



A place where individuals living with dementia are embraced with the joy of companionship.

A Partnership Between

The Shepherd's Center of Kernersville & Sedge Garden United Methodist Church

Launching: *Tuesday, March 17, 2026 (Saint Patrick's Day)*

Respite: *A short period of rest for those caring for individuals living with Alzheimer's disease and all other dementias.*

About the Program

The Rest Stop is a volunteer-driven, social-model group respite program designed to support caregivers, individuals living with dementia, and the volunteers who serve them. Volunteers are trained in the social and relational aspects of dementia care, offering mental stimulation, socialization, and meaningful connection.

Mission

Rest Stop addresses isolation, meaning, and purpose. Our mission is to fill our friends with:

- Connection
- Meaning
- Joy

Who Is Eligible?

Individuals living with memory loss, Alzheimer's disease, or any other form of dementia who:

- Do not require medications or personal care assistance while attending
- Are able to be in a large-group setting
- Eat independently
- Are mobile (walkers welcome)

Schedule & Location

When: Tuesdays & Thursdays

Time: 10:00 AM – 2:00 PM

Where: Sedge Garden United Methodist Church
794 Sedge Garden Rd, Kernersville, NC 27284

Cost: \$40 per session



A place where individuals living with dementia are embraced with the joy of companionship.

Rest Stop Provides:

- Compassionate Volunteers
- Music, Art, & Physical Activities
- Brain Fitness
- Service Projects
- Laughter & Camaraderie
- Family-Style Meal & Snacks
- Safe, Structured Environment

Program Benefits

- Immediate solutions to isolation for participants and caregivers
- Inclusive, compassionate community
- Meaningful engagement for participants
- Restoration, respite, and support for caregivers
- Sustainable, faith-based, volunteer-led model
- Proven nationwide impact

Caregivers Receive:

- Connection to supportive community resources
- Peace of mind knowing loved ones are in caring hands

How Can You Support Us? Volunteer & Share!

Volunteer

(New Volunteer Trainings Available Throughout The Month)

- Flexible schedule
- Comprehensive training
- Meaningful, life-changing service work

Accepting Participants-known as Friends

Sponsor Lunch or Activity

Contact: *Gina Floyd, Director of The Rest Stop for The Shepherd's Center of Kernersville at (o) 336-996-6696, (m) 336-509-0775, or email gina@shepctrkville.com for more information.*



THE REST STOP

DEMENTIA RESPITE
MINISTRY

VOLUNTEER HANDBOOK

794 Sedge Garden Rd, Kernersville, NC 27284

A program of



The Shepherd's Center of Kernersville is an interfaith ministry of volunteers which champions and sustains adults who are aging and adults with disabilities.

636 Gralin Street, Kernersville, NC 27284
336-996-6696

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Introduction

As Volunteers, you are the lifeblood...the “core”...of **THE REST STOP** social engagement program. Providing you with the right information and tools is essential to maintaining a program that fulfills the intention and goals of the *Respite for All* model.

It’s why we put an emphasis on training and why this training day and accompanying training booklet are important pieces of the **THE REST STOP** puzzle.

We run on Volunteer-power! Our day-to-day operation and ability to serve families and Care Partners well depends on you. Your gift of time is a priceless gift to families who greatly need a break from the 24-hour-ness of care or who simply need time to manage their own appointments or tend to other needs that are difficult with a loved one at their side. We refer to persons living with dementia (PLWD) as our FRIEND when speaking. When making notes we use PLWD or FRIENDS interchangeably.

Volunteer Roles Requirements

- Volunteers need to complete a background check completed by Sedge Garden UMC or The Shepherd’s Center of Kernersville.
- Volunteers need to complete any required safety classes
- Volunteers will be offered ongoing training throughout the year via online training or in person



THE REST STOP for All Approach

The idea of building a program to provide Friends with purpose, meaning and hope stems from tenets found in Dr. Allen Power's book Dementia Beyond Drugs. His theory is that instead of filling those suffering from this issue with a heavy diet of powerful narcotics, anti-hallucinogens, antipsychotics and antidepressants, we need to be filling them with well-being. In "Psychology Today," Tchiki Davis defines well-being as the experience of health, happiness and prosperity. It includes having good mental health, high life satisfaction and a sense of meaning and purpose. Dr. Power argues that once a person is diagnosed with dementia, we need to look at a holistic approach to taking care of their emotional and spiritual needs instead of relying solely on medicines that often make the symptoms worse. He believes we have to fill our loved ones up with the seven components of well-being. As Volunteers, imagine you are filling these seven glasses each day:

1. Identity
2. Connection
3. Security
4. Autonomy
5. Meaning
6. Growth
7. Joy

By doing this, we are filling our Friends with well-being. This is the core goal of R Place and therefore, the essential duty of every Volunteer and the motivation behind every activity and conversation.

SAMPLE SCHEDULE of the Day

9:30am - 10:00am	Volunteer Staff Meeting
10:00am - 10:30am	Arrival, Social Time & Affirmations
10:30am - 11:00am	Light Exercise
11:00am - 12:00pm	Programming (typically two activities) <i>Art, Service Project or Activity</i>
12:00pm - 12:30pm	Lunch
12:30pm - 12:40pm	Transition & Restroom
12:45pm - 1:15pm	Volleyball/ Movement
1:15pm - 2:00pm	Music & Gratitude
2:00pm - 2:30pm	Departure, Clean-up & Reset

Volunteer Expectations

CONFIDENTIALITY: All staff and Volunteers are expected to keep stories and knowledge from **THE REST STOP** inside the **THE REST STOP** family. Our Friends are living through a life-altering disease, and we use our training and empathy to support them. Most importantly, we want to honor their privacy and treat them with the same respect, love, and care with which we would want our own family members **INCLUDING OURSELVES** to be treated.

ENGAGEMENT: THE REST STOP Volunteers need to be engaged with our friends and each other throughout the day. There will be new Volunteers being added to the mix and not only are we there to welcome our Friends, but our new Volunteers too! **THE REST STOP** is similar to the dynamics of a dinner party. Conversations should be light yet meaningful; Volunteers should enjoy seeing old friends and making new ones and should engage with those around them. If you do not feel comfortable with another Volunteer or Friend, please let the staff know in a discreet manner so some rearranging may be done. Remember not to get so wrapped up in an activity yourself that you forget you are there to help your companion have the best day ever!

PURPOSE: Volunteers should look for opportunities for Friends to help others or to serve the group throughout the day, helping to build Friends' self-esteem. Whether it is serving drinks, helping set up projects or welcoming new Friends who need a friend, Volunteers should find a way to help everyone be and feel useful. Be sure to thank them for helping. The feeling of gratitude from another is a gift that will last long into the day.

OWNERSHIP: The **THE REST STOP** leadership has years of experience in group dynamics and activity planning. However, the program will be successful because of the shared talents and attributes of the diverse Volunteer team. As a Volunteer, you are encouraged to share your travels, artistic and musical abilities. If you see a way to make the program better, improve the experience by sharing your thoughts and ideas! If you are asked to lead an activity, and are not comfortable doing so, simply tell the director you will have to pass on that challenge but would love to help in other areas.

TEACHING MOMENTS: There will be accidents, situations and small victories throughout the day. Volunteers are encouraged to share their experiences with the director so that everyone can learn from them and better their skills. The director or another Volunteer may explain a different way to go about a task or handle a situation; please listen and consider. Staff and Volunteers are constantly learning how to better the **THE REST STOP** experience.

FLEXIBILITY: People living with dementia are in constant change because of the chemistry of the disease. They can be different minute by minute or day by day. You need to remember to be flexible because moods may change at any given time, and you need to always remain calm and go with the flow. If there is a sharp word spoken or strong discussion taking place, the closest Volunteer should try to calm the situation, redirect and possibly change the group dynamic by pulling in another volunteer.

TRANSITION TIMES: Transitions from activity to activity are important parts of the day. Volunteers must be extremely aware of our Friends moving from one room to another, needing to use the restroom or being confused that it is time to go home because everyone is moving. Offer help to those seated and watch the doors because many use this as a time to seek a break and exit.

