

DEMENTIA CARE PROGRAMS

Annual Report
2010- 2011

Dementia Care Programs 2010–2011 Annual Report

Executive Summary

We go where our vision is.

Joseph Edward Murphy

The Alzheimer Society of Calgary is an outcome focused organization; constantly striving toward alleviating the personal and social consequences of Alzheimer's disease and related dementias. While this is our agency-wide mission, the dementia care programs and services that are delivered through the society are continually challenged to expand the mission toward our vision of *supporting and delivering excellence in dementia care*. This year specifically, we went where our vision is.

The Dementia Care Programs have a long and storied history in the city of Calgary. The first support group was held 30 years ago to give carepartners an opportunity to share their experiences and stories in caring for their family members; they went on to form the original membership of the Alzheimer Society of Calgary. Five years later, that same dedicated group founded Club 36 one of the earliest adult day support programs for people living with Alzheimer's disease or a related dementia in the country. Today, Club 36 is a name synonymous with adult day programs across Calgary and the society facilitates more than six support groups and supports an additional eight groups across our diverse geographic region.

"Understand what you are the best at and stick to it" (Good to Great, Jim Collins)

The fiscal year 2010–2011 brought many new opportunities and challenges for the Dementia Care Programs. Over the years we have come to understand that our role in alleviating the personal and social consequences of Alzheimer's disease and related dementias is to support and educate others in our region to build their own capacity for supporting excellence in dementia care. As a result, our support services and education programs continually rate high for supporting carepartners, increasing awareness and reducing stigma and enhancing quality dementia care.

Club 36 underwent a significant change in 2010–2011 with the addition of two new staff positions. The Day Program Manager and Health Services Facilitator roles were introduced in an effort to streamline administrative processes with Alberta Health Services and enhance the health care and teaching component of our service to participants and ensure that our Health Care Aide staff is continually supported. These changes have positioned Club 36 to consider additional

programming options for the future including those for the early stages of dementia and those under the age of 65 years.

Family Support experienced a year of change with the introduction of programs designed for those living with the early stages of Alzheimer's disease or related dementias and the introduction of e-Learning for family members. Programs for those in the early stages of dementia are being streamlined into a core set of programs that are focused on developing positive perspectives about dementia, understanding the services offered through the Alzheimer Society of Calgary and learning about ways to maintain physical, emotional, cognitive and spiritual health. A support group for this group has also been lead and continues to attract more participants on a monthly basis. As a means of reducing barriers to access, the Alzheimer Society of Calgary introduced a second on-line educational tool for carepartners and friends living anywhere around the world; Empowered Care *Online* joins Dementia Basics® as up-to-date, innovative ways to deliver quality dementia care.

The Dementia Care Training Centre (DCTC) continued supporting staff and volunteers in agencies and organizations around the province dedicated to those living with dementia. DCTC consistently receives requests for contracted training sessions and successfully presented their programs at local, national and international conferences throughout 2010 and 2011. With the new brand and logo design, the DCTC is beginning a steady climb of recognition for delivering quality training programs.

Club 36 Adult Day Support Program

Introduction

Club 36 Harvest Hills and Club 36 Southwood exist to serve people living with dementia with social and recreational interaction, as well as providing care partners with respite. The two Club 36 Adult Day Support programs sites consist of a dynamic, interdisciplinary team of care providers. Each site employs a mix of recreation therapists, health care aids, licensed practical nurses and recreation aids. In the last year, a Manager has been hired for each site and is accountable for the operations of Club 36. Their role also includes supervising staff; acting as primary contact for families, participants, and volunteers; and building partnerships with community resources. Club 36 also saw the creation of a Health Services Facilitator (LPN) position at each site. The Health Service Facilitator is accountable for the delivery of social and recreational programs for participants as well as overseeing the health care component of participant care plans. The Health Services Facilitator provides direction to staff and develops staff training initiatives to support the Club 36 health care component. A dedicated bus driver allows Club 36 to offer community outings while program staff can facilitate enjoyment, comfort, safety and wellbeing of participants.

