

Communication Tips for Persons with Memory Loss

Here are some things to consider when you are communicating with a person that has memory loss.

- Use open body language
- Watch the other person's body language for clues
- Be attentive
- Listen to hear, not to talk
 - Use your voice and words to convey empathy.
 - Lower your vocal register, speak slower and in a calm soothing tone.
 - Identify and label emotions. "You sound sad."
- Don't counter an emotion with a fact, just acknowledge it
- Deal with the emotion – not the content

Adapted for use from <http://www.caregiverstress.com/geriatric-professional-resources/professionaldevelopment/clinical-empathy-a-key-tool-for-client-care>

What to avoid!

- **Don't argue with your loved one**
- **Don't tell the person what he or she cannot do**