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Never use terms unfamiliar with the client.

Do not order the client to do something.

Encourage positive behavior, not challenging behavior.

Requests should be met when possible.

Saying "no" should be avoided when possible.

Try to find out what is upsetting the patient.

Active Listening.

Never threaten, intimate or challenge.

Do not copy their emotions.

People with ID use the emotions of those around them to
Modulate their own responses.

Adapted from: <http://thenursepath.com>

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