

IS IT DEMENTIA?

RETAIL 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.

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

- Confusion about what they are looking for
- Difficulty answering simple questions
- Overwhelmed by information
- Difficulty processing money requirements

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
- Connection to person with dementia

What is your duty of care?

- Explore your organisational policies and protocols
- Shared knowledge
- If you are required to access additional support does the person being 'handed over' understand who they are going with and why?
- Are there other people that should be involved – can you contact family members?
- Explore pathways for future better practice – does this include development of specific policies and procedures

These scenarios can be related to a range of retail situations. Explore some responses to these different situations.

- Ensure you reflect on how culture and other disabilities may impact these situations.

Consider:

- Have you had an interaction that you can reflect on now and ask 'could it have been dementia?' and if so 'what would I do differently in the future?'

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