

# Your Approach Matters

Being intentional in your approach to prevent or reduce responsive behaviours/personal expressions.

**Your Approach Matters!**

- Reduce distractions
- Be adaptable and creative
- Introduce yourself each time
- Use a calm tone
- Smile (with your eyes!)
- Use simple phrases
- Use visual cues
- Validate emotions
- Take your time
- Explain step by step

**Being intentional in your approach may prevent or reduce responsive behaviours / personal expressions.**

**Contact Us**  
✉ provincialBSO@nrbhc.on.ca  
🌐 brainxchange.ca/BSO  
🐦 @BSOprovOffice

**brainXchange**  
Behavioural Supports Ontario  
Soutien en cas de troubles du comportement en Ontario

We want to hear from you!

Developed by: Behavioural Supports in Acute Care Collaborative

# What are responsive behaviours/ personal expressions?



- Associated with dementia, complex mental health, substance use and/or other neurological conditions.
- Words or actions that are a form of meaningful communication, often in response to unmet needs.
- Result of changes in the brain that may be affecting mood, judgment, perception and memory and/or changes in the person's environment

(Alzheimer Society of Canada, 2019; Behavioural Supports Ontario, n.d.).



# Responsive Behaviours/Personal Expressions



<b>4</b>	<b>Vocal Expressions (Repetitive)</b>
<input type="checkbox"/> Crying	<input type="checkbox"/> Questions
<input type="checkbox"/> Grunting	<input type="checkbox"/> Requests
<input type="checkbox"/> Humming	<input type="checkbox"/> Sighing
<input type="checkbox"/> Moaning	<input type="checkbox"/> Words
<input type="checkbox"/> Other:	

<b>5</b>	<b>Motor Expressions (Repetitive)</b>
<input type="checkbox"/> Banging	<input type="checkbox"/> Grinding teeth
<input type="checkbox"/> Collecting/Hoarding	<input type="checkbox"/> Pacing
<input type="checkbox"/> Disrobing	<input type="checkbox"/> Rattling
<input type="checkbox"/> Exploring/Searching	<input type="checkbox"/> Rocking
<input type="checkbox"/> Fidgeting	<input type="checkbox"/> Rummaging
<input type="checkbox"/> Other:	

<b>6</b>	<b>Sexual Expression of Risk</b>
<input type="checkbox"/> Explicit sexual comments	
<input type="checkbox"/> Public masturbation	
<input type="checkbox"/> Touching others - genitals	
<input type="checkbox"/> Touching others - non-genitals	
<input type="checkbox"/> Other:	

<b>7</b>	<b>Verbal Expression of Risk</b>
<input type="checkbox"/> Insults	<input type="checkbox"/> Swearing
<input type="checkbox"/> Screaming	<input type="checkbox"/> Threatening
<input type="checkbox"/> Other:	

<b>8</b>	<b>Physical Expression of Risk</b>
<input type="checkbox"/> Biting	<input type="checkbox"/> Punching
<input type="checkbox"/> Choking others	<input type="checkbox"/> Pushing
<input type="checkbox"/> Grabbing	<input type="checkbox"/> Scratching
<input type="checkbox"/> Hair pulling	<input type="checkbox"/> Self-injurious
<input type="checkbox"/> Hitting	<input type="checkbox"/> Slapping
<input type="checkbox"/> Kicking	<input type="checkbox"/> Spitting
<input type="checkbox"/> Pinching	<input type="checkbox"/> Throwing
<input type="checkbox"/> Other:	

