**Dementia Friendly Transportation**

There are many ways in which you may become dementia friendly.

Here are some suggestions:

**Signs that a passenger may have dementia:**

* Memory loss, forgetfulness
* Confusion with time or place
* Difficulty planning and following steps
* Trouble understanding visual images and reading information (maps, routes, signs, etc.)
* Difficulty with speaking and writing
* Misplacing things, inability to retrace steps
* Impaired judgement and problem solving
* Challenges with money (paying fares, making change, etc.)
* Difficulty understanding schedules, routes, directions
* Personality and mood changes
* Repetitive speech or behaviors

**Helpful Strategies:**

* Speak clearly and slowly, use shorter sentences
* Provide instructions one step at a time
* Avoid using jargon or slang phrases
* Provide reminders of upcoming stops or arrival information
* Use closed-ended questions / offer simple choices for answers
* Offer comfort and reassurance
* Be patient and flexible
* Avoid arguing or correcting
* Be friendly & kind in order to minimize feelings of anxiety
* When in doubt, talk to a supervisor about your concerns

**Resources**:

* Alzheimer’s Association MA / NH Chapter: 24/7 Helpline (800) 272-3900
* Boston Alzheimer’s Initiative: (617) 635-3992
* Dementia Friendly MA: <https://mcoaonline.com/programs/dementia-friendly/>
* Dementia Friends: <http://dementiafriendsusa.org/>
* Dementia Friendly America: [www.dfamerica.org](http://www.dfamerica.org)



