



Case Studies

Retail Business

A customer appears to be having a difficult time selecting an item. When they do select the item, they turn and walk slowly to the exit. You approach this person before they leave the business. What do you say/do? If they argue with you or become agitated, what strategies can you use to calm the situation?

Faith Community

A long-time congregation family has mentioned memory changes with their mother. One week the family group attends a service. In the middle of the service, the mother stands up and wants to leave. She is very vocal about needing to leave, gets out of the pew, and loudly walks out. How can you support her and the family? What can you do right away to be sure she is safe?

Local Government Office

A community resident comes in with a bill in their hand and you believe they are here to pay the bill. The person looks confused and then becomes distracted and starts to wander toward the offices of staff members. How do you approach this person and what do you say/do? How do you move the person back to the public area of the offices?

Community or Social Service Organization

A regular volunteer who has early stage dementia comes to help with an event for your nonprofit organization. They become frustrated about not completing the task and not doing it well. They begin to talk loudly about their frustration. What strategies can be used in this situation?

General (substitute any setting for "store")

Option 1:

A customer who you have recently seen in the store with a family member is concerned because they cannot find their wallet/purse. The person has asked other people (sometimes repeatedly) in the store if they have seen the wallet/purse. The customer is sure that someone took it. What strategies can be used in this situation?

Option 2:

Your friend's mother is at the checkout and seems confused about handling money and paying for her items. She wants to pay in cash and has opened her wallet. She gives you too many big dollar bills. What do you say/do?



Option 3:

You notice a person standing in the middle of an aisle and staring straight ahead. They have been there for a few minutes without moving or they appear to be waiting for someone. How do you approach this person and what do you say/do?

Option 4:

A community member approaches the counter but appears to have forgotten why they are there or what they need. What strategies can be used in this situation?

Other

A long-time community resident has served on many committees and leadership groups. His area of expertise is finances. He has helped prepare budgets and done audit preparations. One year he made numerous mistakes on the budget. The next year he was very confused and disorganized. How can you support him and his family?

Notes:

