

# Responding to Aggressive Behavior from Residents

## How to Respond to Aggressive Behavior



### Stay calm

- Stay relaxed and don't get upset. Be positive and reassuring. Speak slowly in a soft tone.

### Reassure the person

- Speak calmly in a reassuring voice and try to slow down.
- Listen to their concerns.
- Show that you understand their fear or anger.



### Try to identify the immediate cause

- Think about what happened right before the reaction that may have triggered the behavior.
- Rule out pain as the cause of the behavior. Pain can trigger aggressive behavior for a resident.

### Explore various resolutions

- Try a gentle touch.
- Reduce noise, clutter, or the number of people in the room.
- Offer guided choices between two options.
- Try a relaxing activity - use music, massage or exercise to help soothe the person.
- Shift the focus - offer a snack or favorite object as a distraction.



Here are some **de-escalation techniques**. Avoid aggressive body language, like clenching your fists, crossing arms, or scowling. Maintain eye contact, but don't stare aggressively. Keep your breath under control and try to speak in a firm, calm, low voice. Use positive statements and try to provide reassurance.