



Validation
World Congress

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FEB 21, 2023 // SESSION 3: 3-4 PM EST

Person-Centered Care Methods Rooted in Empathy



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Living

ACTIVITIESSTRONG



LINKEDSENIOR



Validation

Teaching Empathy and Conflict Resolution to People (with and without dementia)

*"True peace ... suggests the triumph of justice and love among men;
it reveals the existence of a better world wherein harmony reigns."*

Maria Montessori

Les 5 C lorsque j'ai un CONFLIT



Calmer ses sentiments



Communiquer



Chercher des solutions



Choisir la meilleure



Cultiver la paix

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ÉDITION NON-VIOLENCE ACTIVITÉS 4000 - Montréal (514) 271-9198 - www.nonviolence.ca

en calme.
triste de chat
me gratter le corps.
en dans le calme.
de respect de mes décisions
venne pas mes amis :
parence, de clarté.
à deux main. L'écrit.
(Ligne 1111)



Teaching Empathy and Conflict Resolution *to* People with Dementia

A Guide for Person-Centered Practice



Cameron Camp and Linda Camp

A Scenario

Two residents live in memory care – a woman and a man.

The woman insults the man verbally and swings her walker at him.

The man says, “I don’t have to take this” and goes to his room.

The woman, when a staff member says “That was not very nice” replies “What are you talking about? I didn’t do anything to anyone.”

A staff member approaches the man in his room and says, “You seem upset.”

He replies, “Get out of here and leave me alone!”

