

## **Dementia Friends**

### **3. Getting around - Transcript**

**Scene:** Joyce is getting on to a bus and stops to show the driver her bus pass. She fumbles in her handbag looking for the pass and starts to get agitated and anxious.

**Sound:** General sounds, bus engine running, people chatting.

**Bus driver:** Are you alright there? Are you looking for your bus pass? Why don't you check your purse?

**Joyce:** Ah.

**<Joyce pulls the bus pass from her bag and looks questioningly at the driver>**

**Bus driver:** That's the one. Where are you going?

**Joyce:** I'm going to Fitzwilliam's

**Bus driver:** Ok, I know it. I'll tell you when it's time to get off. Alright?

**Joyce:** Thank you

**Scene:** Joyce walks down the aisle to a seat and a woman, Pam, waves.

**Pam:** Joyce?

**Pam:** It's Pam...

**Joyce:** Oh my! Pam Turner! Are you back from Spain for good now?

**Pam:** Well it's been over 20 years now!

**<chatting continues>**

**Pam:** Oh Joyce I'd totally forgotten about that! Here's my stop. It's been lovely seeing you again!

**Joyce:** And you. Pop in for a cup of tea one afternoon, I'm still at Lee Road.

**Pam:** That would be lovely. Bye!

**Joyce:** Bye

**Scene:** Joyce looks anxious and rings the bell on the bus. The bus stops and she approaches the driver.

**Joyce (anxious):** Excuse me, where is this bus going? I'm not sure...

**Bus driver:** You said you wanted to get to Fitzwilliam's. It's the next stop. I'll let you know.

**Joyce (calmly):** Oh. Yes. Fitzwilliam's. Thank you.

**Scene: Joyce goes back to her seat and the bus resumes its journey and a while later pulls into a bus stop**

**Bus driver:** This is your stop

**<Joyce does not respond>**

**Bus driver:** This is your stop. Fitzwilliam's.

**Joyce:** Thank you. Bye.

**Bus driver:** Cheerio.

**Scene:** Joyce gets off the bus.

**Final screen information:**

Thank you. You are now a Dementia Friend.

If a passenger with dementia looks lost or confused:

- Ask "May I help you?"
- Be patient and smile
- Check where your passenger is going and remind them when it's their stop
- If you still cannot resolve the issue ask: "Is there someone I can call?"

Be calm. Be kind. Be patient.