

## Communicating with a person who has Alzheimer's disease

- Approach the person from the front.
- Move slowly and gently, and try to avoid startling the person.
- Establish and maintain eye contact at face-to-face level.
- Identify yourself by name.
- Smile
- Speak in a low-pitched, soft voice.
- Give brief, one-step directions and break down the tasks.
- Keep tasks simple and manageable.
- Ask questions requiring only yes and no answers.
- Praise successes and emphasize the positive.
- Use as few words as possible, and be direct.
- Be patient and reassuring.
- Avoid pushing the AD person, allowing plenty of time for a response. Repeat the question or statement again, exactly as it was phrased the first time. If there is still no response, reword the request.
- Use non-verbal communication, including nods, smiles, pats and gestures.
- Use familiar words and cues.
- Minimize noise and distractions.
- Remain calm and reassuring if the AD person becomes agitated. Do not become impatient and force the person to talk. Take a break, and try again in a few minutes.