

5 Goals for Persons Living with Dementia

- 1 To feel safe
- 2 To feel comfortable
- 3 To experience a sense of control
- 4 To experience minimal stress with adequate positive stimulation
- 5 To be met with understanding

Resources for Caregivers and Persons Living with Dementia

**Aging & Disability Resource Center
of Waukesha County**
514 Riverview Avenue
Waukesha, WI 53188
262-548-7848


Alzheimer's Association
620 S 76th Street
Milwaukee, WI 53214
800-272-3900

**Alzheimer's & Dementia
Alliance of Wisconsin**
517 N Segoe Road, #301
Madison, WI
608-232-3400

Wisconsin Alzheimer's Institute
610 Walnut Street
Suite 957
Madison, WI 53726
608-263-2862

 **Dementia Challenging
Behavior Initiative**
A Waukesha County Community Response

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What to Expect if 911 is Called When a Person with Dementia is Experiencing a Behavioral Crisis in Waukesha County



The information provided in this brochure is intended to explain what may happen if 911 is called when a person with dementia is experiencing a behavioral crisis that puts self or others at risk of harm. This brochure is not intended to provide legal advice or to guarantee a specific intervention.

Behavioral Crises A Person with Dementia May Experience

If you or someone you know is caring for a person living with dementia, it is possible that person may experience a behavioral crisis. A behavioral crisis occurs when a situation results in a high level of stress for the person or caretakers which cannot be resolved by available coping methods or efforts. **A behavioral crisis will vary based on the individual and situational circumstances.** Challenging behaviors may include, but are not limited to:

- * Agitation or Restlessness
- * Arguing
- * Physical Aggression
- * Wandering
- * Resistive Behaviors
- * Hallucinations and Delusions

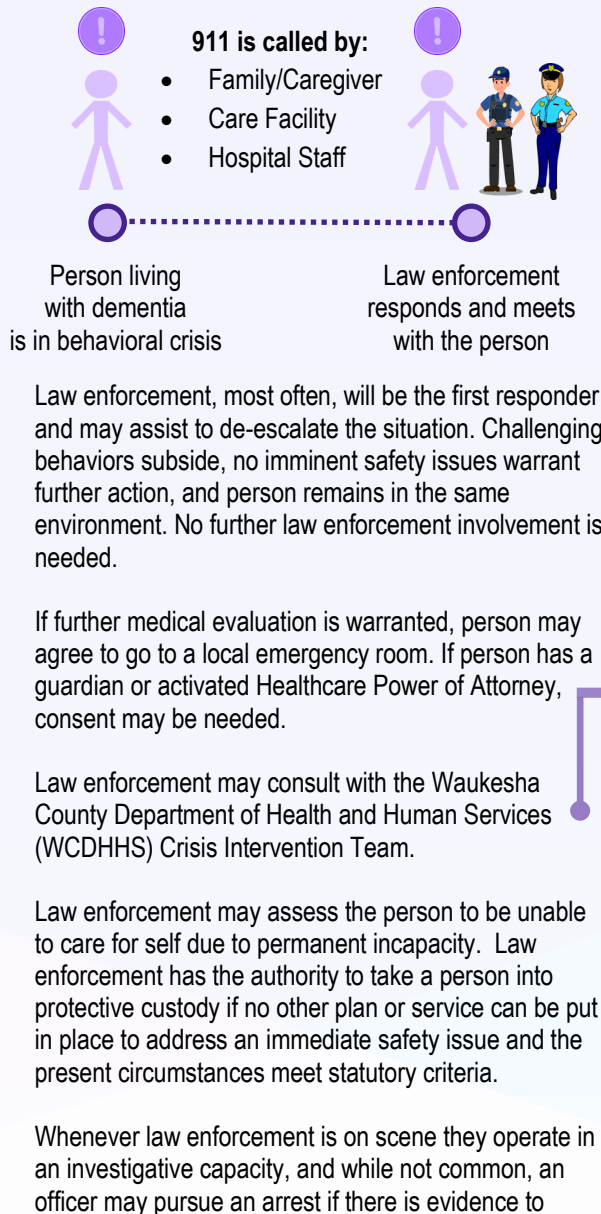
Things to check for before calling 911:
Is the person with dementia...

- * In pain?
- * Incontinent?
- * Hungry?
- * Dehydrated?
- * Too cold/hot ?
- * Uncomfortable ?
- * Overstimulated?
- * Experiencing unmet medical needs?

If the behavior cannot be managed, and the person continues to be in a behavioral crisis, and you or the person are at risk of harm, consider calling 911 for emergency assistance.

What MAY* happen if 911 is called when a person with dementia is in crisis

*Non-exhaustive list of possible outcomes. Outcome will vary based on circumstances.



Important Information to Share with 911 Operator and First Responders

The following information would be useful to share and may make a difference in de-escalating the situation and facilitating the best outcome.

- * **Tell 911 operator the person has dementia**
- * Is anyone in immediate danger now?
- * Preferred name or nickname
- * Who does the person trust and listen to?
- * What upsets the person? Are there specific triggers?
- * How does the person express stress?
- * What calms the person?
- * What is the best way to communicate with the person in behavioral crisis?
- * What helps the person understand?
- * What events led up to the current behavioral crisis?
- * What has already been tried to calm the person?
- * Does the person have an activated Healthcare Power of Attorney or Guardianship?

WCDHHS Crisis Intervention Team Involvement

Members of the WCDHHS Crisis Intervention Team are trained professionals who are experienced with assessing risks related to mental health, dementia, and inability to care for self. A crisis clinician evaluates a person's immediate risk and collaborates with all involved parties and law enforcement to develop a plan to support the person.

If a voluntary plan cannot be arranged, with the assistance of law enforcement, a crisis clinician may authorize or recommend an involuntary hold to address substantial probability of physical harm to self or others.