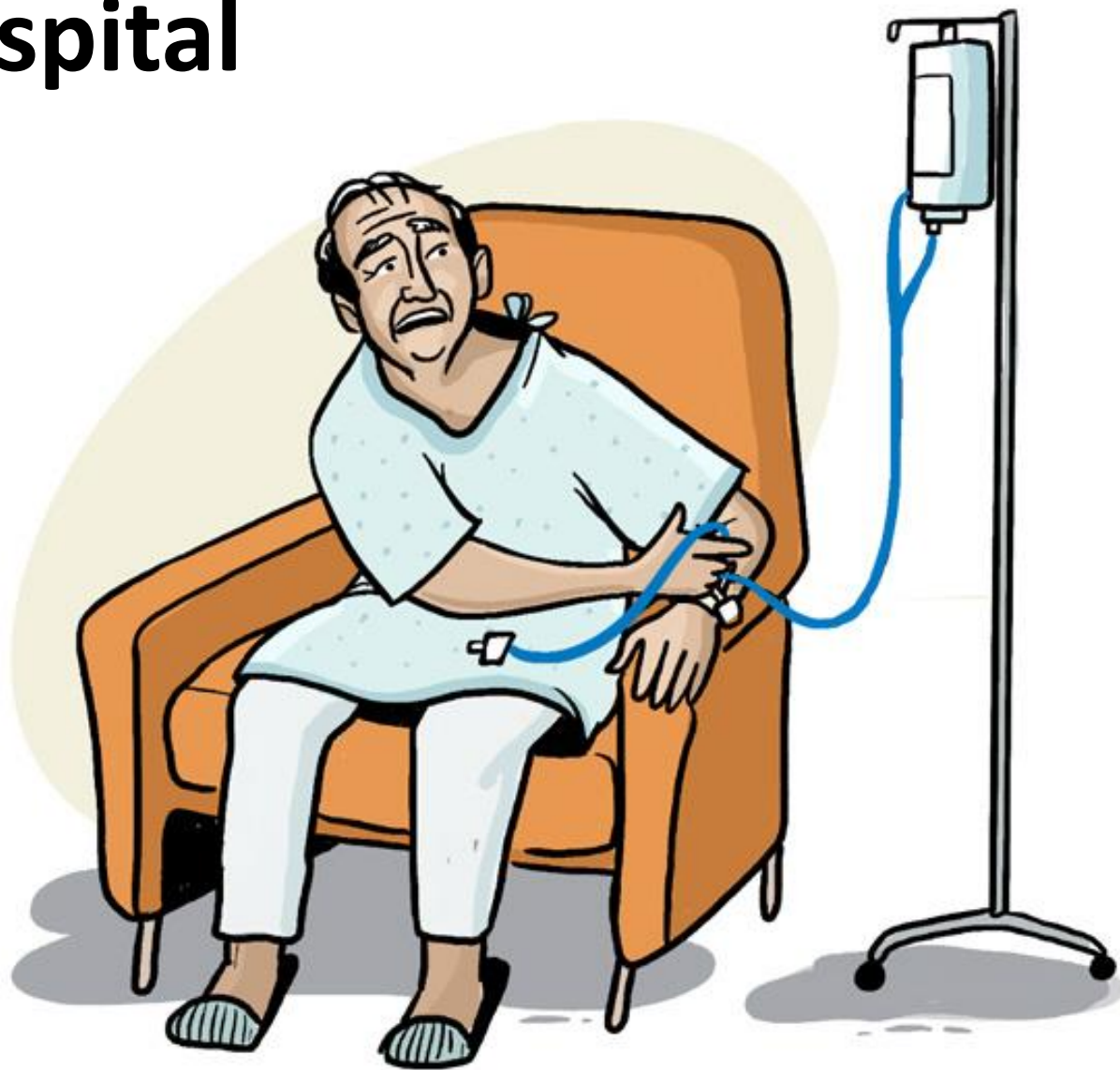
(DOS Working Group, 2019)



