



CARE

DAILY

Summer 2011

Official Newsletter of Dementia Care Professionals of America
A branch of the Alzheimer's Foundation of America

Nominate a Colleague for the 'Dementia Care Professional' Award

Do you know a colleague who goes above and beyond the call of duty in dementia care? Be sure to nominate this professional for this year's "Dementia Care Professional of the Year" award.

Dementia Care Professionals of America (DCPA) presents the award each year to a healthcare professional who shows exceptional commitment, enthusiasm and compassion for working with individuals with dementia.



"In any industry there are those professionals who exude creativity

and compassion, and always go the extra mile," said Christine Valentin, DCPA's director. "If you recognize that in a colleague, nominate that person!"

Applications are now being accepted for the 5th annual award. The deadline is September 1. For details and an online application, visit www.careprofessionals.org.

Fast Fact
Deadline for DCPA Award: **September 1, 2011**

Get Involved with AFA's 9th Annual National Memory Screening Day

The Alzheimer's Foundation of America (AFA) is encouraging its national network of dementia care professionals to help grow its 9th Annual National Memory Screening Day (NMSD) on November 15. The event offers free, confidential memory screenings and educational materials at community sites nationwide, and is the focal point of AFA's ongoing efforts to promote early detection of memory problems.

Healthcare professionals can get involved in various ways:

- Encourage your employer to be a screening site. Typically, community venues include doctors' offices, hospitals, long-term care facilities, adult day centers, Y's, senior centers, pharmacies and houses of worship. AFA provides sites with all the necessary educational, marketing and screening tools—at no cost—to seamlessly and successfully host this event.
- Qualified healthcare professionals such as nurses, social workers, physicians, nurse practitioners, pharmacists, psychologists, dementia care administrators and other licensed professionals can serve as screeners for the event either at their organization's site or another community venue that is in need of a professional to do screenings. AFA's toolkit includes screening tools and training videos and instructions.



- Encourage your clients, family members, friends and others with memory concerns or who want to check their memory now and for future comparison to take a screening. While the five- to 10-minute face-to-face screening does not result in a diagnosis, it does indicate whether an individual should follow up with a physician for further medical examination.

For more information or to get involved, visit www.nationalmemoryscreening.org, call 866-232-8484 or e-mail info@nationalmemoryscreening.org.



Expert Arnold Sanow: Good Communication Involves 'HEART'

Good communication is conducive to establishing positive interactions, building rapport and facilitating cooperation, all of which can make it easier to manage your days with clients and colleagues—and create a feel-good environment.

Arnold Sanow, a certified speaking professional, trainer and coach who focuses on building stronger workplace relationships, uses the acronym "HEART" to describe the types of qualities that can create positive relationships and lead to feeling better about our self-worth.



Heard and honored

When other people listen to your needs, feelings and genuinely want to understand your perspective, it gives a sense of validation. Being heard and honored, in such a way, opens the door of communication and cooperation.

Encouraged and empowered

People want to feel encouraged and empowered as opposed to discouraged and drained. Having someone who can be supportive and encouraging can build up confidence. This increase in confidence can give you the strength to persevere and overcome the many challenges that healthcare professionals experience.

Appreciated and accepted

Individuals feel valued when their time, talent and other capabilities are acknowledged. Being appreciated can boost your morale, which creates positive feelings that positively affect the work environment.

Respected and recognized

Respect is an attitude communicated through verbal and non-verbal behaviors. Respecting other individuals for their personal beliefs and values is important as is recognizing their contributions, time and efforts.

Trusted and treasured

The ability to trust others is critical for establishing and sustaining relationships. In order to trust someone, you need to know you can consistently rely on them. The same holds true for the people we work with or provide services to. Being treasured and appreciated also affects how you feel about the work you do—and your level of dedication.

Let Your Clients Know About...

As a healthcare professional, your clients are likely to depend on you for resources and referrals. Here are some AFA resources that your clients should know about:

Care Crossroads Web Site

AFA recently unveiled an innovative and interactive "community of care" Web site called Care Crossroads—a place where family caregivers can connect with one another to gain support and inspiration. Caregivers are encouraged to participate in online peer discussion boards, to share their own creative works, such as videos, poems and inspirational thoughts, and to visit the "House of Care" – a virtual home that provides tips and activities specific to each room. Visit www.carecrossroads.org.

care ADvantage Magazine

AFA offers its quarterly caregiver magazine, care ADvantage, at no cost to family caregivers and healthcare professionals. The magazine is written in a reader-friendly style and includes articles from experts, practical strategies and creative contributions. Visit www.afacareadvantage.org.

AFA also offers professionals the opportunity to contribute columns to both these communication tools.



