

# 12 Tips For Caring For People Who Are Experiencing Memory Difficulty

## 1 Get to know the person

- Know their likes and dislikes
- Gather their life story
- Have (3) points of conversation



## 7 Keep it quiet

- Stop and listen
- Reduce conflicting noises
- Avoid crowds and lost of noise



## 2 Smile! - they'll notice:

- Your emotional state
- Your body language
- Your tone of voice



## 8 Do not argue

- Go with the flow
- Acknowledge what they are saying
- Telling them they are wrong may have a negative effect



## 3 Remember to slow down

- Provide care in a relaxed manner
- Enable them to do things themselves
- Keep it simple for them



## 9 Engage and encourage

- Engage them in a meaningful activity
- Set up activities to succeed
- Thank them for their engagement



## 4 Introduce yourself

- Let the person know who you are
- Tell them why you are there for them
- Obtain permission to assist with care



## 10 Consider safety

- Approach them calmly & safely
- Keep a safe distance
- Allow yourself an exit



## 5 Communicate clearly

- Make one point at a time
- Glasses & hearing aids used if needed
- Use an interpreter if needed



## 11 Distract

- Talk or yearn about their life
- Give them something to do
- Provide a relaxed environment



## 6 Step back

- Leave the area when they are aggressive
- Reassess and try again later
- Try to identify the trigger of the behavior



## 12 Talk with others

- What has/has not worked?
- Talk about what has happened
- Record what you did

