



The Best Friends™ Environment

In a Best Friends environment, staff:

- contribute to a positive and uplifting atmosphere with smiles and affection
- know and use Life Stories
- always put the person before the task
- develop caring, respectful relationships
- take part in activities with engagement
- accomplish personal care with confidence
- address behaviors that are challenging with creativity
- work as a team, helping each other whenever needed
- know how to use the Knack in their interactions with people with dementia