

# PARTICIPANT Quiz



Instructions: Please circle the correct answer for each question.

1. Alzheimer's disease is the most common type of a group of dementia diseases that can cause problems with memory, thinking and behavior. True or False?
2. As of 2017, how many people worldwide had a dementia illness?
  - A. 10 million
  - B. 13.5 million
  - C. 50 million
  - D. 200,000
3. Which of the following could be a sign of Alzheimer's disease?
  - A. Showing poor judgment, such as forgetting to pay for an item
  - B. Forgetting the name of someone you met once
  - C. Sensitivity to cold
  - D. All of the above
4. Someone with Alzheimer's disease may have trouble communicating. True or False?
5. How do you prepare to address someone who has Alzheimer's disease?
  - A. Remain calm
  - B. Don't take things personally
  - C. Be patient, flexible and understanding
  - D. All of the above
6. When approaching someone you think may have Alzheimer's disease, you should:
  - A. Sneak up from behind
  - B. Avoid eye contact
  - C. Approach the customer from the side
  - D. Approach the customer slowly from the front

7. When interacting with someone who has Alzheimer's disease, you should:
  - A. Speak directly to their companion
  - B. Explain all aspects of the transaction in detail
  - C. Use a comforting tone of voice
  - D. Increase the volume of your voice
  
8. People with Alzheimer's disease can easily control their thoughts and actions. True or False?
  
9. If someone comes into your business agitated or upset, you should:
  - A. Pretend nothing is happening
  - B. Seek to understand and try to find out what's going on
  - C. Ignore the individual
  - D. Be inflexible
  
10. If a customer you suspect has Alzheimer's disease makes an inappropriate comment, react by:
  - A. Contacting the authorities
  - B. Leaving work
  - C. Taking it personally
  - D. Trying to change the subject or "redirecting"