

Responding
WITH **Respect**

**CREATING AND MAINTAINING A
SAFE AND CARING ENVIRONMENT**

Canadian Mental Health Association
Vancouver-Burnaby
Mental health for all

Objectives

- Recognise the impacts of Mental Health Problems
- Develop effective strategies for communicating with distressed / distressing individuals
- Increase personal confidence in dealing with challenging situations
- Maintain a healthy and respectful work environment

Outline

- Mental Health Problems
 - Continuum of Mental Health
- Responding with Respect
 - Responding to specific behaviours
 - The 4 R Approach
 - Case studies
- Healthy Workplace

Mental Health Problems

- ▶ 1 in 5 Canadians will develop a mental health problem.
- ▶ Mental illness is estimated to occur in 17 - 30 per cent of seniors. (CMHA-Ontario)
- ▶ By 2036 nearly one out of every four Canadians will be a senior, outnumbering children for the first time in history. (Statistics Canada, 2010)

Mental Health Problems

- ▶ Common mental health problems seniors live with include depression, anxiety, dementia, delirium and alcohol problems.
- ▶ Depression: About 7% of people over 65
- ▶ Dementia: About 8% of people over 65, and 35% over 85
- ▶ Alcohol use: About 13% of seniors (compared to 5% of general population)

Mental Health Problems

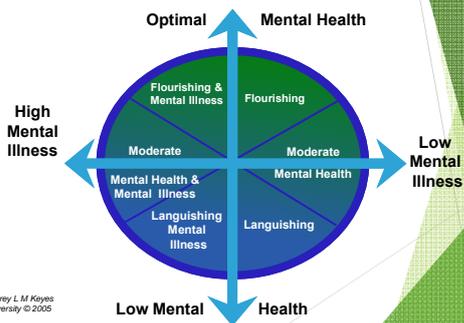
- ▶ Hoarding:
 - ▶ Some experts say that seniors are prone to cluttering for a variety of reasons; fear of loss, anxiety, depression, not knowing how to get rid of possessions, not being physically able to get rid of possessions or even memories associated with specific items that hold no intrinsic value.
- ▶ May begin as early as the teenage years, although the average age of a person seeking treatment for hoarding is about 50.
- ▶ Hoarding behaviours may be present 1 in 20 people, and 1 in 50 for serious hoarding.

Source: International OCD Foundation.

Mental Health Problems

- ▶ Mental Health Problems affect an individual's feelings, thinking, behaviour or a combination.
- ▶ Symptoms range from mild to moderate to severe.
- ▶ The severity of symptoms may fluctuate.
- ▶ It can be difficult to distinguish between problems related to aging and those linked to mental health problems.
- ▶ Treatment can reduce the symptoms of many mental health problems.

Continuum of Mental Health



Discrimination

- Negative attitudes toward mental illness remain widespread
- Stigma and discrimination tend to remain and can affect the person long after the symptoms of mental illness have diminished
- Mental illness is a medical disability which is explicitly recognized under the *Canadian Human Rights Act*

Source: The Canadian Human Rights Commission

Responding with Respect:

Recognise
Behaviours that may need to be addressed

Respond
If the behaviour is inappropriate

Refer:
If needed

Reconnect

RECOGNISE:

- ▶ Ways the person is struggling today
- ▶ Pay attention to verbal and non-verbal communication
- ▶ Identify the patron's needs / goals from *Better at Home*.
- ▶ Remember the needs / goals of *Better at Home*

CMHA Vancouver-Burnaby Branch

Identify your role

- ▶ Remember you represent "Better at Home"
- ▶ Think of your safety and that of your co-workers
- ▶ Think of the safety for the individual(s)
- ▶ Keep in mind that you are part of a team
- ▶ Recognise when and how to intervene in a situation

RESPOND: General Tips

- Listen actively to gain understanding
- Use positive or non-judgmental language
- Describe your observations / concerns
- Express *Better at Home* boundaries
- Be patient and understanding
- Act calm



RESPOND: Mindful Listening

- Listen with full attention
- Ask questions for understanding
- Avoid planning your response
- Keep your mind clear of past/future
- Pause & acknowledge what you've heard
- Be aware and accommodate possible barriers



RESPOND: Within Your Role

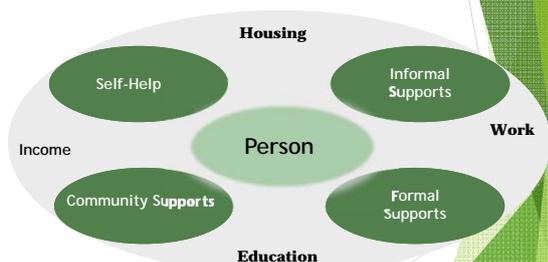
- Set boundaries - It's your right & responsibility
- Allow time for the person to express themselves as appropriate
- Set limits around time/ topics if required
- Pay attention to your emotional responses
- Steer conversations
- Respect your limits