All Club 36 staff is trained in the Best Friends™ Approach as delivered by the Alzheimer Society of Calgary's Dementia Care Training Centre. The Alzheimer Society of Calgary provides Club 36 staff with an annual training day. This year staff were provided with information regarding effective communication, stress management and documentation standards. In the past year, individual staff members have attended the AHS 5th annual mandatory Infection Prevention and Control seminar, a Boost Your Marvelous Brain presentation, the Canadian Therapeutic Recreation Association Conference, and the National Adult Day Services Association annual conference. In addition, all Club 36 staff completed Emergency First Aid CPR/AED with Health Education Inc.

Club 36 has also played a large role in supporting the education of students entering into the field of dementia care. In the past year, the Club sites have provided 45 students from the Robertson College Health Care Aide program with 1469 hours of practicum experience. Students first completed the Best Friends™ Approach workshop through the Dementia Care Training Centre and then transferred their learning into the Club 36 sites to put their knowledge into practice.

Club 36 Harvest Hills

In December of 2010, Club 36 Harvest Hills mailed the Adult Day Support Program Satisfaction Survey, as designed by the Alzheimer Society of Calgary, to 42 current participants. Information received

from this survey assists in reviewing any necessary changes to programming and improves our service to participants and their families. The satisfaction survey is a mandatory component of the ADSP Alberta Health Services Contract.

The return rate for response was 100% with all surveys completed by Caregivers. Overall, the responses to the survey were very positive with suggestions offered for programming. Survey responses revealed that the majority of respondents felt that attendance in the program makes a difference in the life of the caregiver (95%) and 89% for the Participant. One respondent commented that the participant *"Is much more interactive when he gets home."* Another caregiver stated: *"He is quite agreeable to go and when he comes home is he is in a good frame of mind. When I attended the Stampede breakfast at Club with, I could see he was enjoying himself."*

The results indicated 95% of respondents noted the length of time/hours the participant attends the program is just right with 5% noting the time was too short. This question was specifically asked in the survey, as program length is often debated as an option for those participants who find this length of day tiring. However, only 26% of respondents stated participants come home tired and/or restless, whereas 68% come home rejuvenated after attending Club. Club 36 will continue to examine individual needs and interests of participants and caregivers.

Responding to whether Club 36 assists the participant to continue living in the community, caregivers overwhelmingly agreed that *"It would very difficult to provide 24 hour care without the respite given by Club 36'.* Another caregiver commented *"Absolutely! Establishes personal routines (grooming, dressing, eating) assists in socializing/interacting, less withdrawn and caregiver relief."* Lastly, *"Club 36 is making it possible for me to cope more effectively with the home situation and the breaks from being 'on-call' constantly gives me more energy to be more alert."*

Comments relative to caregivers being supported by Club staff include: *"As a caregiver I have nothing but admiration for the staff at Harvest Hills, they were caring about my husband and never made me feel I was out of line if I needed to call them about something. Without them I would have felt very much alone to do a job I had no training for. This is a very necessary program."*

Club 36 Southwood

In December of 2010, the Adult Day Support Program Satisfaction Survey, designed by the Alzheimer Society of Calgary, was mailed to 38 current participants of Club 36 Southwood. The information received from this survey will aid in making any necessary changes or

improvements to programming to better serve our participants and their families. The return rate for response was 42% or 16 of the total. Overall, the responses to the survey were very positive with suggestions offered for programming. 94% of the surveys were completed by caregivers, while 6% were completed by participants assisted by a family member or friend.

Survey responses revealed that the majority of respondents felt that attendance in the program makes a difference in the life of the participant (88%). One respondent commented that the participant *'feels more independent and stimulated, likes the socialization'*. Caregiver responses were equally impressive with 94% of respondents feeling that the participant's participation at the program makes a difference in the life of the family caregiver. One of the written comments stated: *because my husband feels a sense of community and social acceptance, I feel I get a day to regain 'myself' and then move back to being a caregiver.*

The survey results also showed that 100% of respondents feel that the length of time/hours the participant attends the program is just right. Only 25% of respondents stated that participants come home tired and/or restless, whereas, 43% come home rejuvenated from the day away. According to survey results, Club 36's program length will not need to be adjusted; however, staff will continue to examine individual needs and interests of participants and caregivers.

