

- R** Rule out acute illness, pain or discomfort
- E** Engage the senses: sight, touch, smell, taste and sound
- S** Soothe. Evaluate the environment of noise, climate and other stimulators
- P** Practice Calm, Adjust your body to be at their eye level
- O** Offer meaningful choices and things to do
- N** Never argue, confront or tell the Resident they are wrong
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Create and encourage a calm, predictable, structured, safe and warm milieu



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