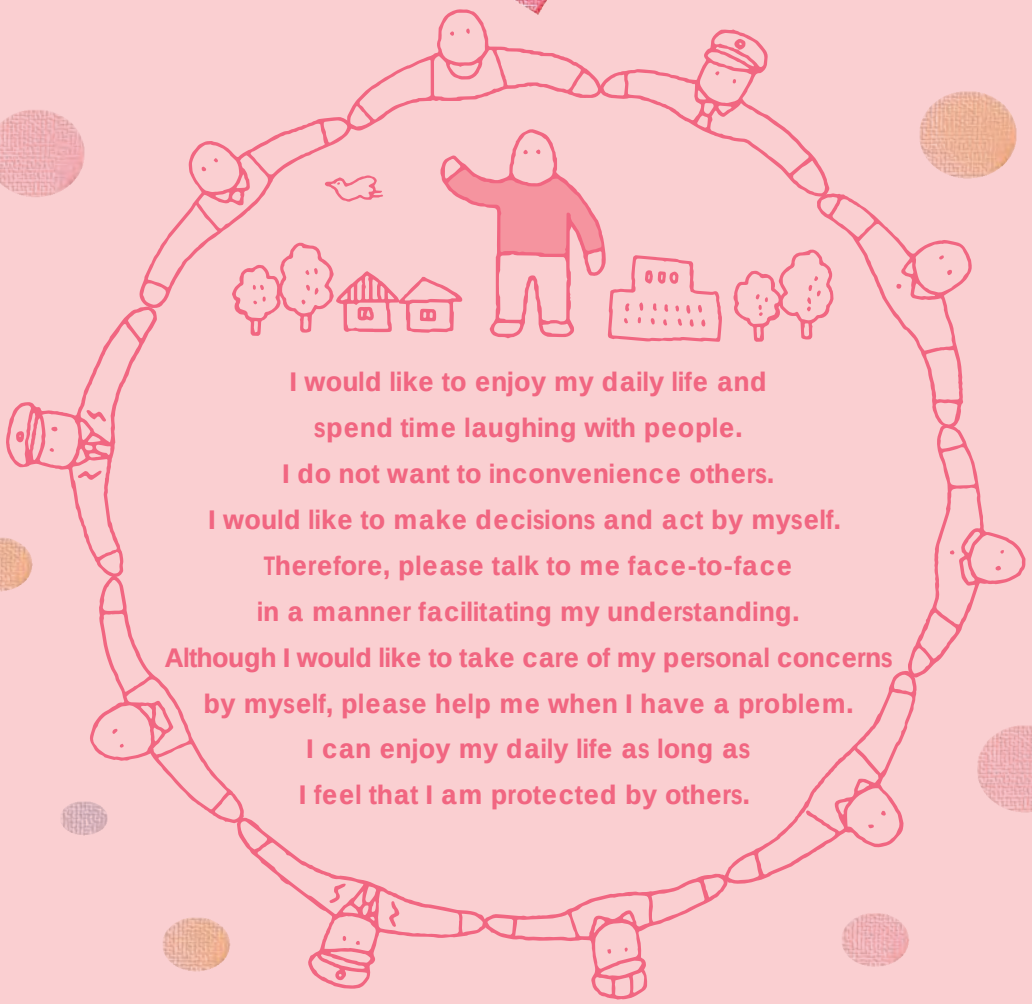
Program for the Volunteers who Support People with Dementia
(commissioned by Aichi Prefecture)

Living a happy life with dementia

- Aiming at a society with prosocial relationship-

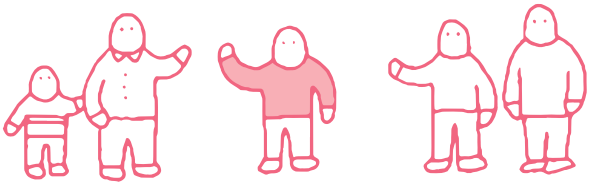


I would like to enjoy my daily life and
spend time laughing with people.
I do not want to inconvenience others.
I would like to make decisions and act by myself.
Therefore, please talk to me face-to-face
in a manner facilitating my understanding.
Although I would like to take care of my personal concerns
by myself, please help me when I have a problem.
I can enjoy my daily life as long as
I feel that I am protected by others.

Dementia as social interaction difficulties

In our social lives, we are required to control our words, actions, as well as our feelings, and maintain our relationships with others according to the circumstances. However, such control becomes increasingly difficult for people with dementia. For example, people with forgetfulness have difficulty with self-reflection because they forget their own words and actions. In addition, they have difficulty understanding their situations and acting efficiently, and it becomes increasingly difficult for them to express their problems to others in words.

However, people with dementia would be able to enjoy their social lives with people around them if these people show consideration for them.



Prosocial relation-based care

A society, in which people with dementia are addressed in a special manner and people around them are forced to be tolerant toward them, would not benefit either party. By accepting these people as friends, participants as well as consumers, and supporting their daily lives and work to a reasonable extent, they and their supporters may be able to maintain a relationship in which both parties can appreciate each other.

Please imagine “what difficulty the person has” instead of thinking “whether they have dementia or not”. When it seems that they have no particular problem, please keep a wait-and-see attitude toward them. Please talk to them when you are not sure whether they have a problem. Please listen to them, and refrain from forcing them to understand your ideas. Please try to be as casual as possible when approaching them, because some of them do not want to talk about their problems with others.

Each person with dementia has his/her own personality and situation. Therefore, the way to address them differs according to the circumstances. Please use this brochure as a support guide instead of as a support manual. When talking to people with dementia, please think with them about how they should be supported.

To facilitate social participation of people with dementia

Financial facilities
(banks and post offices)

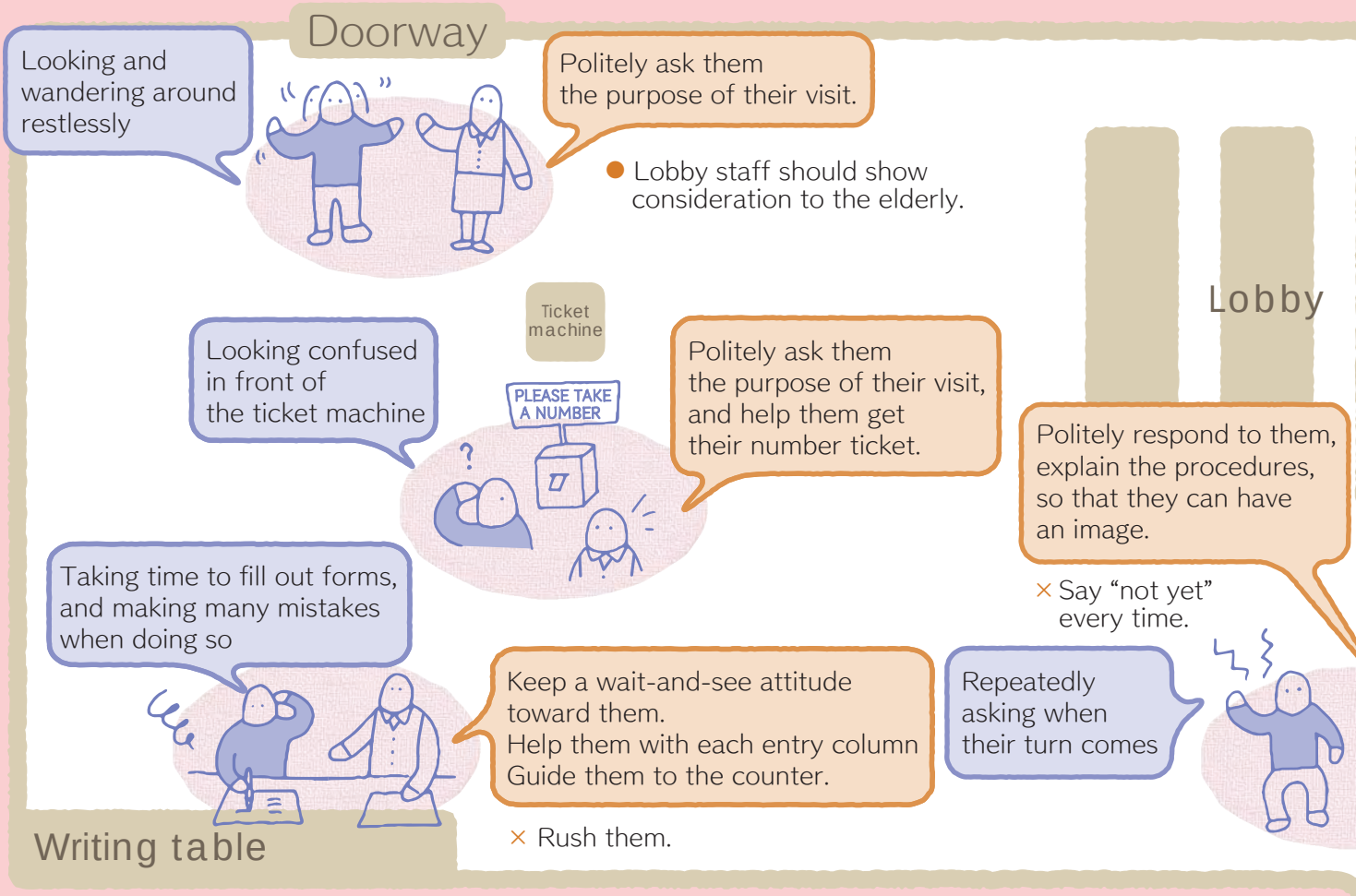
Actions that people with dementia are likely to take