# Meet José!

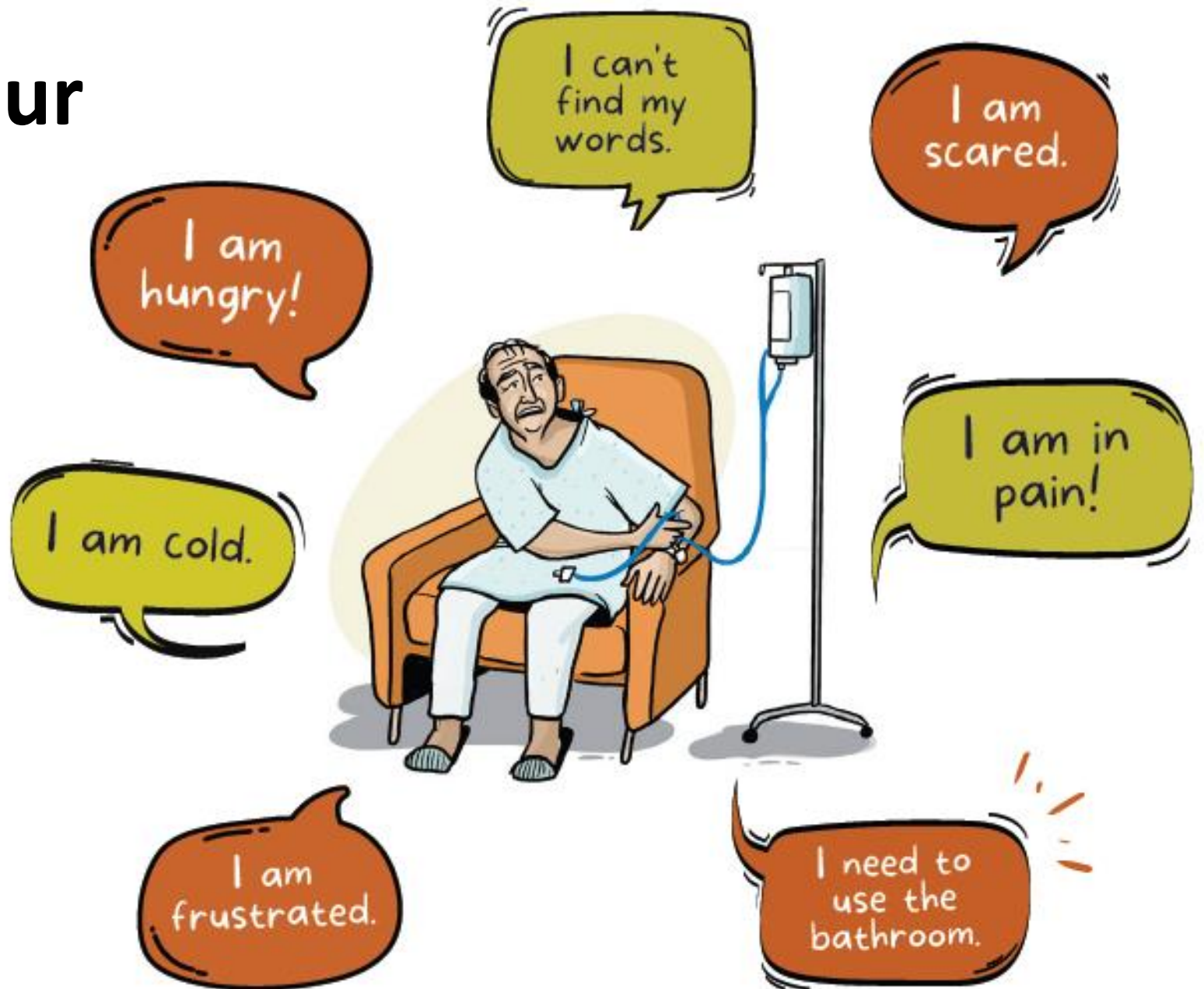


# José in the Hospital

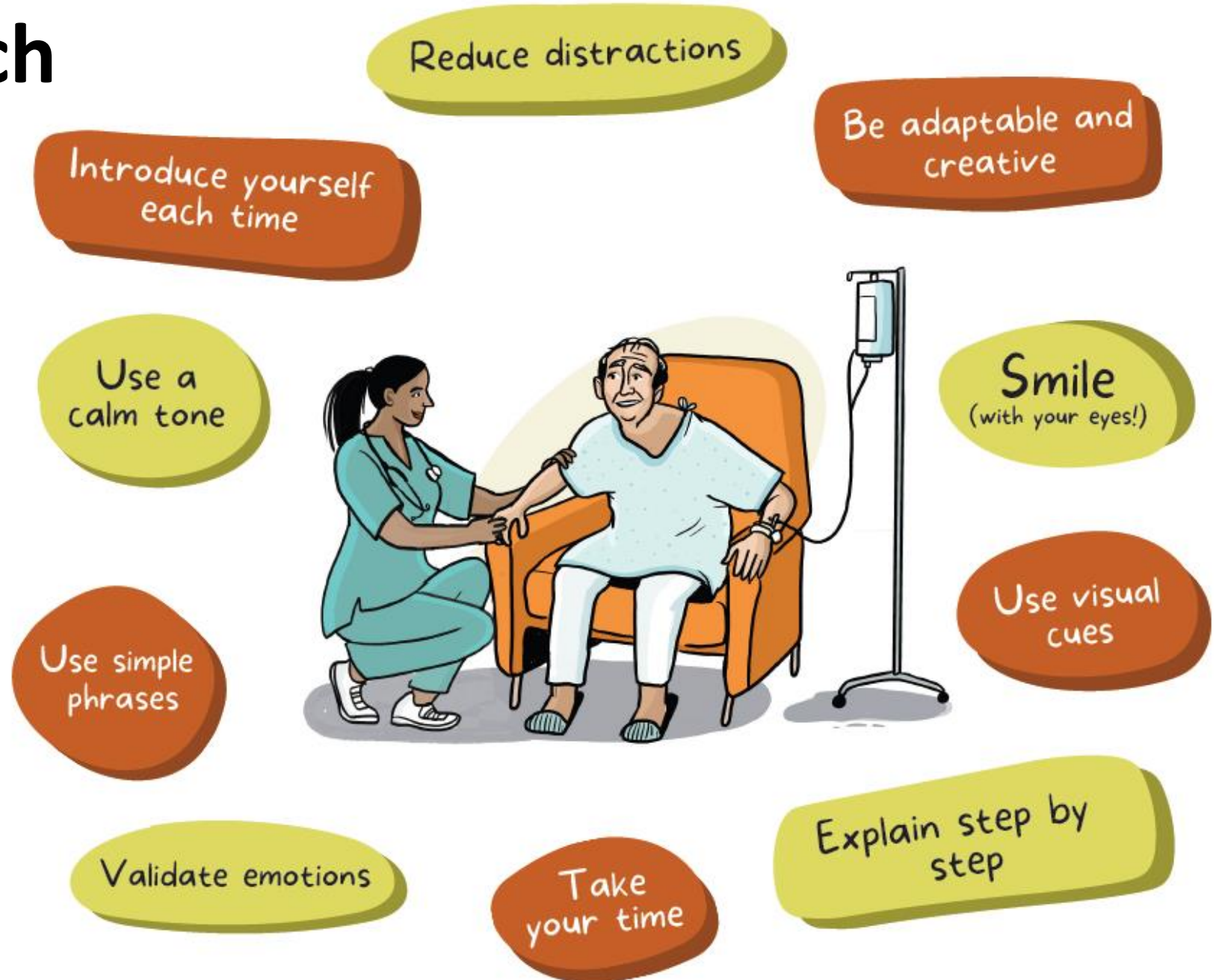




# José's Behaviour Has Meaning



# Your