

TEEPA SNOW'S POSITIVE APPROACH® TO CARE



**PAC Certified Independent Engagement Leader
Manual**

2018

PAC Certifications

What are they and how do they relate?

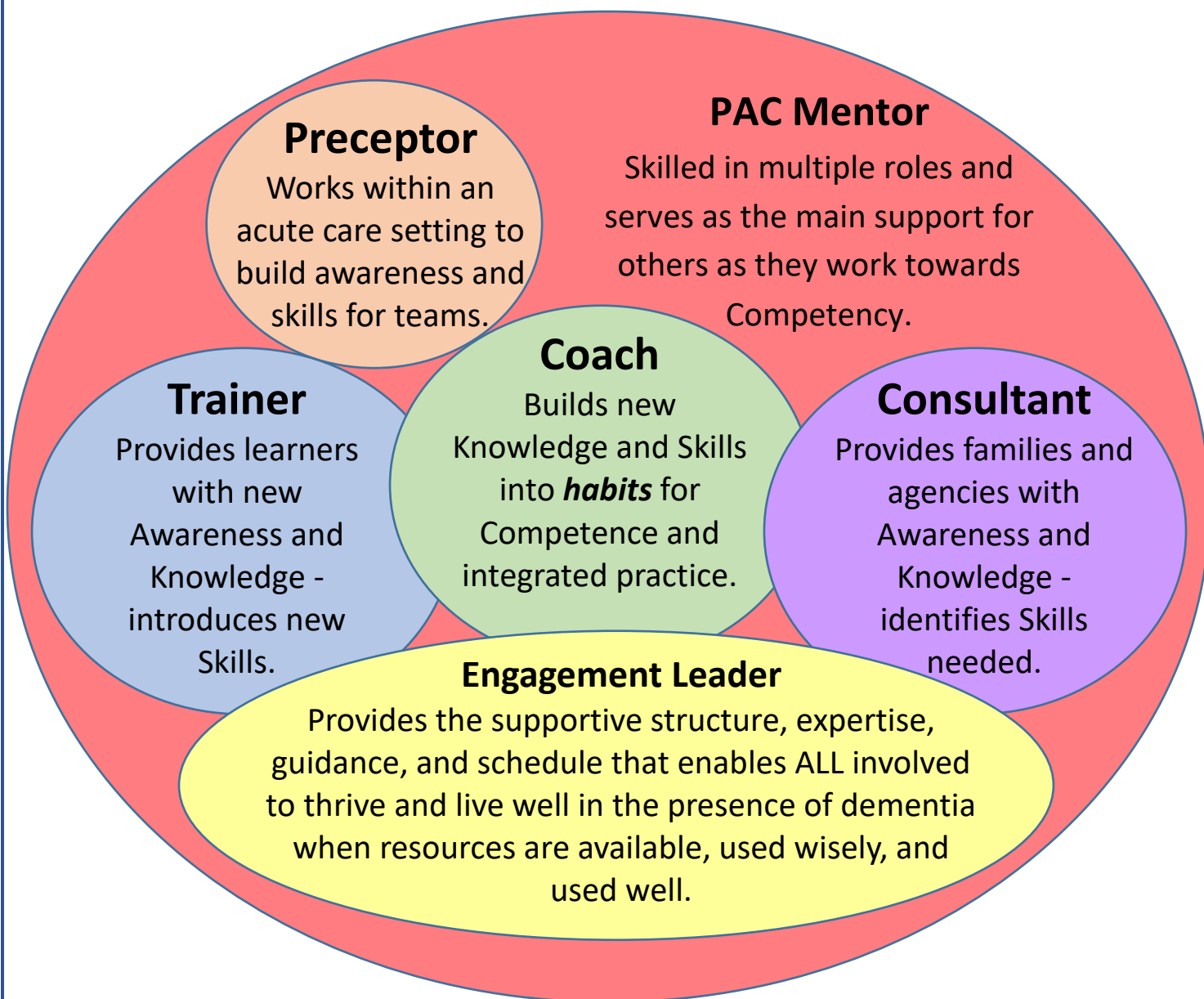


Table of Contents

PAC Philosophy	1
PAC Engagement Leader Resources	2
PAC Engagement Leader Certification Requirements.....	3
PAC Mentor and Peer Information	4

TAB 1 Skills Assessments and Checklists

Overview of PAC Skills	1
PAC Skills Checklists	6
Recognizing GEMS®.....	10
Giving Feedback in PAC Training	12

