



10 Tips on Connecting with a Resident in Memory Care

1. Avoid phrases like “don’t you remember...”
2. Use their name when you’re speaking with them
3. Try to be at their eye level in front of them
 - a. If they’re sitting down, sit across from them
 - b. If they’re standing, stand in front of them
4. **K.I.S.S.S. KeeP It Short, Simple, and Slow**
 - a. For example, ask one question at a time and avoid figurative language
5. Speaking slowly and avoid moving too fast physically
6. Try responding using emotions and nonverbal cues, not necessarily words
7. Decrease distractions if possible and redirect if they do get distracted
8. Rephrase questions if they don’t understand the first time
9. Use phrases like “If I understand correctly...” if you don’t know what they’re talking about
10. **Go with the flow! If they say something that’s incorrect, don’t correct them unless it’s a safety concern**