

# Managing Challenging Behaviors



Presented by

## Marc Lung

of





**6Beds**  
Advocating for Safe & Affordable  
Quality Residential Care

## CAREtoTalk Series

May 27, 2025  
10am-11am

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# Housekeeping

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The Last Tuesday of each  
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## Objectives

- Gain general understanding of Why Challenging Behaviors Happen
- Identify various Triggers
- Understand How to Provide a Compassionate Approach

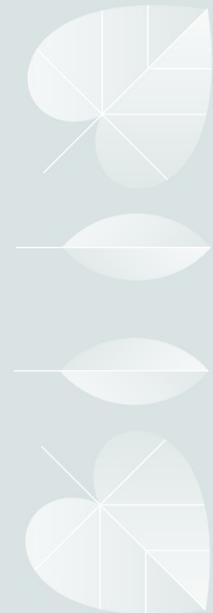


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## Why do Challenging Behaviors Happen?

As caregivers and service providers, it is critically important that we change the way we think about “Challenging Behaviors”. In fact, what do you think would happen if ALL of US replaced the term “Challenging Behaviors” with “Communicating an Unmet Need”?

Nobody explains this concept better than the nationally and internationally recognized subject matter expert, Teepa Snow.

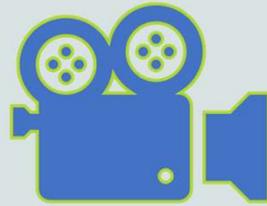


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# YouTube Video

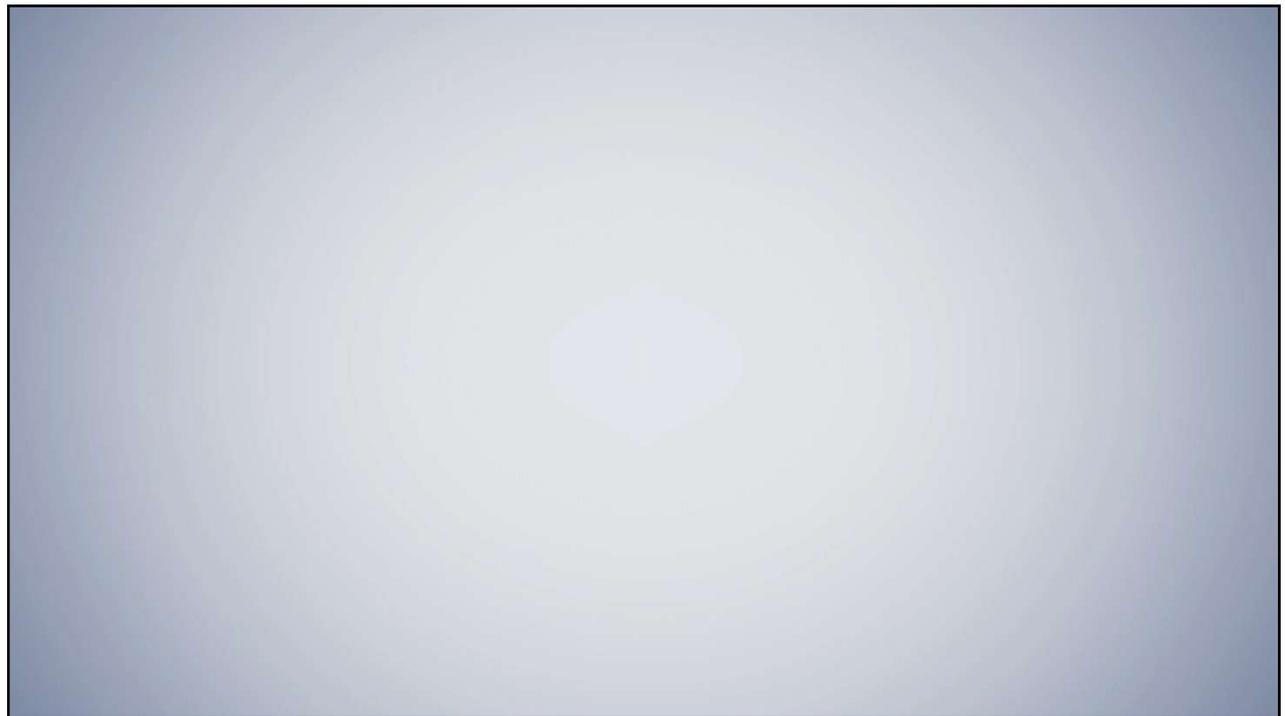


Challenging Behaviors and Dementia  
(with Teepa Snow)  
(6:37)

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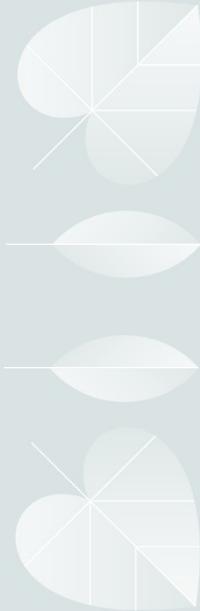
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## Recognizing Triggers

- **P-** Physical Causes
- I-** Intellectual Causes
- E-** Emotional Causes
- C-** Capabilities (Functional)
- E-** Environmental Causes
- S-** Social Causes



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## Physical Causes

- Physical Temperature – Are they too hot or too cold
- Do they need to use the bathroom
- Are they hungry or thirsty?
- Are they in pain?
- Are they experiencing side effects of medication
- Did they get enough quality sleep?
- Do they have any hearing or visual impairments?
- Are they having difficulty walking or mobilizing?
- Are they having difficulty communicating or expressing themselves?