Approach Matters

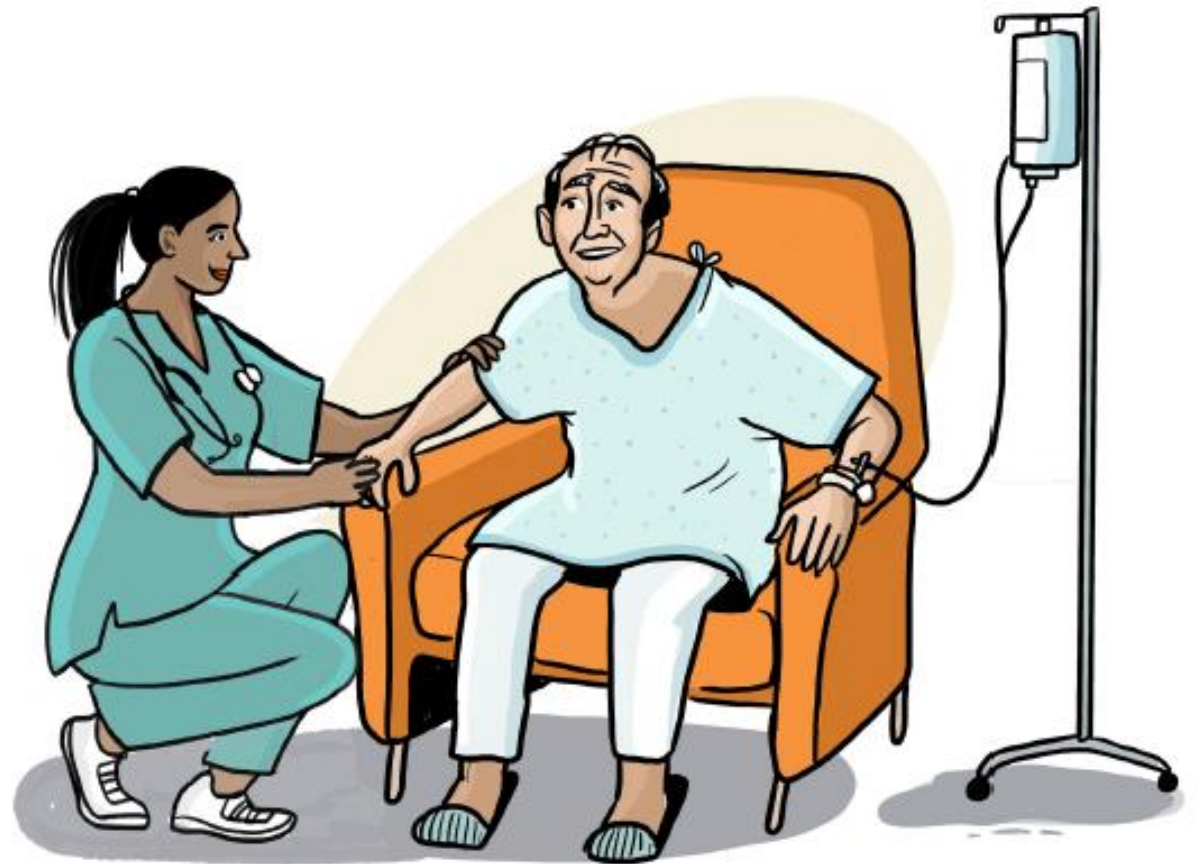


# As you Approach

Reduce distractions

Introduce yourself  
each time

Smile  
(with your eyes!)