With regard to program content, survey results showed that respondents overwhelmingly agreed that activities at Club 36 are meaningful to the participant (94%) and that outings are of interest to the participant (94%). One respondent stated that [participant] *"has seen more of Calgary than I have."* Suggestions were provided for activities and outings by respondents that will be taken into consideration. The survey also revealed that 100% of respondents would not object if an opportunity for an outing required the participant to provide additional money. This will allow for staff to consider outings and activities that were avoided in the past due to concerns over cost and will open the door for a larger variety of outing locations. This will aid in staff being able to meet participant interests and adhering to the restrictions set out by AHS.

With regards to staff, 93% of respondents agreed that they feel their family member seems to be supported by staff and 100% of respondents are satisfied with the support they receive from either Club 36 staff or staff from the Alzheimer Society of Calgary. One caregiver commented on the overall experience with Club 36 by stating *"I only have to say this has meant and means a lot to me"*.

Future Directions

Following a strategic planning that was embarked on in the last fiscal year, Club 36 has specific goals that it will work towards in the upcoming year. Dementia care programs, with Club 36 managers in a lead role, will conduct a needs assessment to determine the viability of adult day support programming specifically for people in the young onset cohort.

In 2012, Club 36 will celebrate its 25th anniversary of serving Calgary and area. We envision Club 36 will have its own brand image and tools to connect with community. In the upcoming year we will plan communication strategies specifically for Club 36 as well as how Club can become a strong communication tool for the Alzheimer Society of Calgary as a whole.

A primary focus for dementia care programs is to become accredited and obtain staff certification in their areas of expertise. The Director of DCP as well as Club Managers is currently exploring accreditation sources such as CARF.

Lastly, Club 36 staff will become an integral part of the delivery of the Dementia Care Training Centre's education programs. There will be a flexible staffing structure in place so the DCTC is able to draw on the knowledge of Club 36 staff.

Family Support

Introduction

Now in its 30th year of serving Calgary and area, family support continues to be the backbone of how the Alzheimer Society of Calgary serves our community. We have undertaken strategic planning to map out the next three years.

We have continued to be responsive to the needs of families and individuals with dementia by undertaking two major initiatives. The first is the launch of the new family education program *Empowered Care: Learning through Information, Stories and Strategies*. This program takes the place of the *Caring with Confidence* series that has run since 2003. A major highlight is that we have launched *Empowered Care Online* as a way of continuing to meet our goals of providing barrier free access to programs and services. The online program includes 50 minutes of online learning modules, complimented by workbook activities and reflection questions. There is also an online forum that allows participants to interact and share their stories. *Empowered Care* is a nine hour workshop designed to build resiliency, enhance knowledge, and take a proactive approach to dementia care for families and friends who are supporting someone with dementia. Stories are used to facilitate learning to help the learner write and edit their own experience of dementia.

The second major initiative is the launch of a comprehensive set of programs aimed at serving the needs of people who are experiencing early-stage dementia. In June 2010, an Early Stage Support Group was created and provides an opportunity for people to meet, socialize, and share with others going through similar experiences. There is a care partner support group that occurs concurrently. Two education programs also are offered in order to meet the unique needs of people in the early stages of dementia and their families.

Family support continues to offer education, support, and referrals to people living with dementia and their families. Family support consists of two registered Social Workers dedicated to assisting care partners, families, individuals with dementia, and the community.

Intake Statistics

The number of intakes and individuals for the fiscal year 2010-2011 has increased slightly from the 2009-2010 fiscal year. The majority of the calls continue to be from women, usually daughters and wives. There was also an increase in the number of individuals and families who choose to schedule in-office appointments.

	2009 - 2010	2010-2011
Total number of intakes	1220	1275

Number of individual intakes (unique individuals)	957	1004
Club 36 intakes	41	85
Professionals	113	29
Scheduled Family Meetings	33	46
Person living with early stage Alzheimer Disease/Dementia	n/a	19

Supervision of Social Work Students

The Family Support Coordinators have the privilege of providing supervision to students in social work practicum programs. During the 2010-2011 fiscal year, we hosted a BSW student from the University of Regina. This student worked alongside the Family Support Coordinator to co-facilitate workshops, support groups and took part in public education. She also initiated a project identifying the needs of families of participants attending Club 36.

