

The Challenge

Individuals living with Alzheimer's disease or another form of dementia may face these challenges:

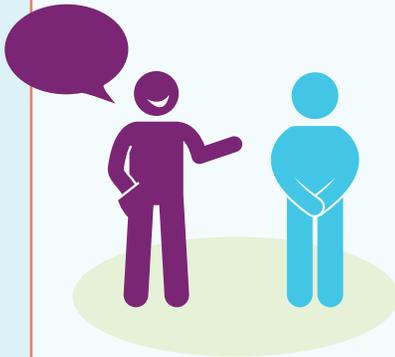
- Feeling unfamiliar with their surroundings and possibly becoming disoriented
- Difficulty describing what they want
- Problems paying or making change, or misplacing a wallet
- Trouble finding the right words

The Response

Here are tips for what you can do:

1

Keep a calm environment and demeanor.



- Speak clearly and calmly
- Use simple short sentences
- Try different words
- Keep choices to a minimum

2

Listen closely and react with sensitivity.



- Listen carefully to the person
- Suggest a word if necessary
- Go at their pace
- Use a friendly tone
- Respect their personal space

3

Respond.



- Approach the individual slowly from the front
- Use a comforting tone of voice
- Offer to help the person with the transaction
- Offer to call a relative or close friend for assistance