



Dementia Friends Ohio

Adapted from Dementia Friends Minnesota
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What is Dementia Friends?

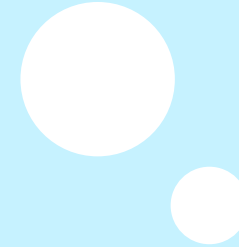


- Dementia Friends is a **social action movement** developed by the Alzheimer's Society in the United Kingdom
- The Dementia Friends program focuses on **five key messages**
- To become a Dementia Friend, you need to understand the five key messages and then **commit to a dementia-friendly action**



Activity

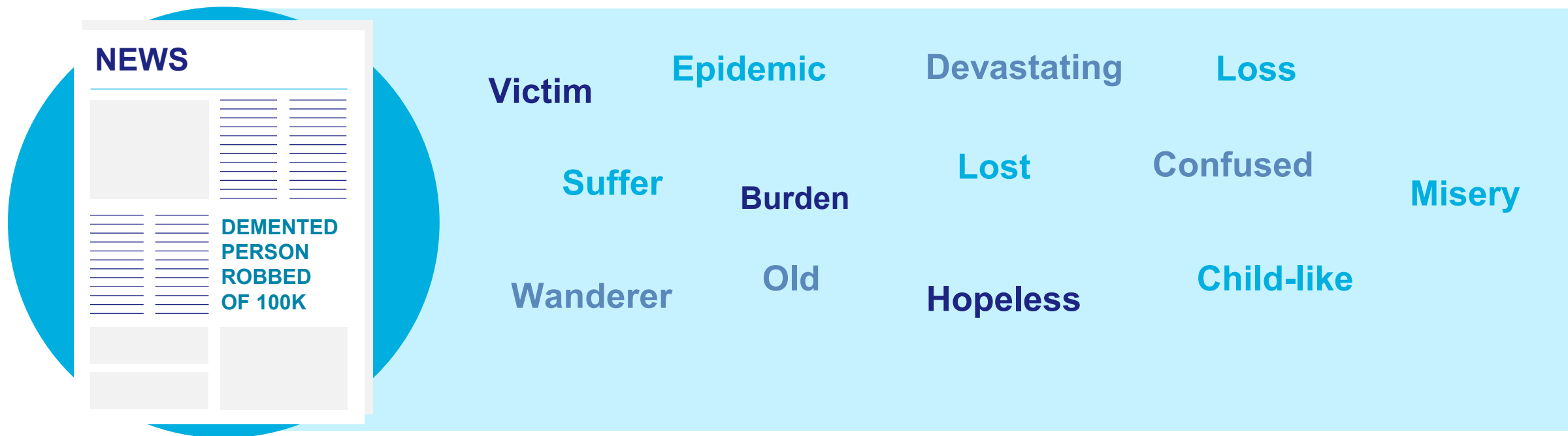
What are the
first words you
think of when
you hear
the word
'dementia'?





Perceptions of Dementia

You may find that your words are mostly negative, but don't worry...



This is unfortunately how society often views and talks about dementia.



Dementia Friends Trailer

<https://youtu.be/7z9YFe3jzCk>





Dementia Friends Ohio Sector Specific Versions

Dementia Friends Ohio has been adapted for various sectors within a community

To engage each sector effectively, we have tailored language, data, and examples within the Dementia Friends program to fit their specific needs

The Dementia Friends program can support learners from different professions, under one sector.

Ex: The hospital version can be shared with administrative staff, clinical teams, social work, lab services, etc.



Dementia Friends for...

- Aging Service Providers
- Airports
- Court Investigators
- Dental Providers
- Faith Communities
- First Responders
- Habitat for Humanity
- Hospitals
- Hospital Volunteers
- Individuals Living Alone
- Individuals Living in Incarcerated Settings*
- Individuals Living with Intellectual and Developmental Disabilities*
- Intellectual and Developmental Disabilities
- Legal Aid
- Legal and Financial
- Libraries
- Long Term Care Ombudsman
- Meal Providers
- Ohio Department of Rehabilitation and Correction*
- Outpatient Settings
- Pharmacists*
- Senior Centers
- Stephen Ministers
- Students 3-6 (Intergenerational)
- Students K-2 (Intergenerational)
- Transportation Providers
- Veterans
- Zoos

** created in collaboration with specific organizations*



Dementia Friends Cultural & Language Adaptations

- American Indian and Alaska Native Communities
- Arabic
- Chinese (Simplified and Traditional)
- French
- Haitian-Creole
- Hmong Korean
- Native American
- Nepali
- Portuguese
- Russian
- Samoan
- Spanish
- Urdu
- Vietnamese





