



# Dementia:

## Understanding the Journey

**Annual Report**

**April 1, 2017 – March 31, 2018**

7th Edition







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## About Us

In 1991, an ambitious and dedicated group of individuals involved in long term care gathered together in Pictou County to form the Alzheimer Disease and Related Dementia Advisory Committee (ARDAC). This group incorporated as a Society in 2006 as Nova Scotia Alzheimer Disease and Other Dementia Care Course. With the 7th Edition, the group changed its incorporated name to Dementia: Understanding the Journey Society.

The educational goal of the founding committee was to develop a provincially recognized course to address the needs of persons living with dementia; based on the philosophy that persons with dementia have the same basic needs for security, shelter, nutrition, and affection as other adults, and have the same rights to have these basic needs met. Over the years, the Board of Directors has been comprised of a variety of dedicated individuals from a number of backgrounds; including physicians, nurses, recreation and occupational therapists, dieticians, educators, administrators, and family members. The group continues to change, but their focus remains the same, to promote a person-centred approach to providing care and services for persons living with dementia through the ongoing development, promotion, and administration of Dementia: Understanding the Journey. The efforts of the Board are further enhanced by strong relationships with health care employers and employer associations, the Department of Health and Wellness, the Alzheimer Society of Nova Scotia, the Nova Scotia Centre on Aging, post-secondary education institutions, and Veterans' Services Canada. Together we seek to maintain and build upon the success of our course.

### Our Mission

To promote a person-centred approach to providing care and services for persons living with dementia through ongoing development, promotion, and administration of Dementia: Understanding the Journey.

### Vision

Enhancing care for persons living with dementia through quality education.

### Values

**Integrity:** We make informed decisions and ensure the course is current, relevant, and of the highest quality.

**Innovation:** We are progressive and flexible; we proactively identify and respond to emerging education needs.

**Life-long learning and growth:** We are ambassadors for accessible quality education pertaining to dementia.

**Collaborative:** We invite input from partners and a variety of stakeholders provincially and nationally, with a goal of enhancing dementia education for all.



## Message from the Chair

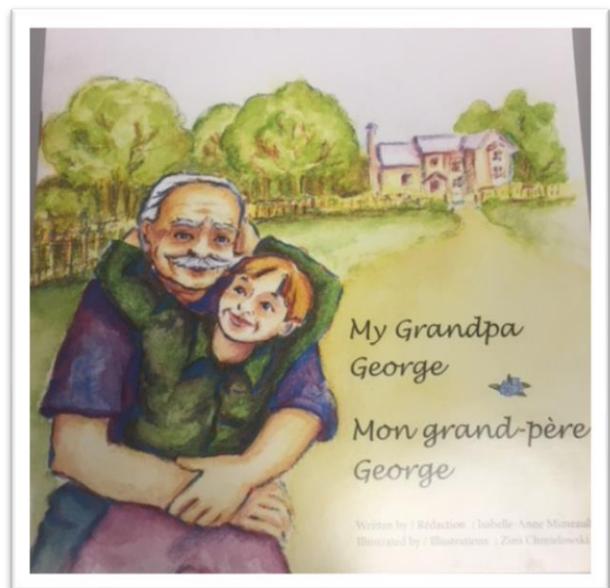
This has been a year of growth and exploration for the Dementia: Understanding the Journey Program. The new 7<sup>th</sup> Edition completed it's second year of delivery resulting in resoundingly positive feedback from both learners and facilitators. With the success of the new edition, the Board has shifted focus towards the facilitators manual and improving administrative processes.

One of the key goals of the Dementia: Understanding the Journey Society is to continuously improve Dementia: Understanding the Journey to meet the needs of health care clients and providers. This year the Board focused heavily on developing goals for the evolution of the facilitators manual, facilitator training and delivery resources. These goals included developing standardized power point presentations for facilitators, a revamp of the facilitators manual including the project marking rubric and developing a vetting process for course resources.

I would like to take this opportunity to thank the members of the Board; their dedication is the driving force behind the success and continued improvement of this course.

On behalf of the Dementia: Understanding the Journey Society, I would also like to express our thanks and gratitude to all the facilitators who deliver this excellent education, Manager, Pam Shipley and Course Administration, Barb Salkin who provide exceptional service and manage the day-to-day activities of the program.

