

## **TOP TEN TIPS for RE-DIRECTING RESIDENTS**

1. Take a deep breath. Remain calm.
2. Relax your face - smile. Say: "Please pass the jelly" to yourself.
3. Assume you are a stranger to the resident. Be a friendly, respectful stranger.
4. Keep your eye on the resident and Speak directly to resident using his/her name
5. Talk slowly in a normal tone
6. Move slowly
7. Observe for signs of increasing anxiety / resistance / anger and pace yourself accordingly.
8. Ask resident to "assist" you. Say: "Will you help me?" or "Please come help me with something". Make the resident want to do whatever it is you are trying to get her/him to do.
9. Use touch only as a last resort, after trust is gained. Do not grasp or pull on the resident.
10. Give resident a safe object to focus attention on (such as an article of clothing, a trinket, colorful fabric, or something possibly familiar to the resident).

**REWARD YOURSELF AND THE RESIDENT WITH A HUG!**