



dementiafriendlydenver.org

Dementia Friendly Restaurant Server Training

Here are some dementia communications and seating tips to make the dining experience better for everyone:

- Patience on your part is the key!
- Discreetly seat the guest with dementia and their family care partners in the quietest spot possible.
- If possible, make sure music and TVs are turned off or down in the designated dementia dining area or near *Purple Tables*.
- Remove non-essential items (like flowers and promotional materials) from the tables ahead of time to lessen clutter and confusion.
- Speak slowly and use simple words and sentences.
- Do not, however, speak to the guest with dementia in baby talk or treat them like children.
- You may be communicating mostly with a care partner, but don't ignore the guest with dementia or speak in front of them like they aren't there.
- Don't rush the order process.
- Avoid asking questions of the guest with dementia; make statements instead. Example, "I am ready to take your order" vs. "What you would like today?"
- Be aware of menu items that are familiar and easy to eat and be ready to suggest them to the guest with dementia or their care partner as appropriate.
- Behaviors by guests with dementia may be unfamiliar to you.
- Go with the flow and stay calm.
- Guests with dementia may become frustrated or upset.
- Frustration may seem like it is aimed at you, but don't take behaviors personally.
- Apologize for any perceived mistakes even if they are not your fault and never correct the guest with dementia.
- Spills may occur – quietly and discreetly help clean them up.
- Present the guest check to the care partner discreetly.
- Don't rush the party when leaving.

Thanks for becoming a Dementia Friendly Restaurant Server!