How to Assist an Older Adult Who Appears to Need Help

Always treat adults like adults.

Use Positive Language.

Say:

“Let’s go here.”

Instead of:

“Dont go there.”

Redirect, don’t correct.

Say:

“I haven’t seen ‘Joe,’ but my name is ____. Can I help?”

Avoid “challenging” questions.

Instead of:

“Do you know where you are?”

Say:

“Thank you for shopping with us today. Can I help you with something?”

Be friendly, calm and reassuring.

Make eye contact; speak slowly and distinctly.

Ask open-ended questions.

Instead of:

“Can I help you?”

Ask:

“What can I help you find today?”

What can I help you find today?

Remember that confusion and disorientation can be symptoms of dehydration, stress and fatigue, and may have nothing to do with the person’s age.

If someone seems ill, call 9-1-1

Preventing Falls... One Step at a Time

www.steadyu.ohio.gov