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## Intellectual Causes – *Dementia Symptoms*

- Anosognosia
- Apathy
- Attentional Deficits
- Agnosia
- Aphasia
- Apraxia
- Amnesia
- Altered Perception
- **Etcetera**



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## Emotional Causes

- **Anxiety**
- **Depression**
- **Grief**
- **Over stimulation**
- **Boredom or under stimulation**
- **Transfer Trauma**
- **Fear**
- **Confusion**
- **Frustration**



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## Capabilities (Functional)

- Utensils
- Mobility
- Comb / Brush
- Cup with Straw
- Task that is too complicated
- Inability to focus or stay on task
- Difficulty with dressing or other ADLs
- Overall loss of fine motor skills
- **General sense of frustration with loss of independence**



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## Environmental Causes

- Clutter
- Too bright / too dark (shadows & depth perception)
- Hot
- Cold
- Water Temperature
- Too noisy
- Other residents
- Changes in the environment & people

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## Social Causes

- Group is too large
- Activities is too complicated
- No conversation at mealtimes (stimulation)
- No purpose
- Too much TV
- Key is to provide the right amount and right time of stimulation



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## It's ALL About the Approach

If we're going to be able to "join their journey", we must first center ourselves by clearing our thoughts, judgments and emotions. Otherwise, there will be too much traffic that will prevent us from crossing the street to join them.

Remember...people with cognitive impairment tend to be very intuitive. If you're feeling annoyed, frustrated, irritated, etc.; they will sense your negative energy and feed off that.

### **Stay Calm and Patient**

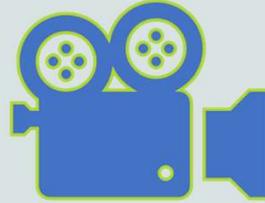
- Take deep breaths before responding
- Try different strategies if one doesn't work
- Your calmness reinforces their calmness

