



# Dementia Communication Basics

26005

When in doubt, remember: *Feelings first. Facts second.*

## DO:

- Validate emotions
- Speak calmly and slowly
- Use simple language
- Reassure often
- Redirect gently
- Protect dignity

## AVOID:

- Arguing
- Correcting unnecessarily
- Saying “you already told me”
- Asking “don’t you remember?”
- Explaining too much
- Taking it personally

## THREE TOOLS TO REMEMBER:

### 1. VALIDATE

“I can see this is upsetting.”  
“That sounds frustrating.”

### 2. REDIRECT

“Let’s do this together.”  
“Tell me more about that.”

### 3. REASSURE

“I’m here.”  
“You’re safe.”  
“We’ll figure it out.”

## REMEMBER:

You can’t argue with brain damage.  
You can reduce fear.