

RESPONSIVE BEHAVIORS

Resident Actions	Possible Causes	Sample Interventions
<p><i>Fear or feeling threatened/boredom:</i></p> <ul style="list-style-type: none"> Wandering (roaming hallways/rooms) Hitting Kicking Biting Scratching Yelling/cursing Rummaging Clinging to staff or others 	<p>Emotional triggers</p> <ul style="list-style-type: none"> Fear Being or feeling threatened Anxiousness Over stimulation Boredom Frustration Desire to feel special Sadness/loss Loneliness Anger Desire for sexual expression 	<ul style="list-style-type: none"> Address resident by name Address resident in calm manner Use re-direction (talk about a pleasant topic) Creative staffing for increased 1-1 Provide furniture to accommodate activities (rocking chair, etc.) Consistent staff Take resident for walk
Resident Actions	Possible Causes	Sample Interventions
<p><i>Need to find comfort/feeling normal:</i></p> <ul style="list-style-type: none"> Restlessness Agitation Word repetition Wandering Clinging to staff or others Trying to get out of bed/chair Refusing to eat Rummaging 	<p>Physical Triggers</p> <ul style="list-style-type: none"> Pain UTI, URI, onset of infections Constipation Dehydration Effects of medications Sleep disturbances Skin irritations Dental problems Hunger/thirst Needs to go to toilet or be changed 	<ul style="list-style-type: none"> Address resident by name Rule out medical causes Manage pain Listen to resident without interrupting Validate his or her feelings Watch for clues Consistent staff Use a calm reassuring approach
Resident Actions	Possible Causes	Sample Interventions
<p><i>Need to find quiet/comfort:</i></p> <ul style="list-style-type: none"> Responding to overhead pages Agitation Exit seeking Delusions/hallucinations Aggression (yelling, hitting, kicking, biting) 	<p>Environmental Triggers</p> <ul style="list-style-type: none"> Noise/visual overstimulation Unfamiliar or not home-like Too hot or too cold Crowded, cluttered area (dining room) Lighting (too dark or too light) Unstructured time Lack of personal space 	<ul style="list-style-type: none"> Address resident by name Play soothing music Use resident's personal belongings to calm Turn facility's address system down or off Leave 2-3 ft parameter around resident Consistent staff Do not argue or raise voice