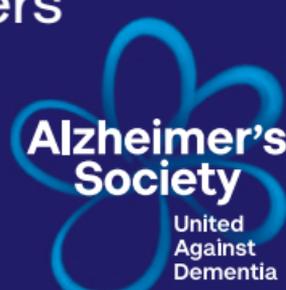


# Dementia-friendly bus travel

## Top 10 tips for bus drivers



### 1. Be patient

Give people time to find the right method of payment when they are boarding or if they are checking route information. Patience and understanding can help people living with dementia feel comfortable and use bus services more often.



### 2. Make clear announcements

Make clear announcements to keep passengers informed when routes are disrupted or changed. Let people know what is happening, answer any queries and where to go to get support.



### 3. Lower the step

Use the lower step or ramp facility if you see someone who looks like they might need extra support at an approaching bus stop. This can make someone feel more confident and at ease when getting on and off the bus.



### 4. Remember – not every disability is visible

Be aware of hidden disabilities. It might not be apparent why someone is having difficulties but showing understanding will make a big difference for them.



### 5. Take your time

Give passengers time to sit down before driving off. A few extra seconds can make people more comfortable and help minimise injuries on your bus.



## 6. Signpost priority seating

Support passengers by signposting priority seating when available and familiarise yourself with any badges, cards and local accessibility schemes.



## 7. Be approachable

Put your passengers at ease. Be friendly, make eye contact and smile when they are boarding the bus. This can not only make them feel valued but will make you more aware of everyone getting on.



## 8. Don't rush disembarking

Wait a bit longer to make sure everyone has the time they need. It might take people affected by dementia and their carers slightly longer to get off the bus, especially if the bus is crowded.



## 9. Build connections

If you have regular passengers, take the opportunity to say 'hi' and connect with them. You can be a lifeline to a person with dementia who is feeling isolated.



## 10. Be a Dementia Friend!

Improve your awareness and understanding of dementia by requesting a Dementia Friends Information Session for you and your colleagues here:

**[www.dementiafriends.org.uk/  
WEBRequestInfoSession](http://www.dementiafriends.org.uk/WEBRequestInfoSession)**

# Join us to unite against dementia.

**For more information and support:**

**Email**

[programmepartnership@alzheimers.org.uk](mailto:programmepartnership@alzheimers.org.uk)

**Website**

[alzheimers.org.uk/bus](http://alzheimers.org.uk/bus)