



CHAMPLAIN ENHANCING CARE *Newsletter*

Summer 2009

For Day Programs, Homes and Residences Serving People with Dementia in the Champlain Region

Champlain wide...

The purpose of this newsletter is to highlight the many goals that Enhancing Care teams throughout the Champlain region have accomplished as well as share information and resources related to dementia care.

Enhancing Care

This is an Assessment Tool to help you evaluate your programs and services and develop a plan that serves to improve the quality of life of the person with dementia.

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Enhancing Care at Garry J. Armstrong Home



Members of the Enhancing Care Team at Garry J. Armstrong (GJA) Home, met recently with Joanne Dyson from the Alzheimer Society of Ottawa and Renfrew County to review their progress in realizing the Enhancing Care goals they established last year. Each goal was discussed identifying those that have been achieved as well as making any necessary changes. Congratulations on a job well done! Pictured from left to right are: Estibel Wassie (Steve), Keturah Francis, Cathy Whittle (seated), Jane Wyman and Aileen Campbell.

By Kathryn Kouri, Garry J. Armstrong Home

In late 2007, GJA identified the need for and created a Dementia Task Group. After the group researched different philosophies of care around caring for those with dementias, we discovered that we had a generally good program that did not follow any one philosophy of thought, but took aspects of many. Our program, though good, was not consistent between the dementia care units. We needed a place to start in formalizing our dementia care program. To do this, we decided to explore the Enhancing Care Program supported by the Alzheimer Society of Ottawa and Renfrew County.

In 2008, a multidisciplinary Enhancing Care team was created from our Dementia Task Group. The team included staff from recreation, social work, housekeeping, food service and all levels of nursing from two shifts and was supported by management by providing team members the time to attend meetings as well as staff replacement for the unit.

The team assessed the programs and services we already had in place, identified strengths as well as needs and areas to improve on, and established goals and actions related to these needs.

While discussing the areas we would like to improve, the group became very excited about our goals and interventions. The momentum of the team continued throughout the 6 meetings we had with the Alzheimer Society and through to the

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Enhancing Care at Garry J. Armstrong Home (...continued from page 1)

autumn and winter. Management has continued to support the group in implementing the goals. Currently, the group plans on meeting quarterly to review, evaluate and report on the progress of the goals to the Dementia Task Group and management.

Guidelines for Care - An Update



Working Group Members
Joanne Michael (SK), Norma Kirkby (MB),
Christene Gordon (AB), Mary Schulz (ASC)

Background: The Guidelines for Care (GC) were developed by the Alzheimer Society of Canada (ASC)

in consultation with many stakeholders across the country in 1992. Their purpose was to provide guidance about optimal care of people with Alzheimer's and related diseases. The Guidelines for Care were revised in 1999 and again in 2003 to reflect changes in what constitutes excellence in care. In 2005, an analysis of the findings of a review of Guidelines for Care was interrupted by staffing shortages at ASC. A new working group was formed in 2006 to resume the review of the Guidelines.

Where we are at: In early 2009, a Rapid Evidence Assessment (REA) of current guidelines for care of people living in care facilities was completed by a researcher at the University of Toronto. The NISE GC Working Group has invited external content experts from across Canada from a variety of interdisciplinary backgrounds to work with them to bring their practice wisdom to the review of the REA. This process will ensure that the best practice guidelines that meet rigorous scientific criteria also make sense to those professionals who provide direct care to people with dementia living in care facilities.

Next steps: Over the next few months, the GC Working Group will be refining the best practice guidelines it has uncovered. Once they have been finalized, we will work with a variety of stakeholders to develop a user-friendly tool to help care professionals put the guidelines into practice.

Originally published in the National Information, Support and Education (NISE) Group's newsletter, April 2009

Let's hear it for our own singer Ms. Betty ...

By Joanne Atkinson, Recreation Technician, Elisabeth Bruyère Residence

It is true we currently have a real live performer living with us. She has retired from the business, but is truly tickled pink when asked to perform in front of an audience. When she introduces herself to someone, the first thing she says is "I am a singer, you know."