Family Education

The Family Support Coordinators facilitate scheduled workshops throughout the year. It is one of the primary ways that care partners receive the support and information they need as the disease progresses.

Caring with Confidence Series

Caring with Confidence was last delivered in December 2010. The following numbers include regularly scheduled workshops as well as those conducted at Club 36 programs. Caring with Confidence was conducted as three separate workshops.

Caring with Confidence Part One

Caring with Confidence Part One	2009-2010	2010
Total Workshops Delivered	13	10
Number of Participants	148	120

The feedback for part one continued to be positive. 90 % of participants reported that they understand the difference between Alzheimer's disease and dementia. 92 % reported that this workshop has equipped them to be more successful in communicating with the person living with dementia.

Comments included: "Great group- Thankful for the opportunity to be able to come." And "The facilitators of this course directed it very well, answering questions while sharing their pertinent information,

keeping things on a positive note. I liked the fact that they had firsthand experience in dealing with patients.”

Caring with Confidence Part Two

Caring with Confidence Part Two	2009-2010	2010
Total Workshops Delivered	13	10
Number of Participants	105	125

After the workshop, 97 % of participants strongly agreed or agreed that they understand the importance of self-care and how this relates to their caregiving role. 79% strongly agreed or agreed that they feel capable of responding to change in behavior, and 97% of participants would recommend this course to others.

Comments included: “Excellent presentation-very good content-participation support and brainstorming useful. Many, many thank,““Especially enjoyed all the sharing and exercises done with the group. Thank you.”

Caring with Confidence Part Three

Caring with Confidence Part III	2009-2010	2010-2011
Total Workshops Delivered	2	3
Number of Participants	17	20

In the evaluation forms completed after the Caring with Confidence Part Three Workshop, 100% of participants felt that the workshop increased their knowledge about late stage dementia and end of life issues. 100 % felt that this workshop made them feel supported as a caregiver and 100% of participants would recommend this workshop to others.

Comments from the workshop include: “It was very impressive with the toughness and overall content of the presentation,“ “I loved the videos, they explained things very well.”

Empowered Care: Learning through Information, Stories, and Strategies

Empowered Care was created to build on the successes of Caring with Confidence as well as streamline content and delivery. Participants now sign up for the course as a whole. It is a nine hour course, usually delivered over three sessions. The material was put into a framework of stories, both exploring the stories of participants as well as trying to understand the perspective of the person with dementia. The workshop focuses on a proactive approach to care in order to empower care partners to take control of their story.

Empowered Care	2009-2010	2010-2011
Total Workshops Delivered	n/a	4
Number of Participants		34

Empowered Care evaluations indicate that 77 % of participants agree or strongly agree that they are effective in communicating with the person living with dementia. As well, 81% of participants report feeling confident that they can find the resources they need for themselves and the person living with dementia. 77% of people feel supported caring for the person living with dementia. Empowered Care is a brand new program and we will continue to review the evaluations in order to meet our outcomes.

Empowered Care Online

Empowered Care *Online* was developed to enhance barrier free access to our family education programs. It allows people who for various reasons cannot attend the face to face workshop to receive the same learning experience, but at their own convenience and pace. Empowered Care *Online* delivers the same core information, and provides the opportunity for peer interaction in the online forum. The online modules are supplemented by a workbook with information and activities. The Empowered Care *Online* launched at the beginning of March, and at the end of the fiscal year had 8 people enrolled in the course. We are looking forward to reporting evaluation outcomes next year.

Considering Long-Term Care Workshop

Considering Long Term Care	2009-2010	2010-2011
Total Workshops	3	3
Number of Participants	31	28

In evaluations completed by participants immediately following the Considering Long-Term Care workshop 100% of participants reported increased knowledge about moving a family member into long term care. All participants reported feeling more prepared to make the decision to move a family member into LTC and would recommend this course to others. A representative from Alberta Health Services Transition Services takes part in the presentation and is available for questions.

Comments included: "Good discussions with group members. Very helpful facilitators. Guest Maureen-was extremely informative." "Well done, as I had hoped to get essential info."

Dementia: Developing a Positive Perspective and Living with Dementia

In the past year we have started to formulate a framework to address the needs of people in the early stage of the disease process.

