“I don’t need training...I’ve been doing this for years!”

Sound familiar? Care staff often resist or resent training because they believe that they’re already trained. And, in fact, they’re right. They have been trained and most, if not all, believe they already have the knowledge and skills to do their job well. So, when they’re scheduled for training, the resistance begins.

It doesn’t make any difference what new skills you’re trying to teach if you don’t first help the learner understand the why and how...why the way we approach and try to help people living with dementia matters and how to do it in a way that creates positive relationships and outcomes.

What makes Positive Approach to Care trainings different than other training programs?

We focus on the how and why:

- Staff learn how and why to visually and verbally connect with a resident living with dementia before they approach them and make physical contact in an effort to provide care. This is called Positive Physical Approach.

- Staff learn to use Hand-under-Hand guide and assist technique that enables the care partner to do tasks WITH, not TO, the person living with dementia. Hand-under-Hand is an actual hand hold that creates a supportive, comfortable connection between the resident and staff member. This technique can be used to help a resident brush their teeth, get dressed, bathe, or eat. The technique wakes up pathways in the brain and helps get the person started with the activity.

- As dementia progresses and the brain changes, it becomes harder for the person living with dementia to communicate what they feel, think, need, or want. Behaviors that could be characterized as disruptive or troublesome may in fact be the result of an unmet need. Staff learn to look beyond the challenging situation to uncover the possibility of an unmet need (physical and/or emotional) and address appropriately. Learning to look beyond the behavior and seeking to understand the underlying message results in better relationships, improved communication, and more positive outcomes.

Our training programs include a combination of e-learning, onsite training, and individual certifications.

Contact us today to learn more about our training options and where to start!