

Dementia Friendly Communication Tips

Speak Clearly

Speak calmly & slowly, allowing the person time to understand the information.

Body Language

Smile, make eye contact, use a friendly tone of voice. Your body language is important.

Listen

Listen carefully to what the person is saying, also think about what they might be trying to tell you.

Show Respect and Patience

Adjust your words and pace to their pace. Give them time to find the right word.

Noise and Light

Move to a quieter area to talk, make sure the person can see you clearly.

Help with Handling Money

Offer help by providing a receipt or assisting to count out money or help with payment.

Finding the Way

They may forget where things are, guide them where they want to go.

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Feeling Lost

Offer to help by asking if they have a ID or if necessary contact the police for help.

Recognizing and Finding Things

People with dementia may forget why they came, offer help and help problem solve.

Making Choices

Too much choice can be confusing. Suggest two or three options the person might like.

Whose Reality?

Never contradict the person, try to find a way to shift the conversation.

Being Predictable

Change can be very difficult and confusing, have a familiar face assist the person.

Do Not Exclude the Person

Do not look past the person, include them in the conversation.

Every Day Can Be Different

What they can do varies from day to day, so how you help may change each day.

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