

Dementia Friendly Banking Services



Financial Services professionals can use Dementia Friendly practices to help maintain clients' independence while protecting them from problems such as unpaid expenses, neglect, or exploitation.

Learn more:

LifeStream Services:

800-589-1121 or lifestreaminc.org

Alzheimer's Association:

800-272-3900 or alz.org

Warning Signs Specific to Money Management

- Lapse in memory that causes missed appointments, confusion on payments or documents, or repeating questions.
- Disorganization with documents or record keeping.
- Worsening money management skills: forgetting to record transactions.
- Decline in ability to do basic math.
- Difficulty grasping financial concepts.
- Poor judgment with finances; drastic changes in investment strategy.

Signs of Financial Abuse

- Misuse of money by a third party.
- Unusual account withdrawals.
- Drastic shifts in investment.
- Inability to contact customer.
- Signs of intimidation.

Guidelines to Address Financial Challenges

- Ask all clients at start of relationship to identify who will make decisions if client can't:
 - Does client have Power of Attorney or trust in place that would allow others to make investments on their behalf?
- Empower and support clients with dementia and involve care partners in discussions as appropriate.
 - Plan for declining abilities.
 - Advocate for proper asset allocation.
 - Follow ethical rules.
 - Notify and consult supervisor.

Dementia Friendly Communication Skills

- Slow pace slightly and allow time for person to process and respond.
- Simplify sentences or choices.
- Ask one question at a time.
- Speak clearly and calmly; be patient and listen.
- Avoid arguing with or embarrassing the person.
- Treat with dignity and respect.
- Meet in a quiet place without extra noise.
- Be aware of body language; smile and make eye contact.
- Seek to understand the person's reality or feelings.
- Apologize and redirect to another environment or subject as necessary.