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| Early Stage [stage 1] | Disorientation – Feeling Based [stage 2] |
| Keep in the here and now  Use same style  Everyday Language  Avoid:   * questions * logic/reason * negative words   Keep physical distance  Be friendly but formal  Watch for trauma  Wait to explore feelings  Keep routines – focus on insight when ready | Gain attention  Exaggerate eye contact  Limit distractions  Lower tone of voice  Value talk not sense  Reduce sentences – 6 words  Demonstrate  Look for hidden meanings  Repeat back  Join in their world |
| Repetitive Experience – Sensory Needs [stage 3] | Late Stage – Intense Needs [stage 4] |
| Eye/body contact  Use ambiguity i.e. keep words vague – he/she it  Look to feelings  Quiet  Touch  Voice tone nurturing  Music  Search for meaning in repetition  Sensory contact  Look to attachment needs | Hand tapping  Perfume  Aromatherapy  Head massage  Singing  Favourite food  Clowning – laughter  Warmth/sun  Holding hands/gentle talking  Regular one: one – being there |

Supporting People at Different Stages of the Bridge

Adapted from Naomi Feil: The Validation Breakthrough - Health Professions Press 2002