

Diversity, Equity, and Inclusion &

Learning the *Language* of Dementia
PLAYBOOK



Rudy Bailey, MBA Melissa Winters, PsyD

Learning Objectives

1. Cover key dementia basics.
2. Review DEI factors impacting providing care.
3. Identify staff responses to DEI issues.
4. Outline strategies for change and application.

Learning Legend



INSIGHTS



QUESTIONING



GROWTH



APPLICATION

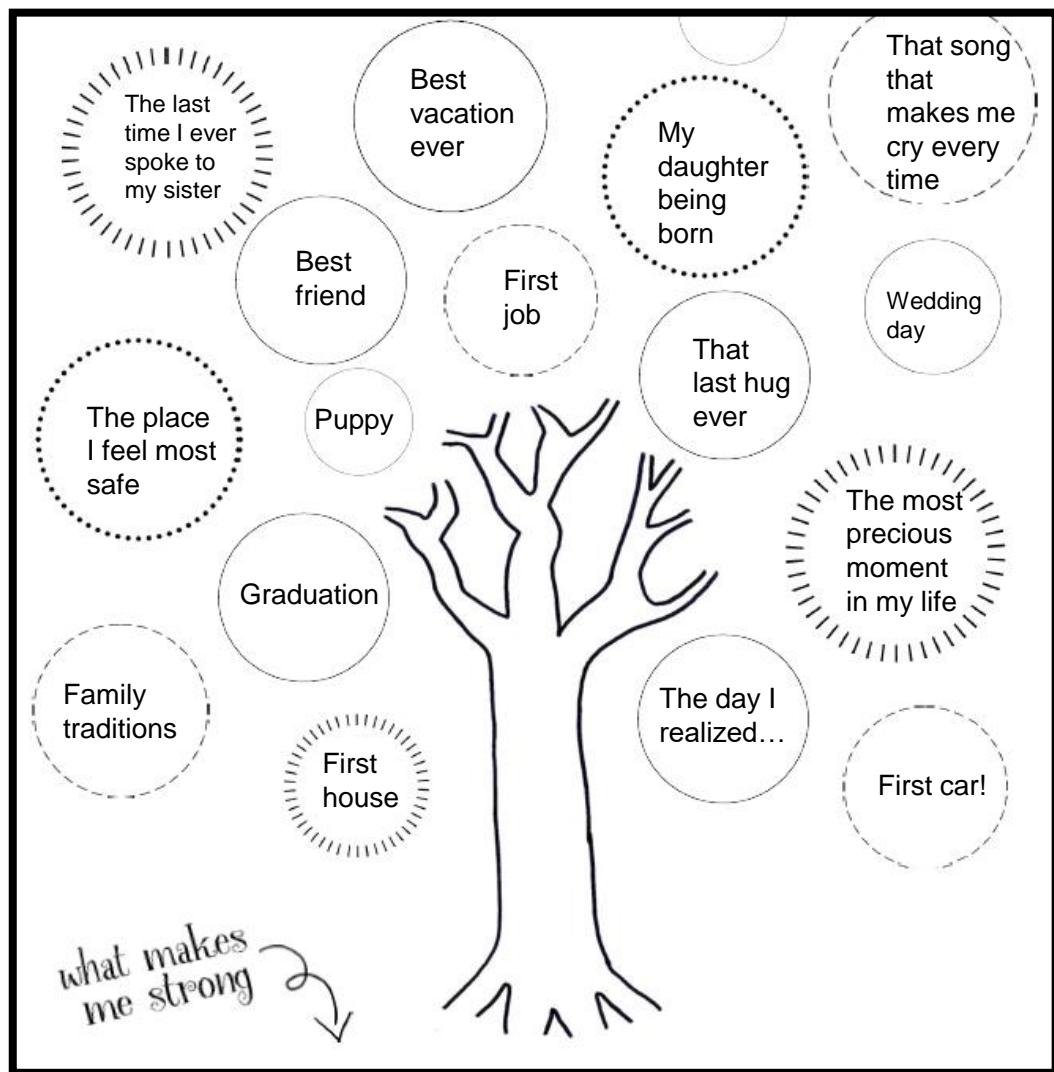
“MY MEMORIES” EXERCISE

Reference one memory in each circle.

Be sure to fill in all of the circles!

You do not need to write details – this is just to jog your memory.

