**Useful Information**

New Irish Helpful DVDs— [www.freedemliving.com](http://www.freedemliving.com)
10 short films that provide practical information, grounded in science on maintaining cognitive health, developed by TCD Institute of Neuroscience NEIL Memory Research Unit. The aim is to address the stigma of dementia which prevents open discussion, and the false belief that nothing can be done for people with dementia and their families.

**HSE**

The HSE provides a wide range of supports and services in Wicklow. Contact your Local Health Centre or telephone (0404) 68400. You can also call the HSE Infoline on 1850 24 1850 or visit [www.hse.ie](http://www.hse.ie)

**Support Groups**

—The Alzheimer’s Society of Ireland—
  [www.alzheimer.ie](http://www.alzheimer.ie)
  Ph: 01 2073802

—Wicklow branch Alzheimer’s Society of Ireland
  Aileen Doran—Ph: 0404 29928/ 086 2722551

—Wicklow Dementia Support—
  [www.wicklowdementiasupport.org](http://www.wicklowdementiasupport.org)
  Jenny O’Reilly—Ph: 089 4286928
  (North Wicklow)

To become involved in Wicklow Dementia Friendly or to get more information please contact:

**Marita O’ Brien**— Ph: 087– 634 6399
  Email: marita.obrien@gmail.com

**Anne Kavanagh**—Ph: 0402 20955
  Email: akavanagh@wicklowpartnership.ie

**Jackie O’Toole**—Ph: 086 3895654
  Email: mjotoole@eircom.net

[www.wicklowdementiasupport.org](http://www.wicklowdementiasupport.org)
People with dementia may visit your shop, business or workplace. Sometimes they will need extra assistance to help them use your service. You may notice people with dementia having difficulties whilst in your business. Some people will tell you if they are having problems and how you can help. Some people won’t tell you but you may notice customers doing or saying things that suggest they are having problems.

These include:

- Looking or saying they are a bit lost or confused.
- They might appear to be searching for something they can’t find.
- They might be looking like they don’t know what to do next.
- They may forget to pay for things they have picked up.
- They might be finding self-service facilities difficult to understand.
- Their speech might be hard to follow.
- They might appear not to understand what you are saying.

**Tips for Shops and Businesses**

**Speak Clearly:**
Speak calmly, clearly, and slowly to allow the person time to understand. Avoid raising your voice and keep sentences short. Keep choices to a minimum.

**Body Language:**
Whilst people with dementia may have difficulty understanding what is being said to them; they can be quick to interpret facial expression and body language. Ensure that your own body language is relaxed and unthreatening. Maintain eye contact by remaining at the person’s level, smile warmly and use a friendly tone. A person with dementia can find it difficult to listen to another person if the surrounding area is very noisy. Try to find a quieter place if possible to talk to the individual.

**Listen:**
Listen carefully to what the person has to say, encourage him/her to continue whilst trying to understand what he/she is trying to convey.

**Show Respect and Patience:**
Remain calm, go at the person’s pace and don’t rush him/her. If the individual is struggling to understand your speech, adapt your approach by finding simpler words or explanations.

**Help with Handling Money:**
A person with dementia may have difficulty counting, calculating and handling money. He/she may struggle to recognise coins and banknotes. Offer to help by counting out money.

**Appearing Lost:**
Sometimes people with dementia may feel lost even in familiar surroundings. They may forget their address. You can offer to help by asking if their address is on something (like their bus pass) in their bag. (Do not attempt to look in their bag without permission).

**Recognising and Finding Things**
People with dementia may forget where things are or have difficulty recognising objects. They may need help to find items; this is especially true if items have been moved around in the shop. They may have forgotten what they came into the shop for. Ask them if they have a list.

**Making Choices:**
For some one with dementia too much choice can be confusing. Buying everyday items (tea, coffee, bread) can become very hard. Assist the individual by offering just two or three choices. Don’t rush the person and allow him/her time to make the choice.

**Whose Reality:**
The individual may be confused and say something that does not make sense. Don’t embarrass him/her by contradicting what has been said. Remain patient and continue to try and understand what the person is trying to convey.

**Every Day can be Different:**
For some people with dementia what they can do changes from day to day so the amount of help they may require will also change from day to day. Look out for signs of confusion and offer the appropriate level of help.