

A Positive Approach

- ❑ **Come from the FRONT** – let them know you are coming
- ❑ **STOP at 6 feet out** – get permission to enter personal space
- ❑ **Give ‘HI’ sign & say “Hi!”** – get visual & listening connection
- ❑ **Offer HANDSHAKE** – let them know what you want – get permission to come in
- ❑ **Use their NAME** – the name that person PREFERS – make a personal connection!
- ❑ **Go SLOW** – reaction times slow as we age – it takes longer for info to get in
- ❑ **Get to the SIDE** – be supportive NOT confrontational
- ❑ **Get LOW** – don’t use your height to intimidate – kneel or sit
- ❑ **BE friendly** – say something nice – greet & compliment – intro yourself by name
- ❑ **THEN wait.....**

- ❑ **Start Message**
 - **Give basic information**
“It’s time to...”
 - **Give simple choices**
this or that (orange juice or milk) (eat or go to the bathroom first)
 - **Give single step directions**
break down the task (to go to eat.... lean forward..., pull your feet in...)
 - **Ask the person to HELP you**
it feels better to give than to receive!
 - **Ask the person if they will at least TRY???????**
sometimes you’ll try even if you don’t think you can!
 - **DON’T Ask “Are you ready?...???” or “Do you WANT to...?”**
 - **DON’T have verbal diarrhea**

- ❑ **WAIT for a response (silently count to 10)**
IF No response ... ask again

- IF Responding**
 - ❑ **Give positive visual, verbal, & tactile ‘STROKES’ - Feedback**
 - “Good job!”
 - “ Yes!”
 - “That’s it”
 - smile, nod
 - hug
 - stroke or rub

REMEMBER – You HAVE THE POWER!
Keep it Calm... Keep it Adult...Keep it Positive...Keep it Simple!
AVOID Flight, Fright, or Fight!