

# Alzheimer Society

CALGARY

## Club 36 ~ Adult Day Support Program



*Quality Dementia Care*

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## **Background**

In October, 1987, the Alzheimer Society of Calgary launched Club36 an adult day support program for those diagnosed with Alzheimer's disease or a related dementia. At that time, Alzheimer's disease was a relatively unknown illness and day programs to meet the needs of those with the disease were unheard of.

Twenty years later, Club 36 operates two adult day support programs and is a recognized leader in dementia specific day programming. This long standing community support program has evolved from a small, independent program of the Alzheimer Society of Calgary to a funded contract provider of the Calgary Health Region's Home Care program. Club 36 has been an active participant in the development of guidelines and standards for adult day support programs within the CHR and Club 36 is currently involved in the implementation of Continuing Care Health Service Standards as sanctioned by Alberta Health and Wellness.

## **Guiding Principles**

As an integral part of the Alzheimer Society of Calgary, Club 36 operates in accordance with the Guiding Principles approved by the Board of Directors in 2006. These guiding principles are mounted within each Club 36 site and are reminders of the quality of work we strive to perform:

- Person-centred
- Outcome-driven
- Advocates for Choice
- Barrier-free Access
- Accountable and Responsible
- Collaboration and Partnerships
- Capacity Building

One of the guiding principles speaks to the Alzheimer Society of Calgary's practice of delivering outcome-driven programs and services that are evidence based and meet the needs of those we serve. To that end, Club 36 works toward achieving the following outcomes:

- Focus shifted from disease to person
- Individuals treated with respect and dignity
- Caregivers have access to respite and relief
- Persons with dementia and their family caregivers have increased capacity and ability to make informed choices

## **Staffing**

Club 36 employs a 10- person interdisciplinary team of care providers. Each site has a Site Coordinator responsible for managing waitlists, securing appropriate admissions to the program, communicating with Community Care Coordinators and families and coordinating discharges. Each site also employs a mix of recreation therapists, health care aids, licensed practical nurses and recreation aids. A dedicated bus driver allows Club 36 to offer community outings while program staff can facilitate enjoyment, comfort, safety and wellbeing of participants.

Club 36 staff are hired not only for the qualifications they possess, but also for their ability to provide quality dementia care programming. Staff are able to deliver programs in a manner that encourages voluntary participation in activities that sustain abilities and preferences and promotes dignity and respect for participants.

Club 36 staff are all trained in the Best Friends™ Approach Workshop as delivered by the Alzheimer Society of Calgary's Dementia Care Training Centre. Staff is also encouraged to obtain further training through the training centre as well as other educational institutions. The Alzheimer Society of Calgary has also offered this foundational training to other adult day support programs throughout the CHR at no cost. To date, four adult day programs have participated in either the Best Friends™ Approach Associate Trainer Program or Best Friends™ Approach Workshop.

## **Club 36 Operational Sites**

The Alzheimer Society of Calgary operates Club 36 within two long-term care facilities; Bethany Harvest Hills and Intercare Southwood. The contractual arrangements with these sites enables Club 36 to offer services beyond what the existing staffing complement would allow. For instance; meals are provided by the facilities and as such are overseen by a dietician and arrive at appropriate serving temperatures, environmental services provides all cleaning and disinfecting services and each Club 36 site has access to the RN on staff when needed. These agreements enable the programs to offer quality social/recreational programs with the assurance that many quality standards are met.

## **Utilization**

CHR funds Club 36 for 396 spaces per month. These spaces are divided equally between each site. Based on the September Utilization Report (submitted October 15, 2007) Club 36 is serving 63 participants, 33 of which attend two days per week. As per CHR requirements, Club 36 maintains on average, a 90% or better utilization rate. In an effort to maintain this utilization rate, Club 36 had adopted the practice of offering "respite days" to participants who are waiting a second day of service. This practice was adopted during the summer months particularly when attendance was low due to family vacations. Additionally, Club 36 overbooks by 1 participant each day. This offsets low utilization due to absences such as illness, medical appointments or caregiver challenges. Both of these practices have been successful for Club 36.

## 2007 Satisfaction Survey

Sixty-three surveys were mailed out to family members of Club 36 participants. Of these, 36 were returned which represents a 57% rate of return. Surveys were included in the monthly mail out and families were provided a deadline for returning the completed surveys. Reminders were not provided.

Respondents expressed the following overall satisfaction with Club 36:

- 94% felt attendance at the program made a difference in the life of the participant
- 97% felt attendance made a difference in the life of the family caregiver
- 86% felt the activities were meaningful to the participant
- 97% were satisfied with the support received from either Club 36 or the Alzheimer Society of Calgary

**“Words cannot express my gratitude to Club 36 for the two days of care they provide. Without a doubt this has enabled me to keep him home, which is my heart’s desire.”**

The Alzheimer Society of Calgary uses an on-line survey analysis tool called Zoomerang.

## **Survey Recommendations**

Based on the information gathered by the Satisfaction Surveys, Club 36 has the opportunity to pursue the following recommendations;

- 1. Investigate the opportunity for more formalized communication between Club 36 and family members.**  
Caregiver comment: Need more communication with program staff re: staff taking initiative to give family feedback. It is okay for me to call program, they are cooperative and give info but would like more structured feedback sessions on a periodic basis. Do a case review process with staff on a quarterly basis.
- 2. Offer more information related to current research in family newsletters.**  
Caregiver comment: More info re latest research. Had I been given more info I could have in beginning stages perhaps had option of trial studies.
- 3. Gain participant and family input when preparing 'outings' schedule.**  
General comments made on surveys regarding outings.
- 4. Investigate opportunities to include more active exercise programs including walking.**  
General comments made on surveys regarding increased physical activity.

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