

## Module 20 – Understanding Challenging Behaviors

### References

Alzheimer's San Diego. *Do's and Don'ts of Communication and Dementia*.  
<https://www.alzsd.org/dos-and-donts-of-compassionate-communication-dementia/>.

*Four Steps to Deal with Difficult Elderly Behavior*. Accessed in 2021 at:  
<http://www.helpingyoucare.com/wp-content/uploads/2010/07/Four-Steps-to-Deal-with-Difficult-Elderly-Behavior-by-Editor-HelpingYouCare-V2.pdf>.

Imbo, F. *How not to take things personally*. Accessed in 2021 at:  
[https://www.youtube.com/watch?v=LnJwH\\_PZXnM&t=413s](https://www.youtube.com/watch?v=LnJwH_PZXnM&t=413s).

Leahy, W., Fuzy, J., Grafe, J. (2017). *Providing Home Care: A textbook for home health care aides*. (Fifth Edition). Hartman Publishing, Inc. Albuquerque: New Mexico.

Snow, T. *Meaningful Activities*. Accessed in 2021 at  
<https://www.youtube.com/watch?v=7Ek04qjT-xQ>.

Sorrentino, S. Remmert, L. (2017). *Mosby's Textbook for Nursing Assistants*. (9th Edition). Elsevier: New York.

U.S. Census Bureau. *Older Population and Aging*. Accessed in 2021 at:  
<https://www.census.gov/topics/population/older-aging.html>.

*Verbal De-escalation Training*. Accessed in 2021 at:  
[www.crisisprevention.com/Resources/Knowledge-Base/De-escalation-Tips](http://www.crisisprevention.com/Resources/Knowledge-Base/De-escalation-Tips).