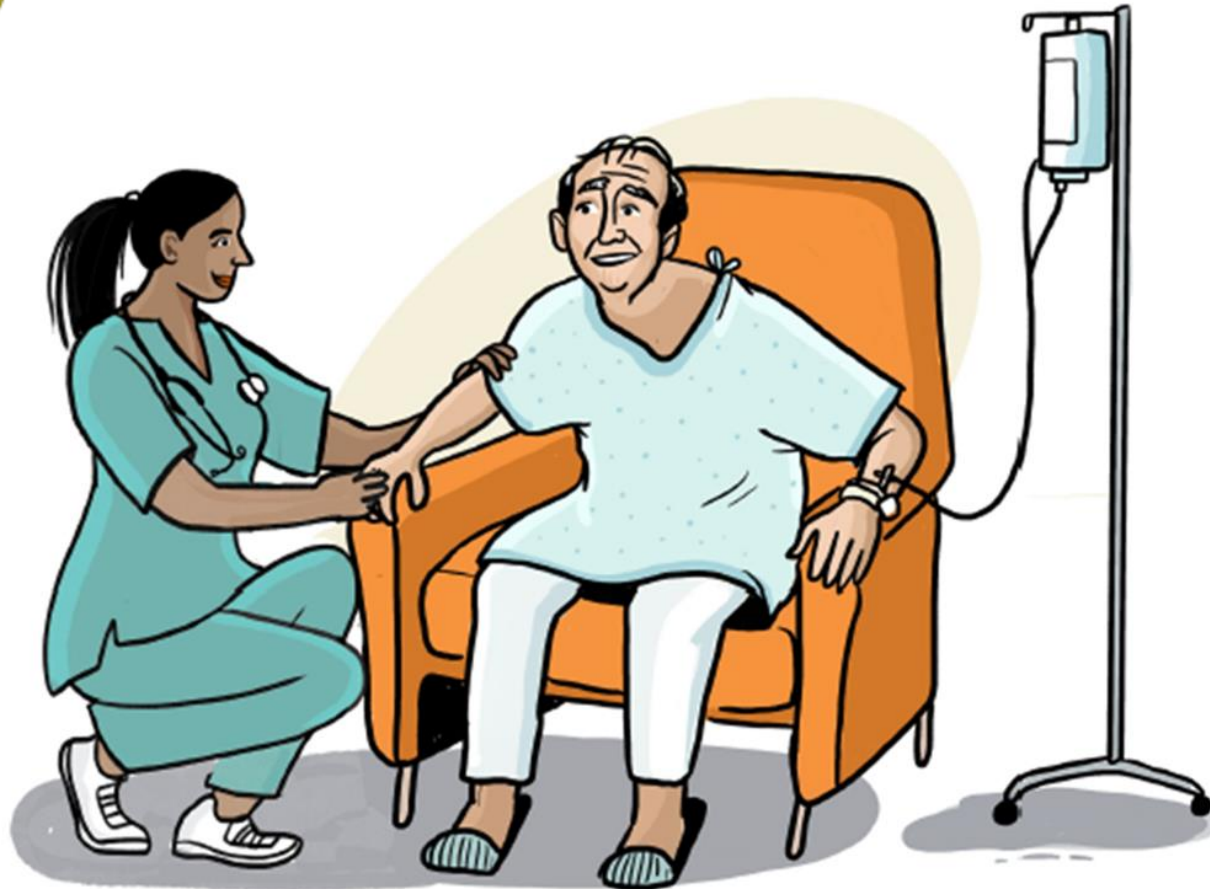
# Communication Skills

Use a calm tone

Use visual cues