ANCHORS AT LUNCH: Unless you have been asked to do a job, the most helpful thing you can do is to remain seated with the Friends and help lunch to be a fun, social time. Volunteers are charged with helping to carry conversation for the table. You are ANCHORS at the table. Make sure there is at least one if not two, Volunteers at the lunch table at ALL times, NEVER leaving only Friends at the table. Be aware of social and economic differences between persons, and make sure that conversation is inclusive and enjoyable for everyone.

PARTICIPATION: Remember, you are the Volunteer! As games and trivia happen throughout the day, there is a fine line of Volunteer participation and facilitation. Do not answer every question taking the top answers immediately; remember to give verbal and visual cues to help our Friends respond and/or participate. In everything you do, set them up for success! If no one has answers for the discussion at hand, it is certainly fine to join in with your remarks to move the conversation, game, or activity forward.

Montessori Principles

Developed by Dr. Cameron Camp

Use these principles of the Montessori Method to guide interactions with FRIEND when doing activities. **NOTE: Everything is an activity!**

1. Activities should be purposeful and capture interest.
2. Always invite participation.
3. The most important goal is feeling comfortable & being engaged.
4. Offer specific choices.
5. Talk less; demonstrate more.
6. Recognize and accommodate limitations.
7. Match your speed to the FRIEND.
8. Use visual cues.
9. Give your FRIEND something to hold.
10. Break down tasks into steps.
11. No right or wrong, only positive engagement.

1. The activity should have a sense of purpose and capture the FRIEND'S interest. Some activities are designed to assist the FRIEND to maintain or restore certain functions, such as hand eye coordination skills. But all activities need to capture the FRIEND'S interest; otherwise the activity will be of little or no value. When applying all the other principles, your activities will hopefully result in a pleasant, rewarding and positive interaction.

Example: Balloon Volleyball

Continued...Montessori Principles

2. Always invite the FRIEND to participate. The first minutes of your visit will usually be the most important ones. This is when you will connect with your FRIEND. It is helpful to introduce yourself on every occasion. While this may feel strange at first, it is important unless the FRIEND easily and obviously recognizes you. For example, say your name and your relationship to them followed by an invitation of some sort. Once you have established this connection, you can then build on this foundation.

Examples:

“Hello Jan, my name is Bob. My wife brought me here today. Is it okay if I walk with you inside?”

“Hey there, Jim! I’m Jean. I can’t remember a lot of these people. Could I sit with you?”

“Hi Danny! My name is Susanna. I’m not sure what we are doing next, but I bet a cup of coffee would help! Could I get you a coffee when I get mine?”

3. The most important thing is that you feel comfortable in the interaction. The FRIEND’S response is the best indicator of what you should do. If the FRIEND is not interested, try something else. **Other options may include:**

- Invite FRIEND to do another activity that is available
- Invite FRIEND to walk around the room and look at what others are doing
- Invite FRIEND into conversation, drawing on what you know about him/her

4. Offer specific choices whenever possible. As can be seen in the example above, it is helpful to be present for the FRIEND with a choice. For example, the option to play cards or arrange flowers. When offering this choice, it is always best to present two visual prompts, in this case, a deck of cards or a vase with flowers. This really assists the FRIEND to communicate to you what they would like to do.

Give specific choices; a general question such as ‘What would you like to do today?’ is very hard to answer for most people with dementia to answer. When offering this choice, it is always best to present to visual prompts when possible.

If the FRIEND finds it hard to choose the first time, you can take the lead. Choose something you think will be 1) of interest and 2) accessible. As possible, start demonstrating how this activity works then invite the FRIEND to participate. You will have to observe their response to decide if you should continue with this activity as is, make an accommodation, or change activities.

Continued...Montessori Principles

5. Talk less; demonstrate more. The first part of this principle, 'talk less', very much depends on the FRIEND'S ability to speak. A good rule of thumb is to let the amount you speak match the amount the FRIEND speaks. So, if the FRIEND is (or has become) a chatterbox, feel free to chat just as much! If half of what they are saying sounds somewhat confused, it still may be good to continue talking with them. *It's probably best not to try to clarify what they are trying to say, but just speak back in a calm and warm voice.* This may not result in a completely logical or particularly meaningful conversation, but it can still have a reassuring and calming effect on the FRIEND. *You are acknowledging and honoring their wish to socialize and communicate with you.*

A FRIEND may have become less comfortable with speech for various reasons. Some people may not be able to access their words; others may feel too hesitant to speak out of fear they may say something incorrect. Regardless of how much speaking you do, you should always demonstrate every step of an activity once and repeat your demonstration until the FRIEND is able to imitate or unless/until they have lost interest, in which case it may be time to change activities.

