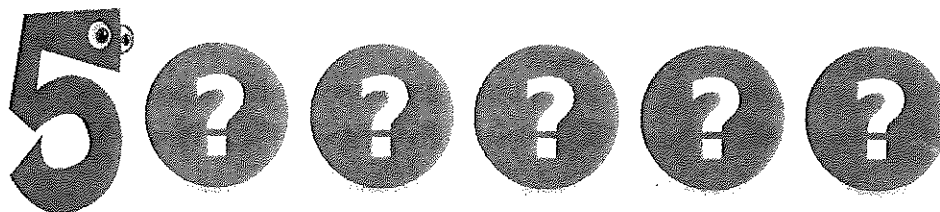


Orlando Health Center for Rehabilitation
D.E.A.R. Program
Dementia Education and Resources

(No specific medical advice given. Examples and ideas only and should be used with discretion on individualized basis)

~ Basic information and tips ~



When a person experiencing dementia is upset, sad, worried, frustrated, how do you help?
What do you do?

- **Answer these questions**, “What helps you when you are sad, worried or upset and **you are not taken seriously?**” “How do **you feel** when this happens?”

People experiencing dementia have feelings, they don't want to be dismissed just like you don't want to be dismissed when you have a problem. People experiencing dementia also carry memories with them (at least for a while) just like everyone. These events may not have been pleasant and may be recurring.

This is worrisome for caregivers as this person believes the event is occurring at that moment, **perceives it is real** and is living through the event again or maybe repeatedly. Maybe the perceived event is serious or unsettling. Involves a child being left alone or lost, or her purse has been stolen. Maybe she is late for work or late leaving work to go home and believes her son is home alone. It might be that he believes his wife just passed away.

How do you help?

This is an opportunity for caregivers to

- reassure the person experiencing dementia,
- to help that person believe everything is okay or will be okay soon.
- this is an opportunity for caregivers to bring peace and calm to the person experiencing dementia.

Here is a solution that **may** help. Remember this may not work every time or at all. And may not work with every person experiencing dementia. We still need to try.

First and most importantly take the situation **seriously!** **Listen** intently, **pay attention** to what that person is saying, how that person is feeling, what that person is doing.

1. Gain the person's attention. **Only focus on the person.**
2. Ask **serious questions.**

Contact: Judy Skilton, CADDCT, CFRDT, CDP, ACC, DEAR Program, Orlando Health Center for Rehabilitation, 1300 Hempel Avenue, Ocoee, FL 34761; judy.skilton@orlandohealth.com