



**Dementia-Friendly
Massachusetts and the
Massachusetts Alzheimer's Initiative**

Signs of Dementia/Alzheimer's

- Blank or confused facial expression
- Trouble finding words or putting together a complete sentence
- Inappropriate attire
- Difficulty with ambulation (poor balance, shuffling)
- Unaware of surroundings or personal safety

People with Dementia/Alzheimer's

- Are prone to hide or wander
- Are easily agitated
- May respond with resistance or anger if rushed, hurried, or pressured

COMMUNICATION TIPS & TECHNIQUES:

When Initiating Interaction:

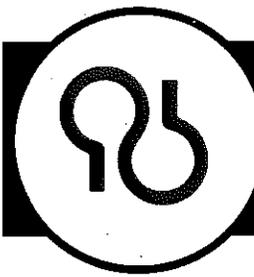
- Approach from the front at eye-level
- Use a calm, low (volume) voice
- Make and maintain eye contact
- Identify yourself
- Use their name (if possible)

Don't:

- Don't try to reason or explain
- Don't deny expression of emotion (fear, anger, sorrow)
- Don't take their accusations personally
- Don't argue or correct them
- Don't use the word "no"

Do:

- Offer comfort, reassurance, & encouragement
- Use simple language and short sentences
- Connect and engage
- Pay attention to their emotions and non-verbal communication
- Give extra time for the person to process what you are saying and to respond
- Respond creatively rather than practically



**An estimated 120,000 people
in Massachusetts have
Alzheimer's disease**

COMMUNITY RESOURCES

Alzheimer's Association MA/NH Chapter

24/7 Helpline: 800.272.3900

Available 24 hours a day to help families and professionals with any questions related to Alzheimer's disease and related Dementias. Visit alz.org/MANH.

The 24/7 Helpline provides information and referrals for:

- Advocacy**
- Adult Day Health**
- Alzheimer's Assisted Care Plans**
- Clinical Consults and Care Plans**
- Clinical Studies-Providing Free Healthcare**
- Education Programs**
- Elder Law & Legal Services**
- Family Support Programs**
- Home Care Services**
- Home Delivered Meals**
- Multilingual Services**
- Programs for Wandering**
- Online Resources**
- Options Counseling**
- Respite and Caregiver Support Programs**
- Specialized Community Health Care Plans**

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alz.org/MANH

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Massachusetts/New Hampshire Chapter