You do not have to share these memories.



lan·guage

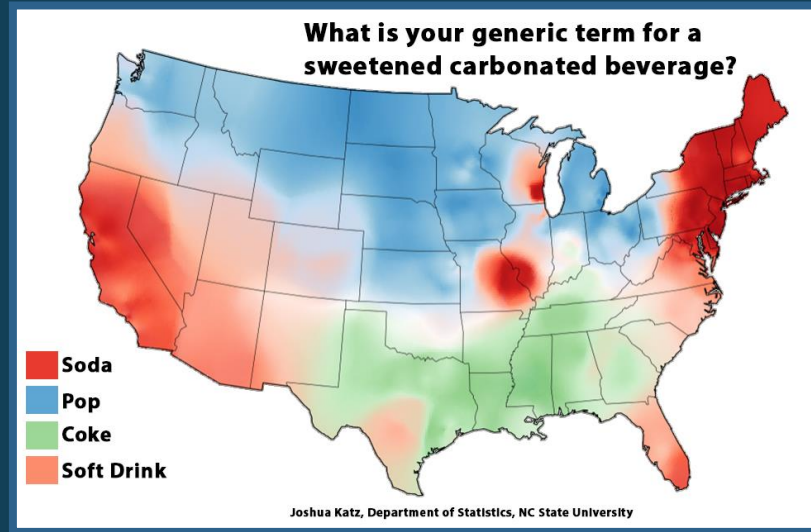
/ˈlɑŋɡwɪj/

the system of communication used by a particular community or country

di·a·lect

/ˈdiːəˌlekt/

a particular form of a language that is specific to a region or social group.









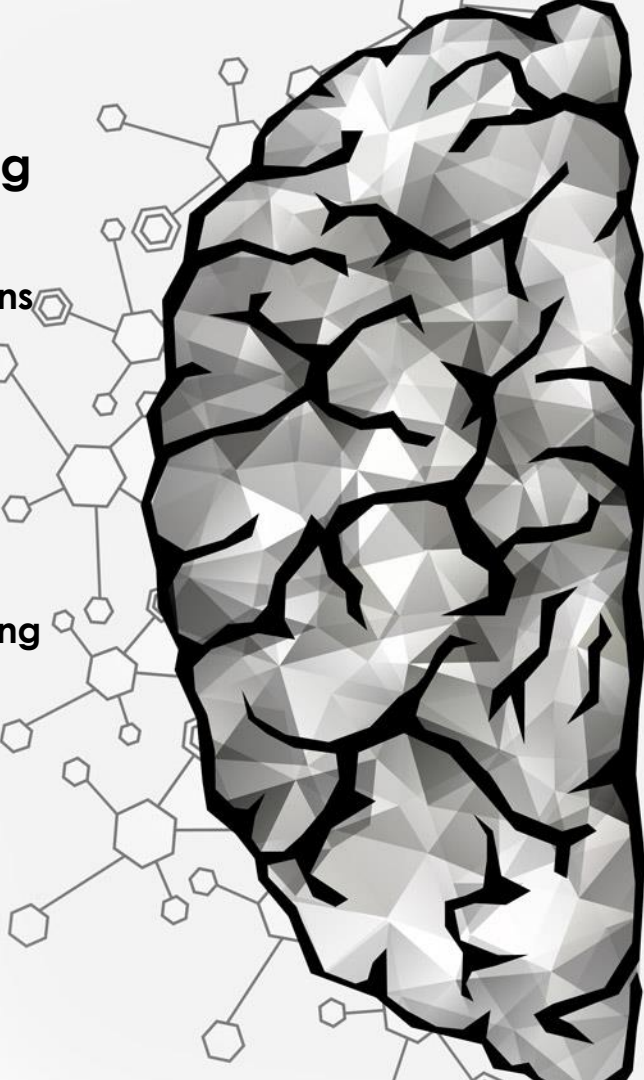
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Brain + Behavior + Dementia Basics



Changes in Thinking

- Confusion
- Hallucinations
- Delusions
- Paranoia
- False accusations
- Trouble understanding directions
- Not making sense

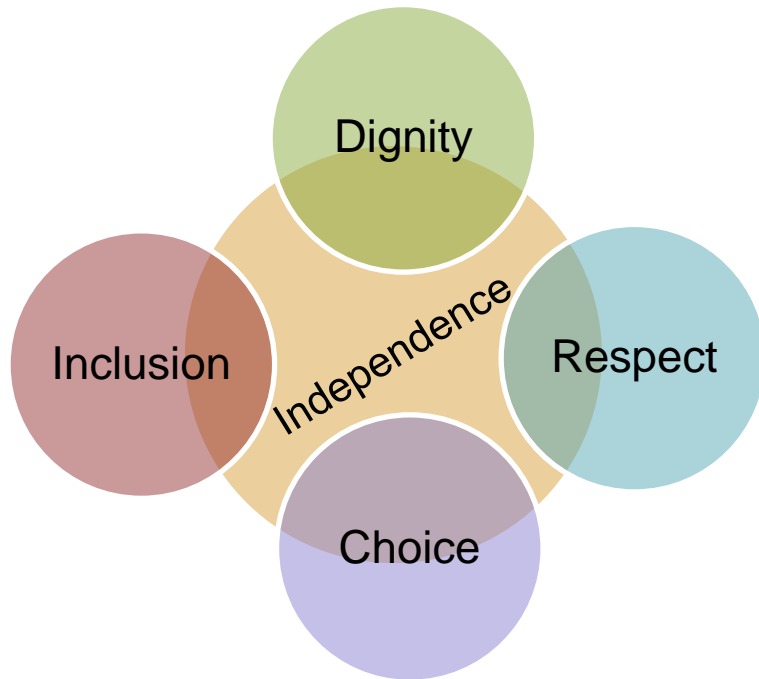


Changes in Emotion

- Personality changes
- Exaggerated responses
- Under-responsive
- Apathy
- Mood swings
- Anger
- Loss of appetite



