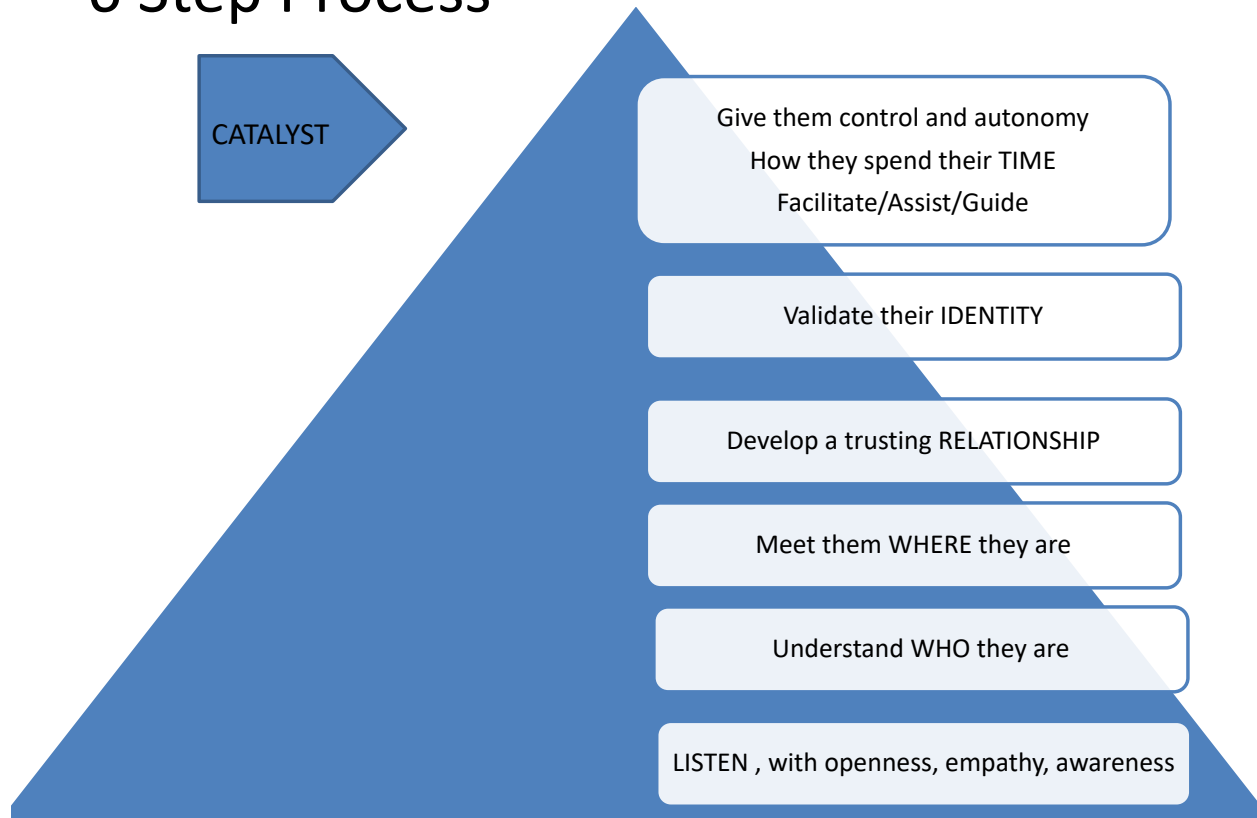


The Engagement Process

The Activity Professional or Care Partner is a Catalyst, “a person or event that quickly causes change or action.”

6 Step Process



The engagement process that is followed to involve a person in a meaningful activity starts with the “CATALYST” actively listening. This means listening without judging, with openness to hear what the person is expressing. Listening to the feelings behind the words, with empathy. This means listening to what is important TO the person, not for them. Awareness includes reading non-verbal messages.

The activity professional or care partner then clarifies WHO the person is. This includes their values, preferences, strengths, habits, interests, involvement patterns, accomplishments, and important relationships.



The “CATALYST” then meets the person where they are, not where we “wish” they would be. We determine what their greatest needs are. Maslow’s Hierarchy of Needs and Tom Kitwood’s Personhood Model provide a foundation for this.

The Activity Professional or Care Partner develops a trusting relationship by listening to the person with genuine interest, not discounting their feelings. “No demands” are placed on the person, which includes both social demands and task demands. Sincere and truthful compliments are given. Patronizing language is avoided.

The uniqueness of the person is understood, their identity is reinforced. The “CATALYST” validates their positive traits and patterns, their accomplishments, their wisdom and their simple pleasures that add meaning to life.

To effectively engage the person in meaningful pursuits, choice is offered, autonomy and self-determination are honored.

The “CATALYST” will **FACILITATE** activity involvement and engagement with those that can make decisions for themselves, such as those in independent living settings.

The “CATALYST” will **ASSIST** with engagement for those that need extra motivation or help to pursue their interests, such as those in assisted living or skilled nursing.

The “CATALYST” will **GUIDE** engagement and participation for those that require help to focus, direction, help with decision making, or simplification and adaptation, such as those with dementia and in a memory support environment.

The process involves presenting the right activity, at the right time, in the right way.

Engagement is being involved, occupied, busy, greatly interested, or having your full attention.