



Dementia-Friendly Communication

Communication Tips



What is Dementia?

Dementia is a group of neurological conditions that affect memory, thinking, communication, and daily functioning. Alzheimer's disease is the most common type. Dementia is not a normal part of aging.

Your Communication Checklist

Individuals living with dementia may experience changes in memory, processing speed, communication, and sensory interpretation. Clear, supportive communication is the most effective tool for reducing confusion and promoting positive outcomes.

- ✓ Identify yourself and explain you are there to help
- ✓ Use the person's preferred name
- ✓ Make eye contact at their level
- ✓ Speak slowly using short, simple sentences
- ✓ Ask one question at a time
- ✓ Allow extra time for responses
- ✓ Use calm tone and reassuring body language
- ✓ Show empathy—do not argue or correct
- ✓ Use visual cues, gestures, or write things down if helpful



Dementia can impact how patrons interact with library staff, spaces, and technology.

Dementia-Friendly Note:

Emotions are contagious. A calm, patient presence supports safety and cooperation.



Community Partnerships & Supports

Our Local Resources



Partnering with local organizations helps support programming, staff training, and patron referrals for individuals living with dementia and their care partners.

Area Agency on Aging (AAA):

Memory Disorder Clinic:

Alzheimer's Association /
Dementia Support Nonprofit:

Healthcare or Geriatrics Providers:

Faith-based or Community
Organizations:

Other Local Resources:

✓ How To Use Partnerships

- ✓ Host and/or support dementia-friendly programs (presentations, memory cafés, support groups)
- ✓ Provide referrals for patrons and family care partners
- ✓ Staff training and dementia sensitivity education
- ✓ Obtain community and educational resources for displays

i National and Statewide Contacts

Alzheimer's Association 24/7 Helpline
800-272-3900

Elder Helpline
800-963-5337