6. Recognize and accommodate limitations while focusing on what the FRIEND can do. It will help your interaction if you accommodate any physical impairment the FRIEND may struggle with. Most people living with dementia have diminished peripheral vision. Others have hearing loss and balance issues. For these reasons, it is a good rule of thumb to always face the person you are speaking to, rather than talk to a FRIEND from behind. This will decrease the chance that you will startle them and possibly make them lose their balance.

Additional Examples:

- Allow several seconds of processing time for sensory and cognitive input. Wait for a response before saying the next idea/thought/direction.
- Allow time to "get bearings" upon standing before going to the next thing.

7. Match your speed with the FRIEND you are caring for; slow down. Even though each FRIEND is unique, for most people living with dementia it is best to slow down, both in speech and movement. If you are speaking, it could help to speak slightly slower than you usually do and articulate well. Don't speak louder, because the change in tone may agitate the FRIEND. If hearing is impaired, sit close and take in a calm tone. Even if they can't hear exactly what you were saying, the sound and tone of your voice is likely to be reassuring. Demonstrating each step of an activity is usually an effective way to communicate what you are asking a FRIEND to do. You may also need to adjust the speed at which you are moving. Your normal pace may be too fast and may add to the FRIEND'S confusion. It is best to observe their response to establish the best pace of interaction.

Continued...Montessori Principles

Two general rules for interacting are:

- 1) Work at a pace that matches the pace of their movements
- 2) Do not talk and move at the same time

8. Use visual hints, cues or templates. When inviting the FRIEND to participate, you should use visual cues that represent the activities you are suggesting. Whenever you give them another choice, you can continue to use their visual prompts. A primary visual cue to use is pointing.

Example: At lunch time, point to your stomach then demonstrate the act of eating.

9. Give the FRIEND something to hold. To facilitate the time they may need to transition from one activity to the activity at hand, you can give your FRIEND one thing to hold that represents what you are about to do (i.e. poker chip, ball, bean bag). For example, if you are screwing nuts and bolts together, you can hand the FRIEND one of each; or hand them the bolt and put the nut within reach on the table. The idea of this principle is that you first of all respect that they may not be ready to participate with what you have in mind. You may still present your materials to see if they capture interest. Secondly, the one thing they are holding could facilitate their participation whenever they are ready.

Try not to be discouraged if they do not immediately participate in your activity. Even if they are just looking at what you are doing, this may be a positive interaction on a level that they feel comfortable.

10. Break down activities/tasks into steps. Every activity consists of steps. For example, an activity of sorting pictures includes:

- Looking at the picture (together)
- Handing one picture to the FRIEND to hold (not a whole pile)
- Looking at the template headings
- Decide where the picture goes
- Place in the picture on the template

The same applies to uncluttering the environment. For example, clean the table you will be working on as you present materials for an activity one at a time. Clean as you go. The more clutter, the more confusing it is.

Continued...Montessori Principles

11. There is no right or wrong: think ENGAGEMENT.

This final principle is closely related to the first principle. The aim of your interaction is to have a pleasant time – that’s all. The FRIEND does not have to do everything - or anything - correctly and *it is not necessary to complete a task*. Remember *to focus on the PROCESS not the PRODUCT*. If pictures of blue cars keep going on the pile meant for red cars, does it really matter when they are absorbed in the activity? It may sometimes be hard to encourage mistakes but try not to correct the FRIEND if they are enjoying themselves! If they get frustrated by their mistakes, then it is time to make changes.

If the FRIEND does complete a task such as an art project, good ending questions are “Did you enjoy doing that?” and “Would you like to do that again?” These and other questions like these give the FRIEND ownership in what you have done together.

