

Handy hints when communicating with those living with dementia

- D** Dignity is important to me; acknowledge who I am
- E** Empathise with me and treat me as you would like to be treated
- M** Make eye contact and smile at me
- E** Eliminate background noises to help me focus
- N** Navigation may be challenging for me – offer assistance
- T** Treat me with courtesy, respect and consideration
- I** If I seem confused, reassure me
- A** Ask if I need help with my money or bank cards and counting back my change

- F** Find words that prompt my memory if I forget
- R** Repeat your questions if I don't answer
- I** If I am slow to answer, ask if I need help
- E** Explain information simply. Use short questions
- N** Never make assumptions. Dementia is different for everyone
- D** Don't rush me. Take your time and be patient with me
- L** Listen to my concerns and requests
- Y** Your small actions can make a big difference to me



Help us make the Northern Beaches dementia-friendly.

Northern Beaches Dementia Alliance is working closely with Northern Beaches Council to create a safe and inclusive community. This Communication Card has been developed by Dementia Friendly Communities to support local businesses when communicating with people living with dementia or memory problems.

For more information about support services or to get involved visit
dementiaalliancemb.com.au
or contact info@dementiaalliancemb.com.au

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