Dementia: Developing a Positive Perspective is a four week class offered for persons living with mild or early stage dementia and a family member. Participants will develop a positive perspective on Alzheimer`s disease and related dementia while learning about the disease process, changes in behavior, and effective communication skills, as well as introduces them to the programs and services offered by the Alzheimer Society of Calgary.

Living with Dementia provides education for persons who have mild or early stage dementia/memory loss. Discussions between participants will focus on developing strategies to enhance physical, mental, emotional and spiritual aspects of their life.

Support Groups

Support groups that specialize in bringing together people living with Alzheimer`s disease or other dementias gives the opportunity for participants to enhance their social life, receive education, and gain peer support. Participants who come to these groups share information, problem solve, and create humour and levity while facing very difficult circumstances.

The Alzheimer Society of Calgary supports six support groups, two based at the Signal Pointe Care Center, one at the Colonel Belcher Care Center and two rural groups based in Didsbury and Canmore. The early stage support group that has a concurrent care partner support group takes place at the Varsity Acres Community Association.

The Family Support Coordinators provide monthly support via email or phone to the facilitators and visit each group at least once per year to promote the connection of the Alzheimer Society of Calgary to their members and give educational programming.

Southwest Men`s Caregiver`s Group (offered once per month)
Number attended: 63

Southwest Caregiver Group (offered once per month)
Number attended: 116

Colonel Belcher Support Group (offered twice a month)
Number attended: 236

Didsbury (offered once per month)
Number attended: 70

Bow Valley (offered once per month)
Number attended: 86

Early Stage Support Group (offered once per month since June 2010 for persons with dementia and a concurrent group for Care partners)
Number attended: 38

Club 36 Care Partners

The Family Support Coordinators positions support the staff and families of Club 36 Southwood and Club 36 Harvest Hills. Family Support Coordinators contact families upon admission into Club 36 to tell them about programs and services offered through the Alzheimer Society of Calgary. Coordinators make regular visits to the Club 36 sites to assist staff and to connect with participants. The Family Support Coordinator is also notified of any situations with Club 36 families that may require additional support and, at times, may be included in family meetings with the site Manager. Any contact with family members of Club participants is documented in the participant care plan at each Club site in addition to the Family Support intake database.

Community Involvement

Family Support Coordinators constantly network and conduct site visits with other professionals and referral sources to increase awareness, coordinate, and promote availability of services and resources regarding Alzheimer's disease and related dementias. Relationship building has included; Kerby Center, Alberta Health Services Senior Services (Home Care, Transition Services, Seniors Health, One-line Referral, Cognitive Assessment Clinic, Regional Case Managers for Cognitive Impairment, Family Caregiver Centre, Grief Support Program) Calgary Senior's Resource Society, Calgary Hospice, Primary Care Networks Calgary West Central, MCF Housing for Seniors, Office of the Public Guardian, Comprehensive Community Care (C3), Alberta Mental Health Patient Advocate Office, Parkinson Society of Southern Alberta and the Calgary Chinese Elderly Citizen's Association.

Part of the Community Development program has been to initiate contact with the Calgary Chinese Elderly Association community to identify their needs and capacity in delivering their own dementia educational programs. Family Support Coordinators regularly attend the Senior Interdisciplinary Rounds at Rockyview General Hospital in order to develop relationships with other clinicians and also to hear of new initiatives through Alberta Health Services.

Family support has been a part of delivering public education presentations throughout the community, as well delivering Caring with Confidence and Programs and Services in the community. We have presented at Rockyview General Hospital, South Calgary Health Centre, and Wentworth Manor.

Future Directions

The next year will bring with it the assessment and delivery of programs for early stage programming. A large part of the upcoming year will be conducting a needs assessment to determine what the needs of this group are, and what our internal capacity is to meet these needs, as well as existing resources in the community.

In order to bring a multi-disciplinary approach to the Dementia Care Training Centre, family support coordinators will be trained to assist in the delivery of staff training. Professional development in adult education will be a priority for family support coordinators.

Lastly, family support will be an integral part of the development and implementation of the Alzheimer Society of Calgary's community development framework. Family support will be a part of defining and creating this framework.

