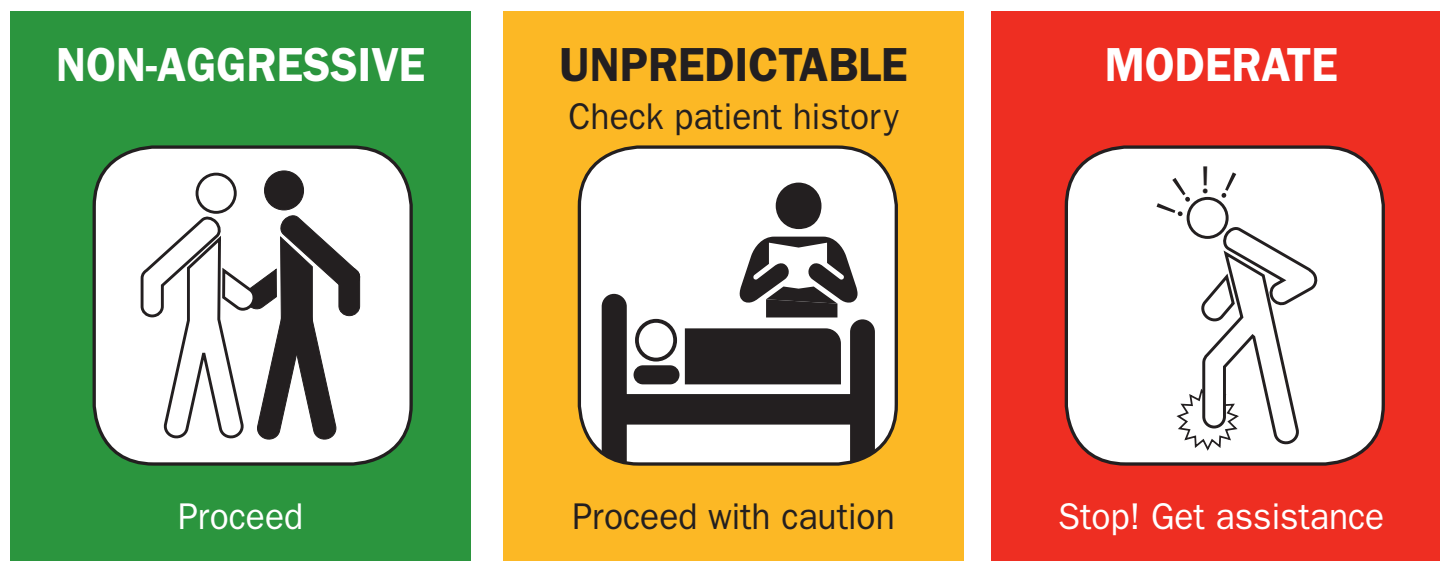


Don't forget to 'PACE' yourself!

Agitation/Aggression

What to observe:

- Does the person have clipped or angry speech?
- What is their speech pattern such as tone, volume and language choice?
- Is there a history of agitated/aggressive behaviour?
- Is the person:
 - Using angry facial expressions?
 - Refusing to communicate?
 - Using threats or threatening gestures?



If the agitated/aggressive behaviour is **UNPREDICTABLE** or **MODERATE** you should **CONSIDER**:

Does the person have an UNMET NEED?

- hunger or thirst
- low energy
- require a washroom; experiencing pain or discomfort
- smelling, hearing or tasting something unfamiliar

Are there any UNRECOGNIZED TRIGGERS associated with the health care worker?

- physical characteristics (e.g. gender, hair colour)
- clothing (e.g. ball cap, eye glasses)
- voice (e.g. tone, pitch, accent)
- etc.

This may be the time to pause and ask yourself: **Is there anything that you can do differently?**
 Do you need to approach the person differently? Maybe alter your communication style?
 Who can support you with this?