Dementia: What You Should Know

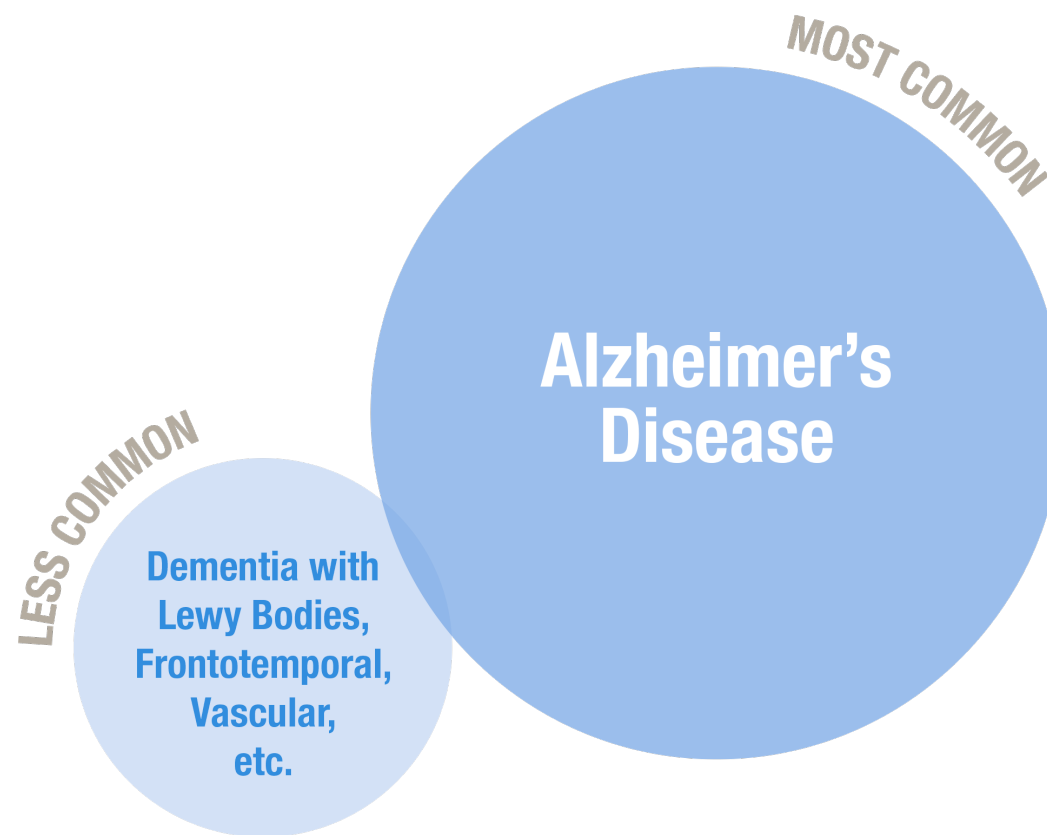


- Dementia is **NOT** a specific disease
- Overall “umbrella” term describing a **wide range of symptoms** associated with a decline in memory, language and other thinking skills severe enough to reduce a person’s ability to perform everyday activities



Dementia: What You Should Know

- **Alzheimer's disease** is the most common type of dementia and accounts for 60 to 80 percent of cases
- **Other types of dementia** include Dementia with Lewy Bodies, Frontotemporal, Vascular, etc.

