

March 3, 2014

**Karen Tyrell, Dementia Consultant and Educator,
Personalized Dementia Solutions,**

Hi Karen,

As an Independent Seniors' Residence providing supportive services to many seniors at varying stages of aging, we were very pleased to have been presented with a workshop that provided us with information and guidance in coping with behaviors related to Dementia.

Our Staff started putting these practices in place immediately by using the '*WHY*' factor to determine the reasons for some of our residents' behaviors, and I've been able to advise them to do whatever works. It was also very interesting that one Family member in particular had already implemented many of the tactics involved in understanding her Mother's behavior. Suddenly it was all becoming so familiar and relative.

I recently had the experience of having an 'Older Adult' Physician talk to me about the validation I used in dealing with a difficult situation with one Senior lady.

The Administrative and Site Staff that attended the workshop also expressed how useful this workshop was to them and that they hope to use your services in the future in determining creative solutions to manage behaviors.

Thank you for bringing this effective and useful information to us in helping us manage challenging behaviors and provide support to our residents with cognitive limitations.

Regards,

**Karen Dupont,
Resident Services Manager,
Chelsea Park**