

IS IT DEMENTIA?

EMERGENCY SERVICES | FACILITATOR GUIDE QUESTIONS

QUESTIONS

These questions are designed to be used when this resource is integrated into existing training programs. The facilitator guide questions are prompts for discussions and areas that can be explored further in a training situation.

The scenario in this training resource is designed to reflect good practice. However, there are many other issues that might be explored to further improve your response. Consider how different emergency situations, environmental factors, cultural and other aspects might impact or change/challenge the response required.

Are there any indicators that make you consider whether dementia or memory loss may be an issue?

- Confusion about why Emergency Services are present
- Fear
- Concern about 'Lucy'
- Inability to process information
- Agitation
- Short term memory

Thinking of the key messages that are being delivered, are there different/better ways to deliver these?

- Focus on communication
- Body language
- Uniform
- Gender
- Speed of conversation

In this scenario the person with dementia left the premises easily – if the person were more resistant to leaving what would you do next?

- What is your responsibility/protocol?
- Could you convey the message differently?
- Do you need to access additional support?

What is your duty of care (in this scenario as an example) when you reach the evacuation centre?

- Shared knowledge
- Does the person being 'handed over' understand who they are going with and why?
- Are there other people that should be involved

Reflect over your past experiences and responses to events – share with the group where you have attended an incident where dementia or memory loss was a factor.

Or reflect on a previous experience where you now think you might have changed your response based on this training.

Alzheimer's Australia can provide additional training support to facilitate this training resource – please contact the National Dementia Helpline on 1800 100 500.

For further support visit our website www.fightdementia.org.au