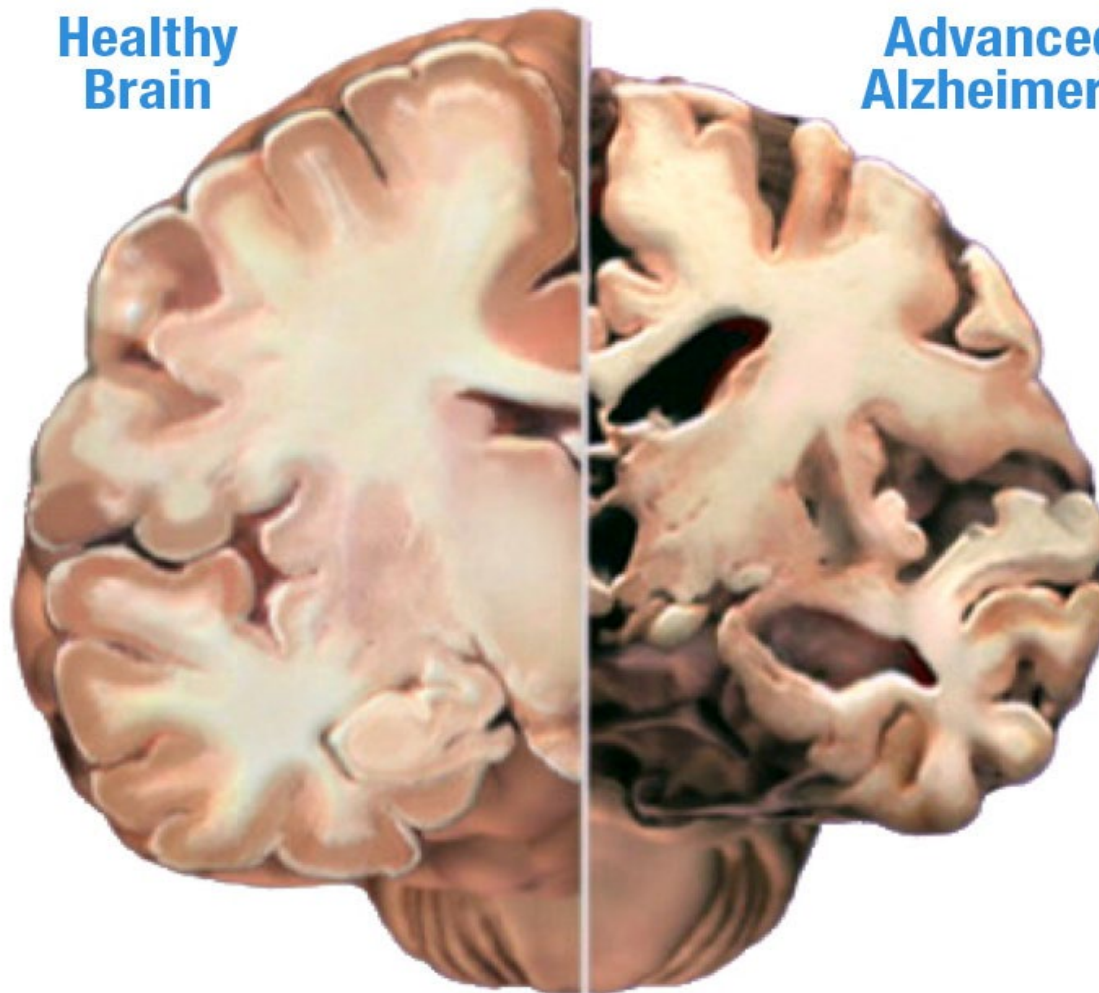




Healthy Brain vs. Alzheimer's Brain

Healthy
Brain

Advanced
Alzheimer's





The Bookcase Story

<https://youtu.be/6a-NcX02wHg?si=vlq2GOMJGIdjy6j9>





10 Early Signs and Symptoms of Dementia

Dementia symptoms vary depending on the cause, but there are some common signs and symptoms.

Some of the following symptoms may be due to non-dementia conditions such as stress, pain, medications, infection, metabolic disorders, etc.





1st Early Sign and Symptom of Dementia

Memory loss that disrupts daily life

- Forgetting recently learned information
- Repeating questions or stories
- Forgetting important dates, events, tasks and routines

Typical Aging:

- Sometimes forgetting names or appointments but remembering them later





2nd Early Sign and Symptom of Dementia



Challenges in planning or solving problems

- Difficulty scheduling medical appointments, shopping trips
- Not renewing prescriptions or paying bills in a timely manner
- Needing medical care, but not seeking or refusing care

Typical Aging:

- Missing your 6-month dental appointment due to a scheduling error/mistake



3rd Early Sign and Symptom of Dementia

Difficulty completing familiar tasks at home, at work, or at leisure

- Difficulty completing household chores
- Challenges meeting self-care needs

Typical Aging:

- Needing occasional help to use the settings on a microwave or buttons on a remote





4th Early Sign and Symptom of Dementia

Confusion with time or place

- Arriving very early, late or missing appointments, outings, events
- Losing track of month, year

Typical Aging:

- Confused about the day of the week but recalling it later





5th Early Sign and Symptom of Dementia



Trouble understanding visual images and spatial relationships

- Challenges judging distances affecting driving
- Bumping into furniture; tripping, falling
- Difficulty dialing the phone, placing a call

Typical Aging:

- Vision changes related to cataracts



6th Early Sign and Symptom of Dementia

New problems with words in speaking or writing

- Difficulty finding the right words
- Challenges with tracking and participating in conversations
- Easily distracted during conversations
- Difficulty writing and/or reading words



Typical Aging:

- Sometimes having trouble finding the right word



7th Early Sign and Symptom of Dementia

Misplacing things and losing the ability to retrace steps

- Inability to search for misplaced items
- Putting items in non-typical places

Typical Aging:

- Misplacing things from time to time and retracing steps to find them





8th Early Sign and Symptom of Dementia



Decreased or poor judgment

- Giving away money inappropriately
- Lack of awareness for personal safety
- Dressing inappropriately for weather
- Walking away; getting lost

Typical Aging:

- Making a poor decision occasionally



9th Early Sign and Symptom of Dementia

Withdrawal from work or social activities

- Disengagement with social and community groups
- Refusing to allow visitors into residence

Typical Aging:

- Sometimes feeling weary of work, family and social obligations





10th Early Sign and Symptom of Dementia



Changes in mood and personality

- Mood swings
- Shift in personality

Typical Aging:

- Developing very specific ways of doing things and becoming irritable when a routine is disrupted



5 Key Messages

1.



Dementia is not a natural part of aging.

2.



Dementia is caused by diseases of the brain.

3.



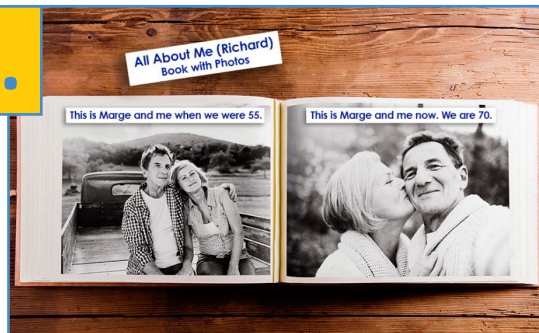
It is not just about losing your memory.

4.



It's possible to live well with dementia.

5.



There is more to the person than the dementia.



5 Key Messages

<https://www.youtube.com/watch?v=4oIrRTayLJw&feature=youtu.be>



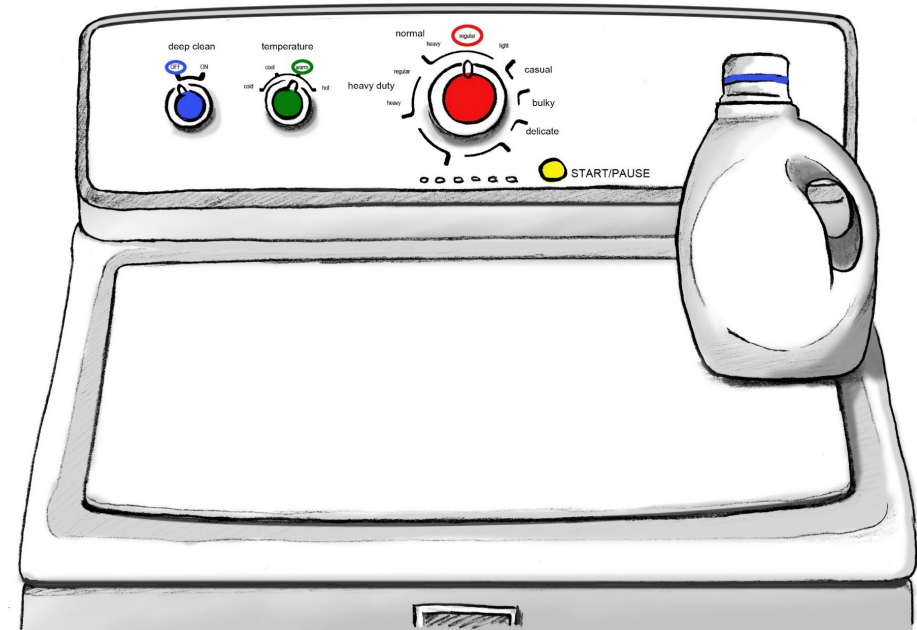


Everyday Tasks

Everyday tasks may seem simple, but if you think of all the steps involved in sequence, *it can be a lot to remember.*

Directions:

1. Open lid and place dirty clothes in washer
2. Fill cup to blue line with detergent
3. Pour detergent into washer
4. Close washer lid
5. Press yellow START button





Everyday Tasks

Write a step-by-step instruction list to complete the task of brushing your teeth:



Everyday Tasks

Write a step-by-step instruction list to complete the task of brushing your teeth:

- Locate bathroom
 - Which bathroom, if more than one?
- Open door
- Turn on light
- Locate toothbrush
 - On the counter, in drawer or cupboard – which one?
- Turn on water
 - Hot or cold, or mixture of both? How do handles operate?
- Wet toothbrush



Everyday Tasks

Write a step-by-step instruction list to complete the task of brushing your teeth:

- Turn off water
- Locate toothpaste
 - On the counter, in drawer or cupboard – which one?
- Take lid off toothpaste
 - Set lid down
- Squeeze toothpaste on brush
 - How much toothpaste? Which end of brush?
- Recap toothpaste
- Put toothbrush in mouth
 - If electric, turn on



Everyday Tasks

Write a step-by-step instruction list to complete the task of brushing your teeth:

➤ **Brush teeth**

Uppers first? Then where? How long in each area? Do I sing a song or say the alphabet in my head?

➤ **Turn off toothbrush and/or set it down**

➤ **Rinse**

Turn on water, use cup or cup hands, turn off water

➤ **Spit**

Where – several receptacles to choose from

➤ **Floss**

Where is floss located? How much do I use?



Everyday Tasks

Write a step-by-step instruction list to complete the task of brushing your teeth:

➤ Rinse

➤ Mouthwash

Where is this located? Take off cap. Pour into cup. How much do I use?

Rinse and spit steps

➤ Denture care

Where are products located? How much of each do I use? Clean and store denture or clean and soak? How long does it soak?

➤ Finishing Up

Put all products back where you found them, clean off sink and counter, turn off light, shut bathroom door



Communication | Practical Support Tips



Facial Expressions

Eye contact

Body language

Don't stand too close

Don't cover your mouth



Talking

Speak clearly and calmly

Short, simple sentences

Slightly slower pace

Avoid speaking sharply or raising your voice



Listening

Listen carefully

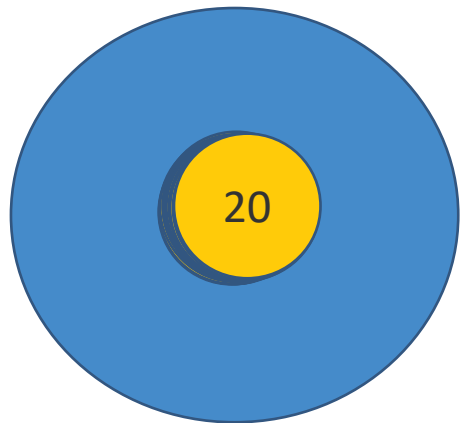
Encouragement

Visual clues



Communication Tips:

WHEN COMMUNICATING WITH SOMEONE WITH DEMENTIA



- **Treat the person with dignity and respect.**
Avoid talking past the person as if he or she isn't there.
- **Be aware of your feelings.**
Your tone of voice may communicate your attitude. Use positive, friendly facial expressions.
- **Be patient and supportive.**
Let the person know that you are listening and trying to understand. Show that you care about what he or she is saying and be careful not to interrupt.



Communication Tips:

WHEN COMMUNICATING WITH SOMEONE WITH DEMENTIA

- **Offer comfort and reassurance.**
If he or she is having trouble communicating, reassure that it's okay and encourage the person to continue.
- **Avoid criticizing or correcting.**
Don't tell the person what he or she is saying is incorrect. Instead, listen and try to find the meaning in what is being said.
- **Avoid arguing.**
If the person says something you don't agree with, let it be. Arguing usually only makes things worse and often increases agitation for the person with dementia.





Conversation Tips:

WHEN COMMUNICATING WITH SOMEONE WITH DEMENTIA

- **Offer a guess.**
If the person uses the wrong word or cannot find a word, try guessing the right word. If you understand what the person means, finding the right word may not be necessary.
- **Encourage nonverbal communication.**
If you don't understand what is being said, ask the person to point or gesture.





Communication Tips:

INITIATING CONVERSATION



- **Come from the front, identify yourself, and keep good eye contact.** If the person is seated or reclined, go to that level. It may help the individual to see your whole face.
- **Call the person by their preferred name** to get their attention.
- **Use short, simple phrases** which contain seven words or less. Avoid sudden changes in topics.