RESPOND: In the Moment

- Base your responses on the person's behaviour
- Signs and symptoms of mental health problems vary from person to person, and from day to day
- Tailor your responses accordingly

Additional resource:
www.cmha.ca
*Supporting Senior's Mental Health: A Guide for Home Care Staff

REFER: The Framework For Support



Source: Canadian Mental Health Association, Community Resource Base (Adapted)

End of Part 1 - Thank you!!!

Part 2

- Date: Next Tuesday, Sept 30th, 2014
- Time: 10:30 AM - 12:00 PM
- Topics
 - Responding to specific behaviours
 - Case Studies
 - Healthy and Respectful Workplace



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RESPOND: Behaviours

- Anxiety
- Sadness
- Confusion
 - Anger
- Agitation

Respond: Anxiety

- Decrease stimuli
- Answer questions directly
- Respect their personal space
- Offer acceptance & reassurance
- Slow the pace
- Avoid asking the person to calm down
- Put your agenda on hold (if necessary)

Respond: Confusion

- Draw on support people/documents
- Decrease stimuli
- Listen carefully
- Don't argue
- Repeat key messages
- Make clear statements, write down next steps
- Consider calling for help

Respond: Agitation

- Decrease stimuli
- Adjust your expectations
- Focus on the present situation
- Set constructive limits
- Allow choices but be specific
- Consider calling for help

Respond: Anger

- Acknowledge emotions
- Consider your tone and demeanor
- Be firm and calm
- Communicate expectations
- Use short simple sentences
- Don't block the exits
- Don't take things personally
- Know your limits

Respond: Sadness

- Be empathetic
- Use a warm and accepting manner
- Allow the person time to respond
- Ask how you can help
- Use open-ended questions
- Silences are OK

Case Scenarios



Case 1

- You go to visit Melissa (a senior client) for a pre-arranged friendly visit. This is not the first time that you have been to Melissa's house as there have been weekly sessions for 'tea and a chat' for the past month. The last time you two met, you realized that Melissa was asking you the same questions repeatedly, like she was not listening to the answers or had forgotten them quickly. During this visit, when you ring the doorbell, it takes a few minutes for Melissa to answer the door. When she opens the door, she seems confused and does not recognize you or remember a visitor was coming. Melissa lets you in, but seems not knowing what to do next. Melissa repeatedly apologizes to you and start blaming her for not remembering who you are with tears in her eyes.

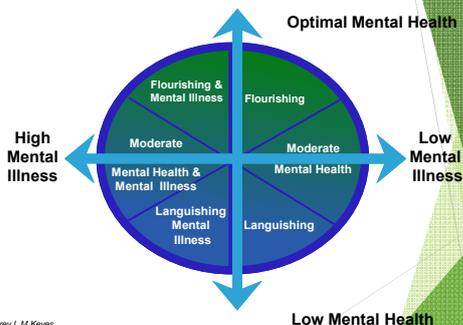
Case 2

▪ Davina and Maureen (yard work volunteers) go to visit Brian. Brian is a senior in his 80s who needs help with his yard and is too weak to maintain it alone. Davina and Maureen visit Brian's house every couple of weeks to do weeding, mowing the lawn, and help with other things in the garden. Recently they have started feeling unsafe around Brian. They feel like he is being inappropriate by making mildly sexual suggestions to them individually and when they are together. Initially they thought it was just silly joke, and then they thought they would be understanding because he might not know what he is saying (they put it down to advanced age). As these comments are getting more serious and more inappropriate, Davina and Maureen feel very uncomfortable around Brian.

Case 3

▪ You arrive at Bob's house for a scheduled two-hour cleaning appointment. Unfortunately, upon entering the client's home you realize that the place is not organized and there are piles of boxes and papers everywhere. You are at a loss as to where to start, knowing that the place is a serious health and fire risk to yourself and Bob, and that you are unlikely to make very much difference to the state of the place in only two hours. As you start gathering boxes and pick them up, Bob starts yelling at you, "Don't touch those! Those are mine!" You try to explain to Bob the need for cleaning, and Bob becomes more and more upset and starts swearing at you.

Your Continuum of Mental Health



Healthy and Respectful Workplace

- Make debriefing a priority
- Debrief respectfully without gossiping
- Share small successes
- Give and receive support
- Find healthy ways to express emotion



Check out www.cmha.ca > Your Mental Health

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Thank you!