Dementia Care Training Centre

In 2010-2011, the Dementia Care Training Centre (DCTC) has continued to train and educate care staff and the public about Alzheimer's disease and related dementia's (ADRD). Strategic planning was completed and solidified goals for our three year plan, which we will start implementing in the current fiscal year. There was substantial work completed during this period of time to lead DCTC into a new structure and to reinforce and grow our presence in the community.

One major change is the way DCTC is branded. Two students from the Alberta College of Art + Design (ACAD) provided DCTC with a brand new logo and style guide, giving DCTC a contemporary, unique, and recognizable design. You can view an example of the new branding in Appendix One.

Now in its 30th year of serving Calgary and area, the Alzheimer Society of Calgary continues to be a leader in providing training and education through DCTC. We know that our staff training and public education programs are unique and assist the Alzheimer Society of Calgary to meet its mission of reducing the personal and social consequences of Alzheimer's disease and related dementias.

Staff Training

Approximately 728 people received training through DCTC over the last fiscal year. The total number of people represents participants who attended all scheduled staff training programs, contracted staff training programs, and workshops or presentations.

In general, the total number of workshops and the total number of participants in scheduled staff trainings has remained stable, seeing a slight increase in the last year. As we look ahead to the new fiscal year with our strategic goals in place, we look forward to seeing growth in the number of participants in scheduled workshops. As will be discussed in the future directions section of this report, one of our strategic goals is to have a concrete marketing plan in place. There was a significant decrease in the number of scheduled staff trainings. The previous fiscal year included a large partnership with Statesman Staywell Manor that made up most of the Contracted Best Friends Workshops in 2009-2010. As with the scheduled workshops, our aim for the coming year is to see an increase in the amount of contracted workshops with the assistance of a well-developed marketing and communication plan.

The tables below provide an overview of the last two years.

Scheduled Trainings	Number of Workshops (Participants)
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Name of Program	2010-2011	2009-2010
<i>Best Friends™ Approach Associate Trainer</i>	2 (21)	1 (9)
<i>Best Friends™ Workshop</i>	4 (49)	3 (23)
<i>Practical Dementia Care</i>	2 (13)	3 (34)
<i>Dementia-Depression-Delirium</i>	2 (12)	1 (12)
<i>Quality of Life at the End-of-Life: A Professional Framework</i>	--	1 (6)
Total	10 (95)	9 (84)

Contracted Trainings	Number of Workshops (Participants)	
	in 2010-2011	in 2009-2010
<i>Best Friends™ Approach Workshop</i>	3 (54)	12 (232)
<i>Best Friends™ Approach Senior Management Session</i>	--	1 (29)
<i>Practical Dementia Care</i>	3 (58)	2 (66)
<i>Intimacy and Sexuality in Dementia Care</i>	--	1 (18)
<i>Dementia Basics™ (in-service)</i>	10 (301)	9 (±185)
Total	16 (413)	25 (530)

Best Friends™ Approach Associate Trainer

In the last fiscal year the number of workshops and participants for the Best Friends™ Approach Associate Trainer Program doubled as compared to the previous year. Evaluations indicate that the training program moved participants from being not/somewhat confident to confident and extremely confident in how they approach their own training initiatives. This is an excellent example of how DCTC builds the capacity of organizations to train staff to provide excellent quality dementia care through knowledge transfer.

		Not confident	Somewhat confident	Confident	Extremely confident
<i>Know how to train staff to be a "Best Friend" to the person they're caring for</i>	Pre-Training	25%	60%	15%	0%
	Post-Training	0%	5%	60%	35%

Participant: "I can now provide training opportunities for staff members on an ongoing basis at their team meetings and discussion groups. I feel comfortable in presenting information to a larger group of staff and or family members. Would recommend to other RN's and educators".

Best Friends™ Approach

Attendance at *Best Friends™ Approach* scheduled workshops doubled in numbers in this fiscal year. A part of the increase was due to an exciting partnership that was established with the Robertson College Health Care Aide program. Students in the Health Care Aide program attended the workshop and then applied the knowledge they learned in a practicum placement at ASC Club 36 sites.