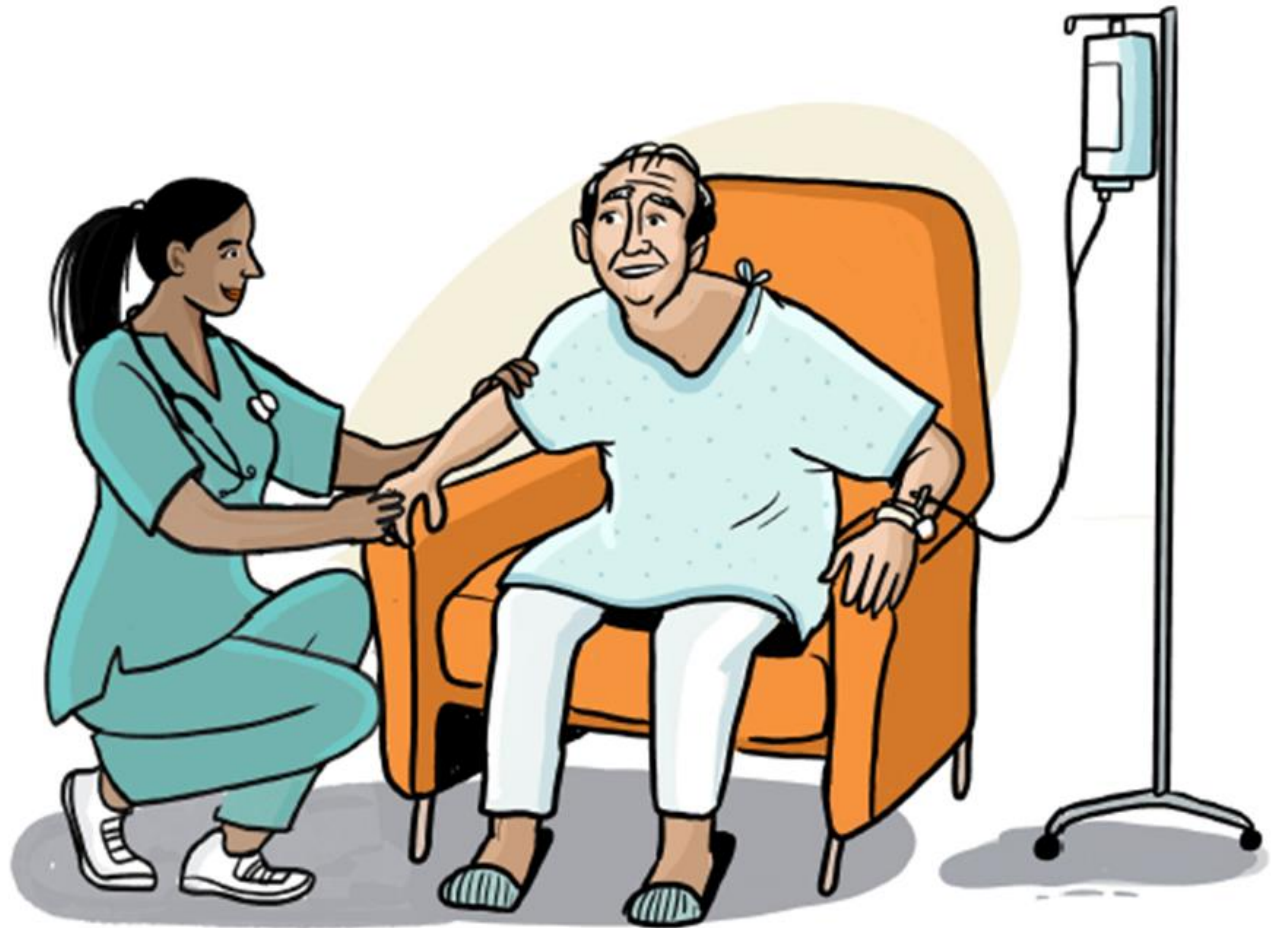
Explain step by step

Use simple phrases



# Validation