In summary...The life of a FRIEND is full of things they can no longer manage or are not allowed to manage. The activities at **THE REST STOP** should be manageable and not result in stress. Your activities and way of being should nurture a feeling of confidence and autonomy in your FRIEND.

Observe your FRIEND. Let him/her determine the level and pace of their comfortable participation and then support that. He/she may not verbally communicate this, but you can see it from their response. Once they have chosen an activity or the activity begins, your observation starts. As soon as you feel that their interest is fading, you can make changes as you check all your principles:

- Am I talking too fast?
- Am I moving too fast?
- Did I forget to demonstrate what I am asking the FRIEND to do?

Remember, everything is an activity! All interactions and occupations - from preparing materials to clearing the table to moving around the room to eating and talking, etc. - are activities to which you can apply these principles!

Volunteer Intangibles

VOLUNTEERS ARE THE BACKBONE OF THIS PROGRAM!

Your enthusiasm, love and passion for this program will permeate many aspects of your life. Please share the **THE REST STOP** story with whomever your audience might be! Your words will inspire new Volunteers and encourage Care Partners to seek THE REST STOP by enrolling new Friends. Share the story.

Where you see an opportunity to give of your talents, please offer.

If your talent is hospitality, offer to host a Volunteer party at your home. The program will typically pay for it, but someone's personal touch goes a long way!

When there are sick Friends or Caregivers and they are unable to attend, offer to go visit and take art work or other gifts from the group! The staff will not be able to get to everyone and will gladly accept help in connecting, visiting, etc.

Volunteers are the best advertisement for the program there is.

There is no print advertising or radio spot that brings people to the program better than your testimony.

When you know one of your friends that might need to be a participant in the program, offer encouragement to the family. Your language can help inspire them to come for the first time. Some examples might be:

“Jane, I work with a retiree group every Wednesday at The Rest Stop. I would love for you to come and work with me.”

“Larry, I work at The Rest Stop and it does wonders for me to help other people. You might be a good fit with us, we always need more male volunteers.”

Always be thinking of friends to invite to volunteer at THE REST STOP.

The more variety of backgrounds, the more variety and richness the program will enjoy.

Key Points for THE REST STOP Volunteers

STAY VIGILANT AND KEEP FRIENDS ENGAGED

- Don't get so caught up in an activity that you forget to help them participate or don't notice them leaving the room.
- Help Friends have fun and get the most out of each activity.
- Volunteers are always watching for our Friends' whereabouts. Directors may assign certain Volunteers to Friends who are a wander risk, but we have a group mentality. We look after one another. This gives our Friends a sense of being part of the group.

LUNCH (and other times you *could* help...)

- Unless you've been asked to do a job, **the most helpful thing you can do is to remain seated with the Friends**, be an **ANCHOR** for conversation, and help it to be a fun, social time.

RESTROOM BREAKS

- You should periodically ask your Friend if they need a break to use the restroom.
- People may act out if they are uncomfortable and some don't know how to tell us what their needs are. This is a good time to mention a restroom break.
- Say "Let's walk down to the restroom now." If your companion says they do not want you to go with them, stay nearby, then when they come out of the restroom, act like you've just happen to be nearby.

SUPPORTIVE COMMUNICATION

- Make a connection or find something in common.
- Offer your name: "I'm Susanna. Aren't you Lucille?"
- Offer a shared background: "I'm from Tuscaloosa. I would love to hear about the town where you grew up. Tell me about it!" (as opposed to: Where did you grow up?)
- Offer a positive, personal comment: "You look great in that..." "I surely do like that Duke/UNC baseball cap you have on!"
- Avoid correcting, coercing, convincing, arguing and reasoning.

LANGUAGE TIPS

- We, as Volunteers, are constantly, genuinely thanking Friends for any effort they put forth...with lunch, encouraging someone else, walking with someone, talking with someone, participating, and asking their opinion...anything to build up their value. Say "Thank you" to your Friend as often as possible.

Continued..... Key Points

- Always express your thanks:
 - “Thanks for all your good help today, John.”
 - “I really appreciate your being here today, Ann.”
 - “I’m so glad I got to see you today!”
 - “It’s always more fun when you’re here!”
- Use “Let’s...”: “Let’s try putting this puzzle together.” “Let’s walk down to the restroom together.” “Let’s give this painting project a shot!”
- Ask for their help: “Could you please help me with _____?”
- Agree - Their reality is real to them.
- Apologize – “I’m sorry. I didn’t understand it that way,” “I see I upset you...I’m sorry.”
- Distract – Bring their attention away from what is causing them to be upset.

