

STEPS TO ENHANCING COMMUNICATION: INTERACTING WITH PERSONS WITH ALZHEIMER'S DISEASE

與阿滋海默症患者加強溝通的方法

A person with Alzheimer's disease often experiences changes in the way they express themselves and the way they understand others. The person with dementia may find it difficult to express himself in words and have trouble understanding what has been said.

阿滋海默症患者通常在表達自己和瞭解他人時會有異常的情況。阿滋海默症患者很難用字句來表達自己，同時也不易去瞭解別人所說的言語。

Changes in Communication

Those who interact with the person may recognize some of the following changes:

- Difficulty finding the right words
- Using familiar words repeatedly
- Difficulty organizing words logically
- Using curse words
- Speaking less often
- Relying on nonverbal gestures more often

溝通上的轉變

與患者溝通時會發現有以下異常的情況:

- 很難找到合適的字句
- 重覆使用熟悉的字句
- 有困難將字句邏輯地組合起來
- 使用詛咒的字句
- 言語不多
- 時常需要依靠非言語的姿態去表達

Below are some helpful solutions to enhance communication for persons with Alzheimer's and their caregivers:

阿滋海默症患者和照顧患者的人之間加強溝通的一些有效方法:

How to be a better listener

如何做一個較好的傾聽者

Communicating with a person affected by Alzheimer's disease requires patience and understanding. One of the most important skills is to be a good listener.

與阿滋海默症患者溝通需要有耐心和瞭解。其中一項最重要的技巧是做一個好的傾聽者。在您幫助患者進行溝通時:

When helping the person communicate:

- **Be patient and supportive**

Let them know you're listening and trying to understand what they are saying.

- **Offer comfort and assurance**

If the person is having difficulty expressing themselves, let them know it's all right.

Encourage them to continue to explain their thoughts.

- **Don't argue**

If the person says something you don't agree with, let it be. Arguing often only makes things worse.

- **Encourage him to communicate non-verbally**

If you don't understand what they are trying to say, ask them to point or gesture.

- **要有耐心和支持**

讓患者知道您是用心在聽，同時試著瞭解他所說的。

- **給予安慰和自信**

假如患者有困難來表達，讓他知道這沒有關係。並且鼓勵他繼續解釋他的想法。

- **切勿爭論**

假如患者說出您不同意的話，就讓他說。與他爭論只會使事件更惡化。

- **鼓勵他們使用非言語的姿勢來溝通**

假如您不明白他想說甚麼，請他用手勢或姿勢來表達。

How to be a better communicator

- **Talk slowly and clearly**

Be aware of speed and clarity when speaking.

- **Patiently wait for a response**

Persons with dementia may need some extra time to process your requests.

Give them the time and encouragement they need to respond.

- **Repeat information or questions**

If they don't respond, wait a moment and ask again. Use the same phrasing and words as before.

- **Turn questions into answers**

Try providing the solution, rather than the question. For example, say,

"The bathroom is right here" instead of asking "Do you need to use the bathroom?"

- **Give visual cues**

Demonstrate your request by pointing, touching or beginning the task for the person.

To find out more information about Alzheimer's disease, call the Alzheimer's Association.

如何做一個較好的溝通者

- **講話要緩慢和清楚**

講話時要注意速度和清晰度。

- **耐心地等候回應**

失智症患者需要較多的時間去瞭解您的要求。給他足夠的時間及鼓勵來回應您。

- **重覆您的資訊或問題**

假如他沒有回應，請稍待片刻後再提問。請仍使用同樣的字句。

- **把問題轉換成答案**

試著提供答案而不是問題。例如，您可以說：“浴室就在這裏。”用以替代“您是否需要使用浴室?”。

- **給予視覺上的提示**

以手指出、觸摸或示範向患者表明您的請求。

For more information or to locate the Chapter nearest you call:

1-800-272-3900*

***Operators will speak English. If you need language assistance, ask a friend or family to make the call, or directly call the Alzheimer's Association Greater San Francisco Bay Area Chapter. This Chapter provides the Chinese language line to answer questions.**

若想獲得更多有關阿滋海默症的資訊，或想知道距離您最近的分會，請致電阿滋海默症協會 (Alzheimer's Association)。

1-800-272-3900*

*註: 接線員僅會說英語。假如您不會說英語，可請親友協助通話或致電阿滋海默症協會舊金山灣區分會 (Alzheimer's Association Greater San Francisco Bay Area Chapter) 我們特別提供華語協助專線電話:

(650) 623-3173