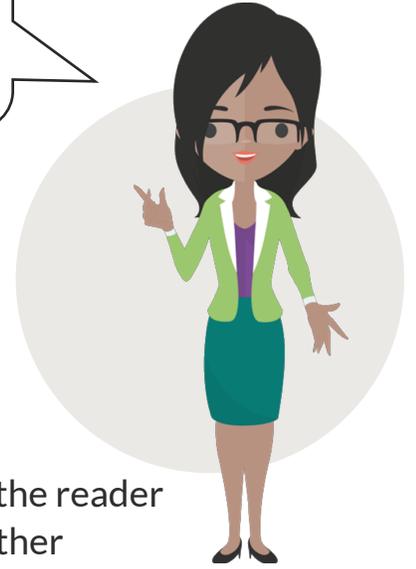


Written communication can be confusing for people living with dementia. Here are some tips to help make your organization's written materials more dementia friendly.



Writing style

- Present information one idea at a time and stick to the main message
- Keep language simple, but not patronising
- Avoid jargon and abbreviations and explain all concepts
- Make sure each section makes sense on its own – don't make the reader have to remember what was in one section to understand another
- Consider including contact details for readers to obtain additional information or clarification



Pictures

- Use pictures/symbols to help make text easier to understand, but keep in mind that too many pictures can be confusing
- Ensure the pictures have a purpose and match the content

Format

For ease of reading, use:

- 14 point font
- A typeface such as Arial, Times New Roman, or Calibri
- Plenty of white space
- Bullet points, **bold text** and headings to separate information and highlight important pieces
- Good contrast between text and background colours

Avoid:

- *Italics* – they are difficult to read
- ALL CAPS – they are difficult to read and can seem like “yelling”
- Cursive or unusual fonts such as *Brush Script*, *Corbis*, **Revie**, etc.