WAYS TO KEEP A CONVERSATION GOING

- Give simple and short information or directions.
- Offer concrete choices (“Would you like water or coffee with your lunch?” NOT “What would you like to drink with lunch?”)
- Ask them for help, and let them help you when possible. Don’t make them feel like you are always “waiting on” them.
- If the Friend does not want to participate in something, encourage them to “Let’s give it a try. It could be more fun than we think!”, but also be prepared to do something else that interests them more. Be flexible!
- Break tasks down to simple steps...one or two at a time.
- If your person is hearing impaired, be sure to sit on his or her best side.
- **LIMIT YOUR WORDS...REMEMBER “KISS”:** KEEP IT SIMPLE and SLOW.

THOUGHTS TO KEEP IN MIND

- We learn by doing and making mistakes.
- We learn with practice.
- We learn by being confronted with a challenge and trying to figure it out.
- We each learn in a variety of ways.
- We are all smart in different ways.
- We learn better if we are having fun.
- We all become good at being a friend to someone with memory loss as we increase our experience.

Continued..... Key points

AND...

- If your person gets confused, apologize and take the blame: “I’m sorry...” “I didn’t mean to...” “Let’s try...” “I’m sorry. Sometimes I talk too fast.”
- Share in activities, but don’t take over, or treat your person in a childlike manner.
- Draw on/use some of their abilities/skills/knowledge from years gone by when possible. For example, if you are paired with a former forester, ask them to give you advice on the trees in your yard.
- Go with the flow. ALWAYS go with the flow! Remember: Plan tight, then hang loose and let the Spirit do her thing!
- Give them another job if you have to take one away.
- Stay at eye level with Friends. **Sit with them instead of standing over them.** You are there to be a friend, not a teacher.

FOR OLD STORIES

- You will hear fun and interesting stories from Friends, sometimes more than once. These are important – listen!
- Remember them...you never know when you are going to need them
- Share stories with other Volunteers so they can know them and be helpful.

WORST HABIT TO BREAK

- Avoid saying “Do you remember...?” or “You remember last week when we...” They will rarely remember.

Dementia Communication Skills

Better communication can ease some of the symptoms of dementia by helping a person feel more supported and understood.

1. Approach people from the front. It can be confusing to hear a sound from behind you from someone you can't see.
2. Make eye contact. It's easier to focus on and connect with someone looking at you.
3. Clear communication is difficult if there is a frantic energy involved.
4. Speak slowly in short, clear sentences. Don't put too many phrases together. Talking too quickly is confusing to anyone!
5. Allow time for the message to be heard and processed. Don't be afraid of silence. It might mean that someone is really listening and processing.
6. Speak in an adult fashion. Sing-song tones that we use with children are insulting to adults.
7. Reinforce your message with a gesture. If we make eye contact and use words and gestures, our message is being understood in three ways.
8. Don't interrupt. First of all, it's rude. Second, the person might need extra time to explain themselves. Allow them the time to get their thoughts across.
9. Watch the nonverbal expressions. People with dementia might not have the right words, but they project the emotions that can come through in gestures, sounds, and behaviors. Read all of these as communication.
10. Repeat what you don't understand. Ask for clarification by repeating to show them what you've heard. Do this without judgment. You are simply seeking clarification.
11. Validate feelings. If you can sense a person's feeling, even if they can't explain them, try to identify what you are sensing from them. (e.g. "It feels like you are frustrated. I know this must be frustrating.")
12. Avoid slang. Slang often involves metaphors that can be difficult. (e.g. "count your chickens" might be confusing for a person with dementia. They might look around for chickens.)
13. Ask one question at a time. We have a tendency to pile questions on each other. Think of one clear question, and ask it; then allow time for response.
14. Begin by identifying yourself. Even if you think someone knows you very well, you can always remind them of your name in a gracious way.
15. Follow their lead and topics. Go where the person takes you. Sometimes the very best conversations are the most unexpected.

