

## 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!**