Jody MacDonald, Chair



*Examples of Learner Projects*



## Accomplishing Our Goals

*Continuously improve Dementia: Understanding the Journey to meet the needs of health care clients and providers.*

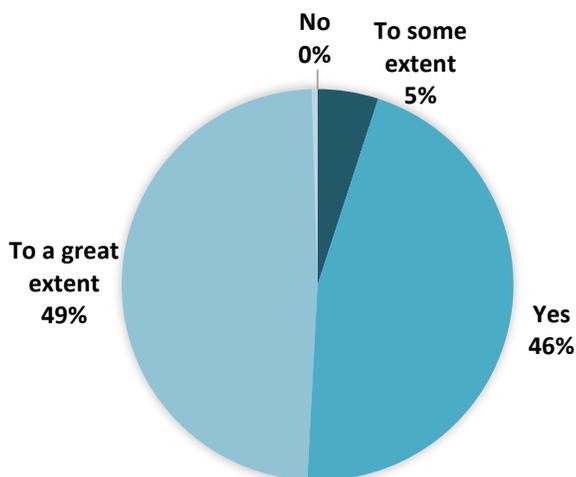
### Course Revision Update

As of March 31, 2018, over 2000 learners have taken the new 7<sup>th</sup> Edition. From its humble beginning to the current release, the course has met significant milestones and gone through several evolutions to offer education to people providing care to persons with dementia. The course has changed and been adapted to incorporate new knowledge and understanding to address the changing needs of persons we serve and the health care system. However, its core goal remains to provide a standardized foundation education for those supporting people living with dementia and to develop and enhance the competencies of current and future health care providers. Supporting persons with dementia involves many disciplines within a health care system; the course was developed for all care providers regardless of work experience or educational background. Learners from diverse backgrounds bring different perspectives and knowledge to this learning opportunity, enriching the experience for everyone.

### Response to the new Edition

The 7<sup>th</sup> Edition has completed its second year of delivery and has continued to receive positive feedback both from facilitators and learners. Upon completion of the course learners are asked to complete a course evaluation, below are the responses from the 2017-2018 year.

**Q: DID THE COURSE IMPROVE YOUR KNOWLEDGE AND SKILLS?**



**Q. OVERALL, HOW WOULD YOU RATE THIS COURSE?**





## Course Overview

Dementia: Understanding the Journey offers its learners:

- ✦ a holistic, person-centred philosophy to understanding dementia
- ✦ strategies to maintain a balance between offering support and encouraging independence
- ✦ strategies to maintain a person's identity, dignity, and self-esteem
- ✦ strategies to provide quality care using an interdisciplinary team approach
- ✦ tools to assist in understanding and responding to behaviours

Each of the sessions leads into the next, supporting the care practices collaboratively and collectively. The session addressing behaviours is situated toward the end of the course. In doing so, we want care partners to understand that if you approach the care for persons with dementia in ways that are appropriate and meaningful for them, you can reduce the potential for, or eliminate altogether, behaviours that are difficult to understand. Earlier sessions provide the information to set up relationships, approaches, and environments that best meet the needs of the person living with dementia. As the course progresses, tools and approaches are offered to assist in recognizing when to change one's own perceptions and approach. The program finishes with a session dedicated to the care provider and their role within a care team.



### **Session 1: Recognizing Dementia**

Introduces the learner to the important role the course will play in equipping them to support persons with dementia and their care partners. This session introduces the learner to dementia and its impact on cognition.

### **Session 2: The Person Comes First**

Focuses on the principle and philosophy of the course: the person not the disease comes first. Defines and contrasts person-centred care and person-directed care approaches. Emphasizes the complexity of dementia, the range of capabilities people with dementia have, the importance of choice, and that care happens within a context of relationships.



### **Session 3: Supportive Care – Part 1**

Focus on the importance of engaging persons living with dementia in meaningful interactions, whether it is activities of daily living or leisure. This session emphasizes the need to shift from a task-oriented understanding of need fulfillment to engagement in activities that support a positive self-identity.

