



## Why should you care?

There are currently 55,000 people living with dementia in Ireland. The majority of people with dementia (63%) live in the community and use the services you provide. It is essential that people living with dementia remain connected with their family, friends and local communities to reduce social isolation and loneliness. The transport sector has a key role to enable people to remain connected to their families, friends and to their local communities. Do not underestimate the difference you can make if you have a basic understanding of dementia. People with dementia have told us that it is the attitude of those they meet in providing services which makes the biggest difference to their experience.

## How do you know if a person needs help?

Everyday challenges differ for people with dementia some of the common difficulties they may experience in in a public setting include:



Reading and writing skills may be affected and they may find completing forms difficult



Understanding written and verbal information



Findings words can be difficult which makes it harder for the person to tell you what they need or want



Navigating complex, confusing or noisy environments



## There are simple things you can do to help:



### Body language

Smile warmly, make eye contact and give the person extra time to find their pass, get on board, take their seat safely and get off at the correct stop.



### Provide information

Write down the information about their journey in an easy and accessible way or highlight it on the timetable.



### Speak clearly

Use short simple sentences allowing the person time to understand and respond. Try saying things in a different way if the person does not understand. Do not just keep repeating yourself.



### Limit options

While choice is good, for a person with dementia too many options can be confusing. Give the person specific options and keep these to a minimum.



### The environment

Identify ways you can improve the waiting area by ensuring you have good signage, helpful staff, appropriate seating and reduce unnecessary noise.



### Get informed

Work with your local Alzheimer Society of Ireland service to explore the possibility of getting dementia awareness training for staff.



**DEMENTIA FRIENDLY COMMUNITIES**

To find out more about Dementia Friendly Communities in Ireland please see [www.alzheimer.ie](http://www.alzheimer.ie) or call **1800 341 341**



**THE ALZHEIMER  
SOCIETY of IRELAND**



Alzheimer National Helpline: **1800 341 341**



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