



DEMENTIA INCLUSIVE PACKAGE



The
**Dementia
Society**

Ottawa and Renfrew County

Important Note

After you complete this audit, please fill out this quick survey to indicate your completion:

<https://forms.gle/TbwppENUG9Yf7cNY6>

Your Information

Your name: Mike Marcill

Name of your business/service: Giant Tiger Arnprior

Date of training: May 11, 2022

Share a Story

Do you have a memorable experience interacting with an individual living with dementia?

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Acknowledgments

We are proudly funded by the Government of Ontario



Thank you for working with the Dementia Society of Ottawa and Renfrew County.

With your help, we can make Ottawa a better community for persons living with dementia and their caregivers.

“I don’t want to be treated differently from other people, I want people to **act with understanding.**”

- Person Living With Dementia

“**Kind words, time and attention** go a long way! If people treat people well, it’s about **consideration.**”

- Person Living With Dementia

“If someone is wearing a badge or clear uniform, **I know I can approach them** without a reaction.”

- Person Living With Dementia

Why These Accommodations

The accommodations this kit recommends were chosen after extensive consultations with persons living with dementia, caregivers, organization leaders and business owners.

They are important to persons living with dementia & caregivers and are practical for businesses to implement.

They are divided into three categories

- Accommodations in Physical Environment
- Accommodation in Organization
- Accommodations in Products & Services



Instructions For This Kit

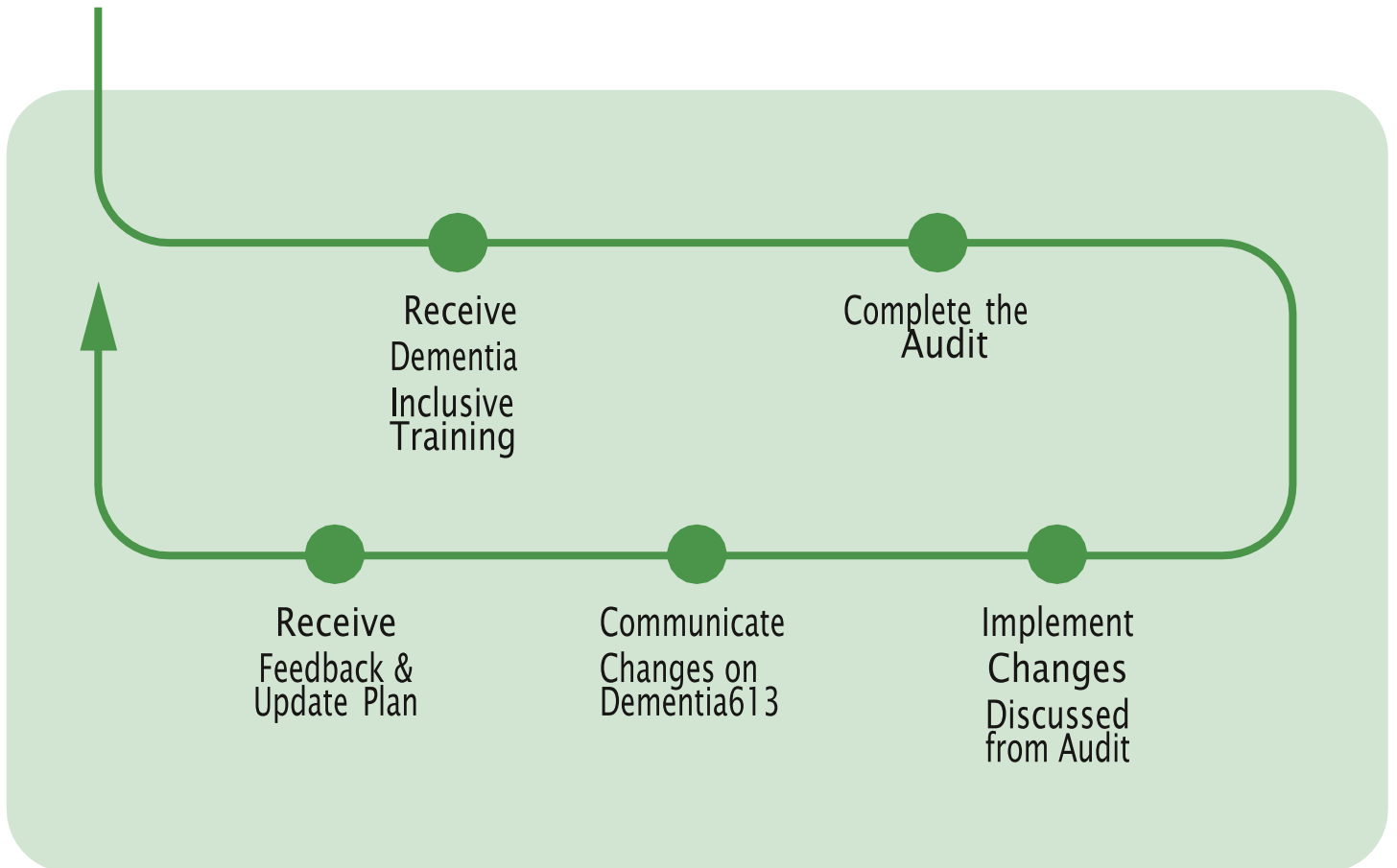
Activity One: Building & Organization Audit

Conduct a building audit using Building Audit Activity and conduct an organizational audit using Organizational Audit Activity

Activity Two: Make Dementia Inclusive Plan

Translate the results from the building and organization audit into a short-term and long-term changes for your business/service.