Actions and Reactions (aka “BEHAVIORS”)

Reaction example in blue

1. What are behaviors?

- The non-verbal actions we see when it is difficult for a Friend to communicate verbally
- Some forms of behavioral communication are:
 - Body language
 - Anxiety
 - Aggression (which can result from pain or confusion)

2. Is intervention necessary? Ask yourself:

- Does the behavior significantly violate rights of others?
- Does the behavior pose a threat to the safety and health of the person or others?

3. Challenging behaviors:

- Wandering
 - Aimless motor activity
 - Cannot be predicted
 - Sometime precipitated by open doorways

4. Hoarding/Hiding

- Collecting things due to being scared of misplacing or people stealing things

5. Hallucinations

- False perceptions involving the 5 senses which are real to the person experiencing them

6. Emotional Outbursts

- Overreaction to a seemingly insignificant situation or event
- Triggered by feeling abandoned, overwhelmed, lost, frightened, over-stimulated, confused
- Don't take these personally
- Don't attempt to reason with the person
- Remain calm and supportive
- Reassure and validate their feelings

Continued.....Actions and Reactions

7. Repetitive Behaviors

- Asking or telling over and over
- Try not to be annoyed
- Redirect
- Change activity

8. Inappropriate Sexual Behavior

- Making inappropriate comments
- Undressing in public
- Making inappropriate advances
- Try not to overreact
- Don't scold or reason
- Say "no" firmly but gently

9. Triggers Leading to Challenging Behaviors

- Environmental
 - Noise
 - Too many people
 - Overstimulation
 - Under-stimulation
 - Busy patterns
 - Poor lighting
 - Lack of cues
 - Odors
 - Unstructured environment
 - Strange/different environment
- Physical Condition
 - Hunger, thirst
 - Pain
 - Body temperature – too cold or hot
 - Needing to go to the bathroom
 - Depression
 - Frustration due to inability to communicate needs
 - Lack of sleep
 - Effects of prescribed medications
 - Impaired vision
 - Impaired hearing

Continued.... Triggers Leading to Challenging Behaviors

- Complexity of the Task
 - Not able to remember how to do something
 - Too many steps
 - Too many options
 - Unfamiliar tasks
 - Keep it simple!

10. Volunteer's Response, Attitude and Body Language

- Remember...
 - Use calm and confident tone of voice
 - Maintain posture of Friend-to-Friend, not Teacher-to-Student
 - Maintain calm, supportive environment
 - Don't argue
 - Avoid quizzing
 - Avoid trying to impose reality
 - Orient the disoriented – go to where they are right now
 - Always help the Friend maintain his or her dignity
 - Be enthusiastic...it's contagious

Scheduling

- Volunteers are scheduled through The Rest Stop Director (via email or phone)
- Sign up at least 2 weeks prior to your shift.
- Please help us by replying to the email requests as soon as you receive them, so that we can ensure coverage.
- On scheduled days, Volunteers should arrive at their scheduled time for their assigned shifts. For Friends scheduled 10:00am to 2:00pm, please arrive at 9:30am for a Team Briefing before our Friends arrive. Please be on time so information can be shared.
- While we do not have a minimum requirement, and time commitment is flexible, we encourage you to serve at least once per month if possible.
- In the event that you cannot fill your scheduled shift, please contact The Rest Stop Director via phone or email.
- In the event that we will cancel our scheduled Rest Stop Day, you will be contacted via phone or email. (weather, church event, etc).

5 Enrollment Criteria for Friends

- Friends must be able to ambulate. (Canes, walkers, and wheelchairs ARE acceptable.)
- Friends must be able to eat independently.
- Friends must be able to toilet independently. Absorbent briefs ARE acceptable.
- Friends must be able to function cooperatively in a group setting.



THE REST STOP

DEMENTIA RESPITE
MINISTRY

Contact Information

The Shepherd's Center of Kernersville
Office Hours: Monday – Friday: 8:00am -4:00pm
Office: 336-996-6696

Gina Floyd, THE REST STOP Director
gina@shepctrkville.com
Direct: 336-968-4726
Cell: 336-509-0775