Early Loss: ROUTINE & REPETITION



- Word finding problems
- Difficulty reasoning
- Dislikes changes in plans/routines
- Wants, and resents needing, reassurance
- Able to do own personal care
- Tends to under or over estimate skills
- Sees problems in others, but not themselves
- Can't remember 'new' rules, locations, plans, discussions, facts

Moderate Loss: WHAT / WHEN / WHERE

- Gets tasks done without care for quality
- Makes errors and unwilling to fix
- Can help, but needs some guidance
- Watches others to figure out “what to do”
- Needs supervision/prompts for personal care
- Often refuses help
- Still very social, but not very well
- May try to leave, seeking a more familiar situation
- Can’t remember what happened
- Can mis-remember



Mid- to Late Loss: SEE – TOUCH – TASTE – TAKE

- Sensory seeking
- Takes things, invades space
- Moves around, ‘gets into things’,
- Loses interest quickly
- Very limited ability to speak and understand
- Responds to non-verbals
- Does things because they like it, but refuses if they don’t
- Can imitate you, but may not see you as a “person”



Severe to Profound Loss

SEVERE

- Paces, walks, rocks, hums, claps, pats, rubs....
- Ignores people, may not talk much at all
- Loses interest in food; eats with hands
- Like a “shadow” or a “ghost”
- Understands demonstration better than gestures or words

PROFOUND

- Generally bed or chair bound
- Primitive reflexes reappear
- Startles easily - sensitive to noise
- Limited responsiveness
- May babble, repeatedly moan or yell



They are still “in there”! They need human connection.

What's left?



Only the basics:

Self-preservation



Sexual response

Basic emotions



*What it can look like
when a person with
dementia is...*

Sad or Depressed

- Irritability
- Slower movements
- Weight loss
- Delusions*
- Hurting self
- Low energy
- Increased confusion*
- Withdrawal*
- No interest
- Mood swings*
- Refuse to get out of bed
- Worse memory

*What it can look like
when a person with
dementia is...*

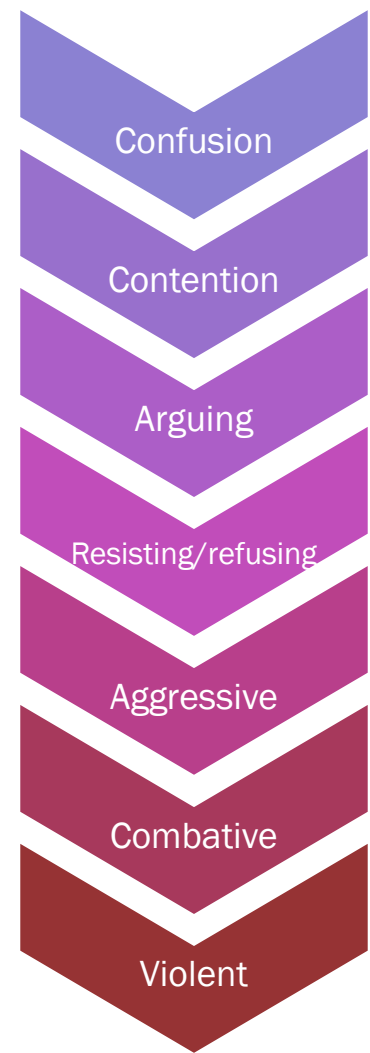
Afraid or Anxious

- Repetitive movements, sounds, or speech
- Hoarding items
- Resisting
- Seeking out help repetitively
- Paranoia
- Refusing to take medication
- Increased movement
- Yelling
- Cursing
- Restlessness
- Physical aggression
- Confusion

*What it can look like
when a person with
dementia is...*

Angry or Frustrated

- Accusing
- Paranoia
- Restlessness
- Yelling, screaming
- Cursing
- Banging, throwing, etc.
- Threatening, Rattling
- Gritting teeth
- Hairpin trigger
- Growling
- Physical aggression



