcp.rgp.toronto.on.ca/prcp-toolkit-and-libraries.

Locate a KTP Specialist in the Toronto region at: http://prcp.rgp.toronto.on.ca/maps/PRCP-services