Support that needs to be provided

● Measures that should be adopted by financial facilities

× Undesired responses





Important points

Compared with when being in other places, people with dementia may become more nervous at a bank as they feel the need to protect their important assets. It is required for the staff to ask them to respect the rules, but please sympathize with their feelings and let them feel comfortable.

When a person has delusions of theft

When people with dementia claim to "have had their belongings stolen", this is true from their perspective, and so denying the claim is meaningless. They may become angry or agitated if they feel that they are being criticized for the wrong reason in front of other people.

Please show sympathy for "their concerns" instead of for "their claim." If you sympathize with "their claim" , their delusions may become stronger. Showing sympathy for their concerns, please try to show the attitude to resolve their problems together.

When a person has violated the rules
(e.g., not waiting their turn)

People with dementia may commonly have difficulty understanding the social rules and, when they are preoccupied with their personal concerns, it may be difficult for them to be considerate of others. Under such circumstances, it may be hard to make them understand that they are inconveniencing others. Staff should politely tell them about how long they need to wait before their turn. Please consider how to achieve their understanding about the need to wait for their turn, instead of prioritizing it only because they have dementia and inconveniencing other customers. The solution in which all the customers, including people with dementia, feel comfortable, is desirable.



Counter

Yelling or using abusive words suddenly

Guide them to another room
Let them release their anger to reset their feelings.

Losing their passbook, seal, deeds or cards often, and asking to reissue them many times

Handle the loss according to standard procedures.
Should refrain from calling a community-based comprehensive support center without their consent.

I need 10 million yen now.

Asking to withdraw a clearly abnormal amount of money

Listen to their complaint carefully.
Contact their family or a community-based comprehensive support center with their consent since they may have encountered fraud.

Claiming to have forgotten their password

Propose an alternative procedure at the counter.
Assure them that their money is safe.

Claiming to have had their passbook stolen

My passbook is stolen.

Listen to their complaint carefully, and with their consent, contact their families and/or a community-based comprehensive support center before calling the police.

ATM

Confused in front of the ATM

Watch them with care and explain each step.
Ask them not to say their personal information (e.g., passwords) aloud, and tell them that the clerk does not look at the screen when they input the passwords.

Confused about the withdrawal record with which they are not familiar, at the time of passbook updating

Ask them for more details, and contact their family when the amount of money in question is large.

To facilitate social participation of people with dementia

Supermarkets

Actions that people with dementia are likely to take

Support that needs to be provided

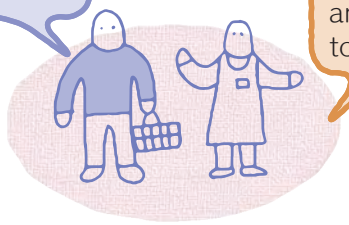
● Measures that should be adopted by financial facilities

× Undesired responses



Doorway

Standing absent-mindedly for a long time



Politely ask them the purpose of their visit, and guide them to the right area.

● Provide staff to support them in the store.

× Tell them to go away, not to inconvenience other customers.

Leaving the store without making a payment



Politely remind them that they have not paid.

● Guide them to the cashier if they often leave the store without paying.

× Tell them to stop, and other people hear it.

Not being able to make themselves understood when they ask a clerk where to find the item they want

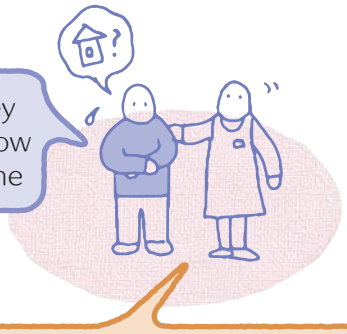
Ask them what kind of item (e.g., food or a sundry) they are looking for and how to use it.

× Look irritated



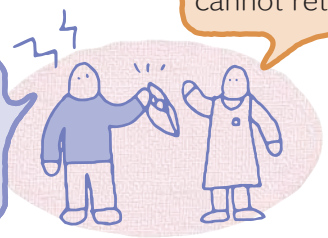
Store shelves

Saying that they do not know how to go back home



Confirm the item with them, and tell them that they cannot return it to the store.

Trying to return items that they have opened or those whose expiration date has passed



Lead them to a place in which they can feel calm, and ask them for more information. Protect them depending on their condition.

Important points



Many supermarkets may desire people with dementia to shop comfortably as regular customers. However, these supermarkets often have difficulty accepting them, for reasons such as touching items excessively but not purchasing them, not putting the items that they have touched back in their original places, wandering around the supermarket for a long time, and/or taking time to make a payment at the cashier.

Based on the influence on other customers and retail profits, please consider accepting their actions to a reasonable extent. In some cases, it is necessary for clerks to ask them to understand the rule that they need to pay for items. Please consider how to achieve their understanding about the rules to enjoy shopping with other constomers.

◆ Considerations for other customers



Forgetting to take the items that they have purchased

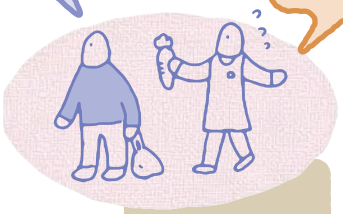
Consideration should be made for the elderly because even healthy individuals sometimes forget to take the items that they have purchased.

Saying that they do not know where the exit is

Politely guide them to the exit.

× Oral guidance





Help them with packing.

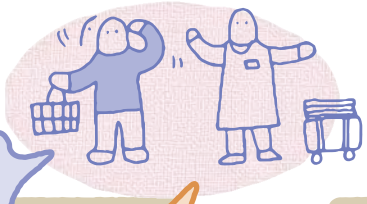
Many people with dementia have difficulty packing in an organized manner.

◆ Apologize to other customer for their conduct without telling that they may be demented.