**All behavior is a
form of**

•

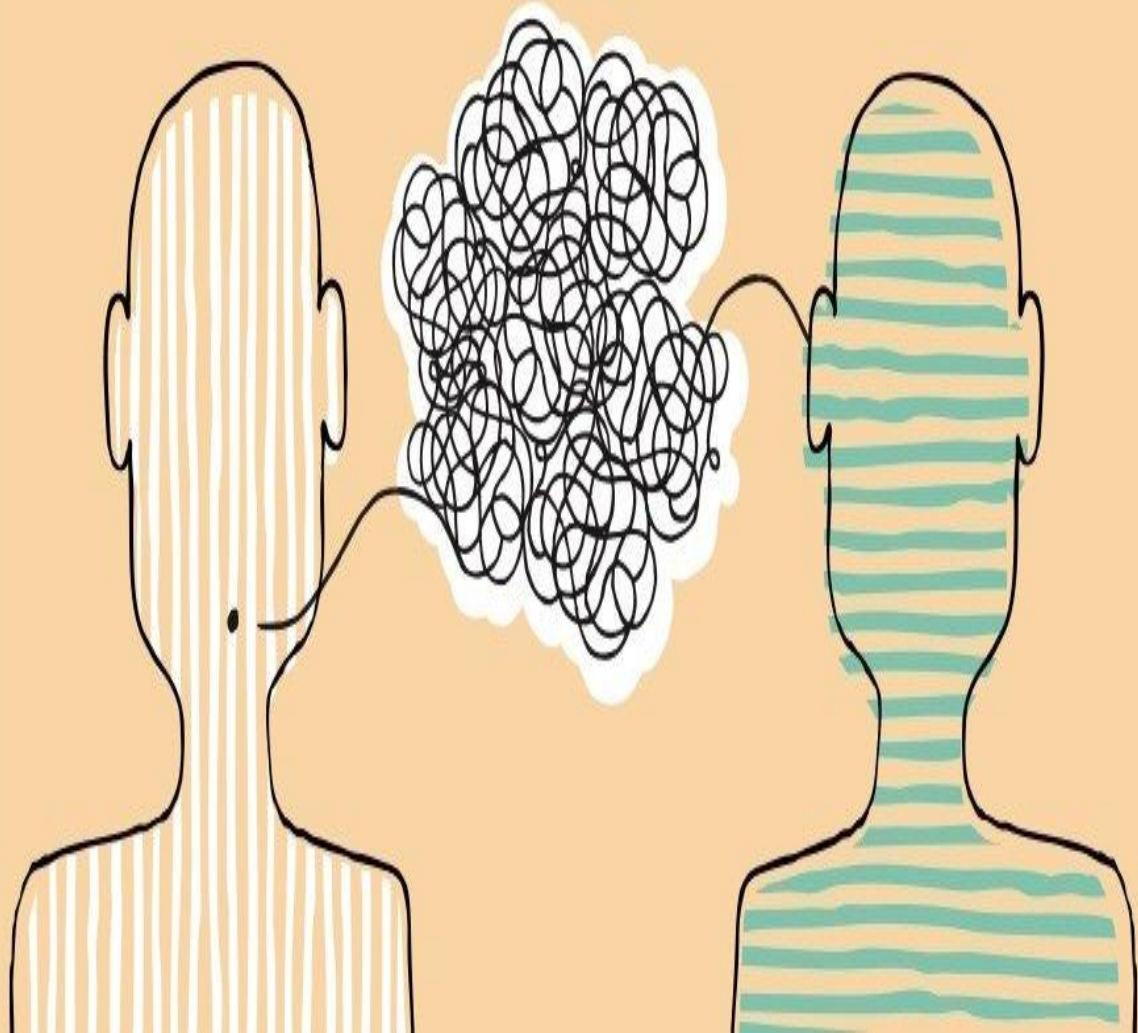
*They are not trying
to be difficult!*

2

Caregiver Challenges and DEI

Why do they do that??

Care Struggle Scenarios Related to DEI





IMPLICIT BIAS

**Subconscious
attitudes toward
something or
someone that affects
how we think, feel,
and act.**



Confirmation Bias

A cognitive bias that involves favoring information that confirms your previously existing beliefs or biases

CONFIRMATION BIAS

objective
Facts

What Confirms
Your Beliefs

WHAT YOU SEE



Affinity Bias

The tendency people have to only connect with others who share similar interests, experiences and backgrounds.

Microaggression

Verbal, behavioral, or environmental slights that are the results of an individual's implicit bias.

Microaggressions

MICROINVALIDATIONS

comment or action that dismisses the experiences of historically disadvantaged group members.

MICROINSULTS

comment that communicates that the demographic group is not respected, but is seen as an exception to the stereotype.

MICROASSAULTS

overt discrimination or criticism that is done intentionally to discredit a marginalized group.

STEREOTYPES

**A widely held but
oversimplified belief
about a particular
person or group**

PREJUDICE

A negative attitude toward another person or group formed in advance of any experience with that person or group.

3

Appropriate Staff Response to DEI Issues

*Just because it's difficult to deal with
doesn't mean it's impossible!*

Follow the Behavior Chain



Trigger Areas	Specific Triggers	Actions
Physical	Rushed caregiver	Slow down and allow person time to think, move, and speak
Emotional	Fear	Reassure person; remain calm; use visual cues when interacting; know and keep routine; acknowledge how they feel; divert them to a favored engagement
Social	Caregiver communication	Use eye contact; watch your body language or gestures; speak to them as an adult; do not argue with the person; acknowledge them
Environmental	Overstimulation	Decrease or eliminate noise, clutter, TV, people, etc.

