

# COMMUNICATION



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- ◆ Eliminate Distractions
- ◆ Speak Slowly and Clearly - Use Warm Friendly Voice
- ◆ Face the Person & Make Eye Contact
- ◆ Don't be Condescending or Treat like a Child
- ◆ Keep Pitch of Your Voice Low
- ◆ Give Clear and Simple Directions
- ◆ Listen - Listen - Listen
- ◆ Don't Talk about the Older Adult in Front of Him/Her
- ◆ Be Positive - Focus on What the Older Adult Can Still Do
- ◆ Encourage and Reinforce

# Communication Issues

## Communicating with a frail Older Adult

- ◆ Eliminate Distractions
- ◆ Speak Slowly and Clearly - Use Warm Friendly Voice
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## For those with Memory Loss/Confusion

- ◆ Slow Down
- ◆ Use Short and Simple Words and Sentences
- ◆ Use Repetition - Use Exact Words
- ◆ Request only one Task or Step at a Time
- ◆ Don't Use Questions Requiring Memory
- ◆ If Difficult to Understand:
  - Repeat Back What You Think You Heard
  - Respond to the Emotional Tone
- ◆ Be Aware of Your Body language

# Dementia

## Management Concepts

- ◆ Maintain consistent, regular routines
- ◆ Give direction slowly - step by step (task breakdown)
- ◆ Make eye contact - speak slow & simple
- ◆ Use a slow and calm approach
- ◆ Use verbal, visual & environmental cues
- ◆ Compensate for sensory loss
- ◆ Use of touch & humor when appropriate

**NOTE:** Everything is trial and error and should constantly be re-evaluated.