

Helpful Strategies for Working with Parents with Cognitive Limitations

Structuring Space

- Create a clear space
- Have consumer face away from doors and windows
- Diminish distracting noises
- Redirect of children/ adults

Consistency of Time

- Diminish impact of “waiting time”
- Specify time to call/return call
- Link time frames to activities
- Breaking set

Consistency of Staff

- Teaming
- Perspective Taking/ Theory of Mind
- Prepare for change/ introduce and validate new staff

Consistency of Intent and Practice

- Pre and Post Process
- Structured Choices
- Leave guide behind

Chunking Information

- Logical chunks
- No more than three chunks at a time
- Multimodal format

Plain Language

- 11-14 Font size for documents
- Plain [Serif] Font
- Dark Ink, avoid red and orange
- Light Colored Paper
- Increase use of blank space
- Clear, concise language easily understood by consumer