

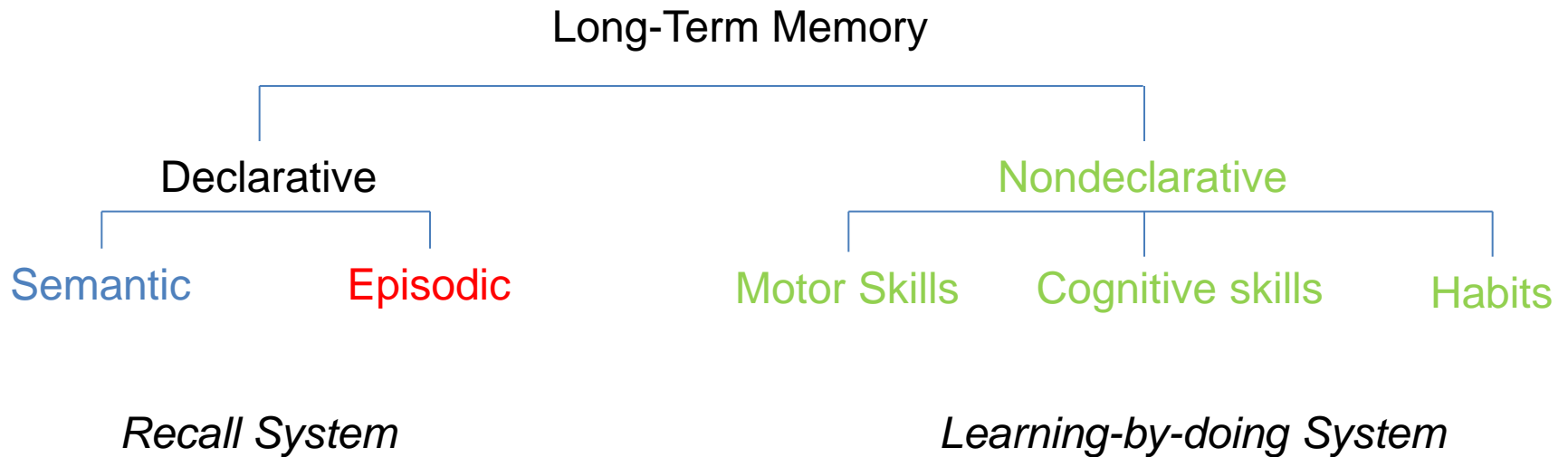


**COMMUNICATION** is how we **CONNECT**  
with each other as human beings, and  
effective communication is **ESSENTIAL** for  
person-centered care and for forming the  
foundation for interactions based on  
**DIGNITY** and **RESPECT**

– Tammy Hopper



# Memory and its Systems



Impaired early in disease process

Relatively spared early in disease process

Relatively preserved later in the disease process



# Communication

## in Dementia

### Early Stage Losses

- Takes longer to process information
- Thoughts may wander from the conversation/difficulty staying on track
- Problems recalling names of people, places and things
- 'Tip of the tongue' feeling
- May repeat words and phrases
- Difficulty with pronouns (he, she, they)
- Comprehension of complex written material
- Difficulty with abstract/complex concepts

### Early Stage Relative Strengths

- Grammar, articulation and voice quality
- Most conversational skills
- Understand 1 and 2 part questions and directions
- Memories in the remote past are accessible
- Comprehension of short written passages
- Nonverbal communication skills generally intact



# Communication

## in Dementia

### Mid Stage Losses

- Increased word retrieval problems
- Increased generalizations
- Fragmented sentences; grammatical errors
- Greater reliance on social phrases
- Reduced verbal output
- Difficulties in following verbal and written instructions
- Difficulty remembering recent events
- Less initiation of conversation
- More difficulty reading complex sentences

### Mid Stage Relative Strengths

- Have a simple conversation, with appropriate support
- Reminisce about the past, particularly positive life events and relationships
- Read aloud words, short phrases or sentences
- Recognize pictures, signs and people
- Sing, play a musical instrument
- Engage in well-known routines and habits
- Understand and respond to nonverbal communication



# Communication

## in Dementia

### Late Stage Losses

- Communication is severely compromised
- Limited initiation of conversations
- Non-verbal sounds
- Reading and writing are nonfunctional
- Comprehension of language is limited to simple familiar phrases and words
- Speech - single words and sentence fragments
- Communication as a whole is largely non-verbal

### Late Stage Relative Strengths

- Can send and receive messages through non-verbal communication:
  - Use of gesture, non-verbal sounds
  - Recognize others' tone of voice
  - Recognize body position, posture and gestures
  - Respond to touch
  - Respond to changes in the environment
- Respond to music



# Approach

- Teepa Snow: How to Approach
- <https://www.youtube.com/watch?v=xylQt7TxDwo>
- 1) moving front-side
- 2) equality
- 3) greet before you treat
- 4) permission
- 5) lock and rock



# Communication Challenges

## Strategies:

- Active listening
- Asking for clarification
- Repeating part of what you heard
- Re-approach later
- Change the topic or the form of the message
- Break up the message or simplify content
- Use supports (visuals)
- Change from open-ended question to multiple choice or yes/no question
- **Acknowledge them**





# Mirroring

- Teepa Snow video(youtube.com)
- <https://youtu.be/qGqYaRhjxrM>
- “Calming and Comforting a person with Dementia”



# Validation

- Center
- Observe
- Appropriate distance
- Verbal/ Nonverbal
- Empathy
- Positive note



# Video

- <https://www.youtube.com/watch?v=CrZXz10FcVM>
- “Gladys Wilson”



- “Marylou” (Alive Inside) (youtube.com)
- <https://youtu.be/-fsoJKc4kFc>



# Challenging Behaviors

- <https://www.youtube.com/watch?v=ZpXeefZ2jAM>

Teepa Snow- Challenging Behaviors

Substitute- do not subtract