Conversation Tips:

INITIATING CONVERSATION

- **Repeat information once, if necessary**
Then, try simplifying your statement.
- **Limit questions**
When questions are necessary, ask one question at a time.
- **Speak slowly and clearly**
Use a gentle and relaxed tone.
- **Patiently wait for a response**





Conversation Tips: DURING THE CONVERSATION



- **Provide a statement rather than ask a question.**
For example, say *“The bathroom is right here,”* instead of asking, *“Do you need to use the bathroom?”*
- **Avoid confusing and vague statements about something you want the person to do.**
Instead, speak directly: *“Please open the door”*
- **Name an object or place.**
For example, rather than *“Here it is,”* say *“Here is your hat.”* Use people’s names, not *“he”* or *“she.”*



Conversation Tips: DURING THE CONVERSATION

- **Turn negatives into positives.**
Rather than, *“Don't go there,”* say, *“Let's go here.”*
- **Give visual cues.** Point or touch the item you want the person to use or begin the task for him or her.
- **Try using written notes/pictures** as reminders if the person can understand them.
- **Avoid quizzing.** Reminiscing may be healthy, but avoid asking, *“Do you remember when?”*





Five Key Messages

Dementia is not a natural part of _____

Dementia is caused by _____ of the brain

Dementia is not just about _____

It is possible to _____ with dementia

There is _____ to the person than the dementia

more

diseases

live well

aging

losing your memory



Turn Your Understanding Into Action

As a Dementia Friend, I will... (select at least one or create your own)

- ☐ *Offer support to caregivers of people living with dementia*
- ☐ *Offer support to people living with dementia*
- ☐ *Get in touch with someone I know living with dementia*
- ☐ *Volunteer for an organization that helps people living with dementia or their caregivers*
- ☐ *Make my home more dementia friendly*
- ☐ *Encourage my friends to become dementia friendly*
- ☐ *Be more patient with people living with dementia when out in the community*



Turn Your Understanding Into Action - Continued

As a Dementia Friend, I will... (select at least one or create your own)

- ☐ *Make my workplace more dementia friendly*
- ☐ *Campaign for change (e.g., by participating in local advocacy events)*
- ☐ *Volunteer to participate in a clinical trial*
- ☐ *Ask my doctor for a cognitive assessment during my annual physical exam*
- ☐ *Make environmental changes in my organization or public space (e.g., establish places to rest or quiet rooms and spaces; maps/signage; lighting; contrasting surfaces).*
- ☐ *Get more information about dementia*

Other(s) _____



5 Habits to Boost Brain Health



- **Sleep:** Aim for 7–9 hours nightly; keep your room cool, dark, and tech-free before bed.
- **Nutrition:** Follow the [MIND diet](#) (focus on berries, leafy greens, nuts, whole grains, olive oil, and fish)
- **Emotional Well-Being:** Reduce stress through social connection, meditation, nature, etc.
- **Physical Exercise:** Move regularly – HIIT (high-intensity interval training) or brisk walking can improve memory and reduce dementia risk.
- **Cognitive Fitness:** Challenge your brain — learn new skills, languages, or hobbies to build neuroplasticity.
- **For more examples and resources, visit Hilarity for Charity's Website:**
<https://wearehfc.org/brainhealth/>



Dementia Friends – Staying Connected

Ohio Council for Cognitive Health: www.ocfch.org
Dementia Friendly America: <https://dfamerica.org/>



Facebook:

- [Dementia Friendly Ohio](#)
- [Ohio Council for Cognitive Health](#)



Instagram:

- [@ohiocouncilforcognitivehealth](#)
- [@dementiafriendlyamerica](#)





Quick Tip Sheets

<http://ocfch.org/quick-tips/>

- What Is Dementia?
- Brain Health
- Self-Care
- Effective Communication with People Living with Dementia
- Supporting Memory
- Understanding Responsive Behaviors
- Dementia Friendly Home
- Hiring Home Care Help
- Hand in Hand Ohio
- Walking about (a.k.a Wandering)
- Memory Books
- Declutter



YOUR LOGO
HERE



Helping Ohioans living with dementia, along with their loved ones, care partners and broader community, live with meaning, purpose and joy.

Effective Communication with People Living with Dementia

To have the most success during activities and conversations with people with dementia, care partners will need to adjust their style of communication so it is easier for the person with dementia to understand and follow the conversation. Here are some tips that will ensure success.

Consider This

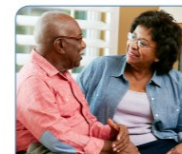
Sometimes it is hard to remember that our loved one with dementia is struggling each day to communicate with us. Here are some points to remember about communication and dementia:

- The person is trying very hard to make sense of what is going on in the environment.
- The person may be embarrassed, scared or frustrated about not understanding conversations or directions.
- The person is not forgetting information on purpose or trying to annoy you.
- The person may not be aware of one's own actions or behaviors.
- The person with dementia is an adult with a lifetime of experiences and adult desires and needs. We should always treat them and speak with them as adults, not as children. For example, when considering our choice of words, we should use terms like "brief" instead of "diaper".