Groups Issue New Guidelines Related to Dementia Care

The National Institute on Aging of the National Institutes of Health and the Alzheimer's Association, and the American College of Medical Genetics recently issued new guidelines related to the diagnosis of Alzheimer's disease and genetic counseling, respectively.

New Guidelines to Help Improve Diagnosis and Treatment of Alzheimer's Disease

The National Institute on Aging and the Alzheimer's Association initiated the development of new criteria for diagnosing Alzheimer's disease last April. According to their specifications, there are now three distinct stages for Alzheimer's disease: preclinical Alzheimer's disease (pertaining only to a research setting), mild cognitive impairment, and Alzheimer's dementia. The new guidelines address the use of imaging and biomarkers in blood and spinal fluid that may help determine whether physical and mental changes are due to Alzheimer's disease. In the final stages of the disease, Alzheimer's dementia, biomarker test results may be used in some cases to determine a diagnosis of Alzheimer's dementia and to distinguish it from other types of dementia, according to the guidelines. Prior guidelines were set in 1984 and specified that diagnosis should be made solely on clinical symptoms.

New Guidelines on Genetic Counseling and Testing for Alzheimer's Disease

The American College of Medical Genetics (AMCG) in July released new practice guidelines on genetic counseling and testing for Alzheimer's disease. According to the guidelines, "genetic testing for Alzheimer's disease should only occur in the context of genetic counseling...and support by someone with expertise in this area." The guidelines indicate that there should never be genetic testing for children, and that home testing is not recommended. According to the guidelines, genetic testing for Alzheimer's disease is most appropriate for families with a history of early-onset Alzheimer's disease, a rare form of the disease that occurs prior to age 65. Other considerations include the possible psychological impact, and insurance and privacy implications.

Around Town with DCPA

Respite Care Workers Get Free DCPA Training in NYC

Respite care workers from across New York City participated last March in a free DCPA Series 1 training as part of a grant awarded to AFA from the New York State Department of Health, Division of Chronic Disease Prevention and Adult Health.

The six-hour training took place at the East Side Community Group for Senior Services, a senior center located in Manhattan, and was facilitated by Christine Valentin, director of DCPA. The 11 attendees hailed from adult day centers, home care agencies, assisted living facilities and nursing homes.

All attendees passed the required test and were granted status as an AFA Qualified Dementia Care Provider.

Alzheimer's Alliance of Smith County Trains Healthcare Professionals

The Alzheimer's Alliance of Smith County in Tyler, TX last April held a DCPA Series 1 training for 24 nursing home administrators and other healthcare professionals from various local agencies. Tom Holmes, an occupational therapist and AFA Qualified Dementia Care Specialist who volunteers his time with the Alzheimer's Alliance to educate local health care professionals about dementia care, facilitated the training.

Supplementing the traditional curricula, the attendees also shared their experiences, strategies and ideas on how to improve the quality of life and care for individuals with dementia.

One of the participants, Erin Albright, education coordinator and social worker at the Alliance said, "[The training] revealed the importance of dementia education."

As a result of the training, Albright said attendees have reported an increased ability to educate their own staff about interacting with individuals with dementia and ultimately improve their well-being.



AFA ANNOUNCEMENTS

AFA Names Top Researcher George Perry to Medical Advisory Board

AFA appointed George Perry, Ph.D., one of the world's top researchers, to its medical advisory board. Perry of Helotes, TX is dean of the College of Sciences and a professor of biology at the University of Texas at San Antonio. He is currently editor-in-chief of the Journal of Alzheimer's Disease and his research has appeared in more than 800 professional publications.

AFA to Hold National Brain Game Challenge



Puzzle Master Merl Reagle

Are you a crossword buff? Or just up for a challenge? AFA will be holding its inaugural National Brain Game Challenge, an online game of skill created by one of the nation's most admired puzzle masters.

For the National Brain Game Challenge, Merl Reagle, whose popular Sunday crossword is syndicated in 50 newspapers across the country, has crafted a series of challenging, fresh-themed puzzles that lead to a single solution.

The event stems from research that suggests that regular mental workouts may help reduce the risk of Alzheimer's disease, and is designed to raise awareness of memory problems and healthy lifestyles.

Reagle and his wife, Marie Haley, of Tampa, FL have a personal interest in the cause, having been caregivers for "1,000 days" for Marie's mother, who had Alzheimer's disease.

Players pay a \$25 registration fee, which will give them online access to the puzzles at 3 p.m. (ET) on September 25. AFA will determine winners based on accuracy and speed. Up for grabs are a \$5,000 grand prize, \$1,000 second prize, \$500 third prize, and more than a dozen \$100 prizes to a specific sequence of winners, including the 5,000th person with the correct response.