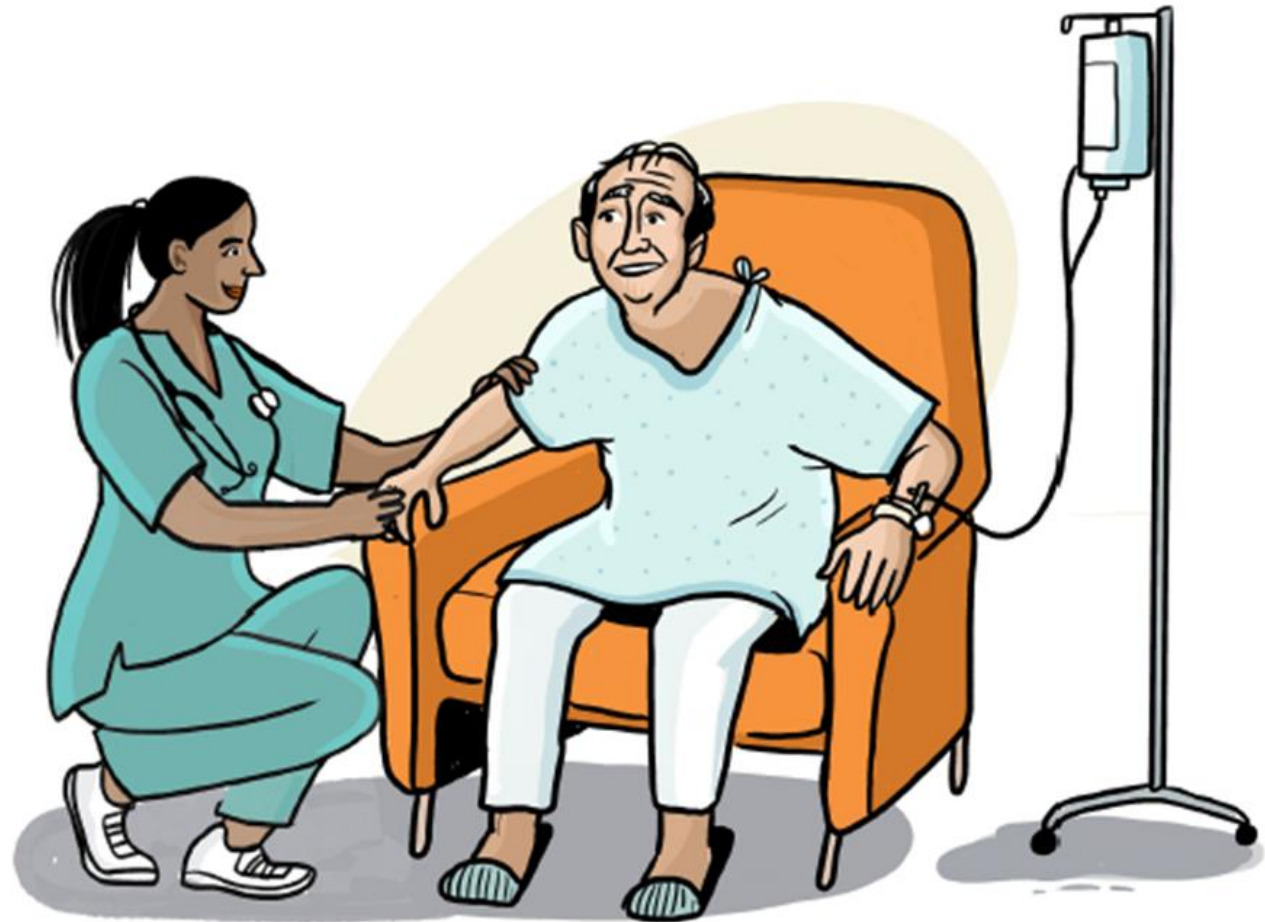
Validate emotions



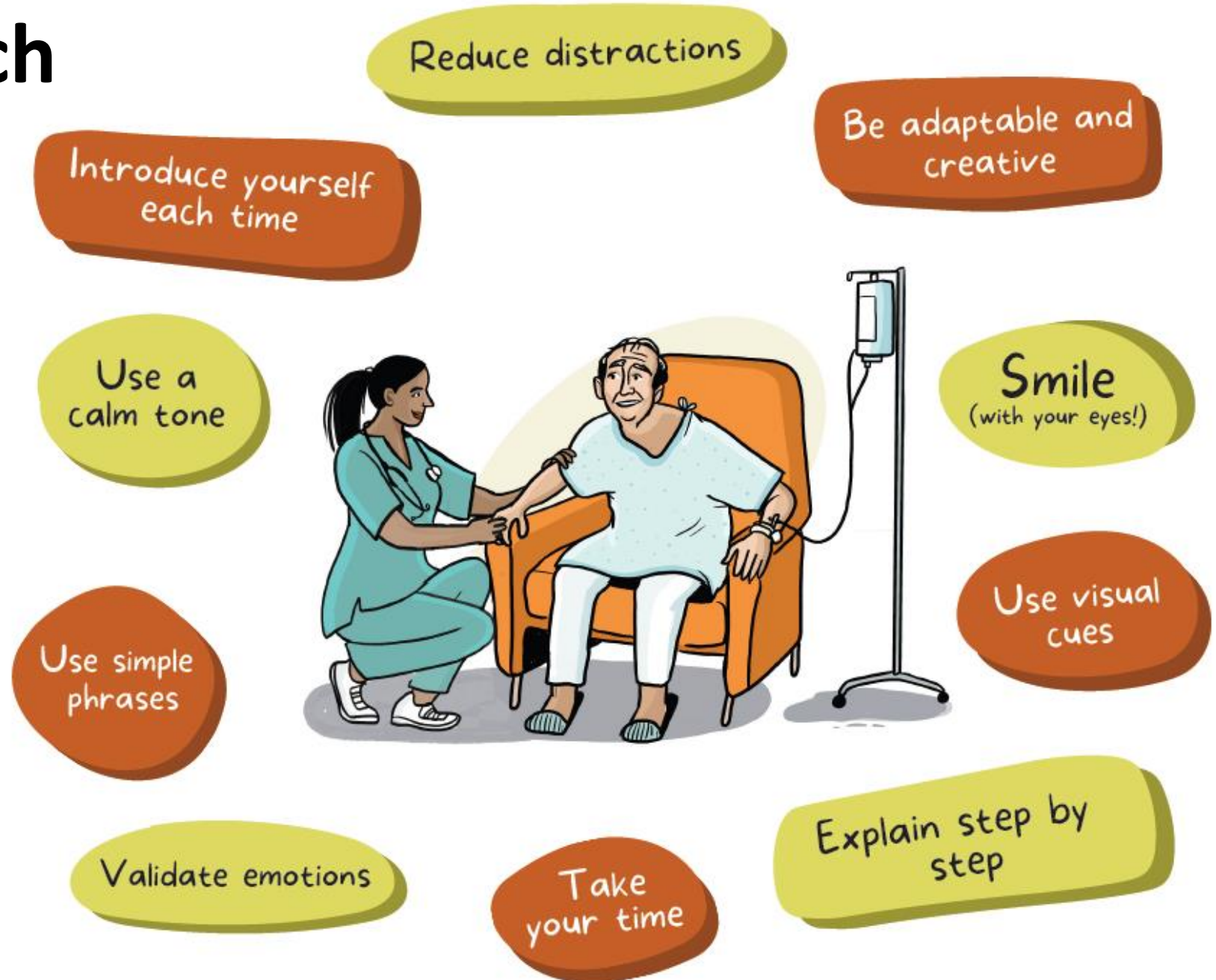
# The Hard & Fun Part!

