

WORKING WITH SENIORS

Tip Sheet



maintain eye contact, talk clearly and slowly but avoid shouting



actively listen and be empathetic



be sensitive and patient



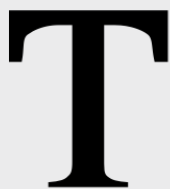
take into account each person's preferences, needs and abilities



be open to shifting communication style



clarify services required



use large font on print materials



provide a written record of services agreed upon



set an agreed upon time to provide the service