Packing

Putting other customers' items in their own bag





Unsure of where to put their shopping cart/basket after paying

Talk to them and help them politely if they are looking lost.

× Instruct them with a loud voice.

Cashier

Ask them to put money on the tray, and take the correct amount of money confirming it together.

Taking time to pay

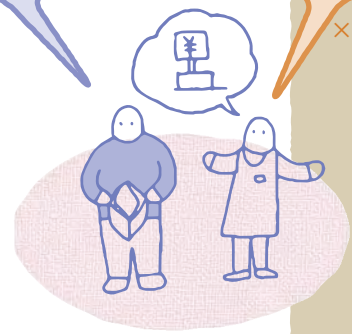


◆ Ask other customers waiting in the line to move to another line, so that a sufficient amount of time can be spent for them.

Opening items before paying for them

Guide them to the cashier.

× Blame them, and other people hear it.



Packing

Coming to the store repeatedly to claim that the item they have purchased is not in their shopping bag

Listen to their complaint carefully, but tell them that they need to show both their receipt and item.



● Keep them in mind among the store staff, and when they come to the store, the staff should help packing staff should, confirming with the receipt.

To facilitate social participation of people with dementia

Convenience stores

Actions that people with dementia are likely to take

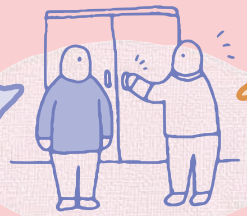
Support that needs to be provided

◆ Considerations for other customers

× Undesired responses

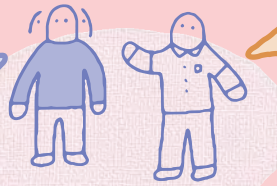


Standing still in front of a push-button door



Casually push the button to open the door.

Wandering near the entrance



Doorway

Ask them to bring their wallet, leaving the goods at the store.





Forgetting to bring their wallet



Leaving the store without making a payment

Patiently wait for them to pay. If necessary, ask them to put money on the tray, and take the correct amount of money confirming it together.

◆ Ask other customers waiting in the line to move to another line, so that a sufficient amount of time can be spent for them.

× Rush them.



Cashier



Taking time to make a payment

Tell them the amount of money in both oral and written forms, and how much is short, confirming the correct amount.





Paying an incorrect amount

Making an inquiry that has nothing to do with the store

Important points



Some people with Frontotemporal dementia may repeatedly shoplift, or show particular symptoms such as purchasing the same item every day.

For such people, please consider the preventive measures. For example, clerks can individually and casually watch them when they are shopping, and politely guide them to the cashier. In addition, when it seems that a person has a problem, please ask them about their families, and contact them with their consent.

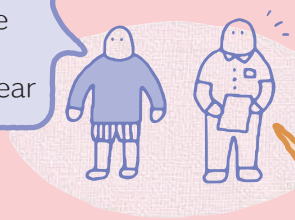
In the event of shoplifting by a people with dementia in a convenience store, if the store can accept that it is attributed to dementia, please let their family pay for the shoplifted item on the person's behalf.



Politely invite them into the store.

× Tell them to go away, not to inconvenience other customers. Urge them to enter the store.

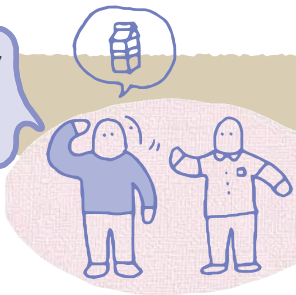
Coming to the store drenched or in pajamas/underwear



Watch their behavior in the store, and talk to them to see their reactions. Provide protection if necessary. Ask them for more information after a rest. Call the police, if they are suspected to be missing or had an accident.



Having difficulty locating what they want



Guide them.

× Oral guidance

Recommend particular items based on easy-to-understand factors, such as price.

Politely remind them that they have not paid.

× Tell them to stop, and other people hear it.

Not being able to decide which to purchase when there are several similar items

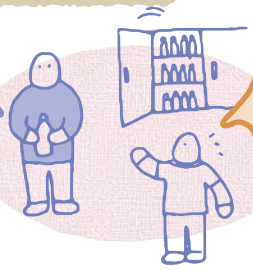


Store shelves



Tell them where they should consult.

Not closing the door of the refrigerator after taking a drink out of it

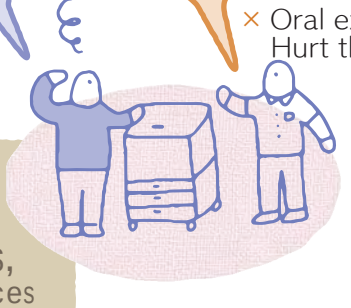


Staff should pay attention.

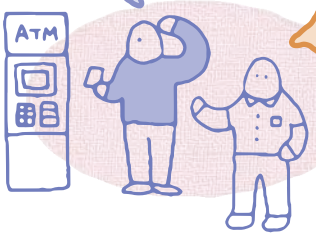
Unsure of how to use touch panels, ATMs, copying machines, and/or FAX

Politely talk to them, and use the machine together at their pace.

× Oral explanations Hurt their pride.



Being at a loss in front of the ATM



Watch them with care, and explain each step. Ask them not to say their personal information (e.g., passwords) aloud, and tell them that the clerk does not look at the screen when they input the passwords.

× Oral explanations

ATM, copying machines, and other devices

To facilitate social participation of people with dementia

Retailors

Actions that people with dementia are likely to take

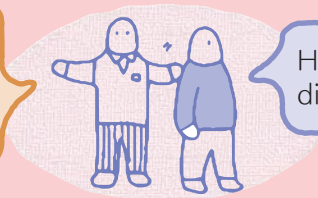
Support that needs to be provided

◆ Considerations for other customers

× Undesired responses



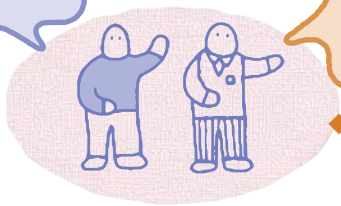
Politely tell them that they are heading in the wrong direction to their home.



Heading in the opposite direction to their home

Doorway

Repeatedly asking location of items



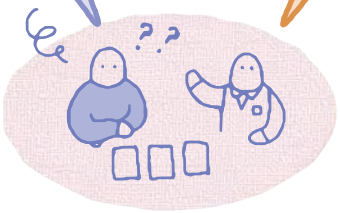
Politely address and guide them to the locations.

◆ Adopt a flexible approach in a manner so that neither they nor other customers are kept waiting.

Leaving the store without making a payment



Not being able to decide which to purchase among several similar items



Recommend a particular item, or the same item they previously purchased.

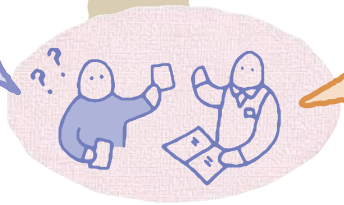
◆ Tell them "Take your time" and leave them alone if it looks like it is taking a long time. Adopt a flexible approach considering other customers as well.

Politely ask them to pay. If they wish, contact their family and consider alternatives, such as receiving the payment at a later date.

× Tell them to stop, and other people hear it.

Store shelves

Not being able to understand the differences among items explained by a clerk



Explain the differences (e.g., prices) using simple words and speak slowly. Write the main points on paper using brochures.

Important points



People with dementia often have difficulty going shopping and stay at home. However, many of them like going to familiar shops and those in which they are treated politely.

Some people bring a wallet/purse full of small money, and some make a payment with 10,000 bills, possibly because they do not want the cashier to think that they have difficulty with money calculation.

It would sometimes save their pride to pretend not noticing their difficulties.



