Everyone’s Business:
Cultivating Dementia-Friendly Service Delivery
What We Do… Since 1918

Self-Sufficiency

Aging With Dignity

Community Connections
JFS Network of Support
1971 – to present

Home safety and fall prevention
- 1,086 home repairs and safety modifications

Care consultation and coordination, counseling, information and referral, and respite care
- 10,987 hours of care management
- 136 Holocaust Survivors assisted
- Bikur Holim: 73 older adults connected to a friendly visitor

Home-delivered meals and congregate meals at JFS Social & Wellness Centers
- 82,000 meals provided to homebound seniors
  2/3 are delivered; 1/3 are served at centers

Home and community-based services, including an extensive network of transportation services
- 35,000 rides given
- More than 35,000 visits to Balboa and College Avenue Social & Wellness Centers
- Charitable Adult Rides & Services (CARS) processed 100,000 vehicle donations for nonprofits nationwide

Training and employment programs connected 58 older adults to employment opportunities
Alzheimer’s in San Diego County, California

• 5th most populated county in the US and covers more than 4,200 square miles of coastal, valley, mountain and desert areas.

• 2013, nearly 3.2 million people, with more than 740,000 residents over the age of 55 years, accounting for 1/4 of total population.

• 2018, an estimated 84,000 San Diegans age 55 years and older were living with ADRD

• By 2030 nearly 115,000 residents 55 years and older will be living with ADRD, a 51% increase from 2013.
Pros

The County is ready and calling for action
Our community partners support us
We have 100 years of solid infrastructure
We have excellent large project management experience
We have dementia service experience

Cons

We have never worked on an ACL project
We have never tracked dementia outcomes
JFS is not known for dementia
Staff are all over the place training-wise
September 2016: Administration for Community Living awards the JFS Aging & Wellness Division $900,500 in funding for Alzheimer’s programming for a 3 year pilot to increase community based organizational dementia capability.

- Objectives: living alone with ADRD, caregivers of mod to severe ADRD and ADRD behavioral symptom management
Increasing Dementia Capability through guidance & progressive training

Alzheimer's SAN DIEGO

JFS ADI Project Guide

Collaborative Project Planning Meetings

Dementia Hotline

  Professional situational advice for staff

  Situational advice for clients

Contributing members of the “Dream Team”

Foundational Training for all Staff & Volunteers

  Dementia 101

  Dementia 102

  Dementia 103

Specialized Training for Staff

  Memories in the Making Facilitator

  Support Group Facilitator

  Teepa Snow Positive Approach to Care

  Dementia Care Manager Training

  Dementia Care Specialist Training

  Driving & Memory Loss

  Dementia Assessment & Care Plan Toolkit
Integrated Care Network

No wrong door, regardless of origin/presenting need
Warm hand off with client consent
Specific staff assigned for intake
Other partners onboarding
Efforts to Outcomes Software build out for effective tracking and impact measurement
Accessing JFS ADI Services
(858) 637-3388

Families are referred in a variety of ways

ADI staff perform a specialized intake over the phone

An in-home assessment is performed utilizing multiple tools for client’s with dementia and their caregivers

A dynamic care plan is created with goals and the resources to achieve those goals

Clients connect with a variety of supportive services

Follow up is conducted as needed
Tools & Resources

Alzheimer's San Diego

Caring for Yourself

Taking care of yourself is one of the most important things you can do for the person you are caring for. As the saying goes, "You cannot pour from an empty cup." All too often, caregivers find themselves in poor health, overwhelmed, and physically and emotionally exhausted. There's no better time than the present to start taking care of yourself.

Here are some ways you can take care of yourself:

- Join an Alzheimer's San Diego Support and Discussion Group. These groups offer a wealth of information, support, solutions and new knowledge to help you on your caregiving journey.
- Take a five minute break each day. Rejuvenating your mind and releasing emotions is important for living in the present. Be kind to yourself.
- Spend time with friends. Connecting with others, stimulating your brain and having an outlet to revolve yourself are all ways to reduce stress and maintain a healthy lifestyle.
- Schedule time for your hobbies and interests. Doing the things you love will increase your energy levels and help sustain positivity and patience.
- Eat healthy foods. It's easy to eat comfort foods, but they add to fatigue, poor health and other medical problems. Staying energized and alert will help with cognitive functioning and a healthier heart. You only have one body. Make sure to take care of it.
- Get exercise as often as you can. If you're not able to get out of the house each day, look for ways to stay active in the home through cleaning, gardening, or vacuuming.
- See your doctor on a regular basis. Regular check-ups are a good way to monitor your overall health and alert you if early health intervention is needed.
- Keep your health, legal, and financial information up-to-date. Having a plan in place, in the event that something happens to you, will ensure safety of the person you are caring for and can relieve unnecessary stress on the family.