Developing Realistic Expectations

Sometimes we might attribute these behaviors to negative parts of the resident as a person, and say or think things like...

“He’s mean”

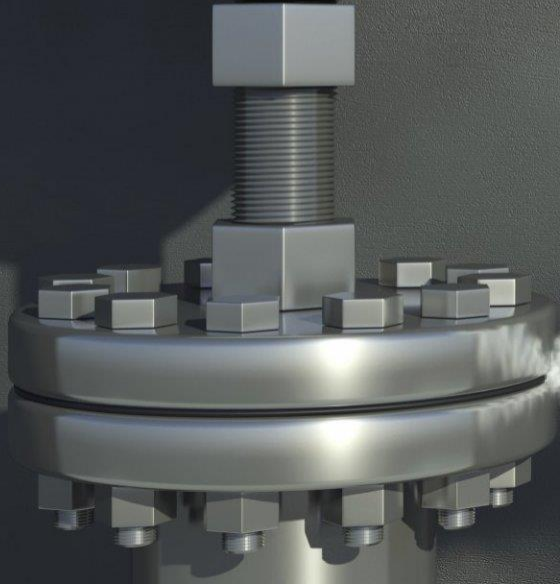
“She’s disrespectful”

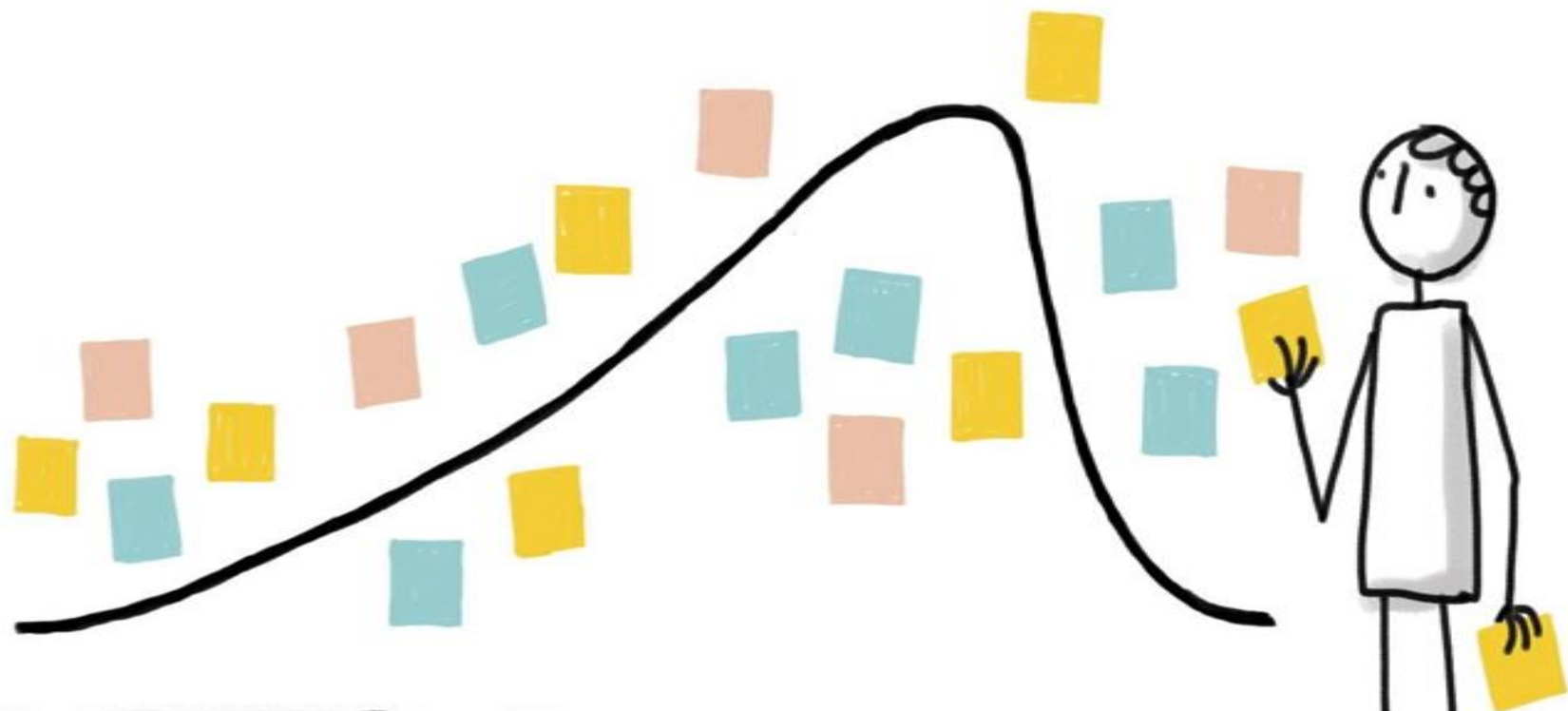
“He’s just trying to upset me”

“She likes to get a rise out of me”

“He knows exactly what he’s doing”

“She’s so manipulative”





Building the Foundation

Characteristics

- DIGNITY
- RESPECT
- INTEGRITY
- HUMILITY
- FIDELITY
- KINDNESS
- COURAGE
- JUSTICE

- PATIENCE
- HONESTY
- QUALITY
- TRUST
- TEMPERANCE
- FORGIVENESS
- HONOR
- FAIRNESS

R.A.D.A.R.