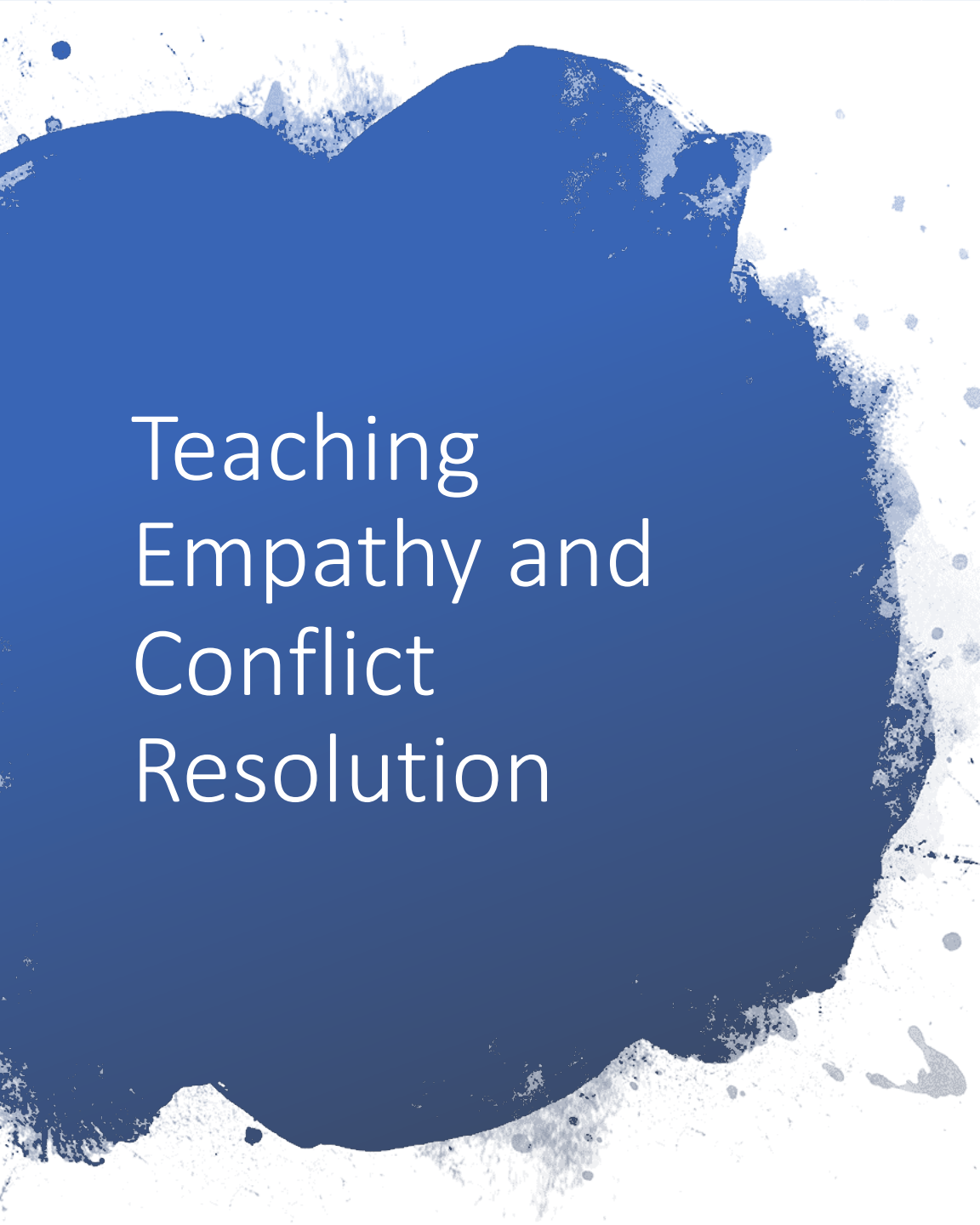




What to do?

Why is this happening?

Know the person.



Teaching Empathy and Conflict Resolution

We begin with ourselves.

- SOSS Technique
- Breathing Exercises
- Mindfulness



Teaching Empathy

- “How would you feel if ...
- Training persons with dementia – New Learning
 - * Conditioning
 - * Spaced Retrieval
- Creating empathetic social and physical environments
 - * Learning about other persons
 - * Learning about other cultures
 - * Creating community rules of conduct



HOUSE RULES

- This is Our Home
- Don't Assume We Cannot Do Something
- Be Respectful
- Set a Good Example
- Be Helpful
- Be Appreciative – Say please and thank you
- Be Kind – Consider others' circumstances
- Give Us The Opportunity To Join All Activities
- Don't Gossip
- Don't Enter Others' Rooms Unless Invited
- Ask Us, Don't Tell Us

Teaching Conflict Resolution

- Being a good mediator
- Fair Fighting
- Mediation Center



Teaching Conflict Resolution

- Learning to apologize
- Learning to listen
- Learning to disagree respectfully
- Cool off periods
- Role playing

Teaching Conflict Resolution

- Talking object
- Creating an environment where persons feel safe
- Peace corners
- Walking
- Thanking Circle

TF1

ALZHEIMER GAGNER EN AUTONOMIE GRÂCE À LA MÉTHODE MONTESSORI

Yvette

Maria Montessori
(1870-1952)



Center for Applied
Research in Dementia
Creating effective memory interventions®

Thank you

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A Well-Being Approach to Dementia



G. Allen Power, MD, FACP

Schlegel Chair in Aging and Dementia Innovation

Schlegel-UW Research Institute for Aging

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A Three-Pillar Approach



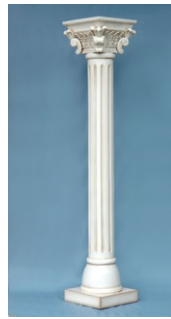
- New definition of dementia
- Well-being as a primary outcome
- Transformation of the care environment

Each of these involves deep empathy!



"DEMENTIA IS A SHIFT IN THE
WAY PEOPLE EXPERIENCE THE
WORLD AROUND THEM"

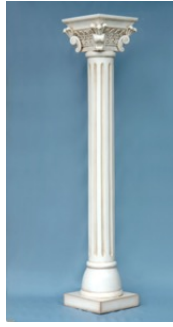




Supporting Well-Being: A strengths-based framework



The Eden Alternative Domains of Well-Being®,
adapted by Power (2014)



Transformational Models of Care



Where This “Road” Leads...

- From fatal disease to changing abilities
- From psychotropic medications to ‘ramps’
- A path to continued growth
- A directive to help fulfill universal human needs
- A challenge to our interpretations of distress
- A challenge to many of our long-accepted care practices
- A radical re-shifting of ‘expertise’



The Key (and it's not easy)...



*Turn your backs on the “behavior,” and
build the ‘ramps’ to well-being!*



Or, to put it musically...



<https://www.youtube.com/watch?v=eioIJQ4Kgws>