



Improving the Physical Environment

Staff Support & Assistance Tip Sheet

A dementia-friendly environment is not only about physical design. Staff should be approachable, visible, and easy to identify.



Visible Staff

Ensure staff visibility with large, readable name badges or lanyards.



Staff Training

Train staff in dementia awareness so they can respond with patience and empathy.



Clear Assistance

Provide easy ways to get help, such as clearly marked service desks and proactive greetings.



Help Points

Consider help points or call buttons in larger libraries for quick assistance.



Dementia-Friendly Note:

Keep support visible, approachable, and consistent across the library.