Always
Keep
Your
R.A.D.A.R.
On!

Building Healthy Relationship Process



INCLUSION

? = Trust

Dignity + Respect + Honesty = Trust

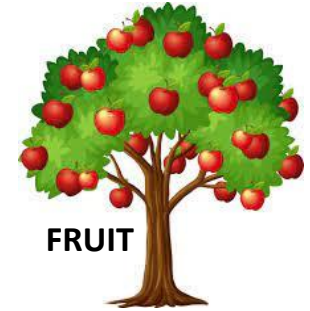
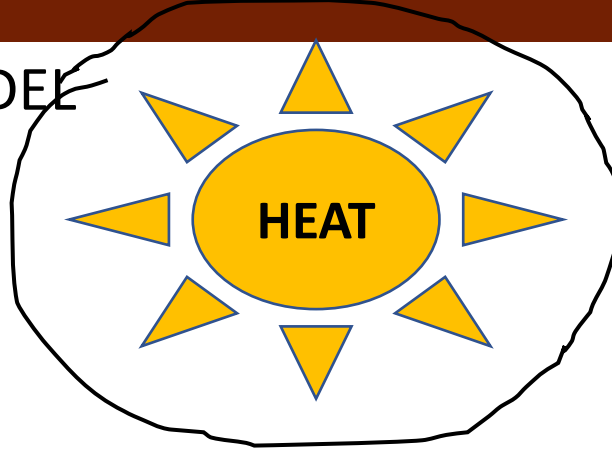


Time

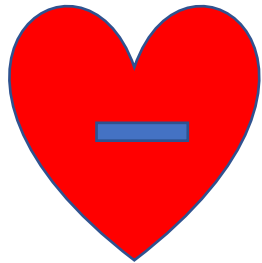
STAFF RESILIENCY MODEL



FIXED MINDSET



GROWTH MINDSET

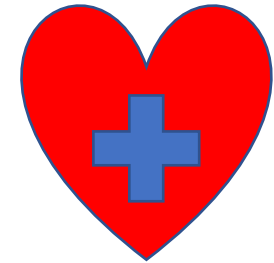


REACTION

SLOW MOTION and PAUSE

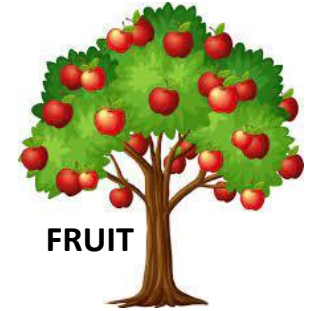
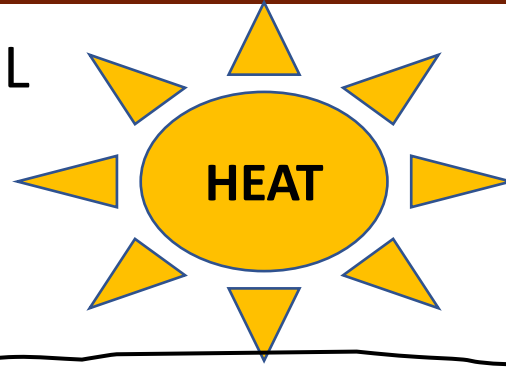


