

Video: Dealing with distressed residents



Transcript

What you want to do is recognize if she's got ah-haaaaa [vocalized noise], and she's still there from the last episode or from when somebody's tried to clean her up or help her. What you have to understand in this particular case, what did I say she wasn't able to do? Relax her muscles. When you pull and you move people, two things, number one, they are in great fear because one of you hold yourself real still and then hold real stiff and then the other one push them off balance and feel that whoa. Because I can't recover with gravity.

I don't have my ability to move against gravity. So I get scared when you do anything, moving me, rolling me, turning me from side to side, putting me in a lift. Ahhh [vocalized noise]. And I will grab whatever is nearby because what am I trying to keep myself from doing? Falling. I have no idea what I'm doing to you. I'm done. So what we need to realize is in that moment I just elicited a panic reaction that is a blind of reasoning for your panic reaction. So when you hear somebody go, help help to help, help, what happened? Panic. Be very careful if you're going to be within arm's reach, you must do this, get to this hand position. It's the only hand position of safety. And you must have their hand in your hand so that, do this, you can pump it and it will calm them.

Pressure in a palm, calms that's what they're trying to do in the first place. They're grabbing because that calms you down. When you grab on, you feel what? Secure and safe, and so they are digging. If they tend to dig with nails, if you're a fingertip person, like turn to your partner and try this and see if you happen to be a fingertip person. When I'm, hey, hey, hey come here, come here, come here, notice something about my teeth in my mouth. Am I clenched down in the front? You'd better be ready for the fingertips because I'm a hightension person.

I'm also on my feet like this and my legs are almost nailed together because I'm scared, terrified and I'm panicky and I'm hanging on for dear life. If that's the case, what you're going to want to do, is you're going to want to go ahead and go put a glove on. You're going to take a wash cloth and you're going to want to fold it up and put it

under the glove right here.

So that when she holds on to me, what's she digging into? The wash cloth and can I still pump her? Yeah. Is she hurting me? No. Helps me stay calm and I say ow, ow, huh, ow. Ow, ow, ow, ow, ow. Ow, ow, ow, ow. And I'm pumping in the hand because pressure in the hand calms human beings down. And then what I'll try is, yeah that hurt, ow. Not good. Ow, ow. I'm so sorry. Oh, oh, oh. Slow. One, two, one, two, hand on the rail and roll to me. Hand on the rail and I'll say it twice before I start to move her hand to the rail. Hand on the rail. What was she doing before? Grabbing. I have her grab the rail. Roll to me. Roll to me. And then I bring the body over at the shoulder, at the hip. All right, you did it. Nice job, yeah, perfect. Perfect. Now notice how quiet you are right now. Do you know why you're so quiet? Because I'm using the rhythm to help bring you down