

# PAC Introduction: The Shield

## Example: Intros and Person-Centered Approach to Life – PAC Style Using the Adult Experiential Learning Cycle

- Objective: By the end of the session, the Learners will be able to identify at least one person-centered feature of each classmate with the use of a visual aid.
- Do: Provide supplies for each table of 4 people:
- Sheet of 'hot dog' folded heavy weight paper with name
  - Blank 'Person Shield'
  - Instruction sheet of what to do: "Use these 4 items to create a visual image that 'represents' you."
  - Colored pencils, markers, crayons, pencils
  - Sheet of paper with all Learner's names and a line beside each
- Ask each person to complete their 'Personal Shield' in 2-3 minutes and share its meaning with a partner.
- Let Learners know that they will be presenting their partner's Shield in 1-2 min only to the rest of the class.
- Let all Learners know they will be responsible for collecting and recalling at least one piece of information.
- Share: Ask each Learner to stand up with their partner, hold up their partner's Shield, and tell the group something **important** about it and the person in 1 minute.
- Ask the group how they felt about the exercise and how it was different than how they usually introduce themselves in a workshop or training session.
- Ask what they thought was easy and what was hard or uncomfortable about it.
- Process: Ask Learners to talk with their partner about **why** they think we might have done it that way.
- Ask Learners to share some of the reasons/things they thought of.
- Connect: Share that we did it for these major reasons – highlight items they already got from their feedback:
- A. Getting people comfortable and familiar with each other as Learners who are all sharing a common goal for the day: to be better Trainers for those they wish to serve
  - B. Using a multi-modal approach to getting information into and out of a person (more coming up on this in Learning Styles)
  - C. Giving Learners a chance to stand in front of the room and share info that is visual, verbal, and kinesthetic: inter and intra-personal
  - D. Demonstrating the value of a person-centered approach to interactions, whether with someone living with dementia, in training, at work, or in life
  - E. Providing each person with a visual representation of themselves that others can see throughout the day that includes their name and some things that are important about them and that they are willing to share

F. Getting Learners ready for a day that may be outside their comfort zone so that they are more prepared to be the best Trainer that they can be, rather than the Trainer that they already are (practicing what they are going to be preaching)

G. Demonstrating the use of the AELC (more later)

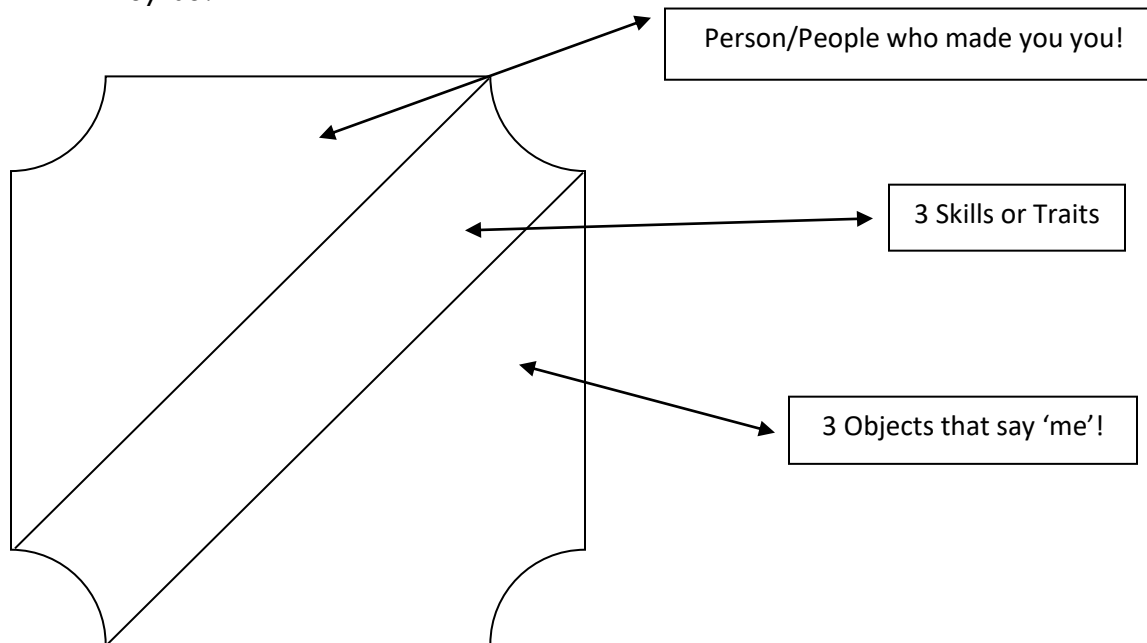
Apply:

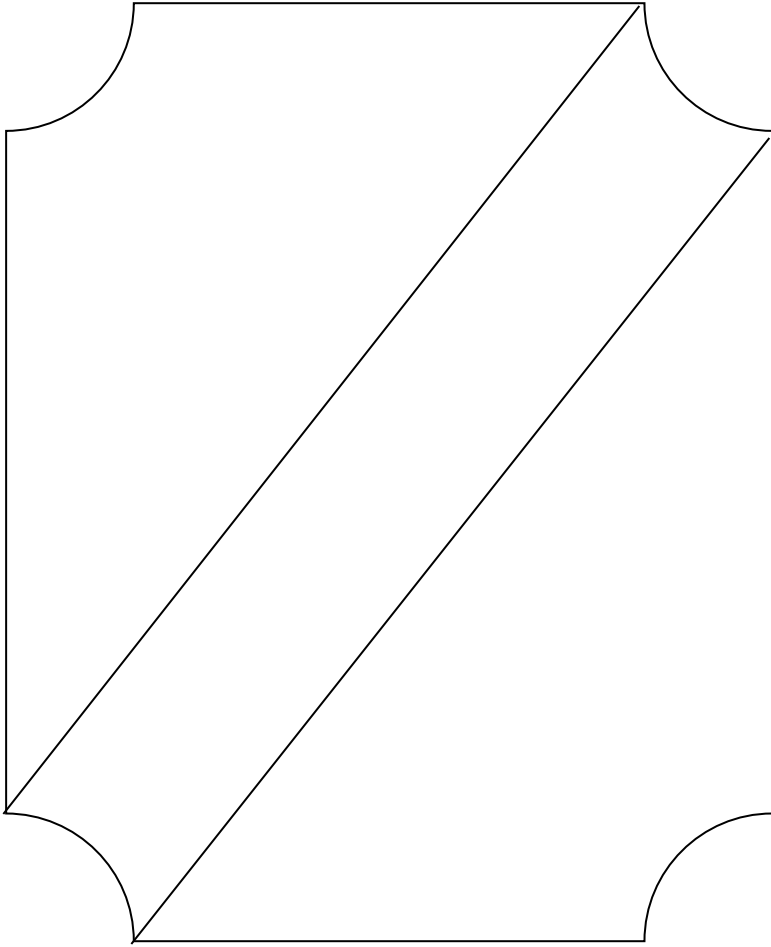
Ask group:

So how could you see yourself possibly using this Shield exercise in your work as a PAC Certified Trainer?

**Instructions:**

1. Place your preferred name to the right of the shield. Use whatever color and method you choose, but please make sure it can be read from across the room.
2. In the upper half of the shield, make a visual representation of at least one of the most influential people in your life – someone who has made you who and how you are.
3. In the cross band, make a visual representation of three skills you have or personality traits or characteristics you want us to know about you. What are you good at or what do you care that we know about you?
4. If you could only have three things with you that would tell people about you, what would they be?





# Practical Tips: Care Partner

## Practical Tips for Caring for Someone with Dementia

**Teepa Snow, MS, OTR/L, FAOTA**

Dementia Care and Training Specialist

### **A Positive Physical Approach™:**

1. Knock on door or table to get attention and signal your approach.
2. Stop moving at the boundary between public and personal space, at 6 feet out, and get permission to enter or approach.
3. Place your open hand near face and smile, look friendly, and make eye contact.
4. Call the person by preferred name or at least say “Hi!” and avoid endearments.
5. Move your hand out from near your face to a greeting handshake position, making sure they notice your hand out to shake, then stand tall and move forward slowly.
6. Approach the person from the front and come in within 45 degrees of center, into their visual field.
7. Move slowly at one step per second, standing tall, don’t crouch down or lean in as you move toward the person.
8. Move toward the right side of the person and offer your hand, giving the person time to look at your hand and reach for it if they are doing something else – offer, don’t force.
9. Stand to the side of the person at arm’s length to respect their intimate space and be supportive rather than confrontational, but stay in the front in their visual field.
10. Shake hands with the person and make eye contact while shaking.
11. Slide your hand from a ‘shake’ position to Hand-under-Hand® position for safety, connection, and function.
12. Give your name and greet them: “I’m (name). It’s good to see you!”
13. Get to the person’s level to talk by sitting, squatting or kneeling if the person is seated and stand beside the person if they are standing.
14. Now, deliver your message...

