WHAT IS THE MANAGEMENT FOR RESPONSIVE BEHAVIOURS?

- Ongoing assessments of the responsive behaviour (including an understanding of the triggers for the behaviour)
- A patient-centred care plan will be developed for patients who demonstrate responsive behaviours by the interprofessional team
- The team will also resolve contributing medical problems
- Ongoing meetings with the patient, the patient's family and/or the SDM

WHAT CAN I DO TO HELP?

Responsive behaviours can occur for many different reasons and can have different meanings. Try any or all of the following tips:

- **Stay calm:** Your tone and body language can influence how the person feels. Use a calm, friendly tone of voice, avoid showing frustration or stress
- **Speak slowly and clearly:** Use simple language, short sentences, and give time to process
- **Listen Actively:** Give full attention and respond without judgement. Nod, maintain eye contact, and say, "I hear you" or "Tell me more"
- **Validate their feelings:** Acknowledge the emotion behind the behaviour. Try, "I can see why that would worry you" or "That must feel frustrating"
- **Redirect their Attention:** Try a calming activity or distraction with the person. For example, you can try "Let's look for your sweater together in the lounge"
- **Use Personal Strategies:** Offer meaningful, comforting activities. Play familiar music, offer a favourite object, look at photos, or engage in simple tasks they enjoy
- **Adjust the Environment:** Support comfort, reduce noise and bright lights. Remove objects that are causing distress. Ensure glasses and hearing aids are available. Use clocks and calendars
- **Avoid Correcting or Disengaging:** Reasoning can increase distress. Rather than "That's not true," try moving on without challenging their belief

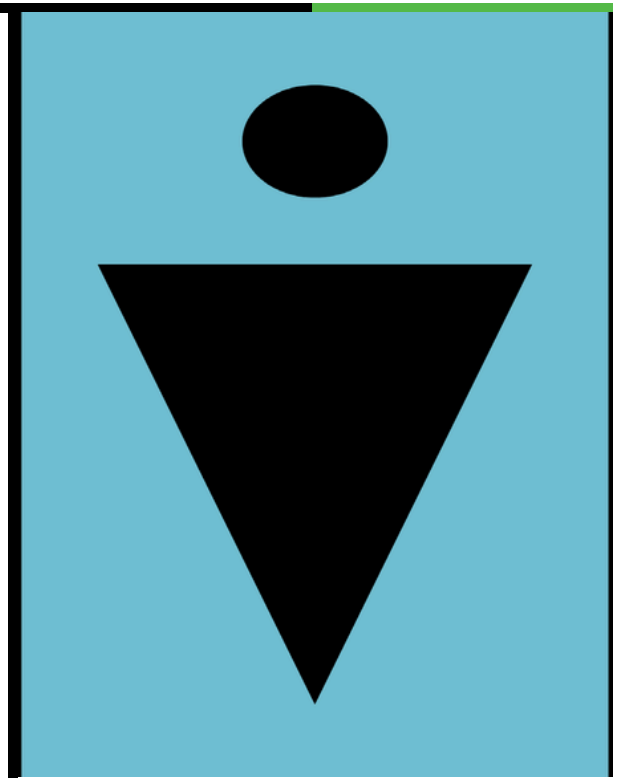
Please alert the staff if you notice any behaviour change. Your observations are very valuable. Tell the staff if you notice:

- New confusion
- Sudden changes in thinking
- Increased restlessness
- Agitation
- Resistance to care
- Changes in sleep, appetite, or mood pain
- Discomfort
- Toileting concerns
- Anything that is "not like them"

FOR MORE INFORMATION, CONTACT YOUR NURSE OR PHYSICIAN.

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Responsive Behaviours:

For patients and visitors

RUNNYMEDE HEALTHCARE CENTRE

Assessment and Management of Responsive Behaviours

OUR GOAL

Runnymede Healthcare Centre is committed to ensuring a safe environment for all patients and staff. The hospital applies best practices and standards to improve patient outcomes and to prevent or minimize patient and staff harm.

WHAT DO RESPONSIVE BEHAVIOURS MEAN FOR ME AND MY LOVED ONE?

Some people react to stress, anger, confusion, discomfort, or unmet needs by responding with actions, words, or gestures. These reactions reflect how a person is experiencing their environment, health, or care. The way someone responds can be a symptom of dementia or other medical conditions, and often is a person's way of communicating a need when they cannot express themselves.

COMMON EXAMPLES OF RESPONSIVE BEHAVIOURS

- Hallucinations
- Paranoia
- Agitation
- Impulsivity
- Restlessness
- Yelling/swearing
- Aggression

WHAT CAN I EXPECT AT RUNNYMEDE?

- All patients are screened on admission and during their course of stay for responsive behaviours
- If at any point during the stay at Runnymede, the patient shows any responsive behaviours, staff will conduct a thorough assessment (including any factors that bring on or worsen the responsive behaviours). The team will also create a specific plan for the patient to safely manage the patient's care and responsive behaviours
- The patient's family or substitute decision maker (SDM) will be made aware of the findings and any actions taken.

HOW DO I IDENTIFY A PATIENT WITH RESPONSIVE BEHAVIOURS?

Patients who demonstrate or have a known history of responsive behaviours towards others will have an Aggression and Violence Prevention (AVP) sign on the patient's door and above the patient's bed.

Keep in mind:

- Staff are aware of this very sensitive issue
- No one will treat you or your family member any differently
- If your condition changes, the necessity of the AVP logo will be reviewed by the team

WHAT ARE THE SYMPTOMS TO LOOK FOR?

- Hitting, kicking, pushing, spitting, biting
- Yelling, cursing, making threats
- Pacing, restlessness, unsafely attempting to get out of bed or chair
- Refusing to bathe, dress, or take medications
- Hoarding or hiding items
- Crying, moaning, or calling out repeatedly
- Hallucinations or delusions
- Sleep changes
- Repetitive questioning

WHAT ARE THE RISK FACTORS OR CAUSES CONTRIBUTING TO RESPONSIVE BEHAVIOURS?

- Delirium
- Dementia
- Confusion or fear
- Illness
- Pain
- Stress
- Hospitalization with unfamiliar people and routines
- Lack of natural light
- Lack of personal belongings or clothing
- Overstimulation or understimulation
- Lack of routine or activity
- Unmet needs (for example: hunger, thirst, bathroom, movement)
- Sensory impairment (for example, hearing and/or vision difficulties)