

Preventing Missing Incidents Tip Sheet

When you, as a First Responder, locate a missing person with dementia

- Introduce yourself
- Make eye contact
- Create a comfortable environment
- Go into the person's reality (e.g., if the person thinks she needs to pick up her child from school, you can ask her how many children she has)
- Make connections or rapport with the person
- Listen to the person
- Adjust to her language
- Make sure she understands you

Other considerations

- Urban searches are **particularly complex** as most people with dementia live in urban settings where there are multiple ways to move through the environment (e.g., taxi, public transit)
- There is a **reason** the person with dementia has left a space – as the person may not be aware of being lost, it is important to be patient
- Familiarize yourself with the **resources available** to caregivers as this will ultimately reduce the number of calls that First Responders receive
- Don't say that people with dementia "suffer" from dementia – use the terminology that they are "**living with**" **dementia** as they still make contributions, can enjoy life, and may not be suffering