

3 Tips for an Effective



BACKGROUND OR THE 'WHY'	ACTION OR BEHAVIOUR	OUTCOME OR BEHAVIOUR
John was a prisoner of war and cannot tolerate the look or smell of rice.	Do not serve him rice.	He will throw the plate at a wall, and become verbally abusive.
Being well groomed was always important to Dot. Since her stroke she drools and cannot brush her hair.	Please make sure her hair is brushed and she has a wash cloth in her left hand so that she can wipe her face regularly.	She will feel more confident and co-operative with rehabilitation.
Maria is an independent woman who will not take charity. She needs to have her purse with her so that she can 'pay her own way'.	Provide her with Monopoly money and accept payment for her meals and medications from her fake 'money'	She will then eat and take the medication.
Ken was an aircraft mechanic. He was always good in an emergency.	If he goes into the wrong room and refuses to leave, tell him there is an emergency in Hanger number 3	He will leave the room immediately and head down the hall. After a few steps offer him a cup of tea and he will forget all about it.
Beryl is an anxious lady who is frightened of strangers.	Smile at her as you approach and address her by her first name in a friendly manner.	Beryl will then engage with you and relax.
Elsie loves music.	Play her CDs to her in the room or with earphones.	She will be happy and less likely to complain.
Graham was a photographer.	Keep his camera within sight. There is no film in the camera. Let him take 'photos' of you. Talk to him about his 'work'.	He will engage with you and co-operate.