When I first met her there was a concert that very afternoon for which I was responsible. After the concert, while returning to her floor she said "I'm not going to come back here anytime soon." When asked why, she replied "No one asked me to get up and perform. I'm insulted. I am a singer you know." Since that day, residents and staff often ask her to sing her favourite song "Crazy" by Patsy Cline and the performance begins.

Many articles and books on the subject of music and how it enhances a person's mood, etc. have been written by the experts in Music Therapy. In a weekly activity I play a repertoire of old favourites with which the residents are familiar including music by Mitch Miller, Dean Martin, Patty Page... Before this activity begins another woman paces the hall tapping the hand rail or clapping her hands. She comes into the room and sits down to listen to the music. She is not able to say a word until I prompt her to sing along with me. At that moment she will smile and begin to sing and before the song is finished at least one tear will roll down her cheek. There is something about music and the effect it has on each of us. At some point in time we are all singers.

**Grove Nursing Home featured at
OLTCA Convention (Press Release)**



Director of Care at the Grove Nursing Home, Patti McLean, attended the Ontario Long Term Care Association Convention and Trade Show in April 2009. The Grove Nursing Home displayed their poster demonstrating recent accomplishments for the innovative program that was implemented with the Alzheimer Society of Ottawa and Renfrew County to help residents with dementia.

The goal of the program was to set up a comprehensive system to guide our long term care home towards a philosophy of care particularly to help meet the needs of our dementia residents. The nursing home decided to involve experts within the Alzheimer Society to facilitate an overall assessment of the environment, goal setting and training required to ensure staff involvement. The Enhancing Care Program model was determined to be an appropriate tool.

The program was implemented in steps:

1. Analysis of Successes: Focusing on the education of all staff in the Gentle Persuasive Approach. With all new staff being orientated on dementia education as part of a pilot project with Family Council facilitated education sessions for all families, caregivers and volunteers.
2. Implementation: A self assessment of the home was required to determine what steps and actions were required to enhance care for dementia clients. The self assessment chosen was the "Enhancing Care Program" based on the "Guidelines of Care" and "Ethical Guidelines" developed by the Alzheimer Society of Canada. This program was designed for long term care and later adapted for adult day programs in the community.

This Alzheimer Society program allowed a mechanism for change that was resident focused. Management support allowed a thorough process to be completed and helped to build bridges between staff and families. Goals were developed and the

team decided on priorities.

"This program gave us an opportunity to set goals that will enhance our resident focused care this year and in the years to come", says Patti McLean, Director of Care. "It gave us an opportunity to involve family members in this process along

A "Dusk to Dawn" Respite Program

By Joanne Dyson, Program Department, Alzheimer Society of Ottawa and Renfrew County



I came across a very interesting and heart warming article about a special program at the Hebrew Home at Riverdale in the Bronx, NYC designed for people in the community with dementia

to help them during the dusk to dawn hours. Posted on the website of The New York Times is an article called "All-Night Care for Dementia's Restless Minds" (June 12, 2009) which also includes a video and photos. As written by authors Cara Buckley and James Estrin, "the staff indulges the urges that dementia and Alzheimer's induce, walking with patients who crave a 2 a.m. adventure or taking evening trips to the circus or restaurants." To read more about this interesting program and view the video and photos, go to: <http://www.nytimes.com/2009/06/14/nyregion/14cover.html> or contact me at 613-523-4004 or jdyson@asorc.org

Thank You for Your Support!



This is the last edition of our Champlain Enhancing Care Newsletter. We hope you have found all of our editions interesting and helpful. **Our thanks to our many contributors through the years.** The Alzheimer Societies in the Champlain region look forward in continuing to provide our Enhancing Care Program with caring professionals, like you, who work with people living with Alzheimer's disease and related dementias. We continue to welcome your calls or emails (please refer to our contact information on page 1) about the Enhancing Care Program, the Guidelines for Care, or on any aspects of dementia care.