TAB 2 Tools to Use as a PAC Certified Independent Engagement Leader

Teepa’s Six Building Blocks for Engagement.....	1
Teepa’s Five “I’m Sorry” Phrases.....	4
Living GEMS® Descriptions.....	8
Teepa’s Six Pieces of the Puzzle	10
PAC Personality Traits.....	12
PAC Multiple Intelligences and PAC Cycles.....	14

TAB 3 Engagement Leader Certification Training Days

PAC Engagement Leader Certification Agenda and Process.....	1
What is a PAC Engagement Leader?.....	7
PAC Engagement Leader Building Blocks for Success.....	14
Your First PAC Engagement Session	26
Take it Home as a PAC Engagement Leader.....	29

TAB 4 Scenarios for Practice

Practice Scenarios	2
Planning and Reflection for Scenarios	10

TAB 5 Supplemental Resources

Teepa’s PAC Songs.....	1
PAC Language Guide	4
PAC Profile Resources	6
GEMS® Level Screening	11
Common Mistakes and Helpful Guides at different GEMS® Slides	17
Assisting at Different GEMS® States	22
Creating Meaningful Engagement.....	27
PAC Exercises for Engagement.....	28
PVC Pipes Exercises	31
PAC Activity Boxes for All GEMS®	34
Teepa’s Four Truths and Dementia Umbrella.....	45

PAC Philosophy

The PAC philosophy is the foundation for the skills that you will provide and help build in others as a Certified PAC Engagement Leader.

The Certified Positive Approach® to Care (PAC) Engagement Leader course is designed to provide you with knowledge and skill that will allow you to build Teepa Snow's PAC philosophy and skill use in others, focusing on filling each day with meaning and offering less *wait* time for those living with dementia. After successful completion of all phases of the training, you will be equipped to guide and share with those involved in the time-use and engagement for those living with dementia.

It is Teepa Snow's mission to help families and professionals better understand how it feels to be living with dementia and the related challenges. Her dementia care philosophy is reflective of her education, work experience, medical research, and first hand caregiving interactions. It's important to fully understand Teepa's (PAC) philosophy. The **Positive Approach to Care** encourages Care Partners to:

- **Respond to a person's change in cognition and abilities in a way that is not hurtful or offensive.**
- **Understand that, with practice, common *reactions* to the person with dementia can become thoughtful *responses* that improve quality of life for everyone involved.**
- **Recognize that the person with dementia is *doing the best they can* in any given moment and that if something isn't working, it's the responsibility of the Care Partner to change their approach and behaviors toward the person with dementia.**
- **Notice the environment surrounding a person with dementia and make changes as necessary.**

You will be equipped to share this care philosophy, facts about the brain and cognitive change, as well as other Care Partnering strategies and techniques in your own way. After earning your certification, you will be able to see potential issues, guide learners to choose skills to improve, and drill for skills with learners.

We look forward to partnering with you on behalf of those living with dementia. In the meantime, if you have further questions regarding training logistics, please email certification@teepasnow.com or contact your PAC Mentor.

Thank you so much for your desire to learn and your commitment to making a positive difference!



Teepa and Team

Educational content provided by Positive Approach is used with permission and based on the GEMS® model, PPA™, HuH™, and other techniques, strategies and overall approach to care created and developed by Positive Approach, LLC. www.teepasnow.com
GEMS®, Positive Physical Approach™, Hand-under-Hand™, and POSITIVE APPROACH® are trademarks of Positive Approach, LLC.

PAC Engagement Resources

PAC Engagement Website - posapproach.com (please do not enter www.)

The PAC Engagement website may only be used by those currently enrolled or certified through PAC. Please protect your username and password and do not share with others.

Through posapproach.com, PAC Engagement Leaders are able to:

- Review video content online
- Submit videos (under 20 minutes) for PAC Mentor review
- Obtain PowerPoint slides
- Find valuable information, with deeper knowledge, from Teepa and the PAC Team
- Complete the recertification process yearly

If you have questions regarding the website, please email info@teepasnow.com.

Positive Approach to Care Website and Store – www.teepasnow.com

The company website will be updated with your name and location upon becoming a PAC Approved Engagement Leader and will remain on the site as long as your certification is maintained. We encourage you to utilize the website for additional resources and information and direct those you work with to the site for additional support.

