

## **Dementia Friends**

### **5. Reading and writing - transcript**

**Scene: Joyce is at the front of the queue in the post office**

**PA system:** Cashier number three please.

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**<Joyce is unaware it is her turn to be served>**

**Man in queue:** Sorry excuse me, it's your turn.

**Joyce (to man):** Oh sorry, thank you.

**<Joyce moves to the counter to speak to the post office (PO) worker>**

**Joyce:** I'd like to send this to Australia please.

**PO worker:** Ok. Place the parcel on the scales please.

**PO worker:** Great. Thank you. You'll need to fill this out for customs purposes as well please.

**Joyce:** "Is this absolutely necessary?"

**PO worker:** I'm afraid so, but don't worry I can take you through it. Now you see there at the top?

**PO worker:** Just at the top you need to explain what's in the parcel

**Man in queue:** Come on.

**Post office worker:** I'll tell you what. How about we go down the counter to where it's quieter and we can go through it together?

**Joyce:** That'll be good, thank you

**<Joyce and the PO worker move to another window away from the queue>**

**Post office worker:** Right that's better. Let's take a look. Ok the first question would be is the item worth more than £50?

**Joyce:** I'm not sure.

**PO Worker:** That's ok...erm...is it a gift?

**Joyce (smiling):** Yes! It's a train set for my grandson.

**Post office worker:** Great so let's tick it's a gift just there. We can go through this together ok?

**Joyce:** Thank you.

**Scene: Joyce is at home with Pam looking at her laptop.**

**Joyce:** Excuse me a moment Pam I've got my grandson online.

**Josh:** Hi nana.

**Joyce:** Hello Josh! Happy Birthday!

**Josh:** Thank you for the train you sent me.

**Joyce:** "You're very welcome. I had a bit of help sending it – from a nice man at the Post Office. It's a long trip for a little train!"

**Final screen information:**

Thank you. You are now a Dementia Friend.

If one of your customers has difficulty with reading or writing:

- Be patient and ask if you can help
- Offer to do the task with the person, not for them
- Break the task down into smaller tasks
- If you still cannot resolve the issue ask: "Is there someone I can call?"

Be calm. Be kind. Be patient.