For more information and to register, visit www.alzfdn.org.

AFA Calls On Teens to Volunteer This Summer

In a brand new initiative, AFA's teen division is hosting a nationwide volunteer challenge to encourage teens to perform 50 hours of community service this summer that benefits individuals with Alzheimer's disease, their caregivers and families. And you can help—by letting teens know about the competition or setting up activities that welcome teens as volunteers.

The competition runs through August 31, and the submission deadline is September 12. Both the winner and runner-up will receive an Apple iPad. AFA Teens, which educates and engage teenagers in the cause, is calling on teens to volunteer at adult day centers, assisted living residences, nursing homes and other care facilities, in addition to participating in other meaningful activities such as music and art therapy with individuals with dementia.

"This is a great way to foster intergenerational communication and understanding, as well as encourage teens to recognize how rewarding it is to give back and to help grow a dedicated new wave of volunteers who can make an impact on the Alzheimer's community," said Eric J. Hall, AFA's president and CEO.

For complete guidelines and application materials, visit www.afateens.org.

Tips to Help Foster Intergenerational Activities and Encourage Others to Volunteer:

Encourage children and residents to make a painting or collage in order to shine a spotlight on the talents of everyone involved.

Have children and residents work on puzzles to create an environment of support and mental stimulation.

Engage children and residents in the creative arts, such as writing a poem or singing a song, to create an opportunity for self-expression and reminiscing.

Start up a small service organization at your facility with a unique purpose, such as providing manicures for residents, planting gardens or hosting movie nights.



CONTINUING EDUCATION:

In order to retain your status as an AFA Qualified Dementia Care Provider or AFA Qualified Dementia Care Specialist, you must renew your qualification every two years. Renewal requires a total of four hours of continuing education every two years. Successful completion of each Care Daily quiz offers one credit hour, unless otherwise stated. Additionally a 30-minute period of relevant coursework, training, in-service education or seminar is worth 0.5 credit hours. DCPA recommends that you record dates, times and descriptions of programs and quizzes to help complete the renewal process. You can apply for renewal on our Web site. DCPA will mail renewal materials to you three months prior to renewal dates.

Relationship Building: An Overlooked Intervention to a Common Problem

By Joanne Rader, RN, MN, FAAN

Building a relationship with the resident is crucial to understanding his/her other behaviors. Most behavioral symptoms occur in people with dementia who cannot tell us directly that something is wrong. However, behavioral symptoms are clues that something is wrong; they express an unmet need. If we have ongoing relationships with residents, we can recognize changes in behavior and, thus, have a basis for identifying underlying problems.

The Individualized Resident-Centered Model

Developing a relationship can be rewarding for both the caregiver and the resident. It requires that the caregiver use good communication skills; observe the resident; gather information about the resident's past interests, behaviors, daily schedules, and coping patterns; and learn what was and is important to the resident.

We have learned that it is important to listen to residents and their families, to carefully observe resident behavior, and to consider whether a resident's behavior may be expressing an unmet need.

A relationship develops over time, as the staff learns "who this person is" and mutual trust is built. The more the staff knows, the easier it is to intervene effectively when behavioral symptoms occurs.

Most of the emotional content of our communication occurs in facial expressions, body posture, and tone of voice, rather than words. Individuals with dementia have impaired speech and language skills, but they are exquisitely attuned to the moods and attitudes of those around them. Good communicators observe others' responses and alter their behavior to facilitate the relationship.

The Problem-Solving Process: "The Magician"

The first role that staff must assume is that of the magician. The magician's job is to step into the resident's shoes and turn "problem behaviors" into behavioral symptoms of unmet needs or reactions to stress in the eyes of everyone involved in the individual's care.

An important task of the magician is to "become" the resident and experience the world through the resident's eyes, ears and feelings. For example, when a resident was having difficulty sleeping and staying in bed at night, the old approach might have been to use restraints and medications. However, an aide used a magic trick. She lay down in the resident's bed, and there she discovered that the light from the hall shone directly into her eyes. Removing the light bulb resolved this woman's "agitation" and "sleep disturbance."

Assessing the Resident's Needs

Many persons in long-term care have conditions that prevent directly obtaining a thorough history. However, reviewing the chart and talking with family or friends will provide a framework. A good history includes identifying data, a description of the current situation, the resident's concerns and a personal history. Most identifying data can be found in the chart. It includes the resident's name, date and place of birth, sex, marital status and name of the closest relative.

Information about the current situation can be obtained from members of the care team, family members and the resident. For persons with dementia, asking the family member to identify and communicate stressors, soothers and signs is helpful. Stressors are things that the person finds upsetting, and soothers are things that calm or comfort the person. Signs are what you watch for, which indicate the person is becoming upset or uneasy.

