

C.A.R.E.S. RESOURCE

Dementia Communication

When they:

Try this:

Not this:

Say hurtful or inappropriate things...

Please don't talk to me like that.
Look for the underlying trigger.

Dramatic shushing or shaming.
Assume inappropriate comments are your loved one's real personality.

Say I want to go home...

Hear home as a feeling. "I'm scared" or "I'm uneasy."
You're safe with me.

But you are home / this is your new home now.
Disregard their feelings.

Act aggressively...

A calm response and pleasant expression.
"Everything's all right now."
Assess what was happening before and after the event.

Take it personally and act aggressively in return.
Continue doing whatever is causing the behavior and disregard the individual.

Follow you everywhere...

Maintain a routine.

Confront them and ask them why they are following you.

Hallucinate or hear things that are not there...

Remember that most hallucinations are harmless.
Use empathic phrasing. "That must have been scary."

Correct or try to prove logic.
Tell them they are hallucinating and hearing things.

Don't recognize you...

Introduce yourself. "Is this a good time to visit?"
Allow yourself to grieve.

Say "You know who I am."
Bury your feelings.