Politely ask them to bring their wallet to pay. If they wish, make an arrangement with their family to pay on their behalf.

× Tell them "We don't sell unless you pay."

Politely tell them how much is short, if necessary, help them to pay.

× Tell them that the amount is incorrect.

10 yen more

Patiently wait for them to pay. If necessary, ask them to put money on the tray, and take the correct amount of money confirming it together.

× Rush them.

Watch them with care, and, if necessary, contact their family or a community-based comprehensive support center with their consent.

Cashier

Forgetting to bring their wallet

Paying an incorrect amount

Taking time to pay

Purchasing the same item in large quantities every day

After they purchased an expensive item, their family asked to return it to the store.

Accept the returned item if possible, and discuss how to deal with similar cases in the future with their family and care manager.

Store shelves

Wanting to continue talking to staff

Your family might be worried about you

Let them stay at the store as long as they are not inconveniencing the store or other customers. Talk to them in a manner enabling them to note that they are staying too long.

× Tell them to get out of the way and to go home.

To facilitate social participation of people with dementia

Drugstores/Pharmacies

Actions that people with dementia are likely to take

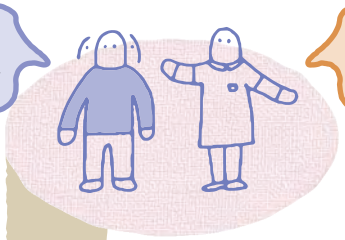
Support that needs to be provided

× Undesired responses



Doorway

Wandering near the doorway



Politely invite them into the store.

× Tell them to leave because they are inconveniencing other customers.

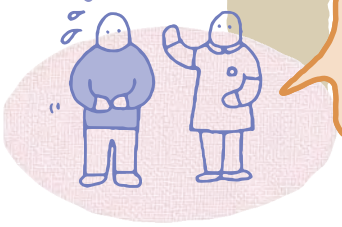
Leaving the store without making a payment



Politely tell them that they have not paid, and guide them to the cashier.

× Tell them to stop, and other people hear it.

Though explaining the symptoms, they are unable to make themselves understood, and a pharmacist can't offer appropriate medication.



Confirm their symptoms by asking relevant questions (e.g., "Do you have stomach ache?").

Store shelves

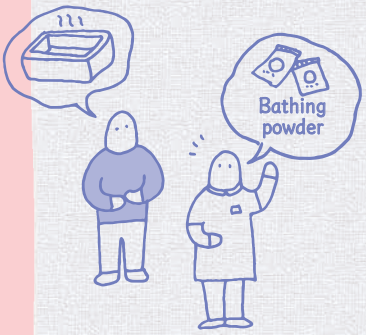
Having difficulty understanding the product explained by a pharmacist



Provide explanations using written form, diagrams, and/or simple words.

Important points

Some people with early-stage Alzheimer's disease have difficulty remembering words and expressing the points of their intentions to other people.



Case This person went to a drugstore to purchase the same bathing powder he had previously used. He described the color and the size of the container of the item to a clerk without telling the name of the item. The clerk intently listened to the person, understood that he was looking for bathing powder from the keyword "item used in a bathtub", and guided him to the right area. The clerk did not seem to care about whether they have dementia or not, and brought another clerk who was familiar to the area when the person said he was having difficulty locating what he wanted.

This drugstore is often visited by elderly people and, regardless of whether they have dementia or not, clerks politely listen to them and help them locate what they want. These clerks may not have knowledge on dementia, but the above-mentioned person is satisfied with the store's services. When talking with people with dementia, thinking from their perspective may be more important than having knowledge about dementia.



Share information regarding them within the store if they seem to have no trouble. When contacting their family or a community-based comprehensive support center, their consent should be obtained.

The cashier should politely tell them the necessary amount and ensure that they understand it.
The cashier should refrain from touching their wallets unless they desire otherwise.

× Rush them.

Politely tell them how much is short. Show the necessary amount of money and ask them to pay in the same way.

Doorway

Frequently purchasing the same drug

Taking time to make a payment

Paying an incorrect amount

Bringing several medication record books

Show them appropriate ways to manage drugs, such as using only one medication record books for drug management.

Listen to them carefully, and encourage them to consult a physician. When it seems that it will take time to finish assisting them, the clerk should continue doing so to an extent that does not inconvenience other customers.

Saying that they frequently have difficulty sleeping

They asked about the combination of drugs that cause the side effect. But the pharmacists can't answer because they don't know what drugs they are currently taking.

Ask them to bring their medication record books or drugs, and contact their primary care physician with their consent.

Not being able to understand that the store does not have the medication that is written on a prescription when it is brought to the store

Tell them where to go and, if they desire, encourage them to use regular drug deliveries in cooperation with their primary care physician.

Prescriptions

× Tell them "we don't have the medication that is written on the prescription."

To facilitate social participation of people with dementia

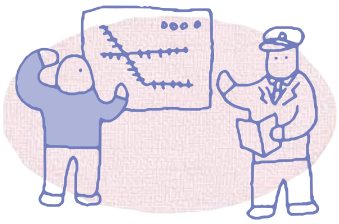
Trains

- Actions that people with dementia are likely to take
- Support that needs to be provided
- Support that other people should ideally provide
- ● Measures that should be adopted by station staff
- ◆ Considerations for other customers
- × Undesired responses

Purchasing a ticket

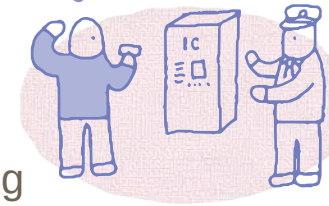
Having difficulty understanding the route map

Explain the route map using gestures, such as tracing it with a finger.



Confused in front of a ticket-vending machine or IC card charger

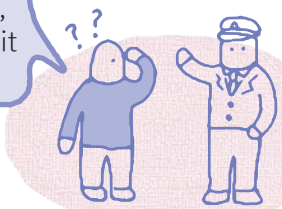
Explain each step, and help them use the machine at their pace.



◆ Apologize to the passengers for any misconduct without telling that they may be demented.

Entering a ticket/ IC card gate

Forgotten their destination, and still cannot remember it when asked



Help them remember their destination by asking some questions such as the purpose of their outing. If missing is suspected, protect them at the station and call their family with their consent.

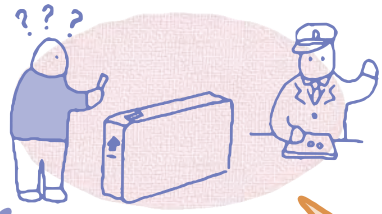
Need to guide them.



Taking a train



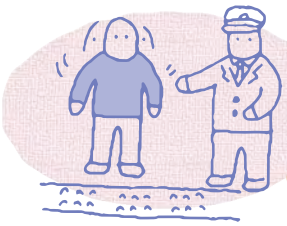
Waiting for a train



Unable to locate the ticket slot as they cannot distinguish between the gates intended for IC cards and those for tickets

Guide them to the gate where there is a station worker. Write down a message on their ticket in a manner so that they can receive support at their destination.

× Oral guidance

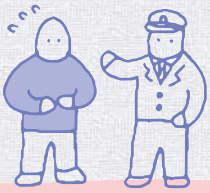


Politely guide them.

● Display the guiding signs that are easy-to-understand.

Wandering about the platform, and seem unsure of where to wait

Important points



People with dementia are less likely to note danger associated with public transportation.

If people with dementia are alerted to the danger in a loud voice, they may think that they are being scolded, or become agitated. To ensure that passengers, including these people, utilize trains comfortably, please address them politely.



