

Building Blocks of the Best Friends™ Approach

Recognize the basic rights of
a person with dementia.

Understand what it's
like to have dementia.

Know and use the
person's Life Story.

Know just what to say when
communication is breaking down.

Develop the "Knack" of
great dementia care.

Encourage meaningful
engagement throughout the day.

Recast the relationship and your
language from staff to Best Friend.