

COMMUNICATION TIPS:

Body Language & Dementia Care

01



START THE CONVERSATION: Just because someone with dementia may not start a conversation, doesn't mean that they don't want to be included. Look for body language signs that they want to interact - and even if you don't see the signs, take a moment to say hello.

02



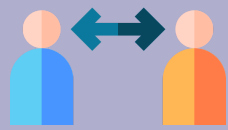
RESPOND TO THEIR TONE: If someone comes to you and is happy, reflect that happiness. If they are upset, respond with compassion. If they have something to say, show interest and explore what they are saying. Your default tone should be warm and pleasant.

03



REFLECT THEIR WORDS: Paraphrase or repeat what they are saying, to show that they are being heard and valued. e.g. if they say "I hate it here!" say, "You hate it here. I'm sorry to hear that. How can I make it better for you?"

04



RESPECT PERSONAL SPACE: Do not touch people when they are not expecting it, and don't crowd them or stand over them. This can be intimidating and uncomfortable. Get to eye level whenever you can.

05



BE CONSISTENT: Your tone, gestures, facial expressions and words should match. If your words say "nice to see you" and your tone and expression say "You are bothering me", the words won't matter.