### **Session 4: Supportive Care – Part 2**

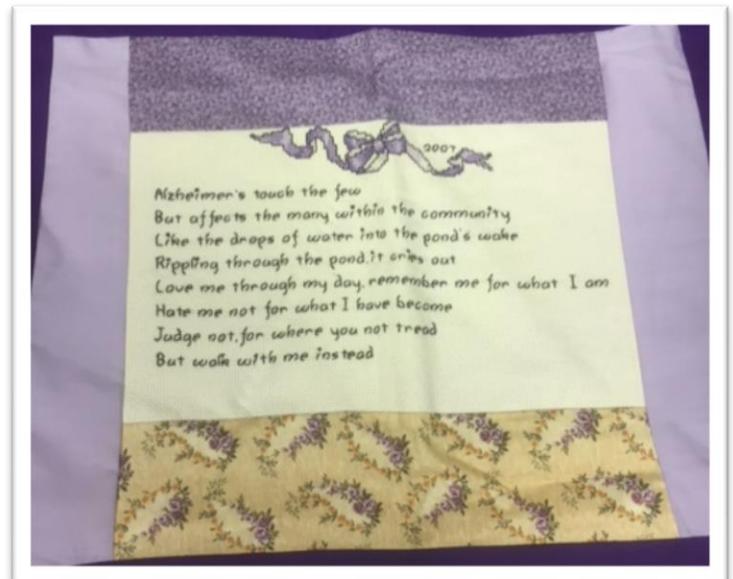
This session continues to highlight the care partners' role in providing a supportive care approach focusing on the capabilities and preferences of the person.

### **Session 5: Supporting Other Partners in Care**

Highlights various individuals who share a meaningful relationship and connection to the person living with dementia and underlines their essential role in providing care and support throughout the dementia journey.

### **Session 6: All Behaviour Has Meaning**

Emphasizes all behaviour has meaning and reveals underlying needs or impairments. Approaching situations with this understanding in mind can help care partners make sense of and respond appropriately to behaviours that can occur when supporting persons living with dementia.



### **Session 7: Planning for Care**

Provides an opportunity to apply learning through care planning and highlight the importance and purpose of care planning. The session demonstrates how care planning is used to provide holistic, person-centred care for persons living with dementia.

### **Session 8: Me, Myself, and the Team**

Focus on the care provider and their position and role within a care team. The session identifies barriers to implementation of the knowledge learned through this course that can exist in facilities and community settings. The learner will revisit the importance of building relationships with persons living with dementia as one of the strategies that will enable them to implement a person-centred approach.

### **Session 9: Wrap Up, Presentations & Evaluation**

This session provides the learners the opportunity to present what they have learned through a project presentation.

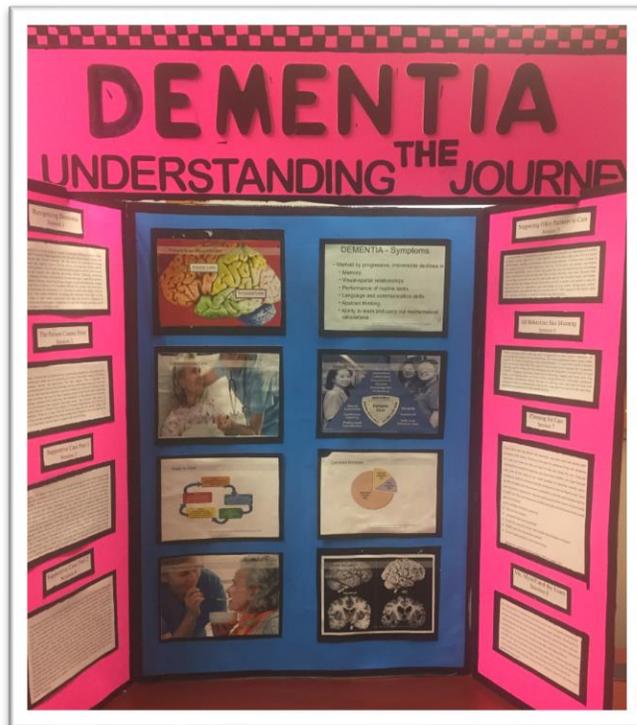


## Facilitator Orientations

In 2017/2018 the Dementia: Understanding the Journey Society hosted two facilitator orientation sessions:

- ✦ June 12, 2017 at Northwood, Dartmouth, attended by 9 new facilitators and 4 current facilitators
- ✦ October 25, 2017 at HANS, Bedford, attended by 7 new facilitators

The orientation updated current facilitators with the new content and introduced 11 new facilitators to the course. A total of 20 facilitators became certified to deliver the 7<sup>th</sup> Edition. The orientation sessions were facilitated by Pamela Fancey, NS Centre on Aging, and featured a review of new materials, activities for getting to know the new manuals, as well as a review of administrative procedures. The sessions also included two extra hours of content focused on adult learning, P.I.E.C.E.S and U-FIRST Wheel for new facilitators.



## Evolving the Facilitators Manual

Following the successful release of the 7<sup>th</sup> Edition, this year the Board turned their attention to the continued development of the facilitation process and tools to enhance the consistency of education. A subcommittee was formed to pursue the following goals:

- ✦ Enhance the facilitators manual
- ✦ Enhance consistency of education delivered
- ✦ Enhance the facilitator standards

In January 2018, the Board contracted with Marlene Fairhurst-Vaughan for the project of Enhancing the Facilitators Manual. The overall goal of the project is to improve consistency of education delivery and ultimately the care provided by graduates of the course. The facilitator's manual will continue to embrace the concept of a multidisciplinary audience with varying degrees of experience with dementia care, leaving a degree of flexibility. Some key enhancements in the manual are:

- ✦ Incorporating key learning points/messages into the mini-lecture sections



- ✿ Aligning educational resources to each mini-lecture and the key learning points/messages with a goal to standardize resources
  - Develop protocols for the selection/use of additional resources during course delivery
  - Develop screening criteria for new course resources
- ✿ Develop power points for each session
  - Include key points/messages in power points note section
  - Incorporate links to resources directly in the power points
  - Incorporate consistent Dementia: Understanding the Journey imaging
- ✿ Incorporating facilitation/teaching expectations and guidelines
- ✿ Enhancing the expectations for the project
  - Create a project marking rubric



We are very excited about the new Facilitators Manual and look forward to distributing the new manual to our facilitators this coming summer.

### Looking Ahead

As we move forward, the activities under this goal will include a continued focus on the development of the facilitation process and tools to enhance the consistency of education.

- ✿ Enhancing the facilitator's orientation to have stronger emphasis on:
  - Philosophy/key message of the course
  - Philosophy and expectations of facilitation/role of facilitator
  - Interactive demonstration of facilitation/presentation skills
  - Understanding the manual and administrative items

### *Expand participation in Dementia: Understanding the Journey*

As the course has been a component of the Continuing Care Assistant program since 2000, the Licensed Practical Nursing program since 2009, the Dalhousie School of Nursing since 2014, Cape Breton University Nursing Program since 2016, a consistent foundational knowledge is incorporated across three key members of the care team. The benefit to those we serve will be immense as more and more care partners have the same



knowledge and understanding in the provision of dementia care. This year the Board has continued to reach out to health care organizations and educational institutions to promote the inclusion of the Dementia: Understanding the Journey program.

### Conferences

To promote the course, Dementia: Understanding the Journey has been a sponsor, presenter, and/or exhibitor at the following events throughout the 2017/2018 year:

- ✦ Northwood's Research Symposium on June 16, 2017: *Research in Aging, Continuing Care and Beyond*
- ✦ The 17th Annual CCA Stakeholders Forum on May 12, 2017
- ✦ Alzheimer Society of Nova Scotia 28th provincial conference: *Working Together to Make a Difference*, October 23 & 24, 2017 (lunch sponsor and booth exhibitor)
- ✦ Nova Scotia Gerontological Nurses Association Dinner on September 18, 2017



