

# Management of Behaviour Emergencies in RACF

## 1. Resident has increasing episodes of difficult behaviour despite normal interventions and GP review, contact:

- Alzheimers Australia
- Dementia Outreach Service (The Prince Charles Hospital)
- Adult mental health team

## 2. Resident behaviour escalates:

- Stay calm
- Communicate with resident in a clear and understanding manner
- Document actual behaviour
- Notify GP; Consider underlying health issues; Medicate if necessary
- Notify support agency

## 3. Behaviour is unresponsive:

- Document actual behaviour
- Notify GP; Increase medication

## 4. Crisis management (aggressive behaviour creating imminent risk to self, others and staff):

- Summon help; follow process at right

