

TOP TIPS TO MAKE YOUR SHOP MORE DEMENTIA FRIENDLY



Ask whether you can help and if so, how?



Offer reassurance



Be patient and allow extra time



Ask direct questions, e.g. "What would you like me to do"?



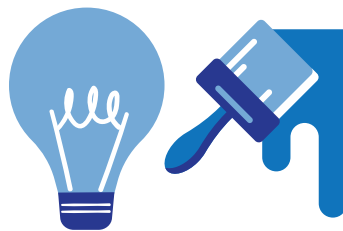
Speak clearly and calmly using short, simple sentences



Listen carefully and if required, repeat back to your customer to check you're understanding



Have mutual coloured threshold mats



Good lighting and plain walls or floors with mutual patterns



Know your organisation's alternative procedures, e.g. If someone forgets the pin number for their credit or debit card and you suspect they need assistance to remember, what can you do?