An approach to help you figure out why a behavior is happening and what you can do about it.

**IDentify the behavior**

- What is the behavior that is difficult for you to deal with? Be specific.
- Can you see it? Does it bother others? When does it happen? Who's around when it occurs?

**Explore what may be causing the behavior**

Understand the cause of the behavior

- **HEALTH:** Is the person taking a new medication, getting sick, or in pain?
- **ENVIRONMENT:** Is it too noisy? Is it too hot? Is the place unfamiliar?
- **TASK:** Is the activity too hard for them now? Are there too many steps? Is it something new?
- **COMMUNICATION:** Is it hard for the person to understand what you are saying?

Understand the meaning of the behavior to the person

- Does the person feel confused, scared, nervous, unhappy, or bored?
- Does the person feel like they are being treated like a child?
- Are there things that remind the person of something that they used to do when they were younger like go to work or pick up the children from school?

**Adjust what can be done**

You are the one who will need to change, the person cannot. Try different things. Pay attention to the person's feelings. Practice being calm, gentle, and reassuring.

- address what is causing the behavior
  - keep tasks and activities simple
  - keep the home as calm as possible
  - speak slowly and gently — try not to say too much at once
  - do not argue — agree and comfort the person whether they are right or wrong
  - find meaningful, simple activities so the person isn't bored
- distract or redirect by:
  - offering something they like to eat
  - watching a TV show or listening to music
  - asking for their help with a simple activity
  - leading them to a different room
- accept the behavior
  - some behaviors you may need to accept rather than change
  - if there are no safety concerns and it doesn’t bother the person, you may need to find ways to live with it