Long-Term Instructions



Dementia Signs and Symptoms

10 Warning Signs: Could this be dementia?



Memory loss
that affects
day-today
activities



Challenges with
performing
familiar tasks



Confusion
about time
and space



Challenges
with language



Challenges
with abstract
thinking



Misplacing
items



Changes
in mood or
behaviour



Changes in
judgment



Loss of
initiative



Changes to
personality

For more information or even if you're just concerned, contact:
(613) 523-4004 or 1 (888) 411-2067 | DementiaHelp.ca

Communication Tips

10 Tips to Communicate Well with a Person Living with Dementia



1

Approach the person from the front.

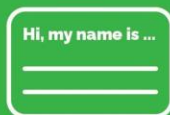
If they are seated, go down to that level.



2

Identify yourself.

Tell them your name and offer to help.



3

Maintain eye contact.

It will help them focus on what you're saying.



4

Address the person by name.

Speak slowly and clearly.



5

Present one idea at a time.

It will help them understand.



6

Repeat or rephrase the person's responses.

This can help clarify what they are trying to tell you.



7

Ask "yes" or "no" questions.

Allow time for a response.

**Yes
No**

8

Use gestures.

They can help back up your words.



9

Listen actively.

Acknowledge their emotional state.



10

Let the person know if you are going to touch them.

It will help them understand.



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(613) 523-4004 or 1 (888) 411-2067 | DementiaHelp.ca

Building Audit — completed August 16, 2022

Parking

- X Accessible parking – changes in elevation between curbs and sidewalk are well marked in yellow
- X Parking lots and sidewalks are paved and flat – there is a ramp for accessibility



Entrance

- X Entrances are clearly visible and obvious
- X Exterior is well lit
- X Ramp
- X Automatic doors
- X Entrance has employees around and is visible – suggest removing the taller merchandise bin right as you come in to make room for wheelchairs
- ☐ Entrance has a clear map of premises – no map/layout, however there is an employee greeting each customer and helping them find their way



Signage

- X Clear signage – signs are yellow with black font – the best choice for people living with dementia
- Signs are in both official languages – **English only signs – note that Arnprior is a predominantly English speaking town**

Navigation

- X Open walking space clear of obstacles and clutter – **merchandise is well organized and free of clutter**
- X Floor plan with simple, clear walking routes - **store layout is a race track with 5' aisles**
- X Contrasting wall, floor, and decor colours – **walls are yellow with black lettering indicating where to find each department**



Lighting

- X Lighting is consistent and natural where possible
- X Minimal shadows, glares, and pools of light
- X Lightning is appropriate for space usage