## **Approaching When the Person is Distressed!**

### **Some Changes:**

1. Look concerned, not too happy, if the person is upset
2. Let the person move toward you, keeping your body turned to the side (supportive, not confrontational)
3. If the person is seated and you **don't** get permission to enter personal space, turn sideways and kneel at 6 feet out. Offer greeting and handshake again, and look for an OK to come into their personal space. It will usually come at this time with this more submissive posture.
4. After greeting, try one of two options:
  - a. "Sounds like you are (give an emotion or feeling that seems to be true)?"
  - b. Repeat the person's words to you:

If they said, "Where's my mom?" you would say, "You're looking for your mom (pause)... tell me about your mom..." If the person said "I want to go home!" you would say "You want to go home (pause)... tell me about your home..."

# PAC Communication Tips:

## Communicating – Talking

**First:** Always use the Positive Physical Approach™ (PPA)!

**Then:** Pay attention to the three ways you communicate:

### 1. How you speak:

- ◆ Tone of voice: friendly, not bossy or critical
- ◆ Pitch of voice: deep is better
- ◆ Speed of speech: slow and easy, not pressured or fast

### 2. What you say:

There are three basic reasons to talk to someone:

1. To get the person to do something, here are five approaches to try:
  - a. Give a short, direct message about what is happening
  - b. Give simple choices about what the person can do
  - c. Ask the person to help you do something
  - d. Ask if the person will give it a try
  - e. Break down the task and give it one step at a timeOnly ask “Are you ready to...” if you are willing to come back later!
2. Just to have a friendly interaction and to talk to the person:
  - ◆ Go slow - go with the flow
  - ◆ Acknowledge emotions: "sounds like, seems like, I can see you are"
  - ◆ Use familiar words or phrases (what the person uses)
  - ◆ Know who the person has been as a person and what s/he values
  - ◆ Use familiar objects, pictures, actions to help and direct
  - ◆ Be prepared to have the same conversation over and over
  - ◆ Look interested and friendly
  - ◆ Be prepared for some emotional outbursts
  - ◆ Don't argue, but don't let the person get into dangerous situations

**Remember, the person is doing the best they can, so go with the flow!**

### 3. Deal with the person's distress or frustration/anger:

- ◆ Try to figure out what the person really needs or wants ("It sounds like, It looks like, It seems like, You're feeling...")
- ◆ Use empathy, not forced reality or lying
- ◆ Once the person is listening and responding to you, then redirect their attention and actions to something that is OK or distract them with other things or activities you know they like and value
- ◆ **Be careful** about personal space and touch with an individual, especially when they are distressed or being forceful

### **3. How you respond to the person:**

- ◆ Use positive, friendly approval or praise (short, specific and sincere)
- ◆ Offer your thanks and appreciation for his/her efforts
- ◆ Laugh with him/her and appreciate attempts at humor and friendliness
- ◆ Shake hands to start and end an interaction
- ◆ Use touch - hugging, hand holding, comforting - only if the person wants it

### **If what you are doing is not working:**

- Stop!
- Back off, and give the person some space and time
- Decide what to do differently
- Try again!

### **Always strive to be curious and know as much as you can about who the person was and who the person is now:**

- Personality Traits
- Six Pieces of the Puzzle
- Multiple Intelligences
- Side Dominance
- Preferences
- History

# Positive Approach to Feedback: Giving Feedback in PAC Training

## Key Points in Giving Feedback When Coaching Someone Through Learning New Skills:

- Make sure the person knows they will be getting feedback, make sure the place and time are good for both of you with nothing else distracting you, and make sure it is comfortable and private
- Give feedback as soon as you can after the observation: we learn better when we can remember what happened, and waiting makes it harder to be accurate and focused
- Start by asking the person what they thought about the session and their use of the skills being learned
- Use **active listening skills** with friendly and open body language, encouraging words, asking not telling
- Consider using **concrete** tools to help keep it from being personal, use the forms and information from the training sessions to reinforce and validate their words that will point out skills **used** and **missing**
- When sharing your observations, start with the positive, then add the skills to work on while offering concrete and specific ideas or thoughts
- Ask the person to share back with you what their **next steps** should be, and confirm that they heard what you said
- Agree on a time and place for follow-up sessions
- **Thank** the person for working with you and being willing to try to put this new skill in their daily routine
- If you are nervous or feeling uncomfortable, you can either let the person know you are feeling that way but still want to work with them, or ask a team partner to practice with you ahead of time to improve your comfort level



