

Are you living with dementia?

Has a volunteer offered to help you with practical tasks during the Coronavirus situation?

Here are some tips you can share with the volunteer

1 Generally, it will help me if you...

Tip	Why?	Personal note
Understand that I might not fit your stereotype of a person with dementia	We are not necessarily old and may not 'look like' we have dementia	
Explain your role and how/why you have connected with me	So that I feel secure	
Introduce yourself by name and role every time	So that I remember	
Smile a lot	So that we both relax!	

Agree how we will communicate. It may be by phone, WhatsApp, text, email, Zoom, Skype, FaceTime, letter, postcard.. or a note through the letterbox!	I will have favourite ways to communicate (and some I can't do)	
Include a photo of yourself	So that I remember you	
Respect my personal space	I may not like being touched	
Explain why you can't come into my house	I may have forgotten about the virus	

● Anything else that makes a difference to me generally...

2 If you are driving me to an appointment, it will help me if you...

Tip	Why?	Personal note
Remind me the day before that you are coming	I may have forgotten	
Let me know if you're going to be late	I will worry I've got it wrong	
Wear your name badge if you have one – and introduce yourself anew each time. Show iD	So that I feel secure	
Check that I have locked my house and have my bag etc. when we leave the house	So that I feel secure	
Drive more slowly than usual	So that I feel secure	
Ask me where I prefer to sit (back or front) – or stick to Coronavirus guidance (if issued)	So that I am comfortable and relaxed	

Offer to help with my seat belt	I may forget	
Check if I feel like chat, radio, or silence – and avoid background noise	Too much sensory overload stresses me	
Tell me when we're nearly there	I may be worrying	
Remind me why we are here when we arrive	I may have forgotten	
Check we are in the right place! Ideally deliver me to a person (not a place)	I may feel disorientated	
Show me where the toilets are when we arrive	I may need to go!	
Remind me (when we arrive) how and when you will take me home	I may have forgotten	

Offer to give me a card with the pickup time and place, your name and phone contact

In case I or you are held up

● Anything else that makes a difference to me if I'm being given a lift...

3 If you are delivering food, prescriptions etc. to my house, it will help me if you...

Tip	Why?	Personal note
Offer to go through my shopping list with me to double-check	To check I have remembered everything	
Send me a reminder on the day that you are doing my shopping	I may have forgotten	
Let me know if you're going to be late	I will worry I've got it wrong	
Wear your name badge if you have one – and introduce yourself anew each time. Show me your iD	So that I feel secure	
Ring or knock to let me know the deliveries are here – and wait 'til I open the door	So that I don't miss seeing you	

Smile!	So that we both relax!	
Leave packages in a way that I can bring them in easily (not in a heavy big box left on the ground)	So that I don't hurt my back	
Remind me to clean my hands and packages to avoid infection	So that I am safe	
Check if I have any other needs before you leave	So that I feel supported	

● Anything else that makes a difference to me if you are delivering to my house...

4 If you are offering to keep in touch with me regularly, it will help me if you...

Tip	Why?	Personal note
Agree with me what method I prefer (phone, email, garden path, zoom, facetime, letter, postcard etc...)	I will have favourite ways to communicate (and some I can't do)	
Give me a photo and your name, with a few details about you and how you connected with me (ask me to keep it by my door, laptop or phone)	So that I feel secure	
Remind me every time who you are and why you are contacting me	So that I feel secure	
Are relaxed and smiley with me!	So that I enjoy our contact	
Get to know me and my interests a bit	So that I enjoy our contact	

Are consistent and reliable	So that I feel secure	
Recognise that I may be nervous and suspicious in this current climate	So that you earn my trust	
Let me know how I can contact your supervisor if I need to (e.g. if I feel this contact just isn't working or helpful)	So that I feel in control of this arrangement	

● Anything else that makes a difference to me if you are keeping in touch with me...