



Memory Café

Guidelines



Dementia Friendly Communities

A dementia friendly community is a place where people living with dementia are supported to live with meaning, purpose and value.

In consultation with people living with dementia, Alzheimer's WA identified the need for:

- » Reduction of stigma
- » Increased knowledge of dementia in primary health services
- » Built environments that incorporate dementia design
- » The awareness of increased needs of people living with dementia in businesses and services

- » Increased support and services for families
- » Increased availability of person-centered services
- » Improved access to social clubs and activities for people living with dementia.

Memory Cafés were established to address some of these issues.

This document is a guide for organisations interested in setting up Memory Cafés in their local communities.

We encourage you to contact Alzheimer's WA to assist you in establishing a Memory Café in your area.



Five simple tips to better connect with a person living with dementia

1. **Talk to me**

Please talk to me, not my carer, family member or friend. Don't prejudge my level of understanding.

2. **Keep questions simple**

Providing information in smaller chunks will really help me.

3. **Body language**

Make eye contact and speak clearly, use short sentences, with one idea at a time. Please avoid using jargon.

4. **Be patient and understanding**

Sometimes it takes a little longer for me to process information and find the right answer. Don't rush me, allow me time to speak.

5. **Distractions cause disruptions**

Less noise and fewer distractions, such as bright lights, will help me to focus.

Please treat me with dignity and respect

Suggested Process

1. Initial meeting between relevant bodies (café, shopping centre, Local Governments, people living with dementia and wider community members) and Alzheimer's WA.

Discuss:

- » What a Memory Café is - an informal and social meeting place for like-minded individuals going through a similar experience.
- » The initial parameters - how the Memory Café will look, feel and operate.
- » Development of a working group from the above people.

2. Roles and responsibilities

- » A representative (Local Government, Alzheimer's WA or community) will try and be in attendance at each planning meeting/café event.
- » Promotion is the responsibility of everyone involved.
- » If any members or attendees require information about dementia, they will be referred in the first instance to Alzheimer's WA.
- » Resources about dementia will be made available by Alzheimer's WA.



- » Other resources, events or activities that may be of interest can be promoted to attendees and partners.

3. Potential café identified

- » Alzheimer's WA and relevant community members confirm suitability using environment guidelines in this booklet.

4. Meeting held with the café management to confirm involvement in joining the Memory Café group.

5. With guidance from Alzheimer's WA, a day and frequency of the Memory Café will be established.

6. Training staff - provided by Alzheimer's WA (fees apply).

- » Training ensures a safe and inclusive environment for those that attend to provide a more meaningful experience.
- » Training also equips staff with basic dementia knowledge and principles.

7. Define suitable and inclusive position within café.

8. Marketing and promotion developed.

- » Invitational flyer - see example
- » Online content
- » Organise launch event

Alzheimer's WA will list the Memory Café on our website, promote the launch on social media and in member communications.

Alzheimer's WA can provide additional advice to ensure the environment is dementia friendly.

Alzheimer's WA can also provide advice on inviting media to the Memory Café as required.

Once approved by all involved, material to be promoted through all networks. Any use of the Alzheimer's WA logo requires formal approval.

9. Launch/Opening

10. Please contact Alzheimer's WA if you would like to get involved in Memory Cafés or volunteer.



Example Promotional Flyer

alzheimer'swa
the dementia experts



Memory Café

Regular Day, Time

Name of Café

Full Address

Memory Cafés provide an opportunity for people living with dementia to socialise, feel welcomed in a safe and inclusive environment and make new friends. Supportive community members may attend.

For more information contact **1300 66 77 88**,
email support@alzheimerswa.org.au or visit alzheimerswa.org.au

Logo

Logo

Memory Café Checklist - points to consider

Owner/staff who are on board and willing to	<input checked="" type="checkbox"/>
Host regular Memory Cafés	<input type="checkbox"/>
Undergo dementia awareness training	<input type="checkbox"/>
Provide a welcoming environment	<input type="checkbox"/>
Have a regular time and day for the Memory Café	<input type="checkbox"/>
Promote the Memory Café and be willing to be promoted as a Memory Café	<input type="checkbox"/>
Liaise with attendees to ensure purpose of café is being achieved	<input type="checkbox"/>
Dementia Enabling Environment	<input checked="" type="checkbox"/>
Access to public transport may be beneficial	<input type="checkbox"/>
Car parking	<input type="checkbox"/>
Easy access for wheelchairs	<input type="checkbox"/>
Toilet facilities with access suitable for those with a disability	<input type="checkbox"/>
Adequate air conditioning or temperature control	<input type="checkbox"/>
Consider noise levels and environments that echo	<input type="checkbox"/>
Enough furniture to seat the group comfortably within a defined area	<input type="checkbox"/>
Ensure the venue chosen is not too small	<input type="checkbox"/>
Ensure venue is in a safe location	<input type="checkbox"/>

For more information on Memory Café's and locations contact **1300 66 77 88**, email support@alzheimerswa.org.au or visit alzheimerswa.org.au/memory-cafe



OUR VISION

A world where people with dementia and their families are supported and valued on their dementia journey.

OUR PHILOSOPHY

Dementia is a lived human experience rather than just a biological condition. We therefore embrace and support a holistic, person-centred approach that respects the individuality and the experience of those living with dementia.

OUR PURPOSE

To improve the lived experience of those on the dementia journey through our advocacy, leadership, innovation, education, partnerships and holistic, person-centred care and support, and to support the pursuit of risk reduction, treatment and cure for dementia.

CONTACT US

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