Information about personal history should be sought that help to understand the present situation. Pertinent information may include education, past employment, past ways of coping with stress, and any traumatic experiences—recent and throughout the life cycle.

Communicating with the Resident

Residents with dementia often have decreased verbal abilities and difficulty in understanding the meaning of what is said to them. However, they are very sensitive to the nonverbal behavior of their caregivers. The staff's attitudes and mood are felt immediately.

The following are helpful nonverbal skills. A slow, calm approach works best; also, approach from the front, not from the side or behind. Looking directly at residents when speaking and establishing eye contact focuses their attention. It is helpful to assume an equal or lower position, especially if the resident feels powerless.



Relationship Building

Test Questions

Circle the best answer for each question.

According to this article:

Q1. In order to understand a person's behavior, it is important to:

- a. Listen to what the resident has to say
- b. Speak with family and learn about the person's behaviors
- c. Observe the resident
- d. All of the above

Q2. A relationship will develop with a resident by:

- a. Learning "who this person" is
- b. Paying attention to unmet needs
- c. Building mutual trust
- d. All of the above

Q3. What are the most important aspects of our emotional content for communication?

- a. Body posture
- b. Words
- c. Tone of voice
- d. Both a and c

Q4. To facilitate the relationship, good communicators:

- a. Observe others' responses and disregard nonverbal behavior
- b. Observe others' responses and alter their behavior
- c. Ignore others' responses and alter their behavior
- d. Ignore others' responses and never waiver in their behavior

Q5. What are the characteristics of a good "magician":

- a. "Becomes" the resident and experiences their world through their eyes, ears and feelings
- b. Tries to make the resident see the world through their eyes
- c. Recognizes "problem behaviors" as potential behavioral symptoms of unmet needs or reactions to stress
- d. Both a and c

Q6. A good history of a resident includes:

- a. Identifying data
- b. A description of the current situation
- c. A personal history
- d. All of the above

Q7. According to the article, _____ are things that calm or comfort a resident.

- a. Soothers
- b. Stressors
- c. Signs
- d. Hallucinations

Q8. The following are some questions you can ask to help understand the resident:

- a. What did the resident do for a living?
- b. What traumatic experiences have the resident had (past and present)?
- c. What color socks is the person wearing?
- d. Both a and b

Q9. The best way to get a resident's attention is to:

- a. Yell the person's name from down the hall
- b. Softly whisper in the person's ear from behind
- c. Slowly walk up to the person and establish eye contact
- d. Clap your hands while calling the person's name

Quiz Answer Form: Summer 2011

NAME _____

ADDRESS _____

E-MAIL _____

For DCPA qualification renewal, mail the completed page to:

Alzheimer's Foundation of America

Attn: DCPA

322 Eighth Avenue, 7th floor

New York, NY 10001



AFA Upcoming Events

Note: Care Connection is AFA's monthly toll-free teleconference service for professionals and family caregivers; participation qualifies for continuing education for DCPA renewal. For information about Care Connection, visit www.alzfdn.org.

August 11 1 p.m. (ET)

Care Connection: "The Ins and Outs of Dementia Care Services and Support"

Guest Speaker Ruth M. Fanovich, RN, LHRM, QDCS, owner and president, RMF Care Management and Care Placement Home Healthcare Agency, Inc., Palm Harbor, FL
Call: **1-877-232-2992** and enter guest ID 271004#

September 8 1 p.m. (ET)

Care Connection: "Mental Health & the Aging Process"

Guest Speaker - Marc E. Agronin, M.D., medical director for mental health and clinical research, Miami Jewish Health Systems, Miami, FL
Call: **1-877-232-2992** and enter guest ID 271004#

October 13 1 p.m. (ET)

Care Connection: "Help! I'm Trapped Inside My Dementia!" Guest Speaker - Carol Kester, BSW, QDCS, director of social services, Phoebe Home, Allentown, PA
Call: **1-877-232-2992** and enter guest ID 271004#

October 24

AFA Training for Excellence in Care Specialists Staten Island, NY
Train to become an EIC evaluator of care settings in local communities.
Information: info@excellenceincare.org

November 13

National Commemorative Candle Lighting
Information: www.candlelighting.org

November 15

National Memory Screening Day
Information: www.nationalmemoryscreening.org



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What's New on the DCPA Web Site?

Want to recommend the DCPA Series 1 training to a colleague? A brief preview of the training is now available on www.careprofessionals.org.

Check out our Job Board! Companies continuously list new employment opportunities in the healthcare industry. Visit www.careprofessionals.org.

**"We're There for
Memory Care"
Together We Can
Make a Difference**



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