MAKING CHOICES
Too much choice can often be confusing for someone with a Dementia. Ask what they want, but limit what you say to just a couple of choices e.g. coffee or tea.

Watch out to see if they are regular customers and make a note of their likes/dislikes so that you can help them when they next visit your premises. Give time if offering choices or show the person the options so they can understand what you are offering and help them to make their own decisions.

The person may be confused and say something that does not make sense to you. Avoid making them embarrassed or feel foolish by contradicting them. Try to find a way around the situation by offering just one item.

RECOGNISING THINGS
The person may have forgotten what they came into your premises for, or they may have a list but are struggling to find what they want. Offer to help them find things and, if they seem to be choosing large amounts, guide them in to thinking how much they need. The person may not be able to follow simple directions and may need you to guide them where they want to go.

HELP WITH HANDLING MONEY
It can sometimes be very difficult for someone with a Dementia to handle money. Should they need support, offer to help by counting their money out and giving a receipt.

HELPING WITH NAVIGATION
Sometimes people with a Dementia may forget where things are or forget where they live. Should someone appear to be lost and distressed, offer to help by checking with them if they have an address on them. The Police can help if someone appears to be lost.

FEELING SAFE
Where possible, try and arrange for the same person/people to support the person with Dementia when they visit your premises but remember they may not recognise or remember what they have spoken about on a previous visit. Saying the word “remember” can often cause more confusion for the person because they know they cannot always remember!
People with a dementia may visit your shop, business, club or workplace. Sometimes they will need extra assistance to help them to use your services.

Here are some simple tips that may help you to make your place a dementia friendly environment.

**SPEAK CLEARLY**
Talk calmly and slowly with short sentences to give the person time to understand what you are saying. Avoid using questions and giving lots of choices. Where possible, talk in a noise free, non-distracting place avoiding loud music and television.

Sometimes the person may be searching for a word however, be careful not to interrupt or finish their sentence for them. Try and put yourself in their shoes to support their needs and be in their reality, not yours! It can be extremely frustrating if someone gives you lots of information all at once and you cannot understand or retain it.

**LISTEN**
Carefully listen to what the person has to say, giving plenty of encouragement, whilst looking out for other clues of what they might be trying to communicate.

Sometimes the odd word in a sentence may give you a clue! Sometimes someone with a Dementia may translate what you are saying to them in a different way and therefore the reply you receive may not make sense unless you listen carefully.

**BODY LANGUAGE**
The first thing someone sees is your body language and someone with a Dementia will interpret the message on your face more easily than the words you say.

Smile warmly, make eye contact, make sure you are at the person’s level, use a friendly tone and respect their personal space. Making someone feel welcome will enable them to engage very quickly with you and also help them feel safe.

**NOISE**
Many of us can be easily distracted or have difficulty listening if there is a lot of noise around us. Someone with a Dementia is likely to find this even more challenging. Reduce unnecessary noise or move to a quieter area.

**LIGHTING**
Make sure the lighting is good so the person can see what is around them creating a warm and safe atmosphere with little or no shadows.

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