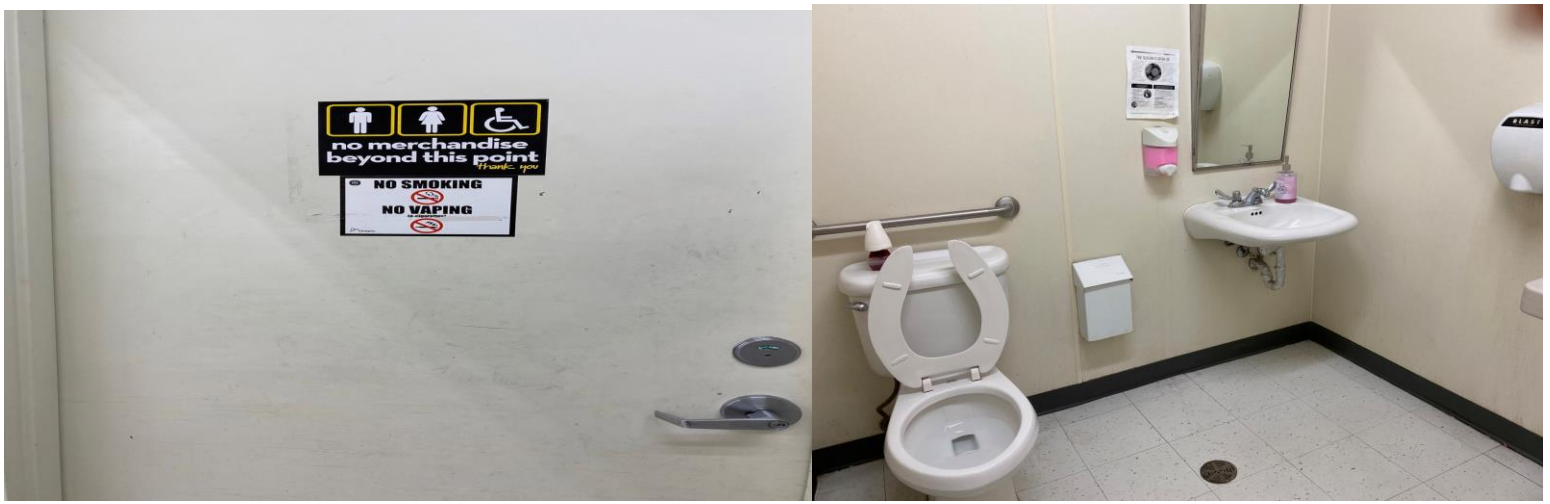
Flooring

- X Any level of changes are clearly marked
- ☐ Any level of changes have handrails and non-slip surfaces – n/a
- X Flooring surface is plain and consistent – entrance has 3 different types of flooring, steel grate, tiling and carpet – this may be confusing for a person. The carpeted area after entering is good as it covers the entire floor from wall to wall, however, the flooring changes to tile which has black & yellow squares randomly placed. This will cause confusion and some persons may think that the black tiles are holes....*this is Corporate flooring using the Corporate colours
- X Flooring surface is not slippery when wet – any spills are cleaned up right away



Rooms and Washrooms

- X Large and unisex family washrooms where a caregiver can help out – the bathroom is large enough for a caregiver to assist
- X Important items in the bathroom has a contrasting colour so that they stand out – the bathroom has a white floor, a white toilet, a white sink making it very difficult for people to distinguish between what is what. Recommend hanging a picture of a toilet above the toilet and having a mirror that is outlined in black.



Seating

X Seating available – there is no seating inside the store. Recommend adding a bench just outside the washroom and near the front entrance

Seating is contrast to the floor, wall, and surroundings

Quiet Space

X Minimal background noise – there is no quiet space. Recommend creating a small area where clients can go if they become confused. Make sure that the area has seating available.

X Relaxed hours – the store does not offer schedules relaxed hours because 60% of the clients are seniors and the store will open early and close a little later if clients need this. During COVID they delivered to their clients.

Organizational Audit

Internal & Staff Accommodations

X Customer service staff did dementia inclusive training – a small group completed the training in May

- ☐ Non-front-facing staff did dementia inclusive training
- ☐ Ongoing dementia inclusive training
- ☐ Employees are aware of flexible working and specialist support determine number of employees with dementia or caregiver

Mike intends to train up all of his staff – both customer and non-customer facing as part of the implementation plan

Information Provision & Signposting

- ☐ Information for staff on how to support customers with dementia – recommend placing the info graphic cards “Warning Signs of Dementia” and Communication Tips” in the staff lunch room
- X Information for customers living with dementia on business website

Accommodations in Programming & Processes

- ☐ Opportunity to disclose dementia and/or request accommodation
- ☐ Communicate available accommodation
- ☐ Provide written summaries of key information

This is in development

Community Engagement

- X Business hosts activities
- X Raise awareness for dementia charities

This location is very active in the community and provide their support in any way possible

Accommodations in Products & Services

- X Flexible products and services (ex. easy rescheduling or exchanges)
- X Wide product or service range
- X Options to bring product or services to customers

Wide product selection making returns and exchanges easy. Provided delivery service to clients during COVID and will do so for those clients that are unable to get out of the house

Overall, this is an amazing store with a dedicated manager. They know their clients and strive to make every shopping experience extraordinary. During the training session Mike shared a story about a lady who has dementia and comes into the store every day to buy things for her grandchildren.

Her daughter called Mike to ask him to stop her mom from buying things for the grandchildren because they don't need them. Mike was not comfortable telling the lady that she could not shop for the grandchildren any longer, so he called her husband and told him that he could return anything that she purchases for a full refund.

Things to Consider

How could you make your products and services more accessible?

Can they be made more flexible?

Can a wider range be offered?

Can they be delivered to customers?

Suggestions

A dementia-inclusive restaurant could create menus for persons living with dementia with fewer options, larger text and more visuals to meet the needs of people with dementia.

A dementia-inclusive sports league could make allowances for members who have difficulty remembering the rules of the game by having a buddy program to support members with dementia.

A dementia-inclusive bank could identify staff who have had dementia training and who can provide a better service to people with cognitive impairment. They could also examine their physical environment and signage to ensure that it is meeting the needs of people with dementia.

Resources

Need help? Please visit

<https://dementiahelp.ca/understanding-dementia/resources-factsheets/> for dementia resources and factsheets.

Our Directory of Dementia-Inclusive Trained Local Business and Services:

<https://dementia613.ca/>

Register for our training sessions:

<https://dementiahelp.ca/education/dementia-inclusive-training/>