

Your Name: _____ Date: _____



Nursing Home, Hospice, Adult Day Care (3-Hour)™ Online Dementia Care Training Program

Module 2 Worksheet: COMMUNICATION, BEHAVIOR, and the CARES® APPROACH

1. Describe three ways to communicate effectively with people who have dementia:

- a)
- b)
- c)

2. State what each letter in CARES stands for:

C → _____

A → _____

R → _____

E → _____

S → _____

3. List four benefits of using the CARES® Approach. (Hint: Include—but also go beyond—the benefits for the person with dementia.)

- a)
- b)
- c)
- d)

4. List three ways you can share information about residents who have dementia with others on the care team:

- a)
- b)
- c)

5. Identify the six steps to the “positive physical approach”:

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____

6. **True or False:** When people with dementia engage in behavior that seems pointless, meaningless, or silly, it is okay to allow the behavior to continue, as long as it is not causing any harm.

True _____

False _____

7. It is important to think about what might be causing a person’s behavior. List two specific examples of possible causes of dementia-related behavior (DRB) in each of the following categories. Also include the DRB that might be occurring:

- Changes in the Person’s Health and Comfort:
- Environmental Causes:
- Problems with a Task:
- Communication Difficulties:

8. List three things you can learn from family members that can help you understand the behavior of the person with dementia:

- a)
- b)
- c)

9. **True or False:** The key to minimizing the use of restraints is knowing each resident and meeting his or her individual needs.

True _____

False _____