Overhead/Handout 4.5. What to Do If the Person Becomes Upset

Stop what you are doing immediately, even if this seems difficult to do.

Remove the problem or remove the person from the problem.

Remove others rather than try to remove the person who is upset.

Don’t argue; don’t explain.

Don’t push or direct the person.

Trade tasks with another staff member.

Be calm and reassuring.

Wait for the person to calm down.

Give the person space.

Get out of the person’s way if she might strike or hurt you.

Permission to reproduce this material for educational use is granted by the publisher. From Nancy L. Mace, Teaching Dementia Care: Skill and Understanding. Copyright © 2005 The Johns Hopkins University Press.