It's Okay to Ask for Help

Asking for help can be hard, especially if you have already done everything on your own, are not sure what others can help with, or feel as if you are imposing. We encourage you to try again as your health depends on it. Others will communicate whether or not they can help. If you have trouble asking for help, try these tips:

- Ask people to help out specific ways like making a meal, picking up a prescription, visiting the person with dementia, or taking the person out for a short time.
- Call for help from in-home care, respite options or adult day care services when you need it. To find resources in your area, contact Alzheimer's San Diego at 858-492-4400.

The Heart of Alzheimer's Care & Cure | 858-492-4400 | www.alzsd.org
Alzheimer’s San Diego
Support & Discussion Group Directory

Central San Diego **Respite is offered at groups indicated with an asterisk; please call ahead**

<table>
<thead>
<tr>
<th>Group</th>
<th>Day &amp; Time</th>
<th>Address</th>
<th>Leader</th>
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<tbody>
<tr>
<td>Dementia Caregivers</td>
<td>1st &amp; 3rd Wednesdays 10:00 am-12:00 pm</td>
<td>6632 Convoy Court, San Diego</td>
<td>Ana Choza-Hunt, MSW 858.966.3303</td>
</tr>
<tr>
<td>Dementia Caregivers</td>
<td>2nd Saturday 10:00 am-11:30 am</td>
<td>6632 Convoy Court, San Diego</td>
<td>Diana Macis, MSW 858.966.3303</td>
</tr>
<tr>
<td>Dementia Caregivers</td>
<td>2nd Wednesday 2:00 pm-3:30 pm</td>
<td>6632 Convoy Court, San Diego</td>
<td>Tracey Truscott, LCSW 858.822.4800</td>
</tr>
<tr>
<td>La Jolla United Methodist</td>
<td>3rd Wednesday 1:30 pm-3:30 pm</td>
<td>6063 La Jolla Blvd., La Jolla</td>
<td>Sandra Dysart, LCSW 858.454.3745</td>
</tr>
<tr>
<td>Point Loma Peninsula Shepherd Center</td>
<td>1st &amp; 3rd Thursday 10:00 am-11:30 am</td>
<td>1475 Catalina Blvd., San Diego</td>
<td>Colleen Cook, MSW 858.966.3303</td>
</tr>
<tr>
<td>Balboa Avenue Older Adult Center**</td>
<td>1st &amp; 3rd Monday 11:00 am-12:30 pm</td>
<td>8788 Balboa Ave., San Diego</td>
<td>Lesley Alexander, MSW 858.966.3303</td>
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Balboa Avenue Older Adult Center
2001

Enriching the lives of older adults and nurturing the well being of those living with cognitive impairment.

Mon - Thurs 10am to 2pm

Monday, My Way, free for clients living alone with dementia

Only $27 per day
Behavioral Symptom Management

• For persons with moderate to severe ADRD
• Must have a primary caregiver
• Training for primary caregiver provided
• In-home set up provided
• Active participation for duration of I-Pod use
• Participants must adhere to user agreement
NEW LIFE FOR AN OLD DEVICE:
HOW OUTDATED IPODS ARE HELPING PEOPLE WITH ALZHEIMER’S

Want to give your iPod Shuffle (or any other MP3 device) a second life? Donate it to our Music & Memory program!

Contact Rachel Lehnert at: rachell@jfssd.org
Or drop it off at the front desk:
Joan & Irwin Jacobs Campus
Turk Family Center
Community Services Building
8804 & 8788 Balboa Avenue
San Diego, CA 92123
Out & About Excursions
ATTENTION PLEASE

This restroom is being used by someone of the opposite sex to assist another person.

We’ll be out in just a moment.

Thank You For Your Patience
Increasing Community Dementia Capability through Integrated Care Networks and Innovative Service Delivery

Meredith Morgenroth, Senior Director of Social & Wellness Services
Colleen Cook, MSW, ASW #70285, Dementia Specialist

In the course of three years, Jewish Family Service of San Diego, in partnership with Alzheimer’s San Diego and other community partners, expanded and enhanced a dementia-capable system and filled service gaps for families impacted by Alzheimer’s disease and related dementias (ADRD) in San Diego County.

