

# Dementia Friendly First Responder Services



**Be ready with the right response in situations involving a person living with dementia.**

## For All Calls

Use the TALK tactics. A person with dementia may be easily agitated or afraid. Tell them you are there to help.

- Take it slow.
- Ask simple questions.
- Limit reality checks.
- Keep eye contact.

## Wandering Calls

Look for clues a person might need help.

- Blank or confused facial expression.
- Unbalanced or confused facial expressions.
- Dementia is more likely in those 65 and over but can also affect people under 65.
- Inappropriate attire such as winter coat in the summertime.
- Lack of awareness or unsafe actions.

## Driving Calls

- Help ensure a positive resolution to a driving incident.
- Issue a citation to create a paper trail.
- Do not let person drive home.
- Follow local agency protocol for reporting incident to BMV.

## Search & Rescue

If a person with dementia goes missing:

- Begin search immediately. If not found within 24 hours, up to 50% of individuals suffer injury or death.
- Look for identification such as medical ID bracelet.

## Abuse or Neglect Calls

- Situation can be complicated and require careful response.
- If person is injured, transport to hospital immediately.
- If person is not injured but in immediate danger, move them to a safe location.
- If person is not in immediate danger, offer referral to available resources.
- Always involve Adult Protective Services.

## Shoplifting Calls

If a person living with dementia unknowingly walks out of a store without paying:

- Attempt to resolve the issue with the store manager instead of arresting the person and filing criminal charges.
- Inform the person's caregiver about the incident and recommend the person to be accompanied in future shopping trips.

## Disaster Response

To move a person away from danger and help keep them calm in evacuation situations:

- Avoid physical force or restraint.
- Provide one-on-one instruction.
- Provide step-by-step instructions using simple language.
- Try to relocate them to quiet place.
- Use a distraction by giving them a simple task.
- Ensure they are supervised at all times.

## Learn More:

### LifeStream Services

800-589-1121 or [lifestreaminc.org](http://lifestreaminc.org)

### Alzheimer's Association

800-272-3900 or [alz.org](http://alz.org)