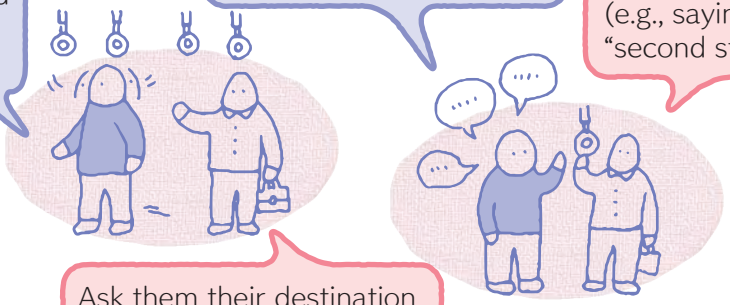
Behavior on the train

Looking around and wandering on the train

Asking repeatedly where they should get off

Politely answer each question (e.g., saying the "second station from here").



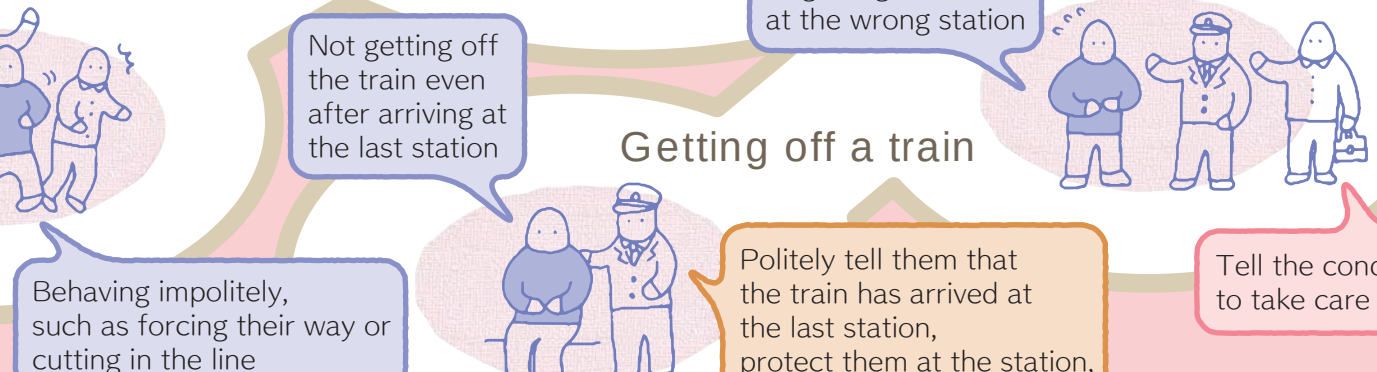


Ask them their destination because they seem unsure of where to get off.

Getting off a train

Unsure of where to get off, or getting off at the wrong station

Politely listen to them, protect them at the station, and contact their family with their consent.



Not getting off the train even after arriving at the last station

Behaving impolitely, such as forcing their way or cutting in the line

Politely tell them that the train has arrived at the last station, protect them at the station, and contact their family with their consent.

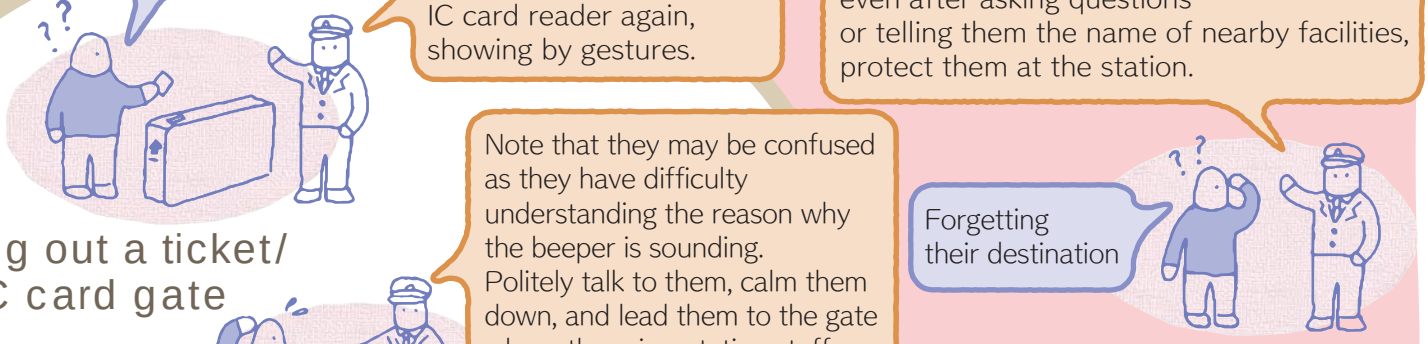
Tell the conductor to take care of them.

Leaving the station

Missed contact with the IC card reader, but do not realize it.

Politely ask them to touch IC card reader again, showing by gestures.

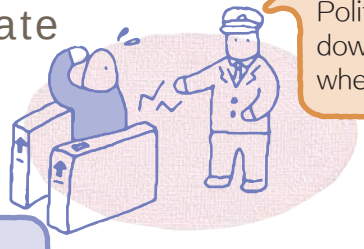
If they cannot remember their destination even after asking questions or telling them the name of nearby facilities, protect them at the station.



Note that they may be confused as they have difficulty understanding the reason why the beeper is sounding. Politely talk to them, calm them down, and lead them to the gate where there is a station staff.

Forgetting their destination

Going out a ticket/ IC card gate



Trying to go out the gate with insufficient ticket fare

Entering the track area



Talk to them after approaching them as close as possible.

× Alert them of the danger in a loud voice.

To facilitate social participation of people with dementia

Buses

Actions that people with dementia are likely to take
Support that needs to be provided
Support that other people should ideally provide
● Measures that should be adopted by the bus companies
◆ Considerations for other customers
× Undesired responses



Bus stop

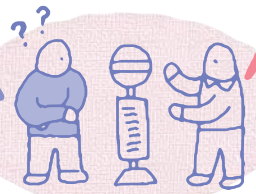
Unsure of which bus to take at which bus stop

Politely ask them what they are looking for, and help them.



● Display the guiding signs that are easy-to-understand.

Unable to read/understand the timetable



Ask them what time and where they would like to go, and confirm the information together.

● Prepare a simple route and easy-to-understand map. Destination cards should ideally be provided.

Taking a bus

Confirm their destination, tell them that they do not need to press the buzzer, and ask them to sit near the driver so that they can feel reassured.

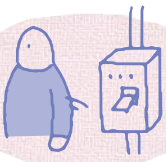
× Point out their mistakes in a strong tone.

Pressing the buzzer when it is unnecessary





Having missed taking or forgotten to take a numbered ticket



Cope with them getting off the bus.

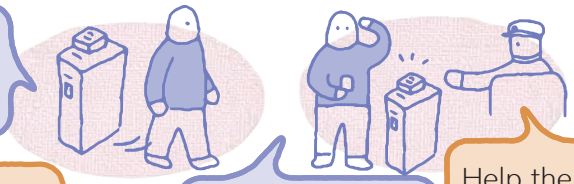
Confirm their destination, and reassure them that they can change buses after arriving at the last stop. They may feel safer by letting them to sit near the driver.



◆ Considerations should be made individually to ensure that bus operations are performed without delay or any other problems.

× Simply ask them to get off the bus.

Getting on the bus without contacting the IC card reader



Politely ask them to touch the IC card reader again.

Unsure of which part of the reader to touch

Help them touch the reader properly by demonstrating how to do so.