The *Best Friends™ Approach Workshop* was contracted by three organizations in which we continue to build relationships with in order to provide a full spectrum of training and consultation services. The organizations that contracted with us are:

- Scarborough United Church - Pastoral Care Workers/Volunteers (Calgary)
- MCF Housing For Seniors - Beaver Dam Lodge (Calgary)
- Robertson College HCA Students (Calgary)

Examples of key messages participants take-away from the workshop include that: *"Each person is different and patience and individual knowledge is key," "Treat the person individually with care and understanding. Don't forget the family is your best resource" and "Can be more relaxed when spending time with person and also more knowledgeable - have more tools. Everyone needs this type of information."*

Practical Dementia Care

Practical Dementia Care provides an applied tool that assists direct care providers to explore, ask questions, and respond to and prevent challenging behaviours. 100% of participants found this workshop good or excellent, and report that the puzzle framework will be helpful in exploring responses to changes in behaviour and to enhance quality of life. Participants also believe that the puzzle framework can be adopted in their own organization and report having a good-to-excellent understanding of how dementia affects person's abilities as a result of training in the Practical Dementia Care Workshop

The Practical Dementia Care workshop was contracted three times in 2010-2011, for:

- Calgary Society for Persons with Disabilities (CSPD)
- Wheatland Lodge (Strathmore)

- Vecova Centre for Disability Services and Research (formerly VVRI)

Participant: *"What I took-away? (The) Person (is) at (the) center with surrounding components that are explored to effectively support (the) individual to have (the) best quality of life."*

Dementia, Depression, Delirium

As with other scheduled workshops, Dementia, Depression, Delirium receives very good evaluations. The dementia care community, including our advisory committee, is placing emphasis on the importance of understanding specifically what delirium is. While there seems to be a need for the information, the 3D's has struggled with attendance at the scheduled workshops. In the coming year, we will create a marketing plan for all of the training programs, as well as look at doing a need assessment on the delivery method for this particular training.

Participant: *"I now know and can recognize the signs and symptoms of dementia, depression and delirium."*

Quality of Life at the End-of-Life: A Professional Framework

Quality of Life at the End-of-Life: A Professional Framework was not offered in 2010-2011, but is scheduled for June 2011.

Support Group Facilitator Training

This training was offered once in the last fiscal year to seven participants. Evaluations indicated that 100% of participants felt that this workshop increased their knowledge about facilitation skills and would recommend the training to others.

Intimacy & Sexuality in Dementia Care

In 2009-2010 Intimacy and Sexuality in Dementia Care was created as a consultation process to develop organizational practice guidelines regarding intimacy and sexuality in dementia. The process involves in depth consultation with the organization and staff training. This year, two organizations have expressed interest and have started the process to collaborate with this project.

Dementia Basics™: An Introduction to Types, Signs and Symptoms of Dementia

Dementia Basics™: An Introduction to Types, Signs and Symptoms of Dementia in-service has consistently been requested, with 301 people attending. Dementia Basics™ was delivered to a wide range of audiences, including staff of retirement residences and other

community stakeholders. The organizations that DCTC delivered Dementia Basics™ to include:

- Alberta Senior Citizens Housing Association (ASCHA)
- Calgary Seniors Outreach Society
- Brentview Baptist Church
- SAIT Radiology Students
- U of C Community Rehabilitation & Disability Studies
- Trinity Lodge
- Lake Bonavista Village
- Mount Royal University Nursing Students
- Calgary Family Services
- L'arche

After its launch in 2009, *Dementia Basics Online*® continues to be an excellent way to educate the public about dementia. There were 1131 people that launched the course and 200 people who completed the online program, up from 151 in the previous fiscal year. We know of at least one example of an organization that uses Dementia Basics Online as a training tool for their volunteers.

Conferences and Presentations

In September 2010 DCTC presented "*Intimacy & Sexuality Practice Guidelines in Dementia Care*" (presentation to 25 attendees) and a poster informing 300 delegates to the conference about "Dementia Basics@ Online" at the **Canadian Coalition for Seniors Mental Health 4th National Conference in Halifax.**

Our continued partnership with **MCF Housing for Seniors** led to a request for an in-service on the topic of *Early Dementia in Supportive Living: Trends, Resources & Future Needs*. It assisted MCF housing staff to understand, recognize and support people with early signs of Alzheimer's disease or related forms of dementia. Facility Managers and department leads from food services, housekeeping and recreation, totaling 40 people, attended this session. DCTC is pleased that we are top of mind for MCF Housing for Seniors when they require additional knowledge about dementia care.

