



DEMENTIA INCLUSIVE PACKAGE



The
**Dementia
Society**

Ottawa and Renfrew County

Your Information

Your name: _____

Name of your business/service: _____

Date of training: _____

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

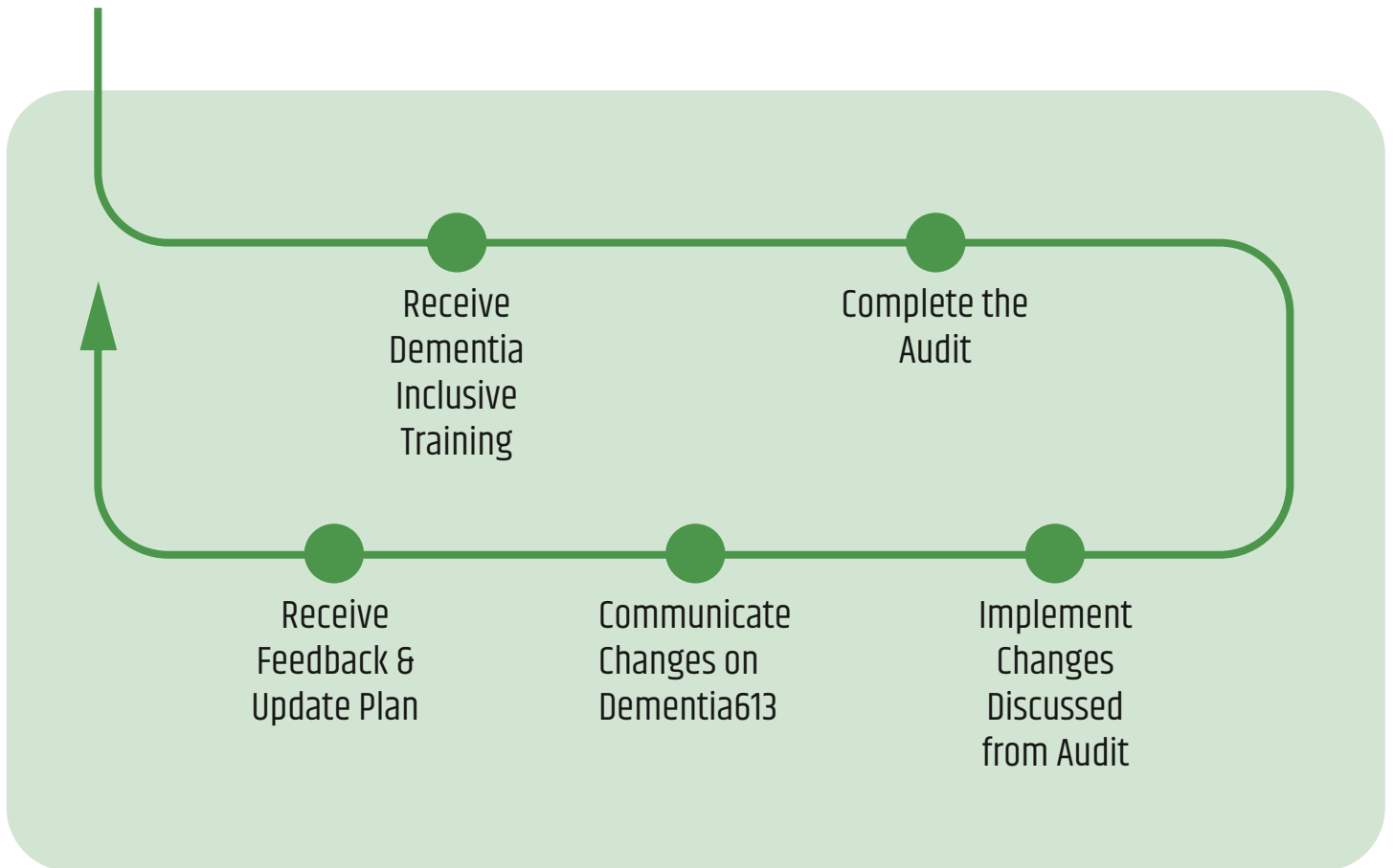
Activity One: Building & Organization Audit

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.

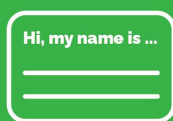
If they are seated, go down to that level.



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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Building Audit

Parking

- ☐ Accessible parking
- ☐ Parking lots and sidewalks are paved and flat

Entrance

- ☐ Entrances are clearly visible and obvious
- ☐ Exterior is well lit
- ☐ Ramp
- ☐ Automatic doors
- ☐ Entrance has employees around and is visible
- ☐ Entrance has a clear map of premises

Signage

- ☐ Clear signage
- ☐ Signs are in both official languages

Navigation

- ☐ Open walking space clear of obstacles and clutter
- ☐ Floor plan with simple, clear walking routes
- ☐ Contrasting wall, floor, and decor colours

Lighting

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

Flooring

- ☐ Any level of changes are clearly marked
- ☐ Any level of changes have handrails and non-slip surfaces
- ☐ Flooring surface is plain and consistent
- ☐ Flooring surface is not slippery when wet

Rooms and Washrooms

- ☐ Large and unisex family washrooms where a caregiver can help out
- ☐ Important items in the bathroom has a contrasting colour so that they stand out

Seating

- ☐ Seating available
- ☐ Seating is contrast to the floor, wall, and surroundings

Quiet Space

- ☐ Minimal background noise
- ☐ Relaxed hours

Organizational Audit

Internal & Staff Accommodations

- ☐ Customer service staff did dementia inclusive training
- ☐ 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

Information Provision & Signposting

- ☐ Information for staff on how to support customers with dementia
- ☐ 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

Community Engagement

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

Accommodations in Products & Services

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

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/>