

**Awareness of Dementia Self Check Survey
(For business/ service organization staff and managers)**

This self check option is to help partners who have already completed the Dementia Friendly training to check in with their staff as well as assess their own knowledge to determine if dementia friendly practices are being maintained or if more support is needed from the Society.

1. What is your knowledge of dementia (please circle a number)

1 (very little) 2 3 4 5 (quite a lot)

2. What experiences have you had with dementia in the last 6 months?:

I have/had a family member or friend living with dementia	
I believe it makes sense for our customers	
I know customers who have dementia	
I have had a negative experience and want to do better	
Other : please explain	

3. Have you used any of the “tips” from the education/training? Please describe.

4. Have you made any changes to the way that you conduct your business (e.g., staff education, physical environment, policies and practices)?

5. Has your attitude towards people with dementia changed? Please describe.

6. What else would help you make your business/ service more dementia-friendly?

7. Have you made any other changes to the way that you conduct your business or interact with your customers or service providers, please describe.

8. How does staff turnover affect dementia friendly customer service practices? What measures are in place to assist with this?