In March, Alzheimer Society of Calgary had the opportunity to attend and present at the **26th International Conference of Alzheimer's Disease International** in Toronto. Both abstracts that were submitted were accepted for the conference. A presentation was done for 25 attendees in partnership with author David Troxell entitled "A Canadian Twist to an Iconic Dementia Care Program." and a poster on Alzheimer Society of Calgary's online learning initiatives that reached 800 delegates.

Public Education

The Alzheimer Society of Calgary's public education initiative continues to rapidly grow. Over the last two years, the number of presentations to the public has *doubled* each year. This demand for information has increased with no change in how these presentations are marketed. The table below summarizes the growth in the last year.

Name of Presentation	Number of Presentations (Participants)	
	2010-2011	2009-2010
Boost Your Marvelous Brain	17 (396)	10 (151)
Unlocking Alzheimer's Disease	46 (1205)	24 (611)
Community Information Forum	3 (107)	3 (170)

Both *Boost Your Marvelous Brain* and *Unlocking Alzheimer's disease* were scheduled throughout the year by Calgary Public Libraries, a partnership we want to continue to foster in the upcoming year. Otherwise, groups that requested the presentations ranged from independent living facilities to long term care facilities, as well as various community groups.

The *Unlocking Alzheimer's disease* presentation was a part of our volunteer driven Speaker's Bureau program. The amount of requests for presentations gave rise to the issue of not having enough volunteers trained and committed to the program. As a result, half of the presentations were delivered by Alzheimer Society Calgary staff. At the end of the fiscal year, the viability of the Speaker's Bureau program was assessed and the decision was made to disband the program. A new version of the presentation is being delivered entitled "Dementia: Raising Awareness, Reducing Stigma" and will be delivered primarily by Alzheimer Society Calgary staff members from DCTC, Family Support, and Club 36 as part of a multi-disciplinary approach.

Community Information Forum continues to be a staple, being offered traditionally in January (Alzheimer's Awareness Month), May, and September. The stability of how many people attend the forum continues to be a challenge. Marketing and communication strategies will be instituted to ensure that the community knows about the events. As well, in the upcoming year we will host larger events twice a year.

As a special public education initiative, the Alzheimer Society of Calgary hosted an event at the end of January to kick off our 30th Anniversary of serving Calgary and area. Chris Wynn, the creator and director of the documentary film "Forgetful not Forgotten" was invited to Calgary to screen the film and Chris was available to answer questions for an audience of 80 people.

Future Directions for DCTC

The new fiscal year brings with it a new staffing structure for DCTC. A Program Manager will be hired to oversee all education initiatives at the Alzheimer Society of Calgary. All training programs, including family education, will be brought under the DCTC umbrella. This structure has two major advantages. One is that all DCP staff will be cross trained to support education programs. This inter-disciplinary approach will add to the richness of the learning experiences for participants. Secondly, it will ensure that all education programs are being assessed and evaluated regularly and from an outcome based perspective.

One of the major projects has been initiated in the last fiscal year is a two- year project to help

post-secondary students prepare for a career in dementia care. This project was made possible by a grant from the Mann Foundation for a two year period. We will take what we have learned from our existing partnerships with education institutions such as Robertson College and find new ways to reach students as they are entering the field of dementia care.

Future Directions: Dementia Care Programs

How do the Dementia Care Programs continue to **“go where our vision is”**? In January 2011, staff gathered together to engage in a visioning and strategic planning process. The outcome of this day resulted in a three-year strategic plan that set the course for the Dementia Care Programs and four key goals to guide us:

- Goal #1: Build a comprehensive Community Development Framework
- Goal #2: Develop an Early Stage/Young-Onset Programming Framework
- Goal #3: Generate a solid marketing and communications strategy
- Goal #4: Enhance our internal capacity to exist as a learning environment

With these goals in mind, the Dementia Care Programs will continually strive to support and deliver excellence in dementia care while ultimately alleviating the personal and social consequences of Alzheimer's disease and related dementias.