

DEMENTIA CARE 101

DISTRESSED REACTIONS... FINDING A CREATIVE APPROACH

APRIL 17, 2025
9:00 AM -10:00 AM CT

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Dementia Care 101: Distressed Reactions: Finding A Creative Approach

April 17, 2025 | 9:00 – 10:00 AM | Zoom

Course Description

Join Carrie Chiusano, a seasoned Dementia Care Specialist, for a deep dive into the root causes of frustration and distressed reactions in individuals living with dementia. This advanced session will explore how cognitive changes and environmental triggers can exacerbate distress and how the behavior of caregivers, staff, and family members significantly impacts these reactions. Participants will examine the complex interplay between communication styles, emotional cues, and cognitive impairments to better understand how missteps can unintentionally increase fear and anxiety.

Through case studies and real-world scenarios, attendees will gain actionable strategies to de-escalate distressed reactions by employing advanced engagement techniques and adapting communication approaches. This session will also cover tools for identifying distress patterns, fostering emotional safety, and creating supportive environments that mitigate triggers. By mastering these practices, professionals will be equipped to enhance the quality of life for individuals with dementia while building stronger, more compassionate care relationships.

Learning Objectives:

1. Analyze the cognitive, environmental, and emotional factors that contribute to distressed reactions and identify patterns that signal escalating distress.
2. Develop advanced communication strategies to de-escalate distressed reactions, reduce fear and anxiety, and foster emotional safety through tailored, empathetic interactions.
3. Learn evidence-based techniques for identifying and addressing distress patterns, creating supportive environments, and enhancing the overall quality of life for individuals living with dementia.

Presenters

Carrie Chiusano, PCHA, CADDCT, CDP, ADC, Executive Director | Dementia Care Center of Excellence, Presbyterian SeniorCare Network

Intended Audience

This webinar (and the Dementia Care 101 Series) is designed for any individual who regularly interacts with residents experiencing cognitive decline, ranging from direct care staff to director-level and administrative roles. The course is intended to be practical and relevant across various levels of responsibility, with particular focus on resident communication.