



**SOMETIMES,
DOING NOTHING IS
DOING SOMETHING**



STOP

Take a step back.

THINK

Consider possible causes of the behaviour.

OBSERVE

Recognize cues and acknowledge the causes of a behaviour.

PLAN

Consider how to modify your approach.

The **STOP** and **GO** Technique is most effective when followed by a Positive Attention Approach.

WHEN BEHAVIOURS OCCUR IN A ROOM

1. Approach calmly and say; ***"I'm here to help you"***.
2. If the individual's behaviours continues, tell them, ***"I'm going to leave right now. I'll come back when you're calm"***.
3. If safe to do so, leave the room and re approach in 15 minutes.
Be sure to return to the room.
4. If the Resident has not become calm, repeat the above statements.
This may need to be repeated several times before they'll settle.
5. Once the Resident is calm, use a Positive Attention Approach.
6. It's not necessary to discuss previous behaviours.
Clear the slate and start new.

WHEN BEHAVIOURS OCCUR IN COMMON AREAS

1. Reduce the number of people.
2. Present only one person to interact with the disruptive Resident.
3. Calmly ask if they would like to return to their room.
"Would you like to come to your room with me?"
4. If they choose not to leave and continue to be disruptive, assess the environment for the safety of other Residents, staff and visitors.
5. Remove yourself and other Residents who could be in danger.
6. Do not engage with the disruptive Resident at this time.
7. Let the Resident de-escalate on their own.
8. When they've settled, interactions can resume.

EXAMPLE SCENARIO

Barbara, an elderly Resident with dementia, experiences physical/verbal personal expressions with staff during care.

Barbara is laying in bed when two PSWs approach her for care. One PSW attempts to put a sock on Barbara. She quickly expresses pain saying “ouch”. The PSW’s acknowledge the pain and **STOP**. They proceed with peri care. Barbara quickly pinches the PSW on her left and begins to swing her arms around to hit them both. The PSW’s lower the bed and exit the room.

INTERVENTION: The PSWs **STOP** putting the sock on and continued with peri care.

RESPONSE: Barbara’s physical expressions escalate. She pinches one PSW and attempts to hit them both.

- ▶ The goal is to **STOP** and give the Resident time to agree to the care being provided.
- ▶ A Resident experiencing pain may require more time and medication to manage their pain while you complete their care.
- ▶ Some Residents like Barbara may take all day to complete care, using the **STOP** and **GO** approach ensures you’re providing the best possible care.

EXAMPLE: when Barbara expresses pain “ouch” **STOP** and ask your RPN to asses her for pain, Go, return after it’s had time to be effective and re-approach as many times as needed.

CASSELLHOLME

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