Talking Tips

Here are some tips for communicating with someone with dementia:

- Find a quiet space with a small group of people.
- Be calm and positive.
- Approach them slowly from the front.
- Make eye contact.
- Be okay with silence.
- Slow down. Allow time for a person to think of words rather than jumping in to suggest words for them.
- Use touch to help initiate an activity. For example, place your hand over the other person's hand, or pick up a pitcher of juice and assist them in pouring the juice into a cup.
- Use touch to provide comfort or direction.
- Try to validate their thoughts, feelings and concerns. Validating does not mean agreeing. It means saying things like, "That sounds like it was very scary," or "That would make me mad too."



- Try to go with their version of events and validate the emotions behind the content of what they are saying. For example, they may believe their child is coming to see them later in the day, and you know their child is not. Ask questions about their child instead of arguing with them that their child is not coming. Tell a story about your own child and then try and redirect to an activity that meets the emotional need. Maybe help them write a letter to their child.
- Speak with simple, clear, brief and direct words. Try using more nouns and less pronouns. For example, "your coat is over there", instead of "it's over there."
- Use pictures, writings and gestures to convey meaning.
- Give one direction at a time and demonstrate exactly what you would like the person to do. Don't overwhelm with lengthy explanations.
- Ask yes/no questions, such as, "Would you like to set the table with me?"
- Give choices, such as, "Would you like to wear the red shirt or the blue shirt?"
- Never quiz, argue with or confront a person with dementia.



Starting a Conversation

Use the Right Approach

1. Say hello and state your name (if the person has trouble with names.)
2. Notice something about them. For example, say you like their shirt, or that someone told you that they like sailing.
3. Ask a question about what you noticed, such as, "This color blue in your shirt is my favorite. Do you have a favorite color?" or, "I don't know how to sail, is it hard to learn?" The key here is to ask a question that is interesting to them, but not one they need to use recall to answer. For example, you might not want to say "I heard you like sailing. When did you start sailing?" because that question requires recall.
4. They may answer questions with short words but not ask you questions back. That is okay! You can continue to ask simple questions or tell them a story from your life or about something you have read about the topic you are talking about.

Aids to Conversation

Some people with dementia may not talk much, or they may have one-word responses. This is fine, and yet it can feel uncomfortable to not have a conversation that goes back and forth. Also, some people have a hard time paying attention to a conversation at all.

So, look for aids to conversation in your environment to help you:

Talk about a piece of art on the wall. "I love the color in this painting. What colors do you see in this painting? What do you think that dog is looking at?" Asking them questions about art is a great way to engage in conversation because the art prompts words, images and memories for the person. Take their answers as they come. Do not correct the person, whatever they say about the artwork is fine. Coffee table books with photos of topics they love are great aids to conversation and connection.