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# YouTube Video

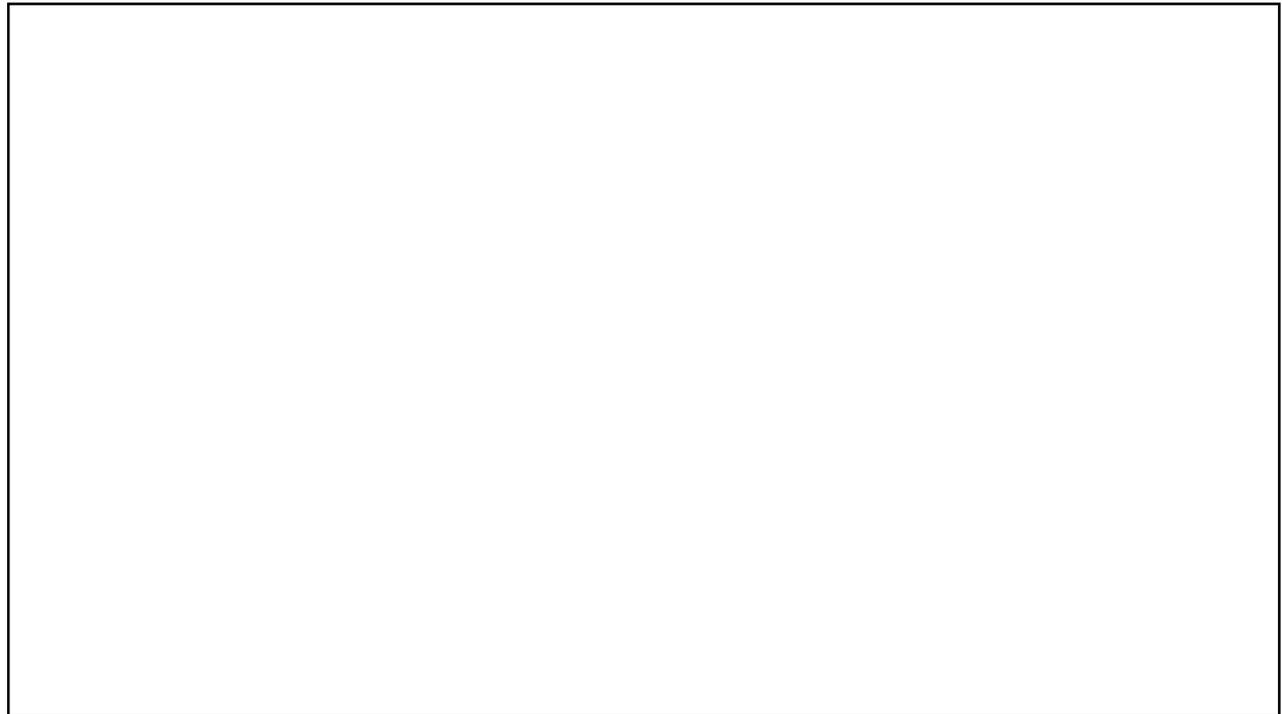


Caregiver Training: Agitation and Anxiety |  
UCLA Alzheimer's and Dementia Care Program  
(5:46)

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# It's ALL About the Approach

## **Acknowledge and Praise Positive Behavior**

- Catch them doing something Helpful
- *Example: "Thank you for coming over to sit down and talk with me."*

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# It's ALL About the Approach

## **Use Encouragement to Build Confidence**

- Gentle words go a long way.
- *Example: "Wow, that was so nice of you to help Sandy complete that puzzle."*

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# It's ALL About the Approach

## **Offer Frequent Validation and Reassurance**

- Focus and validate on their emotion...NOT the facts.
- *Example: "You seem really upset right now. And yet, I'm confident that if we come over here, sit down and talk about it, we can figure out how to make it better."*

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# It's ALL About the Approach

## **Redirect with Purpose**

- Shift their focus to something soothing like music, art or favorite object.
- *Be sure to redirect towards objects / activities that will help the resident/client alter their mood, attitude, energy, etc.*

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# It's ALL About the Approach

## **Maintain Consistency**

- Stick to familiar routines and schedules
- *Minimize significant changes that may result in confusion.*

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# It's ALL About the Approach

## **Create and Maintain a Supportive Environment**

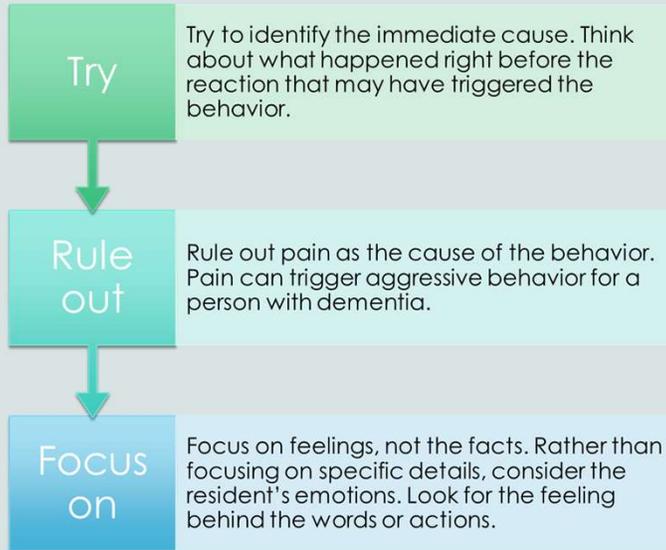
- Make the space safe, uncluttered and familiar
- *Reduce noise or overstimulation*
- *Add Calming elements like soft lighting or gentle music*

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## Care & Supervision Tips - Overview



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## Care & Supervision Tips - Overview

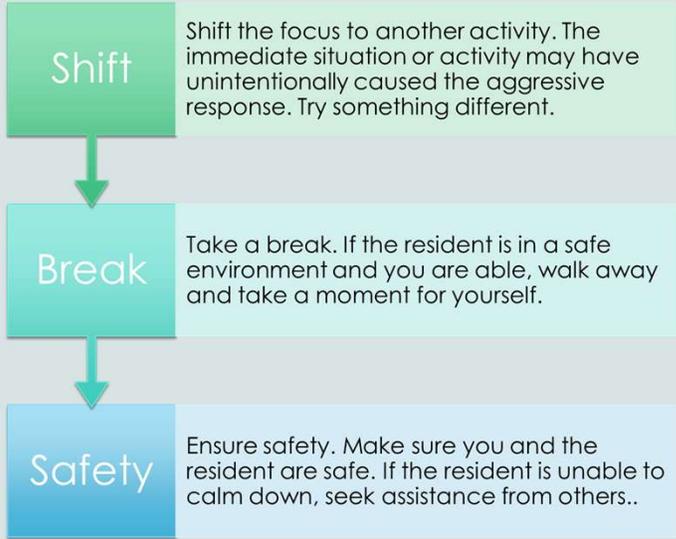


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## Care & Supervision Tips - Overview



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Questions  
Comments  
&  
Best Practices

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Thank you for participating today and Thank you for what you do every day!!!

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**Medications 101:  
Common Pitfalls**



Presented by

**Marc Lung**

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**June 24, 2025  
10am-11am**

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