

Dementia Friendly Training: Transportation



Objectives

Review Dementia

Identify Challenges for Persons with Dementia

Discuss Dementia Friendly Approaches

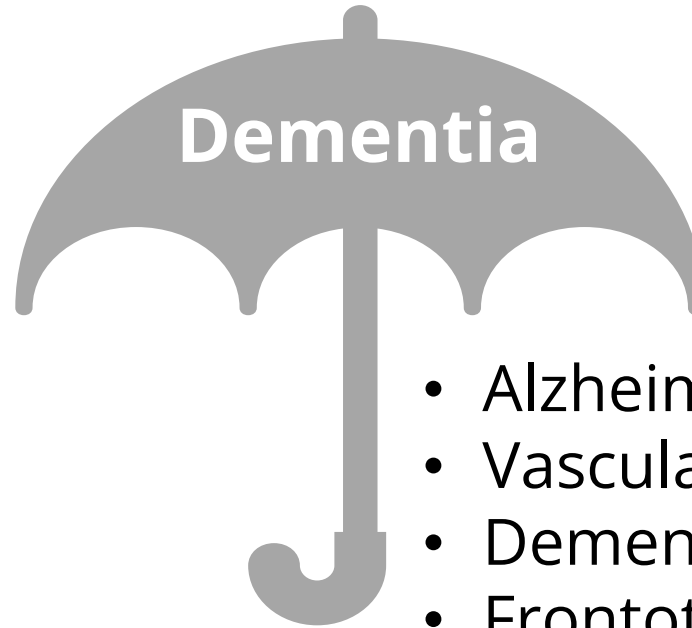
Discuss Dementia Friendly Driver Strategies

List some Transportation Considerations

Review of Dementia

Chronic impairment of the brain's mental processes

Affects memory, thinking, decision-making, everyday activities



- Alzheimer's Disease
- Vascular Dementia
- Dementia with Lewy Bodies
- Frontotemporal Dementia
- Mixed Dementia

Signs & Symptoms



Communication
Difficulties

Wandering

Losing Things

Frustration

Repetition

Poor Judgement

Unacceptable
Behavior

Confusion

Challenges for Persons With Dementia

Clues that riders may need some extra help

Common Challenges

- Trouble remembering appointments
- Frustration towards the driver or other passengers
- Agitation or anxiety
- Confusion about time, people, places
- Difficulty following directions
- Repeating the same question over and over
- Incontinence

Dementia Friendly Approaches

Be Respectful

- Treat them with dignity
- Avoid talking “past” them

Offer Support

- Give them reassurance & comfort
- Avoid criticizing & correcting
- Do not fight with them
- Encourage them

Be Patient

- Let them know you are listening
- Try to understand
- Give them enough time to process & respond



Dementia Friendly Driver Strategies

- Learn as much information about the rider ahead of time (their needs, cognitive abilities)
- Let them know that you are there to help
- Answer questions as needed
- Speak slightly slower than normal
- Be patient in waiting for their responses
- Give concise and simple directions
- Offer to call a caregiver, family, or friend if needed
- Share concerns with a loved one if needed



Considerations



Consider many different options

- Walking, biking, driving, public transportation
- Fixed-route, dial-a-ride, volunteer programs, taxis, shared ride options

Create an easy access system

- Requesting rides – call in, online forms
- What is the timeline to request rides in advance?

Provide consistent & reliable transportation

- Carefully vet & train drivers (even volunteers)
- Ensure drivers adhere to the schedule of pick-ups & drop-offs



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