



# DEMENTIA FRIENDLY GUIDE

**DEMENTIA** is a general term used to describe a set of symptoms resulting from disease such as Alzheimer's, strokes, Parkinson's, Lewy body, frontotemporal dementia, and more. It can affect memory, thinking, language, personality and behavior.

## APPROACH

- From the front
- Smile
- Make eye contact
- Friendly facial expression
- Open & friendly body language
- Kind tone of voice



## COMMUNICATE

- Speak clearly
- Simplify & slow down
- Short sentences
- Pause between sentences
- Give one direction at a time
- Ask one question at a time
- Repeat
- Re-phrase
- Use gestures



## THINGS TO DO

- ▶ Offer to help
- ▶ Reduce distractions
- ▶ Acknowledge feelings
- ▶ Show acceptance
- ▶ Include
- ▶ Remain calm



## THINGS NOT TO DO

- ▶ Take things personally
- ▶ Ignore
- ▶ Isolate
- ▶ Overwhelm
- ▶ Argue
- ▶ Talk too fast



**PATIENCE IS KEY**



**HAVE IT...SHOW IT...MODEL IT.**



**S** - smile

**L** - listen

**O** - one thing at a time

**W** - words clear

**E** - eye contact

**R** - remain calm

*(Devised by Ginny Nelson, caregiver)*

**For more information please contact:**