This website also includes links to:

- Videos and modules of Teepa and the PAC Team
- Our online course series: Becoming Dementia
- Our monthly online dementia journal, free!
- A paid monthly subscription service for even more Teepa tips and information
- Additional courses or products that will enhance your own knowledge and skill
- Partners and Sponsors that PAC works with to create a more positive dementia community

Please check with your PAC Mentor to find out about new products and PAC Engagement discounts.

If you have questions regarding the website, please email info@teepasnow.com.

PAC Mentors:

Within each certification course, you will be paired with a highly qualified PAC Mentor who will take you through the certification process. Your training certification fee includes up to 3 hours of mentor follow up to complete your certification process. **Additional mentoring or consultation is available for a fee of \$75/ hour.**

Educational content provided by Positive Approach is used with permission and based on the GEMS® model, PPA™, HuH™, and other techniques, strategies and overall approach to care created and developed by Positive Approach, LLC. www.teepasnow.com
GEMS®, Positive Physical Approach™, Hand-under-Hand™, and POSITIVE APPROACH® are trademarks of Positive Approach, LLC.

Next Steps – Earning Your Certification

A PAC Certified Independent Engagement Leader displays:

- Ability to grow personal skills and knowledge of Positive Physical Approach™ (PPA™) related to learners and those living with dementia
- Ability to adapt PPA™ to meet the needs of others
- Willingness to make mistakes, admit them, and learn from them
- Self-awareness as well as self-assurance
- Emotional intelligence
- Ability to recognize GEMS® states and willingness to assist at any level
- Ability to authentically apologize for situations in which someone *perceives* you to be at fault
- Equal commitment to *process* and *product*
- Agenda *awareness* and agenda *flexibility*
- Ability to find balance between encouragement and holding people accountable

In addition to the training curriculum and classroom training, you are required to complete the following steps to earn your PAC Engagement Leader Certification. You will work with a PAC Mentor to complete the process. **This requires timely follow up on your part and completion of the steps below within 8 weeks of your classroom training.**

Three hours of mentoring is included in your registration fee. The hourly fee for additional mentoring is \$75 and may be arranged by emailing certification@teepasnow.com.

Please note the steps below required to complete your Certification:

- Schedule and complete at least 3 calls with PAC Mentor to review **Building Blocks, the use of PPA™ and HuH™, History, Day Planning, and Challenging Situations.**
- Work with a partner from the course along with your PAC Mentor to reflect and grow skill.
- Submit at least one 15-20 minute recorded Engagement session to be reviewed by PAC Mentor.
- Submit a 1-3 minute video of you performing PPA™ and HuH™ for discussion.
- Identify goals, progress, challenges, and next steps with your PAC Mentor.

All Certification steps must be successfully completed within 8 weeks of classroom training in order to become a PAC Certified Independent Engagement Leader.

Educational content provided by Positive Approach is used with permission and based on the GEMS® model, PPA™, HuH™, and other techniques, strategies and overall approach to care created and developed by Positive Approach, LLC. www.teepasnow.com
GEMS®, Positive Physical Approach™, Hand-under-Hand™, and POSITIVE APPROACH® are trademarks of Positive Approach, LLC.

2017 PAC Mentors

Lead Mentor Coach for PAC - Linn Possell – linnp@teepasnow.com

Alejandro DeJesus – alejandrod@teepasnow.com

Amanda Bulgarelli – amandab@teepasnow.com

Beth Nolan – bethn@teepasnow.com

Charleen Phelps – charleenp@teepasnow.com

Corrie Phillips – corriep@teepasnow.com

Dawn Wiggins – dawnw@teepasnow.com

Deanna Lueckenotte – deannal@teepasnow.com

Deb LeBlanc – debl@teepasnow.com

Dorothy Colby – dorothyc@teepasnow.com

Jessica Pelkey – jessicap@teepasnow.com

Kathryn Walsh – kathrynw@teepasnow.com

Kathy Tuckey – kathyt@teepasnow.com

Leslie Finkley – leslief@teepasnow.com

Liz Garant – lizg@teepasnow.com

Loy Campbell – loyc@teepasnow.com

Mary Donnelly – maryd@teepasnow.com

Melanie Bunn – melanieb@teepasnow.com

Peg Chabala – pegc@teepasnow.com

_____ - _____ (if not listed above)

*Educational content provided by Positive Approach is used with permission and based on the GEMS® model, PPA™, HuH™, and other techniques, strategies and overall approach to care created and developed by Positive Approach, LLC. www.teepasnow.com
GEMS®, Positive Physical Approach™, Hand-under-Hand™, and POSITIVE APPROACH® are trademarks of Positive Approach, LLC.*

