AMICUS MORTIS

Kari Ann Forbush

End of Life Doula

Amicus Mortis Services

- END-OF-LIFE DOULA SUPPORT
- DEMENTIA & AGING EDUCATION
- FAMILY CAREGIVER COACHING
- LEGACY & LIFE REVIEW
- LIVING FUNERALS & CELEBRATIONS OF LIFE
- BUCKET LIST & LAST-ADVENTURE EXPERIENCES
- DEATH DOULA TRAINING & CAREGIVER DEVELOPMENT

Speaker Sessions & Interactive Workshops

P.A.C.E. — RELATIONAL DEMENTIA COMMUNICATION

CALMING THE BEAST AT ANY AGE: FUN BREATHWORK WITH BUBBLES, BALLOONS & KAZOOS

ADDITIONAL SESSIONS BUILT TO SUIT

KLEIN WORKS

HANDOUT PREPARED WITH SUPPORT FROM KLEINWORKS
OPERATIONS & PROJECT MANAGEMENT
Bringing all the pieces together, one system at a time.

P.A.C.E.

WHEN WORDS STOP WORKING

-Relational Dementia Communication-

AMICUS MORTIS

P PAUSE

BEFORE YOU CORRECT, EXPLAIN, REDIRECT OR REACT

- WHAT AM I FEELING RIGHTNOW?
- CAN I SLOW THIS INTERACTION DOWN?
- WHAT HAPPENS IF I GIVE THEM 3 SECONDS?

MY PAUSE PLAN:

A ATTEND

LISTEN BEYOND THE WORDS

WHAT EMOTION MIGHT BE UNDERNEATH IT?
FEAR • FRUSTRATION • NEED FOR SAFETY • CONFUSION • LONELINESS • GRIEF • NEED FOR CONTROL • ANGER • NEED FOR CONNECTION • OTHER:

WHAT MIGHT THEY ACTUALLY BE TRYING TO COMMUNICATE?

C CONNECT

CAN I MEET THEM WHERE THEY ARE?

INSTEAD OF CORRECTING THE FACTS, TRY:
• "TELL ME MORE." • "YOU SEEM REALLY WORRIED ABOUT THAT."
• "THAT SOUNDS IMPORTANT TO YOU."
• "I CAN SEE YOU'RE LOOKING FOR _____." • "TELL ME ABOUT _____."

WHAT COULD I SAY THAT ACKNOWLEDGES THE EMOTION?

E EXPLORE

WHAT MIGHT HELP US MOVE TOWARD CONNECTION?

THERE ISN'T ALWAYS ONE "RIGHT" RESPONSE. TRY ONE:
□ ASK A CURIOUS QUESTION □ OFFER A CHOICE
□ MIRROR THEIR EMOTION □ USE HUMOR APPROPRIATELY
□ VALIDATE BEFORE REDIRECTING
□ CHANGE THE ENVIRONMENT □ SIMPLY STAY PRESENT
□ TRY AGAIN DIFFERENTLY

MY RESPONSE:

P.A.C.E. CHECK

P — PAUSE: BEFORE YOU CORRECT, EXPLAIN, REDIRECT OR REACT
A — ATTEND: LISTEN BEYOND THE WORDS
C — CONNECT: CAN I MEET THEM WHERE THEY ARE?
E — EXPLORE: WHAT MIGHT HELP US MOVE TOWARD CONNECTION?

PRACTICE SCENARIO

PERSON: "I NEED TO GO HOME. MY MOTHER IS WAITING FOR ME."

MY FIRST INSTINCT WOULD BE:

USING P.A.C.E., I NOTICE:

EMOTION:

POSSIBLE NEED:

I COULD SAY:

WHAT MIGHT HAPPEN IF I STOP TRYING TO PROVE THEY ARE WRONG?

ONE THING I'LL TRY THE NEXT TIME A CONVERSATION BECOMES DIFFICULT:

DON'T JUST LISTEN FOR THE WORDS. LISTEN FOR THE PERSON

KARI ANN FORBUSH
END-OF-LIFE DOULA & CAREGIVER EDUCATOR