ANCHOR



RESPONSE

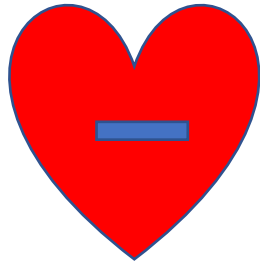
STAFF RESILIENCY MODEL



FIXED MINDSET



GROWTH MINDSET

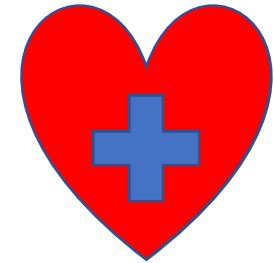


REACTION

SLOW MOTION and PAUSE



ANCHOR



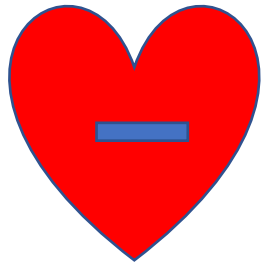
RESPONSE

Source: D. Powlison, PhD

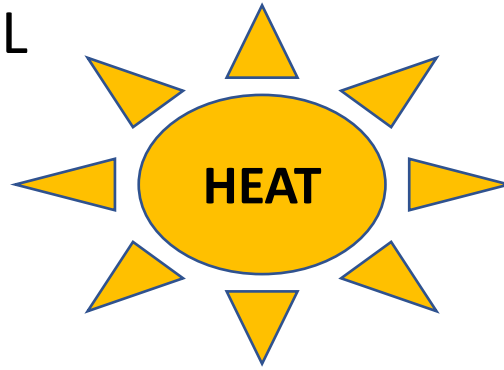
STAFF RESILIENCY MODEL



FIXED MINDSET



REACTION

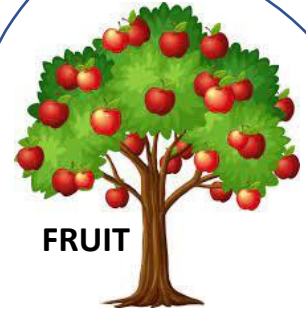


← CONSEQUENCES →

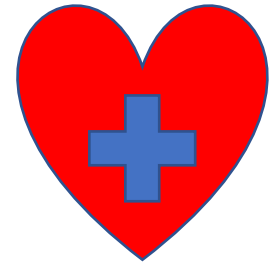
SLOW MOTION and PAUSE



ANCHOR

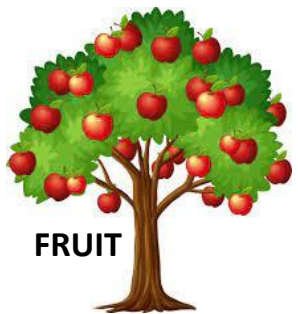
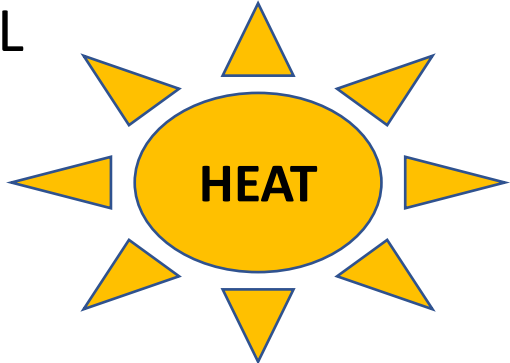


GROWTH MINDSET



RESPONSE

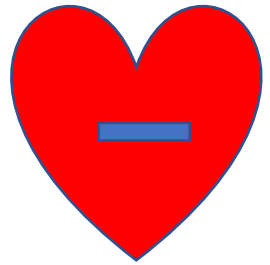
STAFF RESILIENCY MODEL



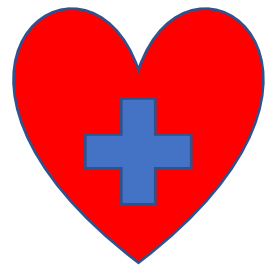
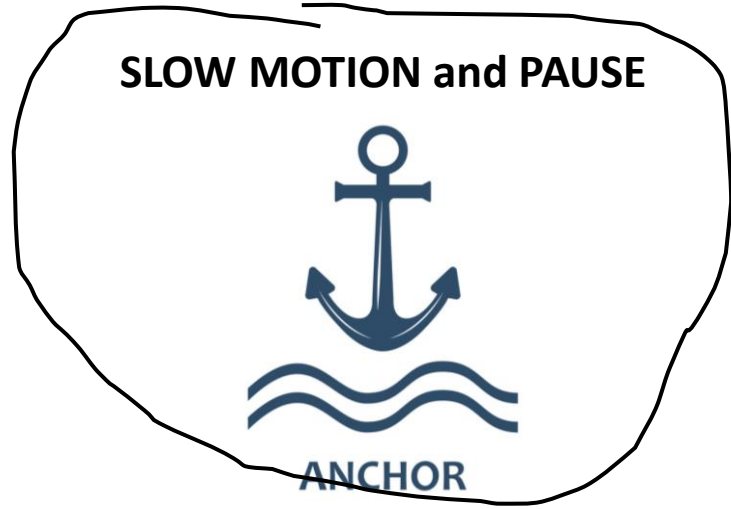
FIXED MINDSET



GROWTH MINDSET



REACTION



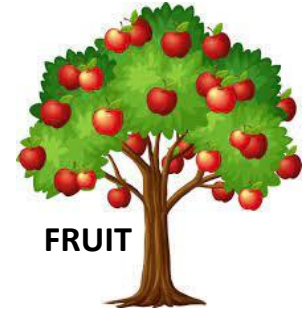
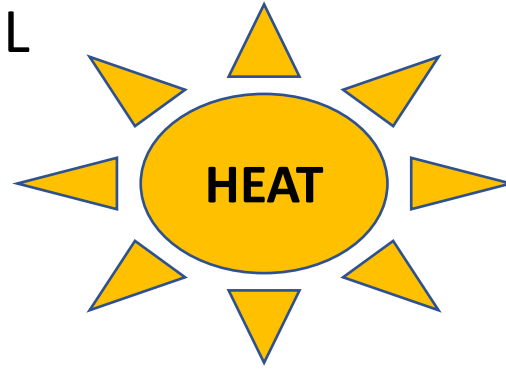
RESPONSE

STAFF RESILIENCY MODEL



THORN
S

FIXED MINDSET



FRUIT

GROWTH MINDSET



There is a
difference between
movement and
advancement!



