

IS IT DEMENTIA?

TRANSPORT 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. You are encouraged to review other videos outside of your primary industry as there may be similarities in the way you experience the situation.

Can you see anything that may make you think this person has dementia or memory loss?

BUS

- Confusion about where to get off
- Where the bus is going
- Inability to answer simple questions
- Inappropriate responses

TRAIN

- Confusion about the ticket
- Inability to answer questions
- Customers appears 'scared' – this may indicate anxiety/distress

TAXI

- Repeated questions
- Confusion about the destination
- Distress about the journey

COACH (no filmed scenario but other clips will be useful to provide context)

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 in regards to ensuring the person reaches their destination?

- Explore your organisational policies and protocols
- Shared knowledge – how do you share knowledge with co-workers about experiences with customers?
- Consider if the scenario didn't go as well as these – what options do you have?
- 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, your call centre for further information?
- Explore pathways for future better practice – does this include development of specific policies and procedures?

These scenarios can be related to a range of transport situations – including coach transport. On coach transport there may be a higher risk of someone with dementia not returning to the coach after breaks or becoming agitated during the journey.

- Explore some responses to these different situations.
- Ensure you reflect on how culture and other disabilities may impact these situations.

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