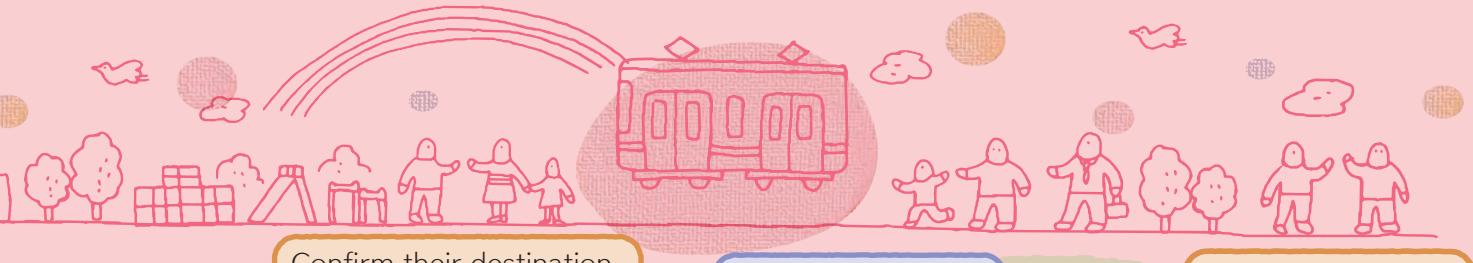
Important points

Some passengers, including people with dementia, miss touching IC card readers and/or forget to take their numbered ticket. Although it is often difficult for them to adjust to new techniques, the introduction of IC cards has provided some people with easier access to public transportation. Easy-to-understand displays and voice guidance are desirable for people with dementia. For people who take the same route frequently, drivers may be able to keep track of their situation by handing over necessary information to their counterparts.

They may forget their destination while on the bus. If a bus schedule is delayed because the driver is occupied to deal with a person with dementia, other passengers may suffer inconvenience, such as being late for their appointment or missing the train. Please ask for the passengers' cooperation.

Addressing them politely

People with dementia are less likely to notice danger associated with public transportation. If they are alerted to the danger in a loud voice, they may think that they are being scolded, or become agitated. To ensure that passengers, including people with dementia, utilize trains comfortably, please address them politely.

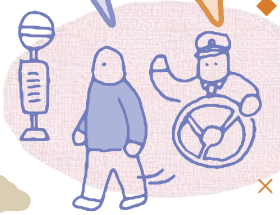


Trying to get off the bus at every stop

Confirm their destination when they get on the bus, and tell them that they will be informed when arrived.

◆ Considerations should be made individually to ensure that bus operations are performed without delay or any other problems.

× Tell them not to stand up because it is dangerous using the driver's microphone.



While on the bus

Unsure of where to insert a bill when changing to coins



Politely help them by pointing the bill slot and/or insert the bill into the slot.

× Oral explanations

Forgetting to take a numbered ticket or loosing it, and does not remember the stop at which they have gotten on.



Politely talk to them, and mention previous stops until they recall the one at which they have gotten on.



Asking the driver to stop as they have forgotten to press the buzzer



Panicky as they realize that they have gotten on the wrong bus

Tell them politely that they can get off at bus stops only and reassure them that the driver listen to their complaints after arriving at the last stop.

Confirm their destination, and tell it to the driver.

Payment

Unsure of the fare



Ask them to show their numbered ticket, and tell them the fare.

About to get off the bus without paying the fare



Taking time to pay the fare, which makes a long queue of passengers



Politely ask them to pay the fare without rushing them.

× Call them to stop, and other people hear it.

Allow them to take their time to pay the fare, and help them pay when necessary.

◆ Letting other passengers waiting in the line get off first

× Rush them.

Getting off a bus

Not getting off the bus even after arriving at the last stop



See how they behave, and if necessary, talk to them.



Leaving their belonging on the bus

Cooperation from other passengers

● Make an announcement for not leaving any belongings behind.



To facilitate social participation of people with dementia

Taxies

Actions that people with dementia are likely to take

Support that needs to be provided

● Measures that should be adopted by taxi companies

× Undesired responses



Calling a taxi by telephone

Not being able to tell where to come



Find the location by asking them whether they are at home or outside, as well as noticeable buildings or other features. Identify where they are by the displayed phone number.

● On the maps of taxi companies, frequent taxi users are marked in order to facilitate quick and smooth taxi allocations. If they often use a taxi, Please ask the company to register the name.

× Try to find the location in a strong tone.

Getting in a taxi



Unsure of how to fasten the seatbelt



Demonstrate how to fasten the seatbelt and, if possible, get out of the car and fasten their seatbelt.

× Oral explanations

Important points

People with dementia who have difficulty utilizing public transportation often use taxies.

People who have difficulty telling their destination to drivers

If the driver listens to them patiently, they may be able to tell a driver their destination.

The taxi fare becomes expensive as the driver waits for the person.







Actual trouble People with dementia often call a taxi too early because they have difficulty with the timing of calling it, in which case drivers need to wait for them for a long time. In addition, in many cases, these people use a taxi even when going to a nearby place, which affects their family budgets and results in financial difficulties. For example, the taxi fare can become expensive when a person makes a taxi driver wait for them while shopping at a supermarket or stopping at a bank.

Families and supporters desire them to refrain from using a taxi, but they use it because of its convenience.

Actual case of support The supermarket and bank to which a person often went were requested to call a taxi after his/her errands were completed. Thus, through reasonable cooperation among the supermarket, bank, and taxi company, the person's financial burden could be reduced.



Having difficulty making the driver understand their destination

Patiently listen to them.

× Look irritated or use a strong tone of voice when trying to understand their destination.

Politely respond instead of ignoring them, even if they repeat the same things.

Repeatedly saying the destination, or confirming it restlessly

While in the taxi

Leaving their belongings in the taxi although the driver reminded them

Get off the car and hand them the belongings if possible.

Getting off a taxi

Using a large bill to pay a low fare

Accept the bill as long as it is not a problem.
Adopt a flexible approach; for example, if the driver is short of change, ask them to use small money.

Payment

Having difficulty using small money

Show them the taxi fare and actual money necessary for payment, so that they can follow the instruction.
Ask them to put money on the tray, and take the correct amount of money confirming it together.

Going to the destination

Talk to them and, if they are lost, take them back to where they get on.
If necessary, take them to the police station.

Keep standing after getting off the taxi.

To facilitate social participation of people with dementia

Delivery service

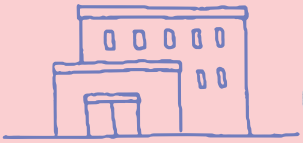
Actions that people with dementia are likely to take

Support that needs to be provided

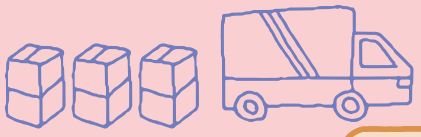
× Undesired responses

◆ Consideration for other customers



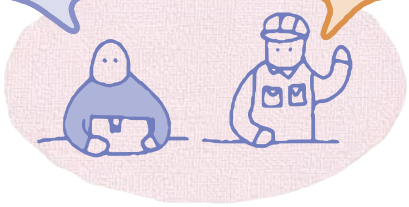


Business office



Frequently sending the same item

Express gratitude for using their service, and if necessary, contact their family with their consent.



Forgetting to bring their wallet

Politely tell them that they need to bring their wallet to pay or suggest cash-on-delivery service.



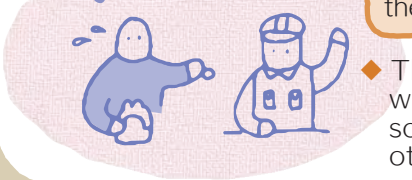
Saying that they forgot the address when filling out the delivery slip

Ask them whether they have anything that has the address, and if they do, ask them to write it down while looking at it. Ask them to take their package home with the slip. Write a message for their family to request cooperation with their consent.



