



## A 3-step approach to reducing agitation

Individuals living with memory loss often become frustrated when they cannot say what they want to say or do what they want to do. They often feel anxious and depressed. Paranoia and delusional thinking can also occur due to changes that are happening in the brain. These behaviors can create a lot of stress for those supporting individuals with dementia.

This three-step approach can help minimize or even prevent these behaviors:

1. **Validate or acknowledge**
2. **Reassure**
3. **Redirect**

For example, if Bob says he needs to get to work but you know he has been retired for 20 years, arguing with him and telling him that he's retired and doesn't work any longer and can lead to more frustration.

Another approach would be to start by acknowledging Bob's feelings or concerns: "You are concerned about work today. You are so committed and responsible."

Then, provide reassurance: "Don't worry, it is Sunday and the office is closed"

Then, redirect: "I could use your help today. Would you come with me and help me get these newspapers ready to put out for recycling?"

Engaging a person in meaningful activity can fulfill their **need for a sense of purpose and contribution**. Occupying their mind with something meaningful redirects them away from their concerns and helps them focus on something positive.