

LPNequip.org

A POA Perspective and
Bullying Prevention
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A POA Perspective and Bullying Prevention

- ▶ POA's and family members can be allies, including with bullying residents.
- ▶ Gain better relationships.
- ▶ Happier, safer environment for all.

Three Segments

- ▶ 1) Insight From The Eyes of a POA
- ▶ 2) Addressing the Resident Bully
- ▶ 3) What You Can Do

Uniquely Qualified

- ▶ Volunteer - Fire 20/Med 17 years.
- ▶ Hospice, Long-term Care, Rehab, & Assisted Living
- ▶ POA from 1998 - 2008

Meet Clarence

- ▶ First letter in 1994.
- ▶ Very Active WWII Vet.
- ▶ Independent, refused to move in.

Meet Clarence

- ▶ One of us!
- ▶ 1998 Signs & Symptoms of Decline
- ▶ Short term memory, confusion, confabulation.

Part of our Family

- ▶ Time to move!
- ▶ Failure to thrive.
- ▶ Hard decision.

Part of our Family

- ▶ Short-term med helped.
- ▶ Very active & happy.
- ▶ Visited often.

Part of our Family

- ▶ Fall in 2008
- ▶ Refused PT
- ▶ Remained in bed, refused food.

Part of our Family

- ▶ July 2, 1906 –
July 6, 2008
- ▶ Psych-Med?
Never informed!
- ▶ OCD? “Are you cold?”
Wrong Question. Ask, “Why?”

NOTHING TO PROVE

*“I can run just as fast
as I ever could...
but why should I?”*

CLARENCE MARVIN NAGEL

#1 – Insight From the Eyes of a POA

▶ TAP YOUR RESOURCES:

- The family member/POA as your ally.
- Gain insight (hobbies, Veteran, career, triggers).
- Don't just keep in file. Inform caregivers.
(bowling)

#1 – Insight From the Eyes of a POA

▶ YOU'RE BEING WATCHED:

- Observed staff.
- Unexpected visits, various times.
- Asked questions – staff didn't hold back.

#1 – Insight From the Eyes of a POA

▶ UNDERMINING TRUST:

- *“We have big problems with Clarence!”*
- Talking down made him shut down.
- He can with an oil-can.

#1 – Insight From the Eyes of a POA

▶ CONNECTING:

- If they feel like they're an inconvenience they won't communicate.
- “Do you prefer it this way or that?”
- Gives power and shows concern, offers security.

#1 – Insight From the Eyes of a POA

▶ VALIDATE:

- Even if they're wrong.
- Validating doesn't mean they're right.
- Simply defuses hostility. *“I can see your upset,” “I understand your concern,” “This is very important to you.”*

#1 – Insight From the Eyes of a POA

▶ WHEN THE POA CAN'T SEE:

- Family members have a hard time seeing mom and dad as frail.
- They become very frustrated with their parents.
- Causes friction between caregiver/staff and POA /family member. (You won't see them as capable.)

#1 – Insight From the Eyes of a POA

▶ DIFFUSING THE SITUATION:

- “Tell me about Mom? What *year* was that?”
- “How do you see her now?”
- “It’s a new season of life for Mom.”

#1 – Insight From the Eyes of a POA

▶ IS THE POA/FAMILY YOUR ALLY?

- Your thoughts on this unique relationship.
- What's worked?
- What hasn't worked?

#2 - Addressing The Resident Bully

▶ CLARA vs. CLARENCE:

- Resident would pursue him.
- Was Clarence a trigger for Clara?
- Bullying is not new.

#2 - Addressing The Resident Bully

▶ BULLYING DEFINED:

- Intentional, repetitive and/or aggressive behavior involving an imbalance of power by another individual with the need to control.
- There are no reliable statistics because of fear/shame in reporting.
- Can happen regardless of age, gender, race, or socio-economic background.

#2 – Addressing The Resident Bully

▶ TACTICS:

- *Yolanda Yeller* – public setting to instill fear in victim & others so they keep silent.
- *Katie Critic* – name calling, taunting, teasing, sarcasm, threatening, criticizing.
- *Freddy Fake-Friendly* – Back stabs, gossips, invents/spreads rumors, ruins reputation.

#2 – Addressing The Resident Bully

▶ TACTICS:

- *Penny Pincher* – pushes, shoving, tripping, kicking, biting, and yes... pinching!
- *Oliver Opportunist* – waits for the person to be vulnerable to pounce. (Back from doc apt, outing and is exhausted.)
- *Paul Pilfer* – removes /damages property of others.

#2 – Addressing The Resident Bully

▶ TACTICS:

- *Minnie Mime* - rude or mean gestures, facial expressions, mimicking.
- *Connie Control* - excludes from social groups, gains a fearful following.
- *Pat Passion* – unwanted sexual advances, invading personal space.

#2 – Addressing The Resident Bully

▶ TACTICS:

- *Gary Gaslighter* – Replaces fact with fiction, creates flaws, results in insecurities.
- *Mary Martyr* – Turns the tables to make the victim the perpetrator and themselves the victim.
- *Jessie Jester* – Makes rude, demeaning, hurtful jokes at the expense of others.

#2 – Addressing The Resident Bully

▶ WHAT MAKES ONE A BULLY?

- Social isolation, personal loneliness, depression.
- Lack of empathy for others.
- Unresolved anger issues magnified in elder years.

#2 – Addressing The Resident Bully

▶ WHAT MAKES ONE A VICTIM?

- Someone who appears weak, vulnerable, looks like they won't tell.
- Someone who's a trigger becomes a target.
- Someone new to the facility – appears as a threat.

