



## FOR ALL CASES

### Use the TALK tactics

- T**ake it slow.
- A**sk simple questions.
- L**imit reality checks.
- K**eep eye contact.

A person living with dementia may be easily agitated or afraid. Tell the person you are there to help.

### Address firearm safety

When speaking with a caregiver, ask if there are weapons in the home where the person with dementia lives. If so, advise the caregiver to remove firearms altogether. If that is not possible:

- » Store the weapon in a gun safe or locked container.
- » Store the key in a safe location.
- » Store the gun unloaded, with a safety lock.

## WANDERING CALLS

Recognize wandering by looking for these clues a person may need help:

- » Blank or confused facial expression.
- » Inappropriate attire.
- » Unbalanced or shuffling gait.
- » Unaware of unsafe actions or situations.
- » Age (Dementia is more likely with advanced age, but can also affect those under age 65).

## DRIVING CALLS

Help ensure a positive resolution to a driving incident.

- » Issue a citation to create a paper trail.
- » Do not let the person drive home.
- » Follow local agency protocols for reporting the incident to the DMV.

## ABUSE AND NEGLECT CALLS

Situations of abuse and neglect can be complicated and require careful response.

- » If the person is injured, transport to a hospital immediately.
- » If the person is not injured but in immediate danger, move them to a safe location (preferably a hospital if in compliance with agency policy).
- » If the person is not in immediate danger, offer referral to available resources.
- » Always involve Adult Protective Services.

## SHOPLIFTING CALLS

If a person living with dementia unknowingly walks out of a store without paying:

- » Attempt to resolve the issue with the store manager instead of arresting the person and filing criminal charges.
- » Inform the person's caregiver about the incident and recommend the person be accompanied on future shopping trips.

## DISASTER RESPONSE

To move a person from danger and help keep them calm in evacuation situations:

- » Avoid physical force or restraint.
- » Be creative to get the person to act as needed.
- » Provide one-on-one instruction.
- » Deliver step-by-step directions using simple language.
- » Try to relocate the person to a quiet place.
- » Use distraction by giving the person a simple task.
- » Ensure the person is watched, at all times, to prevent wandering.

## RESOURCES

These tips are part of the Alzheimer's Association® "Approaching Alzheimer's: First Responder Training" online education program. Learn more at [alz.org/firstresponders](https://www.alz.org/firstresponders). Other resources for you and your community members include:

- » Association 24/7 Helpline: **800.272.3900**
- » Website: [alz.org](https://www.alz.org)®
- » Safety Center: [alz.org/safety](https://www.alz.org/safety)