

Telephone Tips for calling PWD (Persons With Dementia)

SPEAK CLEARLY & SLOWLY

- One sentence, slight pause, next sentence, etc.
- Sounds, Words & Meanings can become distorted
- Sentences can run together and lose meaning
- Brain is trying to process the conversation AND the meaning



• **DON'T YELL**

- Dementia doesn't mean hearing impaired

• **STOP ALL OTHER CONVERSATIONS & DISTRACTIONS**

- Mentally & Verbally – concentrate on the call
- Your small distractions can cause confusion

• **STATE EXACTLY WHAT YOU NEED & WHERE TO FIND IT**

- Account Numbers, Billing Date, etc.– explain how to find the information
- Request information one at a time- consecutive steps are confusing

• **REPEAT NUMBERS & IMPORTANT DETAILS**

- Processing numbers can be difficult – Say **THREE** numbers or less at a time

• **AVOID TRANSFERRING THE CALL**

- If you **MUST** transfer the call
 - Give the name & number you are transferring to
 - Stay on the line and give the new person the caller's name & explain the situation

• **CONFIRM ALL IMPORTANT INFORMATION**

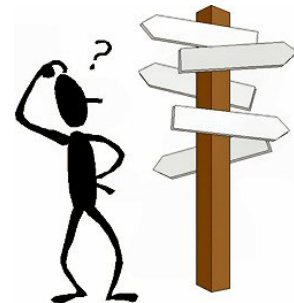
- i.e., “Just to confirm, would you read back to me the number I gave you?”

• **BE THE LAST TO HANG UP**

- Give your caller time to process
- It takes longer to process information – this ensures that all questions have been asked

• **LEAVING A MESSAGE**

- Provide all information
 - Date & time of the call
 - Your Name
 - Company name
- State important information at **LEAST TWICE**
 - Phone Number, Company Name, Your Name and Extension



- **Many of these basic telephone etiquette tips can make a big difference in eliminating confusion for PWD (Persons With Dementia).**

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