# **Teepa's Songs:**

## **A Positive Approach**

To the Tune of "Amazing Grace"

Come from the front

Go slow

Get to the side

Get low

Offer your hand

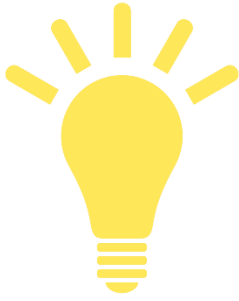
Call out the name then wait...

If you will try, then you will see

How different life can be.

For those you're caring for!

©Teepa Snow, Positive Approach, LLC – [www.teepasnow.com](http://www.teepasnow.com)



## I Will Change

To the tune of "This Little Light of Mine"

I am gonna' meet and greet  
Before I start to treat  
I am gonna' meet and greet  
Before I check your feet  
I am gonna' meet and greet  
Before I help you eat  
How I start sets us up to succeed!

No more just 'gettin' it done'  
I'm gonna' do with you  
No more just 'gettin' it done'  
I'm gonna' help you through  
No more just 'gettin' it done'  
We're gonna' work, we two  
Cause if I do it all, we both lose!

I'm gonna' laugh and dance with you  
Not just watch and frown  
I'm gonna' laugh and dance with you  
Not just stand around  
I'm gonna' laugh and dance with you  
We'll really go to town  
For the power of joy I have found!

©Teepa Snow, Positive Approach, LLC – [www.teepasnow.com](http://www.teepasnow.com)

## Progression of the Condition

To the Tune of “This Old Man”



**Note:** Each verse is sung progressively slower

**Sapphire** true, you and me ~ The choice is ours, and we are free  
To change our habits, to read, and think and do  
We're flexible, we think it through!

**Diamond** bright, share with me ~ Right before, where I can be  
I need routine *and* different things to do  
Don't forget, I get to choose!

**Emerald** – Go, I like to do ~ I make mistakes, but I am through!  
Show me only one step at a time  
Break it down and I'll be fine!

**Amber** – Hey! I touch and feel ~ I work my fingers - rarely still  
I can do things, if I copy you  
What I need is what I do!

**Ruby** – skill – it just won't go ~ Changing something must go slow  
Use your body to show me what you need  
Guide, don't force me, don't use speed!

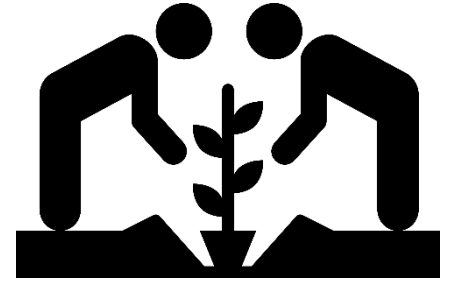
Now a **Pearl**, I'm near the end ~ But I still feel things through my skin  
Keep your handling always firm and slow  
Use your voice to calm my soul.

©Teepa Snow, Positive Approach, LLC – [www.teepasnow.com](http://www.teepasnow.com)



## PAC Trainer Song

To the tune of the Garden Song



When we train, we don't preach  
"Try it out," is what we teach  
There's a method underneath,  
that spirals us around!  
Raise awareness, plant a seed  
Build up knowledge, minds to free  
Practice skills so all succeed  
By matching each one's needs

Set it up with what it means  
Get them all to do this, please.  
Then we talk of what was seen,  
and heard, and felt between  
After that we wonder why  
How it was that you and I  
Although we're different, it's no lie  
connect the dots, then try.

Oh, Uh-Oh, Ahhhh, Ah-Ha  
Leads us all to our Ta-Da!!!  
To cycle round will change us all  
in hearts and heads and hands.  
Oh, Uh-Oh, Ahhhh, Ah-Ha  
Leads us all to our Ta-Da!!!  
To cycle round will change us all  
in hearts and heads and hands.