

Supporting Individuals with Dementia: Tips for First Responders

Approaching

- Approach **slowly and calmly** from the front to avoid startling them.
 - Clearly **introduce yourself** and maintain a **reassuring** demeanor.
 - Give them **extra time** to process and respond.

Communication

- Use **simple, direct language** and repeat phrases exactly if needed.
 - Acknowledge their emotions.
 - If they become distressed, calmly validate their feelings and offer a distraction.

Reasoning

- Provide **brief** explanations.
- Offer **straightforward** choices to help them feel in control.
- If they react negatively, stay **patient & flexible.**

When interacting with individuals experiencing memory loss or cognitive challenges, it's important to recognize that their reactions are based on their perception of reality. As a first responder, adapting your communication style can help ensure a safer and more positive outcome.



- Avoid approaching loudly
- Avoid **rushing** them
- Avoid speaking from behind
- Don't approach in a way that will startle someone with reduces peripheral vision

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- Avoid arguing
- Don't' **reason** with them
- Avoid speaking from behind
- Don't approach in a way that will **startle someone** with reduces peripheral vision



• Avoid **blaming**

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- Don't remind them that they forgot
- Don't take things personally
- Don't question or test their memory



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