

## DEMENTIA INCLUSIVE COMMUNITIES

# A guide for transport providers

## Why should you care?

There are currently 64,000 people living with dementia in Ireland. 30 people develop the disease every day and over 500,000 families have been affected. The majority of people with dementia (63%) live in the community. They want to continue to be active and included, and access their communities by using transport services.

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 in enabling people to do so. Do not underestimate the difference you can make by having an understanding of dementia and taking steps to be inclusive. People with dementia say that it is the personal interactions which make the biggest difference to their experience.

## What are some of the symptoms of dementia?

Everyday challenges differ for people with dementia. Some common difficulties may include:



1. Understanding and reading timetables in certain formats



2. Remembering the time or details of their journey, or buying a ticket

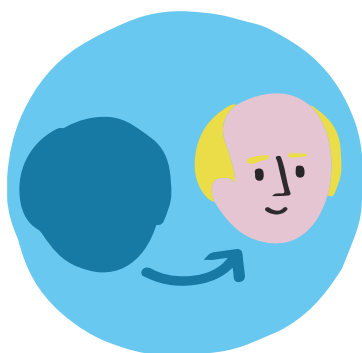


3. Finding words to express themselves



4. Navigating complex, confusing or noisy environments

# There are simple things you can do to support a person:



## See the person, not the dementia

Dementia does not define the person. Behind the dementia is an individual who may need a little support and understanding.



## Body language

Smile warmly, make eye contact and give the person extra time to find their documents, 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 or showing things in a different way if the person does not understand.



## Support decisions

While choice is good, for a person with dementia too much choice can be confusing. If necessary, describe the options available to them and support the person to complete their selection. Ensure that all staff are dementia aware and can provide extra assistance if needed.



## The environment

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

## Dementia Inclusive Communities

To find out more about the things you can do in your community, training and other resources visit the HSE's [www.understandtogether.ie/get-involved/](http://www.understandtogether.ie/get-involved/)

# dementia

understand together

Everyone has a role to play in making our communities inclusive. Often it is the small things and acts of kindness that make the biggest difference in a person's life.