www.ocfch.org

1

www.ocfch.org

2



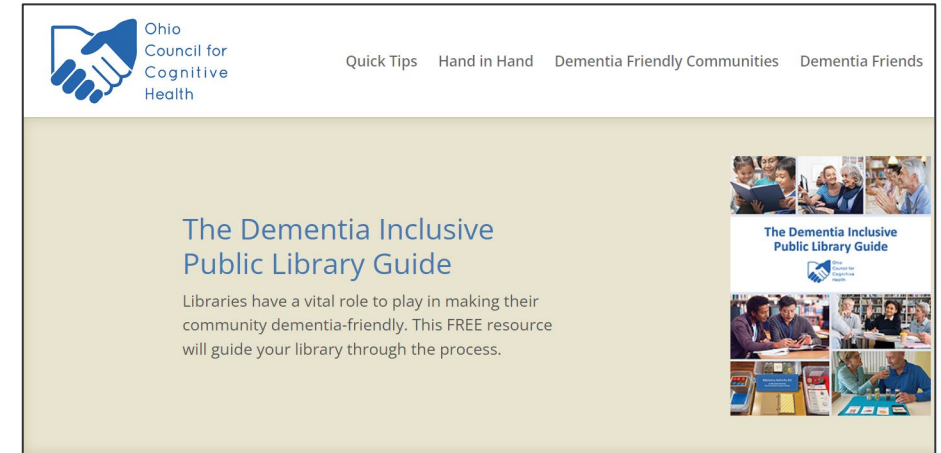
Quick Tip Videos

Visit our website or [YouTube channel](#) for all videos



Resource: The Dementia Inclusive Public Library Guide

- Dementia Friends are encouraged to use & share this Guide with all sectors to foster dementia-friendly spaces, programming, and more. This Guide also includes the instructions and templates for Memory Activity Kits that include 70+ inclusive activities.
- Ideas are designed for any community group—no library affiliation required
- Perfect for organizations aiming to create welcoming, inclusive environments for people living with dementia
- **Get your FREE download here:**
<https://ocfch.org/dfc/the-dementia-inclusive-public-library-guide/>





Ohio Dementia Resources

Resource Name	Website/Phone Number
Adult Day Ohio	https://adulthoodohio.org/ (614) 228-0885
Long Term Care Consumer Guide	https://ltc.ohio.gov/
Ohio Adult Protective Services	http://jfs.ohio.gov/County/County_Directory (614) 466-1213
Ohio Area Agencies on Aging (including Senior Centers)	http://aging.ohio.gov/FindServices (866) 243-5678
Ohio Association of Senior Centers	https://ohioasc.org/
Ohio Council for Cognitive Health	http://www.ocfch.org/



Ohio Dementia Resources (cont.)

Resource Name	Website/Phone Number
Ohio County Veterans Service Office	http://dvs.ohio.gov/main/county-veterans-service-offices.html (614) 644-0898
Ohio Department of Job and Family Services (including Medicaid)	http://jfs.ohio.gov (614) 466-1213
Ohio Department of Mental Health and Addiction Services	https://mha.ohio.gov/get-help (614) 466-2596
Ohio Long-Term Care Ombudsman Program	http://aging.ohio.gov/Ombudsman (800) 282-1206
Ohio's Long-Term Care Quality Navigator	https://aging.ohio.gov/care-and-living/long-term-care-quality-navigator/home
Transportation Providers (Ohio Transit Agencies)	http://www.dot.state.oh.us/Divisions/Planning/Transit/Pages/OhioTransitAgencies.aspx



National Dementia Resources

Resource Name	Website/Phone Number
Alzheimer's Association	https://www.alz.org (800) 272-3900
Alzheimer's Foundation of America	https://alzfdn.org (866) 232-8484
Alzheimer's.gov	https://www.alzheimers.gov/
Association for Frontotemporal Degeneration	https://www.theaftd.org (855) 360-0202
Centers for Disease Control and Prevention Alzheimer's & Dementia Information	https://www.cdc.gov/alzheimers-dementia/index.html
Dementia Action Alliance	https://daanow.org/



National Dementia Resources (cont.)

Resource Name	Website/Phone Number
Dementia Care Central	https://www.dementiacarecentral.com
Family Caregiver Alliance	https://www.caregiver.org (800) 445-8106
Grandfamilies.org	https://www.grandfamilies.org (202) 289-3979
Lewy Body Dementia Association	http://www.lbda.org (800) 539-9767
Medicare (including long-term residential care search)	https://www.medicare.gov (800) 633-4227
National Alliance for Caregiving	https://www.caregiving.org (301) 718-8444



National Dementia Resources (cont.)

Resource Name	Website/Phone Number
National Alzheimer's and Dementia Resource Center (NADRC)	https://nadrc.acl.gov
National Institute on Aging's Alzheimer's Disease & Related Dementias Center	https://www.nia.nih.gov/health/publication (800) 438-4380
National Association of Adult Day Services	https://www.nadsa.org/locator (703) 256-2084
National Task Group on Intellectual Disabilities and Dementia Practices	https://www.the-ntg.org/ (516) 741-9183
Project Lifesaver	https://projectlifesaver.org (877) 580-5433
Social Security Administration	https://www.ssa.gov (800) 772-1213



Questions and Additional Information

Ohio Council for Cognitive Health

www.ocfch.org

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- *Hilarity for Charity, <https://wearehfc.org/>*
- *Minnesota Act on Alzheimer's. (2017). Best Practices to Simplify and Optimize Dementia Care for Health Care Providers (PowerPoint Presentation)*
- *Minnesota Act on Alzheimer's. (2017). Best Practices for Optimizing Dementia Care for Care Coordinators (PowerPoint Presentation)*
- *Minnesota Act on Alzheimer's. (2017). Managing Dementia Through the Continuum (PowerPoint Presentation)*



THANK YOU

for helping to make this world more dementia *friendly*.