The Goal
To enhance and expand existing agency programs creating a continuum of client-centered support through provision of seamless referral, specialized staff and volunteer training, client education, and direct service.

The Objective
To provide support services to people living alone with ADRD and to people living with moderate to severe ADRD and their caregivers; delivering behavioral symptom management training and expert consultation to caregivers; evaluating effectiveness of interventions, documenting "lessons learned," and; sharing findings and products.

The Expected Outcome
High satisfaction and increased knowledge about ADRD for all program participants; increased self-efficacy and engagement as reported by family caregivers; an enhanced dementia-capable system; and a more effective system of care.

Increase in Agency Dementia Capability

- Oct 2016: 8%
- Jun 2017: 25%
- Mar 2018: 70%
- Mar 2019: 91%

The NADRC Dementia Capability Quality Assurance Assessment Tool measures baseline and increases in capability in the following areas: Identification of people with cognitive impairment or dementia and their primary caregiver; if any; Staff training about cognitive impairment, dementia and dementia care; and Provision of specialized services for people with a cognitive impairment or dementia and their caregivers.
• Become a Dementia Friend
• Become a Dementia Ambassador
• Become an Out & About or BAOAC Volunteer
Get involved!

Volunteers ARE THE HEART OF JFS
4 Ways to Be Dementia-Friendly

1. Recognize

When you encounter someone with dementia, by recognizing common signs, you can respond with compassion and effective communication.

Signs of dementia may include:
- Memory loss
- Difficulty with familiar tasks
- Confusion with time or place
- Trouble with visual and spatial perception
- Not recognizing friends or family

2. Communicate Effectively

Practice dementia-friendly communication skills to increase support for persons with dementia.

Communication skills may include:
- Smile and make eye contact
- Speak clearly and calmly, using simple sentences
- Ask one question at a time
- Allow time for the person to process and respond
- Seek to understand the person’s reality and feelings
3. Design Supportive Environments & Materials

Visual and spatial perception are often impacted by dementia. Families, businesses, and organizations can use dementia-friendly design principles to address this.

Dementia-friendly design principles may include:
- High-contrast colors
- Clear, simple signage
- Quiet zones with less stimulation

4. Learn More & Educate Others

Together, we can reduce the stigma and isolation of dementia. Individuals can become Dementia Friends and organizations across many sectors can train their staff to adopt dementia-friendly practices.

To learn more, you can visit:
- Dementia Friends USA [www.dementiafriendsusa.org](http://www.dementiafriendsusa.org)
- Dementia Friendly America [www.dfamerica.org](http://www.dfamerica.org)

References

Adapted from Dementia Friendly America and ACT on Alzheimer’s developed tools and resources.
Become a Dementia Friend

A Dementia Friend is someone who learns about what it’s like to live with dementia and then turns that understanding into action.

Complete an online session today!

1. Watch the Dementia Friends Overview video online:
   www.dementiafriendsusa.org/become-a-dementia-friend

2. View additional videos to learn how various sectors of the community can be more dementia-friendly.
   Over 10 short videos are available – watch at least one!

3. Complete a brief questionnaire to officially register as a Dementia Friend.
   After registering, you can print your Dementia Friend certificate and display it in a prominent place.

Recognized Community Since 2016

#DementiaFriendlySD

This resource is brought to you by the Age Well San Diego Dementia-Friendly Theme Team. For more information on dementia-friendly efforts in San Diego, visit www.LiveWellSD.org/agewell.
When it comes to navigating the effects of Alzheimer’s disease, every journey is different.

That’s why we’ve built a care network designed to wrap around the unique needs of individuals and caregivers impacted by Alzheimer’s disease and related dementias (ADRD). Whether you’re concerned about a loved one or coping with the symptoms of dementia on your own, we’re here for you and your family.

The JFS Alzheimer’s Disease Initiative
Delivered in partnership with Alzheimer’s San Diego

- Care Planning & Coordination
  One-time or ongoing support from our dementia care experts
- Balboa Avenue Older Adult Center
  Dementia-friendly day programming and respite care
- Out & About
  Weekly guided excursions and lunch at a favorite spot in San Diego
- Caregiver Support
  Bi-weekly support and discussion groups for family members and caregivers
- Music & Memory
  In-home music therapy program utilizing personalized playlists
- Community Education
  Learn how to spot early signs of dementia and support loved ones

Find help, connection, and support from our dementia care experts.
(858) 637-3388 | www.jfssd.org/alzheimers

In Partnership With