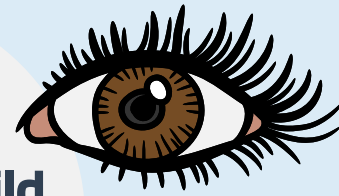


EFFECTIVE COMMUNICATION STRATEGIES

when engaging with a person with dementia



Make eye contact to build connection and attention.

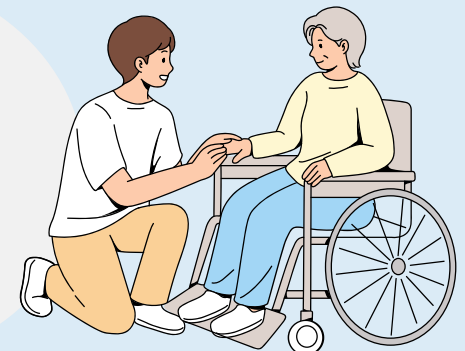
Pay attention to their facial expressions, especially if person is not verbal.

Speak slowly and loudly enough to be heard but maintain a calm and respectful tone.

After permission to touch, use it as a way to provide comfort.

Allow the person time to process words.

Validate the emotions they are feeling and expressing.



Ensure the space is quiet.

Keep your words short and simple to prevent overstimulation and confusion.

Express positivity and smile!

Sit in the silence, it's okay.

Approach slowly from the front.

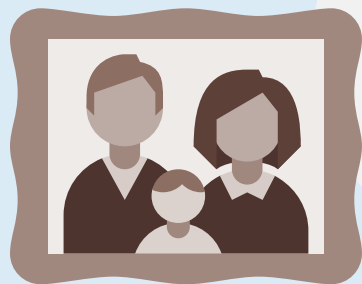


Limit amount of Q's asked, INSTEAD:

- ask yes or no Q's
- provide choice Q's
- don't quiz, contradict, or argue

Provide 1 direction or step at a time.

As an alternative, use pictures, writings, or gestures to explain meaning.



Always ask before moving or touching them.

Place yourself at the person's eye level.

Refer to them by their preferred name.