



SERVING PATRONS WITH DEMENTIA

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OLDER ADULT SERVICES



DEMENTIA FRIENDLY

- Create a safe, supportive environment for patrons
- End the stigma around dementia



Dementia
Friendly
America
DENVER, CO



The Purple Angel



WHAT IS DEMENTIA?

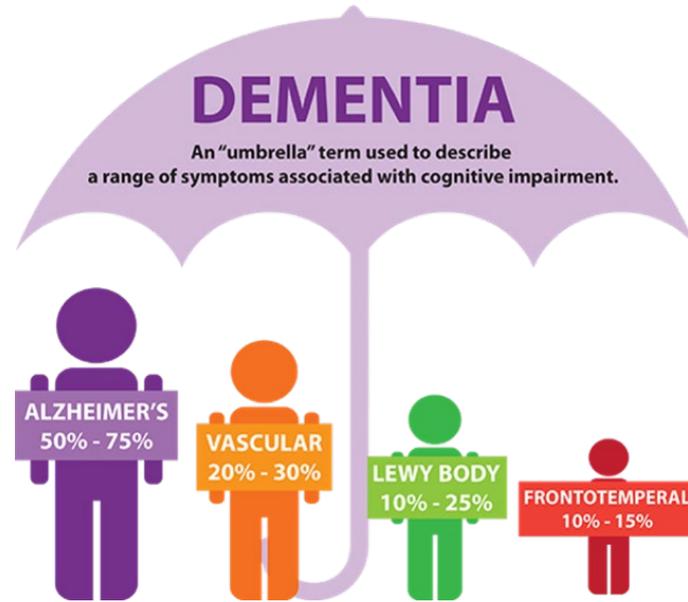


Image courtesy of Dementia Friendly Wyoming at <http://www.dfwsheridan.org/types-dementia>



- Dementia=Brain Failure
- 80-90 dementias
- In all dementias at least two parts of the brain are dying
- All dementias are chronic, progressive and terminal

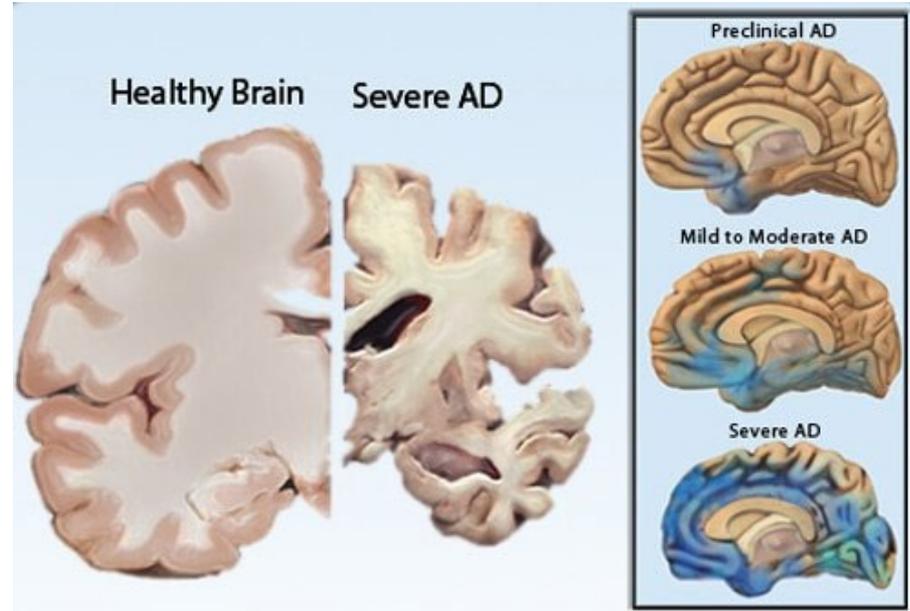


Image courtesy of MedicineNet at https://www.medicinenet.com/dementia_pictures_slideshow/article.htm



WE'RE
NOT
DOCTORS!



10 TIPS FOR COMMUNICATION

1. Smile & keep a calm and kind tone of voice
2. Approach from the front
3. Speak clearly and get down or up to their level
4. Minimize questions
5. Give one direction at a time





10 TIPS FOR COMMUNICATION

6. Give them TIME, don't rush
7. Take them to a quieter, well-lit area if overwhelmed
8. With agitation: Agree, Apologize, Join, Distract
9. Enter their reality
10. Go with the flow



SCENARIO #1

A patron asks you for help getting a book. You talk together and see the book needs to be placed on hold. While you are explaining this the patron loops back to the beginning of the conversation and asks for the same book. How would you proceed?



THE QUEUE JUMPER



SCENARIO #2

A patron looks lost and very worried. You ask her if you can help and she says she doesn't know where she is.

How would you proceed?

- Other behaviors and challenges
 - Shadowing
 - Lurking
 - Strong emotions that don't fit the context



Image courtesy of Alzheimer Society at <https://alzheimerlondon.ca/>



READER'S ADVISORY



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