

# How to Assist an Older Adult Who Appears to Need Help

**Always treat adults like adults.**

**Be friendly, calm and reassuring.**

*Instead of:*  
"Do you know where you are?"

**Avoid "challenging" questions.**

*Say:*  
"Thank you for shopping with us today. Can I help you with something?"

Make eye contact; speak slowly and distinctly.

**Use Positive Language.**

*Instead of:*  
"Don't go there."

*Say:*  
"Let's go here."



**Ask open-ended questions.**

*Instead of:*  
"Can I help you?"

*Ask:*  
"What can I help you find today?"

**Redirect, don't correct.**

When someone is confused, he may think you are someone you aren't.

*Say:*  
"I haven't seen 'Joe,' but my name is \_\_\_\_\_. Can I help?"

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**