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A five-step approach to sensory capture

The work of caregivers has a strong relational dimension. Caring for someone involves establishing a relationship and requires knowledge and people skills. Sensory capture is a technique that promotes collaboration and reduces defensive and aggressive reactions throughout the care.

1

PRE-PRELIMINARIES

Knock to announce your arrival and avoid surprising the person

Hearing a knock at the door generally means someone has arrived. The sound creates an expectation, and the person is therefore less surprised and better prepared.

- Knock three times and wait three seconds for the person to respond
- Knock three times and wait three seconds (if there was no answer the first time)
- Knock one last time and enter the room

If the person doesn't respond when you knock at the door, approach the bed and knock on the footboard, bed table or chair. It's not the sound, but rather the vibration that will generate a response.



Photo: iStock.com

2

PRELIMINARIES

Establish a relationship by looking at, speaking to and touching the person

At the start of a meeting with someone, preliminaries help create a climate of trust, openness and respect. They demonstrate that the person is important.

- Face the person and keep a good distance (2 to 3 m)
- Make and maintain eye contact with the person
- Speak within 3 seconds of making eye contact
- Quickly extend a hand. If the person doesn't take it, wait 10 seconds and place your hand on a non-sensitive part of the person's body, such as a shoulder or forearm
- Introduce yourself and initiate the relationship before talking about the care



Photo: Jean-François Lemire, shootstudio.ca

“Hello, Mrs. Champagne! You have a beautiful smile this morning. I’m pleased to meet you. My name’s Katy. I’m here to take care of you. We’ll have a nice time together.”



3

SENSORY FEEDBACK

Pursue the relationship during the care

It's a state of well-being in which all senses are stimulated.

- Continue looking at, speaking to and touching the person
- Stimulate the senses
- Encourage the person to participate
- Offer choices
- Describe your movements
- Foster a pleasant experience: use humour, encourage the person, bring up positive thoughts, etc.

“Your grey sweater was a good choice. Lift your right arm to put it on.”

4

EMOTIONAL CONSOLIDATION

Wrap up the care in a positive way

Wrapping up the meeting is an opportunity to leave the person with a pleasant memory and create a climate of trust that will facilitate upcoming care.

- Use comforting words and gestures to accentuate the value of the care, the person and the meeting. For example, saying that the “bath” was pleasant helps create positive associations with the word

“The bath went really well, you really helped me. We had a nice time.”





Photo: Jean-François Lemire, shootstudio.ca

5

MAKE AN APPOINTMENT

Plan the next meeting

This step involves planning the next meeting, accentuating its value and creating a sense of anticipation, while respecting the person's choices.

- Determine when you will be seeing the person again to spend more quality time with her

“We’ll see each other again at noon. I’ll come and help you with your lunch.”



Photo: iStock.com

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