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Online Dementia Training



Supervisor Strategy Guide for Training

These additional approaches and training exercises can be used to augment and reinforce the education and development that the CNAs are receiving in the CARES[®] Online Training and Certification™ Programs. It is our hope that CARES is not simply a training that you and your CNA complete and is then forgotten. Instead, we hope the strategies in this guide help you make the evidence-based practices and person-centered care approaches part of your organization's culture. As we all know, changing culture is not easy, and many strategies need to be employed to change care team behavior. We believe that this guide can play an important part in achieving that goal.

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The CARES[®] 5-Step Method Review, Reinforce and Reassure

1. Ask the CNA to write up an example of how they have used CARES with a person who is living with dementia during the past week. Share this example with other staff members in a meeting and post the write up in the break room.
2. Walk up to the CNA and say, "Tell me about a really challenging situation today and how you used the CARES Approach or what could have been done differently next time using the CARES Approach."
3. If staff members are not using the CARES Approach daily, simply encourage them to keep trying.
4. Remind staff members that CARES should be used every day. Reassure staff members by telling them that any new approach will take 28 days to make into a habit.
5. Let staff members know that it is possible to use the CARES Approach even when they have limited time and have many people in their care. Let them know that this may be the most important time to use CARES!
6. Lead by example and take a moment to demonstrate the CARES Approach yourself. Talk about the five CARES steps (C - Connect with the Person, A - Assess Behavior, R - Respond Appropriately, E - Evaluate What Works, and S - Share with Others), and then apply the approach with an actual person you care for.

CARES® Dementia 5-Step Method™ Activities

1. Learning the CARES Approach

In the first module, the CNA learns the five steps of the CARES Approach and how to apply them as a caregiver. Copy each of the following CARES steps onto small strips of paper:

- **C** – Connect with the Person
- **A** – Assess Behavior
- **R** – Respond Appropriately
- **E** – Evaluate What Works
- **S** – Share with Others

Have the CNA draw one of the pieces of paper. Ask the CNA to define the step they drew and present an example of the step.

2. Exercise - Likes and Dislikes

Ask your CNA to take a blank sheet of paper and write the numbers 1 to 5. Tell them to leave space because they will be writing a statement down for each number. Now read the following scenario to them:

We're going to pretend you are about to be admitted to a care facility where no one will know you and where you will be dependent on them to take care of your needs. Think about what you want the care providers to know about you. What are your likes? What are your dislikes? What are your personal preferences? This information will be the basis of how the care providers relate to you. What do you want your future care providers to know about you? What can you tell them about yourself that will help them connect with you?

Now, on your sheet of paper, list five statements about yourself that would make you feel comfortable while someone is helping you with your own care. For example, you might say, "I love music, and it puts me at ease." Or "I really like being by myself. Being in a group of people really makes me uncomfortable." When you are done, we will go over your answers. You can start to write your five statements now.

After 5 to 10 minutes, ask your CNA to share what they wrote down and why it would be important for others to know this information about them and how it would feel to them if their preferences were ignored or, worse yet, never known. When you are done, ask them to keep this activity in mind as they care for people living with dementia. Just because they may not have told you (or aren't able to tell you) their likes and dislikes doesn't mean they no longer exist. Brainstorm ideas on how they could find out someone's likes or dislikes—even if the person is unable to communicate them him- or herself.

3. Discussion - Challenging Behavior

Write the following critical concept and four categories on a whiteboard.

- “It is important to think about what might be causing a person’s behavior.”
- Changes in health and comfort
- Environmental factors
- Problems with a task
- Communication difficulties

Ask your CNA to list two examples of what might cause dementia-related behavior for each category. Be sure to ask if they have experienced this behavior personally and what steps they’ve taken to minimize the behavior. *Usually, staff focus on the task and try different ways of “getting the job done.” Instead, reinforce the importance of always stopping and returning to step 1 of CARES: Connect with the Person.*