Paying the incorrect amount or taking time to make a payment

Do not rush them, and show them the correct amount/charge in both oral and written forms to facilitate their understanding.



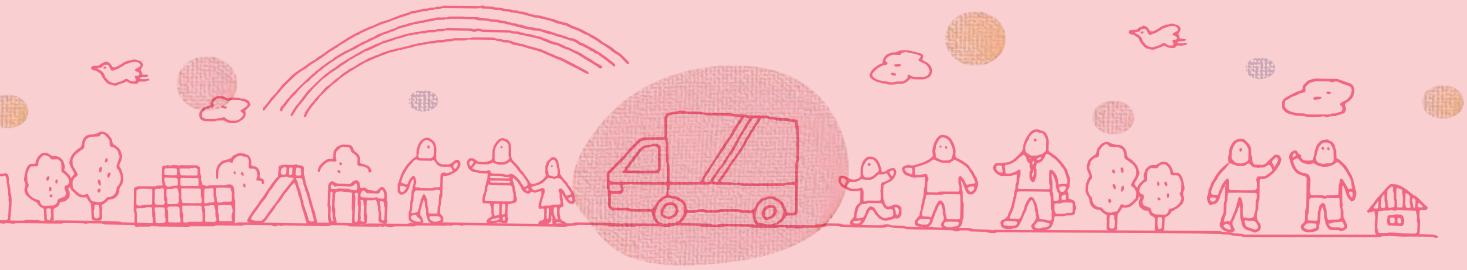
◆ They feel rushed when other customers are waiting in line, so when one staff is with them, other staff should serve other customers.

Important points



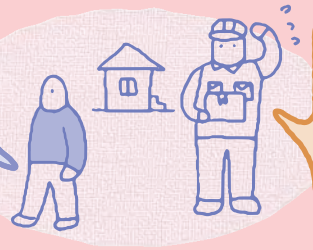
Delivery person may notice at the time of delivering mail order products that the customer has dementia based on the way they speak and act. However, the delivery person should basically keep a wait-and-see attitude toward them, and refrain from calling their families and a community-based comprehensive support center without obtaining their consent. Contacting their families may lead to domestic problems.

When requesting delivery service, many of them have difficulty making a phone call and performing the necessary operations according to the voice guidance. Due to these difficulties, they may be unable to use delivery services. Non-digital services may also be desirable for the elderly without dementia. As delivery service is convenient for the elderly, please remain the non-digital services.



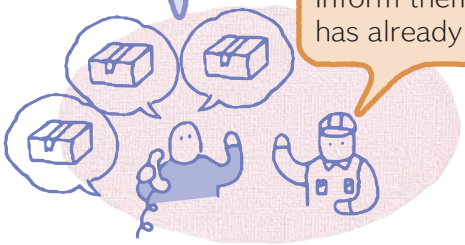
Home

Be often absent despite the rescheduling of deliveries.



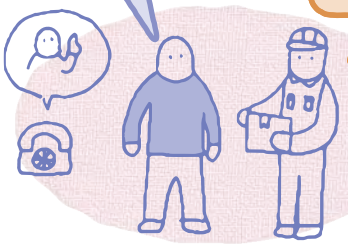
Ask them to write down the scheduled date for redelivery in large letters. Make phone calls before the redelivery.

Repeating requests for collection/delivery by telephone



Visit them as soon as possible. Inform them that their request has already been accepted.

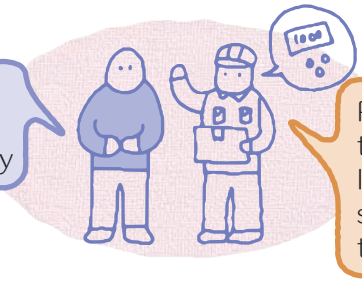
Doubting that the person is the delivery man



Ask the sender to inform them about the delivery beforehand.

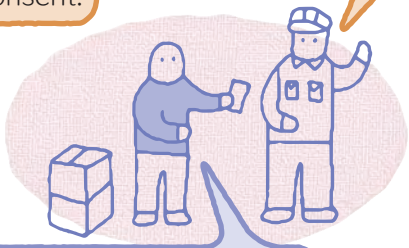
× Force them to accept their deliveries.

Unable to pay the charge for cash-on-delivery



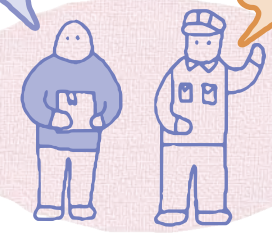
Politely explain the need to pay for the delivery. If they do not understand, send the package back to the sender with their consent.

Explain in both written (delivery slip) and oral forms that the service fees have already been paid by the sender.



Frequently purchasing the same item by mail order within a short period

Keep a wait-and-see attitude toward them in principle, but inform them about the frequent deliveries of the same item.



They may become agitated if they are insistently asked about the frequent delivery of the same item. Contacting their families without their consent may cause domestic trouble, thus politely ask them first.

Having difficulty understanding that they do not need to pay for the delivery, and insisting on paying for the service

Refusing to accept the delivered package



Show them the delivery slip, and explain the service. If they do not understand it, send the package back to the sender with their consent.

× Force them to accept their deliveries.

To facilitate social participation of people with dementia

Public facilities

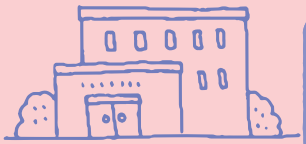
Actions that people with dementia are likely to take

Support that needs to be provided

Consideration for other customers

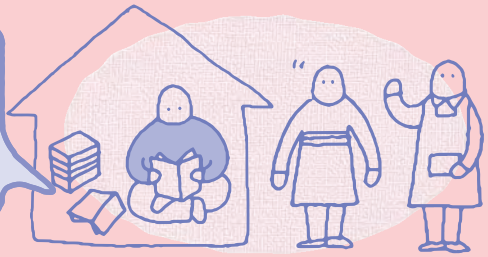
× Undesired responses





Libraries

Not returning the books although the due date has passed (not returning the books even after being notified)

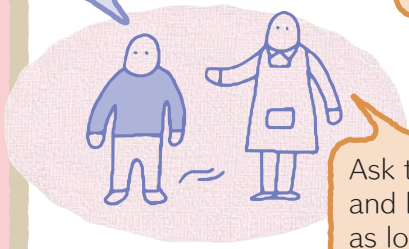


Request cooperation from their family.

× Keep requesting them to return the books.

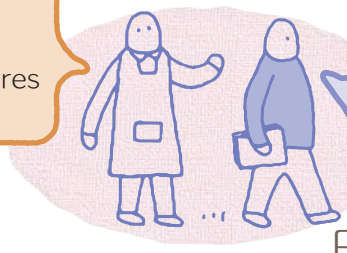
Doorway

Wandering around but do not seem to be looking for a book



Explain the procedures for borrowing books, and review the procedures together.

× Blame them, and other people hear it.



Trying to take books home without completing the procedures

Ask them if they need any help, and keep a wait-and-see attitude toward them as long as they seem to have no problems and are not inconveniencing other users.

× Tell them not to wander around.

Reading room



Unsure of how to borrow books



Explain how to borrow books, step-by-step.

× Give them a library guide.

Talking in a loud voice

Politely ask them to be quiet with a gesture.

Reception

Important points

Public facilities need to be considerate of their users, including people with dementia, in a manner enabling them to use the facilities comfortably.

Libraries

Many people with dementia enjoy spending time in libraries. Some do not turn the pages of newspapers, and some just sit on a chair without reading any books. However, when they seem to have no problem, please keep a wait-and-see attitude toward them. They may feel uncomfortable staying in the library if a staff member talks to them. It would sometimes save their pride to pretend not noticing their difficulties.