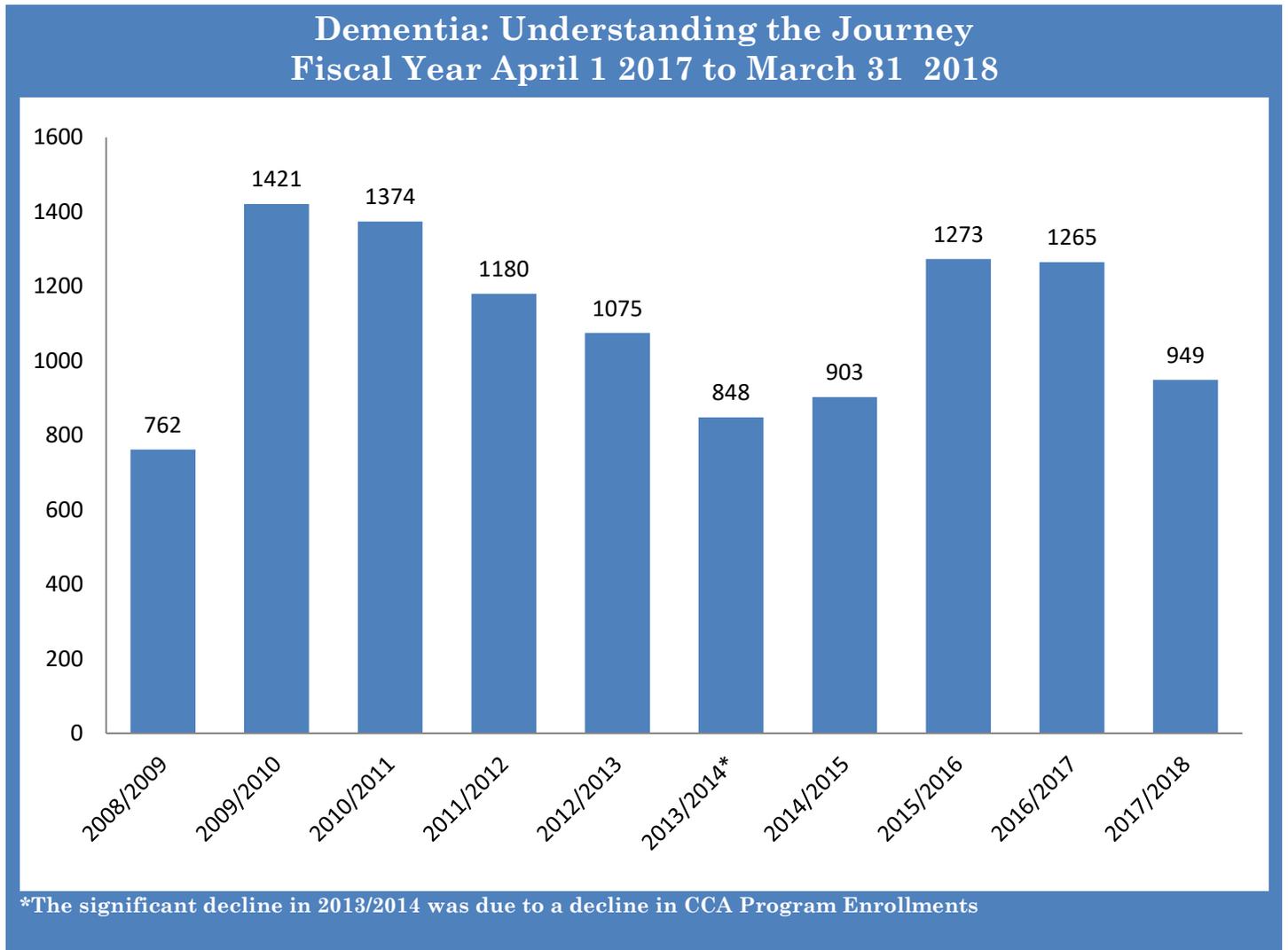
### Looking Ahead

Our future goals include the launch of a new website to ensure ease of access to information for both learners and facilitators, exploring ways to increase access to the course for current RNs and LPNs, as well as other health care providers. We are also promoting the incorporation of the course into other nursing programs in the province. Dementia: Understanding the Journey Society will continue to promote awareness by sponsoring and exhibiting at local events and conferences annually.



## Course Delivery and Statistics

The table below represents certificates gained over the past 10 Years.



For the fiscal year April 1, 2017 to March 31, 2018, a total of 33 organizations delivered 59 courses. There were two Dementia: Understanding the Journey Society course deliveries hosted at Health Association Nova Scotia resulting in 39 learners receiving certificates. Due to the high demand the Dementia: Understanding the Journey Society will be adding another delivery in May 2018.

