

Understanding one another

- ✓ I notice the feelings of the person and take them seriously.
- ✓ I accept the person's agreement or refusal.
- ✓ I neither correct nor disagree, e. g. by saying "Your mother died a long time ago".
- ✓ I don't take unfriendly, inappropriate or rude remarks about me personally.
- ✓ I take care not to "educate", "warn" or "punish".
- ✓ I cultivate confidentiality and distance.
- ✓ I encourage by appreciative words and I show respect and esteem.

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Life in old age

A brief guide to dementia

On the sensitive and regardful
dealing with dementia patients

Making the right approach

- ✓ I always approach the person from the front.
- ✓ I hold eye contact and remain at eye level.
- ✓ I speak in a friendly fashion; if possible, addressing the person as "Mr./Ms. Family name".
- ✓ I watch carefully if the person wants to shake my hand; if so, I am tactful in my handshake.
- ✓ I pay attention to gestures and facial expressions of assent or refusal.
- ✓ During a conversation, I stay in the person's field of vision.
- ✓ I do not do two things at the same time, e. g. serving a meal while asking questions.
- ✓ I describe precisely what I want to do, e. g. I give notice before I move the wheelchair.
- ✓ Before entering the person's room, I knock at the door. I respect privacy.

Communicating respectfully

- ✓ I transmit calmness.
- ✓ I talk slowly and clearly but not too loud.
- ✓ I speak respectfully on the adult level and I use the formal term of address.
- ✓ I speak clearly about myself and avoid the patronizing "we".
- ✓ I make clear what I say by intonation, miming and gestures. I demonstrate actions.
- ✓ I give the person time to understand. I adapt to his/her pace in all things and do not mock his/her unusual reactions or remarks.
- ✓ I never talk about the person to others as if he/she was absent.

Communicating clearly

- ✓ I use simple and short sentences.
- ✓ I give unequivocal information.
- ✓ I ask questions that can be answered by yes or no.
- ✓ I avoid arguing.
- ✓ I do not ask why, e. g. "Why didn't you inform me?"
- ✓ I avoid questions of knowledge, e. g. "What is the capital of North-Rhine-Westphalia?"
- ✓ I avoid questions concerning the short-term memory, e. g. "What did you have for lunch today?"