Group activities

People with dementia often misunderstand what they have promised, have difficulty adapting to various circumstances, hesitate to participate in activities, and/or become homebound.

In order for them to be able to continue participating in group activities even after the onset of dementia, staff members are expected to support them, protect them from trouble, and help them nurture a favorable relationship with other group members. Keeping social interaction may delay progression of dementia.



Community centers

Government offices

Mistaking the date of the class, and miss it



Remind them about the class beforehand, and/or ask other participants to call/bring them.

× Simply point out their mistakes

Frequently visiting the inquiry counter to ask for help

Politely listen to them and support them on an individual base without rejecting them. Contact a community-based comprehensive support center.



◆ Support them in a manner that other visitors do not hear.

Inquiry counter

Doorway

Putting on the wrong shoes

Help them locate their shoes. If they often put on the wrong shoes, mark their shoes with their consent.



◆ Do not tell other visitors that they may be demented, and apologize to these visitors for inconveniencing them due to the lack of consideration on the part of the center.

× Point out strongly their mistakes.

Explain the rules in an easy-to-understand manner.

Not keeping the center's rules



◆ Apologize to the visitors for their conduct if they caused trouble without telling that they may be demented.

× Blame them.

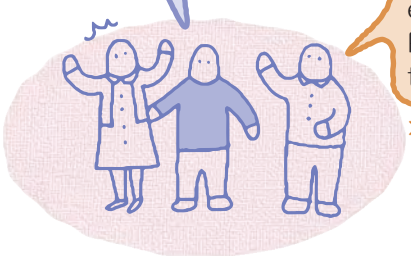
Help them individually and/or casually demonstrate how to use the locker.

× Rush them

Taking time to use the locker



Sexually harassing a female staff



Tell them that sexual harassment is prohibited under normal social conventions. Explain until they understand even if it takes time. Please try patiently to reach their understanding.

× Blame them strongly, and other people hear it.

To facilitate social participation of people with dementia

Police box (KOBAN)

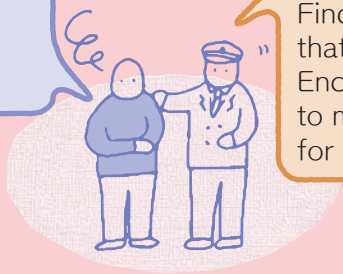
Actions that people with dementia are likely to take

Support that needs to be provided

× Undesired responses

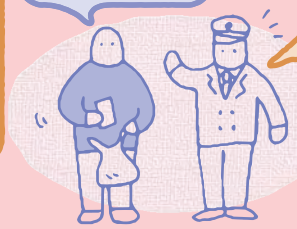


Taken into custody by the police as they forgot the way home



Reassure them, and ask them for more information in step-by-step manner. Find their belongings that help to identify them. Encourage their family to make a registration for wanderers.

Shoplifting



Determine whether the shoplifting can be attributed to dementia. Contact those who know their condition, such as their families, before charging them.

Home



Frequently calling the police to claim that they had their belongings stolen or had been harassed by other people



Determine whether the claims can be attributed to dementia, and contact those who know their condition, such as their families.

Police box

Ask a direction but unsure of where to go.

Check whether they have any belongings that help to identify them. Call their families if a telephone number is found.

× Oral guidance only



Important points

The police officers should ideally become acquainted with community residents including people with dementia so that they can lead safe and stable lives in the community.

Wandering around

When people with dementia are taken into custody by the police, their belonging are the best sources to clarify their names and contact information. In some cases, their names are on things they wear (e.g., clothes and shoes), their belongings with their contact information written on them are put in their bag, and their phone number is on their key chains. It is important for them to keep items that are easy to carry and provide a clue to their identification (e.g., a piece of paper showing their contact information or the records of driver's license) in their wallet/purse or pocket.

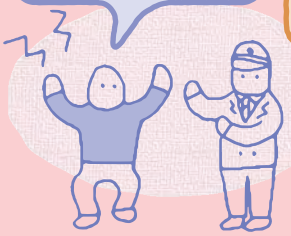


Items they are not used to carrying, such as a mobile phone with GPS, are often discarded by them when wandering around. It is important to choose their belongings according to their lifestyles.

Families are encouraged to enroll in the wandering registry. Please ask for the community cooperation for the safe return.

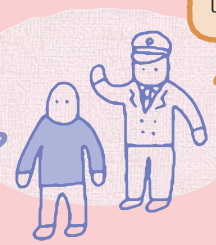


Angry, anxious, and/or frightened for some reason



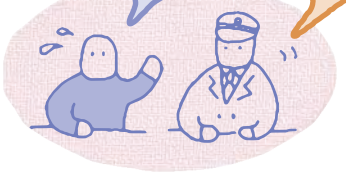
Carefully listen to them after they have calmed down, and find out what they are trying to say from their perspective.

Found wandering around, and they have made registration for wanderers



Casually talk to them, take them to the police box for protection, and contact those who registered them.

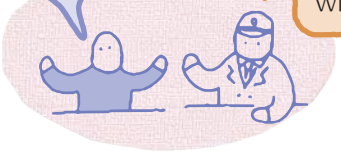
Keep saying that they have been victimized.



Carefully listen to them, and if necessary, contact a community-based comprehensive support center.

× Pretend to listen

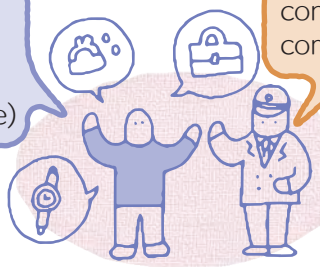
Claiming something that is untrue



Establish a way to resolve these problems in cooperation with other agencies, with their or their family's consent.

× Try to persuade them that their claims are untrue

Frequently reporting the loss of their belongings (claiming to have left their belongings somewhere)



Show sympathy for them and, if necessary, contact a community-based comprehensive support center.

× Take rude attitude: "had heard that before"

Listen to them in a reassuring manner to find a clue in resolving their problems. Sometimes, their contact information is on their clothes or in their bag, so search them with their consent.

Unable to say their contact information (e.g., their home address) when taken into custody



Frequently asking a direction

Explain how to get there using a map and by showing landmark.



Temporally confused, agitated, and/or restless

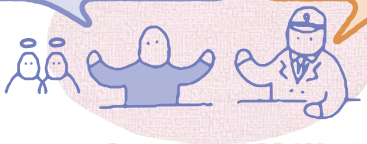


Carefully listen to them until they become mentally stable.

Consulting the police regarding the safety of their deceased parents

Direct their attention to something else, and wait for them to become mentally stable.

× Try to make them understand.



Directing their anger toward the response of a police officer

Change the police officer in charge.



To support people with dementia,
it is important to imagine

"what you would like other people
to do for you
if you became such a person."



You may want to hide the fact that you require support.

When someone points out your mistake, you may desire not to see them again.

Your desire to go out may disappear because you do not want to inconvenience others.

If someone talks to you when you are confused, you may be relieved.

If someone talks to you in a cheerful way when you have difficulty organizing your thoughts,
you may be glad.

You may desire to live a normal social life.

You may enjoy having a pleasant day by going out and communicating with people.

Your purpose of shopping may be not only to purchase daily necessities,
but also to interact with others.

Please consider "how to have a pleasant time with the elderly",
regardless of whether they have dementia or not.

To ensure that people with dementia and people around them utilize shops and other facilities comfortably,
we should intently listen to them, which may be more important than having knowledge on dementia.

Living a happy life with dementia
- Aiming at a society with prosocial relationship-

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