

## 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.

### Avoid Arguing

Arguing often increases agitation for a person with dementia. Let it be.

### Avoid Correcting or Criticizing

Don't remind the person that they forgot or what they said is incorrect. Try to find the meaning in what they are saying.

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### **Recognizing and Finding Things**

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

### **Do Not Exclude the Person**

Do not look past the person. Include them in the conversation.

### **Making Choices**

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

### **Finding the Way**

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

### **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.

### **Every Day Can Be Different**

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

*Creating a Dementia Friendly Community*

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