#2 – Addressing The Resident Bully

▶ IMPACT ON STAFF:

- Emotionally difficult to witness, guilt for lack of intervention, possible trigger.
- Fear of getting involved because of powerful personality.
- Creates instability. Lack of participation among residents.

#2 – Addressing The Resident Bully

▶ SIGNS/SYMPTOMS:

- Stops riding bus, going into dining room, social settings, withdraws.
- Elevated anxiety around certain residents, depression, exacerbated disease process.
- Expresses desire to move to another facility or “Go home.”

#3 – What You Can Do

▶ DON'T HESITANT:

- Address it immediately with the residents as a group.
- Address it immediately one on one. Find out what's at the core. Professional counselor?
- File an incident report. Ignoring it magnifies it.

#3 – What You Can Do

▶ MUSICAL CHAIRS:

- Don't let them “own” seat in dining room. Don't allow them to save seats.
- Change the seating in a common area disrupting the feeling of ownership.
- Don't coddle the bully. You only give them more power. Own your role.

#3 – What You Can Do

▶ BRING IN THE POA/FAMILY:

- Encourage families to communicate changes (signs/symptoms) in their loved one's behavior.
- Tell the family members whether bully/victim.
- Work with families for a common understanding or solution (sit w/resident in dining room and/or common areas).

#3 – What You Can Do

- ▶ **BRING IN THE POA/FAMILY:**
 - Frustrated POAs/family might want to take matters in their own hands.
 - Be sure they know you're on top of it.
 - Be sure they understand/follow policies and procedures.

#3 – What You Can Do

▶ POLICY/PROCEDURES:

- Instill and enforce specific no-tolerance policies and procedures with clear expectations and boundaries.
- Policy must encourage and make it easier/comfortable for the victim/staff to report.
- Include resolution process such as mediation and consequences for those who continue bullying.

#3 – What You Can Do

▶ POLICY/PROCEDURES:

- Review and update. Make them easily available for all. Train often.
- Enforce policy and procedures with everyone (staff, residents, POA's).
- Zero or spotty compliance = zero impact.

#3 – What You Can Do

▶ HELP FOR VICTIMS:

- Let the victim know they have a voice to stand up for themselves, communicate to staff and family.
- Have a mentor program to new residents under the wing of kind/trusted residents.
- Introduce new residents to others who have common interests.

#3 – What You Can Do

▶ AVOID BEING A TARGET:

- Ignoring tactics eliminates power. Maintain sense of humor.
- Avoid provocations such as interrupting them or forcefully sharing opinion.
- Maintain eye contact (sign of strength, confidence), Stand in their shoes.

#3 – What You Can Do

▶ WISE WORDS:

*“I’ve learned that people will
forget what you said;
people will forget what you did;
but people will never forget
how you made them feel.”*

MAYA ANGELOU, POET, CIVIL RIGHTS ACTIVIST

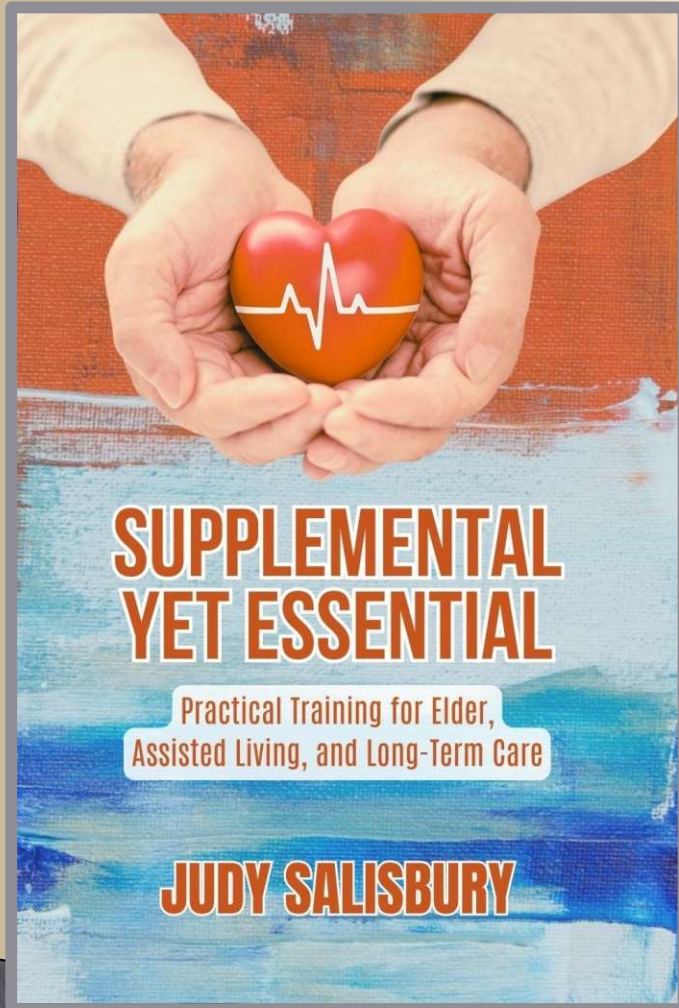
WRAPPING IT UP!

- ▶ Understand the POA and how to tackle bullying between residents.
- ▶ Have more successful relationships with them and residents with each other.
- ▶ For a happier, safer environment for all.

HOW ABOUT YOUR CENTER?

- How have you dealt with bullying in the past?
- What worked?
- What didn't work?

QUESTIONS?



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"Supplemental Yet Essential
is a great read
with great information!"

JOE TORRILLO

Retired FDNY Lieutenant
9/11 Survivor/Motivational Speaker

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