

Long Term Care  
Intensive Train the Trainer Series

## Managing Difficult Behaviors

# Meeting the Challenges Of Catastrophic Reactions

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*Author:* Chris Curtin, B.A., RN., C.

*Editor*

Jennifer Mendez, Ph.D.

Institute of Gerontology – Wayne State University

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Meeting the Challenges of Catastrophic Reactions

Teaching Cues	Content	Resources
<b>Title</b>	<b>Meeting the Challenges of Catastrophic Reactions</b>	<b>Meeting the Challenges of Catastrophic Reactions</b>
	<p>One of the most challenging aspects of care is maintaining control when a person with dementia becomes combative. This module will look at emotions expressed by the person with dementia and review strategies for preventing catastrophic reactions. We will recognize that a person with dementia that is angry or agitated is expressing a need.</p>	
<b>Objectives</b>	<p>The objectives for this module are:</p> <ol style="list-style-type: none"> <li>1. Recognize why people with dementia become angry and agitated.</li> <li>2. Describe strategies for staff to assist a person who is anxious.</li> <li>3. Identify reasons for vocal behavior.</li> <li>4. Describe strategies for dealing with physical or verbal aggression.</li> <li>5. Identify steps in the problem solving process.</li> </ol>	<b>Objectives</b>
<b>Introductory Comments</b>	<p>The best way to deal with catastrophic reactions is to prevent them. Staff must become detectives and try to figure out why they occur. Understanding what need the person is expressing will offer clues about why this behavior is happening.</p>	
<b>Discussion Questions (10 minutes)</b>	<p>All of us have stressful days, when we feel like we are at the “end of our ropes.”</p> <p>What are some of the ways that you feel stress? (Example: headache, stiff neck or shoulders, loss of appetite)</p> <p>What are some of the things that you do to relieve stress? (Example: taking a bubble bath, reading a book, exercise, eating, going for a walk)</p>	