

# When Working With People With Memory Difficulties

## 1 Get to know the person

- Know their likes and dislikes
- Gather their life story
- Have (3) points of conversation



## 7 Keep it quiet

- Stop and listen
- Reduce conflicting noises
- Avoid crowds and lost of noise



## 2 Smile! - they'll notice:

- Your emotional state
- Your body language
- Your tone of voice



## 8 Do not argue

- Go with the flow
- Acknowledge what they are saying
- Telling them they are wrong may have a negative effect



## 3 Remember to slow down

- Provide care in a relaxed manner
- Enable them to do things themselves
- Keep it simple for them



## 9 Engage and encourage

- Engage them in a meaningful activity
- Set up activities to succeed
- Thank them for their engagement



## 4 Introduce yourself

- Let the person know who you are
- Tell them why you are there for them
- Obtain permission to assist with care



## 10 Consider safety

- Approach them calmly & safely
- Keep a safe distance
- Allow yourself an exit



## 5 Communicate clearly

- Make one point at a time
- Glasses & hearing aids used if needed
- Use an interpreter if needed



## 11 Distract

- Talk or yearn about their life
- Give them something to do
- Provide a relaxed environment



## 6 Step back

- Leave the area when they are aggressive
- Reassess and try again later
- Try to identify the trigger of the behavior



## 12 Talk with others

- What has/has not worked?
- Talk about what has happened
- Record what you did



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# Memory Difficulty Caregivers Tips

## 1 Communication

- Make eye contact and call the person by name.
- Speak slowly, use short phrases, and offer one-step instructions, for instance, say “Let’s set the table” or “I need help folding clothes”.
- Avoid starting sentences with the word, “Remember...”. It is ineffective and may cause feelings of failure or provoke an argument.
- Avoid “yes” or “no” questions. Suggest activities by saying, “It’s time to...” rather than, “do you want to?...”
- Use, “Let’s...” to encourage cooperation and participation. Ex. “Let’s go to the table for lunch”.
- Avoid giving commands or directives

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## 2 Behavior Changes

- Maintain a daily routine
- Use distractions such as music, signing, or other activities to redirect attention or address agitation.
- Ask for help from family, friends, or church groups to prevent caregiver burnout.
- Look for the early signs of agitation such as a raised voice, fidgeting or repetitive behaviors.
- Offer reassurance such as, “i am right here” or “are you okay?”.
- Reduce noise, clutter, or the number of people in the room.
- Try soothing music, reading or walks to promote a calm mood.
- Slow down and try to relax if you think your stress or fatigue may be affecting the person.

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## 3 Sleep Problems

- Make sure the person gets exercise each day and limit day time naps.
  - Encourage day time mental and physical activities, such as games, puzzles & socialization.
  - Try to maintain a consistent bed time & calming bed time rituals, such as soft music instead of TV.
  - Plan activities that require more energy early in the day. For example, try bathing in the morning or serving the largest family meal in the middle of the day.
  - Limit caffeine intake.
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# Do Not Ask Me To Remember

Do not ask me to remember,  
Don't try to make me understand,  
Let me rest and know you're with me,  
Kiss my cheek and hold my hand.

I'm confused beyond your concept,  
I am sad and sick and lost.  
All I know is that I need you  
To be with me at all cost.

Do not lose your patience with me,  
Do not scold or curse or cry.  
I can't help the way I'm acting,  
Can't be different though I try.

Just remember that I need you,  
That the best of me is gone,  
Please don't fail to stand beside me,  
Love me 'till my life is done.

- *Author Unknown*