4

PLAYBOOK



Practical Strategies for Change and Application

*Just because it's difficult to deal with
doesn't mean it's impossible!*



Week 1 Goals



INSIGHTS



QUESTIONING



GROWTH



APPLICATION

Monday Morning Motivation!

Striving towards your goal is a lot like climbing up the 354 steps to get to Lady Liberty's crown. There are no elevators and no shortcuts to get to the top, just simply moving forward one step at a time!

*Find Common
Ground!*

Week 2 Goals



INSIGHTS



QUESTIONING



GROWTH



APPLICATION

Monday Morning Motivation!
*Your attitude (almost always) has
to change before your
circumstances do!*

Actively Listen!

Week 3 Goals



INSIGHTS



QUESTIONING



GROWTH



APPLICATION

Monday Morning Motivation!

Sometimes the harder the choice the greater the outcome! Painful as it may be, make daily choices based on what you 'NEED TO DO' instead of what's easiest. Stick to the process...it's not always fun but ALWAYS worth it in the end!

*Mind Your
Attitude... Know
Your Value!*

RESPECT

Esteem

Regard

Approval

Appreciation

Thoughtfulness

Attentiveness

Courtesy

Value

DIGNITY

Honor

Grace

Importance

Privacy

Merit

Worthiness

Rank

Stateliness

INCLUSION

Involvement

Incorporation

Embodiment

Participation

Embrace

Reciprocation

Addition

Consideration

Week 4 Goals



INSIGHTS



QUESTIONING



GROWTH



APPLICATION

Monday Morning Motivation!
You can't expect MAXIMUM
results with MINIMAL effort.

*Think Beyond the
Moment!*

The Debrief

1. How do you feel?
2. What happened?
3. What did you learn?
4. How does this relate?
5. What if ---?
6. What next?



Personal Learnings

*What I learned or re-learned about myself
is...*

What I will do differently is...

(“I Will...”)



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- <https://perception.org/research/implicit-bias/>

- <https://www.baker.edu/about/get-to-know-us/blog/examples-of-workplace-microaggressions-and-how-to-reduce-them/>

- <https://fire.baltimorecity.gov/sites/default/files/Avoiding%20Stereotypes%20in%20the%20Workplace.pdf>

- [There's Nothing 'Micro' About the Impact of Microaggressions \(pcom.edu\)](#)

- <https://www.industryofus.com/what-we-think/seeing-what-others-dont><https://screencloud.com/blog/cognitive-biases-workplace>

- <https://www.dictionary.apa.org>

- <https://www.nea.org/resource-library/implicit-bias-microaggressions-and-stereotypes-resources#:~:text=Microaggressions%20are%20verbal%2C%20behavioral%2C%20or%20environmental%20slights%20that,basis.%20Microaggressions%20communicate%20hostile%2C%20derogatory%2C%20or%20negative%20viewpoints.>

- <https://www.amazon.com/Seeing-What-Others-Dont-Remarkable/dp/1610392515>

- <https://www.franklincovey.com/speakers-bureau/pamela-fuller/>

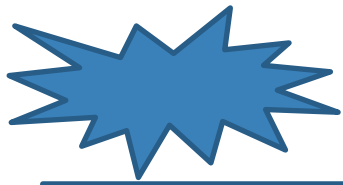
- https://www.ted.com/talks/sejal_thakkar_the_pain_power_and_paradox_of_bias

- <https://www.jimkwik.com/>

- <https://healthmatters.nyp.org/what-to-know-about-microaggressions/>

- <https://www.penguinrandomhouse.com/books/634082/partnering-by-jean-oelwang/>

Rudy Bailey, MBA, CCMP



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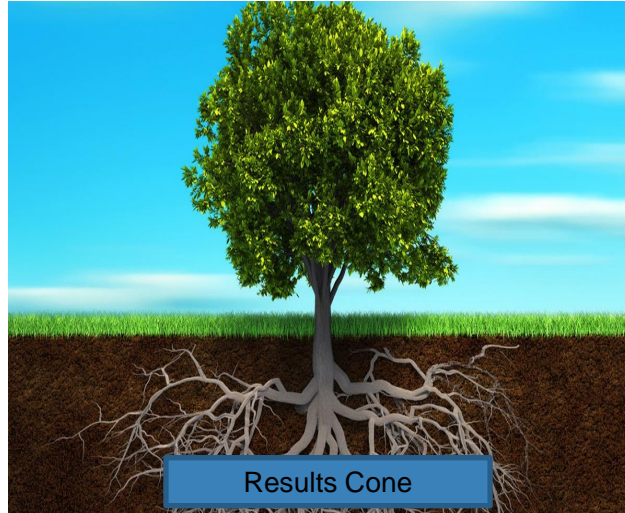


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Notes:

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Personal Learnings

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