Be adaptable and  
creative

Take  
your time



# Your Approach Matters





# Tailoring Your Approach

Put on Spanish music

Wrap José with a warm blanket

Provide José his favorite drink and snacks

Reduce distractions

Introduce yourself each time

Use a calm tone

Use simple phrases

Validate emotions

Be adaptable and creative

Smile  
(with your eyes!)

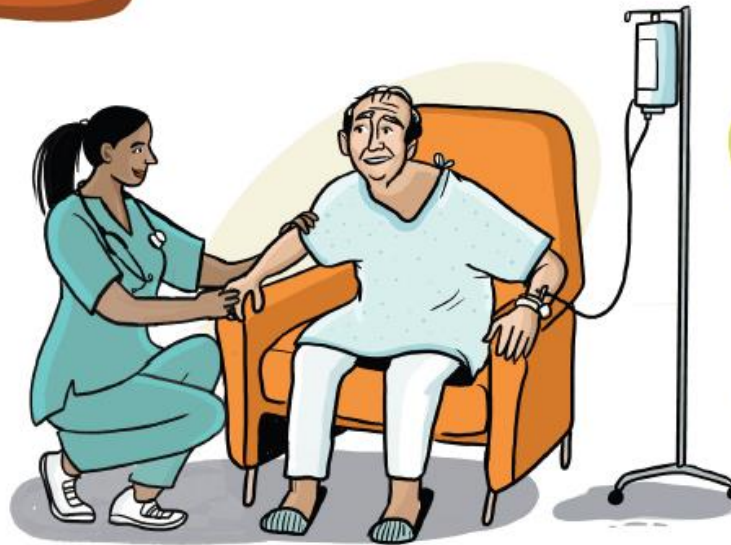
Use visual cues

Explain step by step

Assess for and treat pain

Assist to bathroom regularly

Engage José in a meaningful activity



# Reflection & Application



As you think about the patients that you have cared for recently, is there someone with responsive behaviours?

- What verbal and non-verbal approaches did you use?
- What was the response?
- How could you share these successful approaches with the rest of the team?

Any suggestions you have to help you remember and to be intentional about your approach (both verbal and non-verbal) prior to interacting with your patients?



# Want to learn more?

 [brainxchange.ca/BSO](https://brainxchange.ca/BSO)

## Behavioural Education and Training Supports Inventory (BETSI)

- Delirium, Dementia, and Depression in Older Adults
- DementiAbility Methods
- Geriatric Essentials E-Learning Modules
- Gentle Persuasive Approaches (GPA)
- LIVING the Dementia Journey
- Mental Health First Aid for Seniors
- P.I.E.C.E.S.™ Learning and Development Program
- U-First!
- Validation Communication



# We want your feedback!

- Use the QR code on the 'Your Approach Matters!' poster to provide feedback on the poster and the QR code below to provide feedback on today's session.
- Your confidential input will be added to others' and be provided to the Behavioural Supports in Acute Care Collaborative. This helps us know the value in this type of education and will help inform any future updates.



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SCAN ME





# Wrap Up

## BSO Provincial Coordinating Office

✉ [provincialBSO@nbrhc.on.ca](mailto:provincialBSO@nbrhc.on.ca)

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# References

- Alzheimer Society of Canada. (2019). *Dementia and Responsive Behaviours*. [https://alzheimer.ca/sites/default/files/documents/conversations\\_dementia-and-responsive-behaviours.pdf](https://alzheimer.ca/sites/default/files/documents/conversations_dementia-and-responsive-behaviours.pdf)
- Behavioural Supports Ontario. (n.d.). *Responsive Behaviours/Personal Expressions*. <https://brainxchange.ca/Public/Special-Pages/BSO/Responsive-Behaviours-Personal-Expressions>
- DOS Working Group. (2019). *Behavioural Supports Ontario-Dementia Observation System (BSO-DOS®) Resource Manual: Informing Person and Family-Centred Care through Objective and Measurable Direct Observation Documentation*. Behavioural Supports Ontario. <https://brainxchange.ca/Public/BSO/Files/DOS/BSO-DOS-Resource-Manual-FINAL-May-2019.aspx>
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- Mitchell, G., & Agnelli, J. (2015). Non-pharmacological approaches to alleviate distress in dementia care. *Nursing Standard*, 30, 38–44. <https://doi.org/10.7748/ns.30.13.38.s45>
- Scales, K., Zimmerman, S., & Miller, S. J. (2018). Evidence-based nonpharmacological practices to address behavioral and psychological symptoms of dementia. *The Gerontologist*, 58, S88-S102. <https://doi.org/10.7748/ns.30.13.38.s45>

