



FINDING Your Way®

*For people with dementia,
every step counts.*

How to help someone who is lost or confused

A practical guide

Alzheimer Society

ONTARIO

www.alzheimerontario.ca

This brochure gives tips on how to spot someone who may be lost or confused because of dementia. It also tells you what you can do to help.

Check the inside panel for your tear-off document to help prevent missing incidents.





Have you ever been lost in an unfamiliar place? It can be distressing. Maybe you were lucky enough to have a friendly stranger help you find your way.

For someone with dementia, becoming lost isn't just distressing; it can be dangerous.

Half of the people with dementia who go missing for 24 hours end up seriously injured or dead.



3 out of 5 people with dementia become lost at some point.

For many of them, it happens without warning. Familiar surroundings may suddenly become strange to them and they become unable to find their way home. Many are seniors, but a large number are not.

That's why it's so important to offer our help when we come across someone who seems lost or confused.





FINDING Your Way[®]
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every step counts.*

Identification Form

Are you caring for someone with dementia?

To keep them safe if a missing incident was to occur, complete this identification form and keep it handy. If the person with dementia goes missing, you can quickly provide important information to searchers.

**When someone with dementia goes missing,
it's an emergency.**

Call 9-1-1.

▶ Please detach this form from the booklet. ▶

Basic Information

First name:

Surname:

Nickname:

Date of birth: Sex:

Language(s) spoken:

Home address:

.....

.....

Physical Description

Height: feet inches Weight: lbs
Eye colour: Hair colour:
Complexion:
Ethnic origin:

Identifying Features

Check all that apply

Hearing aid(s): Left Right
Visual aid(s): Glasses Contact lenses
Dentures: Upper Lower
 Scars, birthmarks, etc. (location and description):

.....
.....
 Tattoo(s) (location and description):

Medical Information

Medical condition(s):
.....
Allergies:
.....
Medications:
.....
Results of not taking medications:
.....
OHIP number: version:
Family doctor's name:
Doctor's phone #:

Attach a Recent Photo

To this form, attach a recent, good quality, head and shoulders photograph of the person who may become lost. Replace the photo with an updated version as needed.

Potential Places to Look

Places where the person may go. For example: previous addresses, previous employment, favourite stores, nearby mall, post office, etc.

1.
2.
3.
4.

For Drivers

Licence plate number:

Vehicle colour: Vehicle make and model:

Emergency Contact Person

Name:

Relationship to person with dementia:

Home phone #:

Work phone #:

Cell phone #:

Home address:

.....

If you see someone in public who looks lost or confused:

What to say

- Approach the person from the front
- Speak slowly and calmly
- Tell the person who you are; ask their name
- Use short, simple words
- Use gestures when you talk
- Ask “yes” and “no” questions
- Ask one question at a time, allowing plenty of time for the person to answer
- Stay patient. If necessary, repeat yourself using the exact same wording
- Keep good eye contact
- Avoid correcting or “reality checks”
- Don’t touch the person too quickly or too roughly

What to do

- Check to see if the person is wearing a MedicAlert bracelet
- Call the police (911) for help returning the person home safely
- Wait with the person until the police arrives to take over

**When someone with dementia goes missing,
it’s an emergency. Call 9-1-1.**

▶ Please detach this form from the booklet. ◀



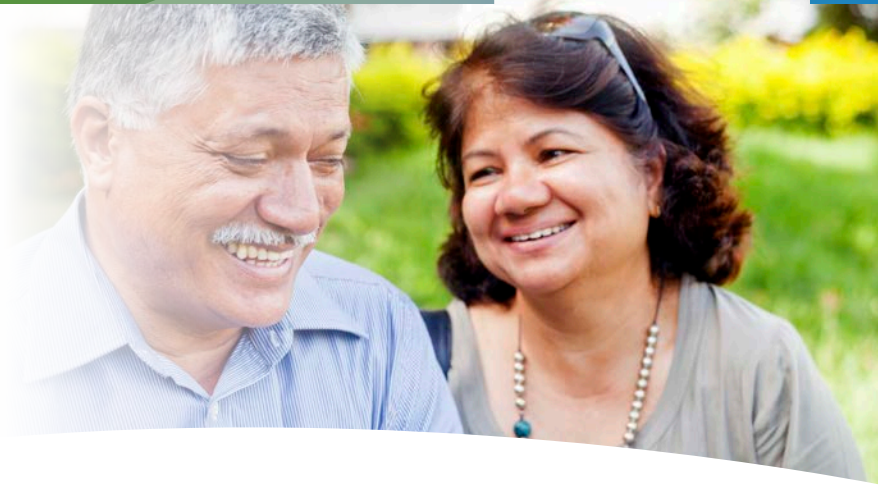
What to look for

- Not being dressed for the weather
- Standing still, looking around for a long time
- Pacing
- Looking confused or disoriented
- Repeating the same question within a short period of time
- May not think they are lost



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What to do

- Check to see if the person is wearing a MedicAlert® Safely Home® bracelet
- Call the police (911) for help returning the person home safely
- Wait with the person until the police arrives to take over

 MedicAlert® Safely Home®

Do you know someone with dementia?
Suggest that they (or someone who looks out for them) visit www.findingyourwayontario.ca for more tips. One important thing they can do is contact MedicAlert® Safely Home® to enroll in the program: [1.855.581.3794](tel:18555813794) / www.medicalert.ca/safely-home

When someone with dementia goes missing, it's an emergency. Call 9-1-1.



For your local Alzheimer Society contact information, call 2-1-1. They can provide more information about Finding Your Way and other programs that help people with dementia and those close to them. Visit www.FindingYourWayOntario.ca