

APPROACH

- **From the front, let them see your face**
- If policy allows, no hat
- **Smile**
- **Relax**
- **Don't come too close** unless invited

COMMUNICATE

- Put **hand up** as if to say **hello and wave**
- Introduce yourself, "**Hi, I'm Scott.**"
- **Wait** for them to **respond**
- **Give them space**, stay in front of them - remember their field of vision is directly in front
- **Ask permission to help**
- Even if you don't understand them, **smile and agree**
- **Repeat what they say** or nod your head in agreement, "**I know it must be hard being out here alone...**"
- Tell them you are so sorry they are upset, **ask what you can do** to help them
- The situation may be one that would allow you to ask them for help
- **Use guiding handhold** to move beside lost person and begin to guide them in the direction you want to go

REMEMBER: They will not remember what you said or what you did for them, **but they will remember how you made them feel.**

**UAMS**Donald W. Reynolds
Institute on Aging

CENTERS ON AGING

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DEMENTIA QUICK TIPS

- **Dehydration can happen quickly** and can cause delirium, or dementia symptoms to worsen. Offer the person some water once you have them in a safe location.
- Loose change, a deck of cards or silly bands can **help keep a person occupied** while you work on getting them to safety. Ask them to sort items based on color, suit or number.

Find a Center on Aging or Schmieding Home Caregiver Training Program near you:

El Dorado, Pine Bluff, Texarkana, Fort Smith, Helena, Jonesboro, Springdale, Little Rock



Alzheimer's Association 24/7 Helpline

1.800.272.3900

This helpline provides reliable information and support to those who need assistance.



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