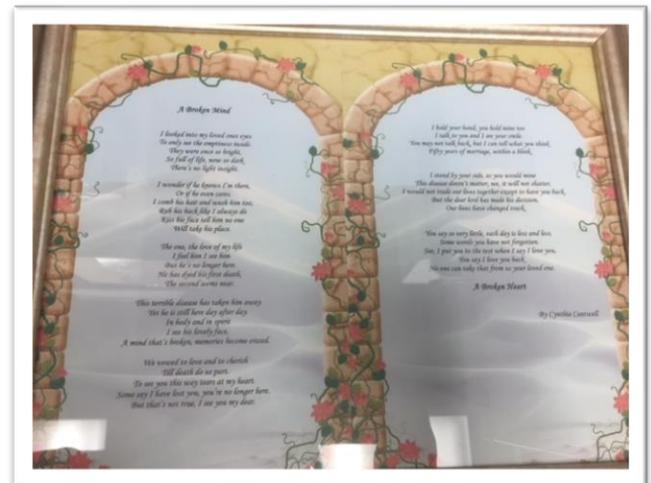
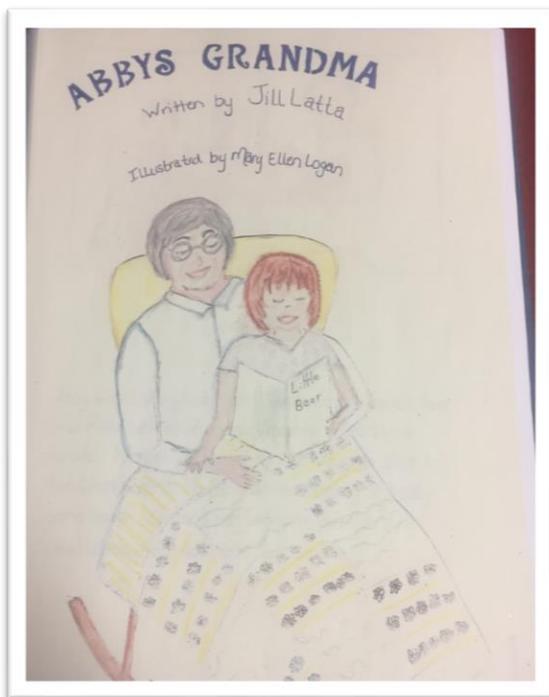


## *Collect and use evidence to evaluate the effectiveness of the education and the care practices the Course advocates for*

This year, the Dementia: Understanding the Journey administration underwent significant changes with the introduction of a new database. The new database is a Customer Relationship Management (CRM) system which utilizes Microsoft Dynamics 365. With this new system, the Dementia: Understanding the Journey administration will be able to track student and facilitator data quickly and efficiently, as well as produce comprehensive reports on all areas of course delivery.

### Looking Ahead

Dementia: Understanding the Journey will continue to collect data and feedback from learners and facilitators to guide the continued evolution of the course. Commencing this year (2018/2019), course administration will provide facilitators with a summary of the feedback provided by students. The summary will not identify participant information therefore keeping the feedback anonymous but allowing the facilitator to incorporate feedback into their course deliveries.





## Learner Feedback

Very informative. Shared experiences.  
Really enjoyed this course. Highly  
recommend.

I got to understand more about  
what different types of dementia  
there is. As well as the  
scenarios were very useful in  
helping me plan and implement  
an ideal way to care for one.

I really enjoyed participating in this course  
and it really did change my outlook on  
dementia.

My knowledge was improved by coming  
to understand - through videos, lectures,  
presentations - the ways of  
communicating with someone with  
dementia and the vastness, the  
dynamics of the disease.

My knowledge was improved by being provided  
with new ideas, strategies and skills to help me  
work with people living with dementia in a  
person-centred way

I became more equipped and  
knowledgeable in rendering my  
services to the persons living  
with dementia. I also handled  
the persons living with dementia  
with dignity, compassion, and  
empathy.

The course shed light on things I didn't  
understand; knowing now that people with  
dementia don't need to live in our world; we  
live in theirs.



## Board of Directors and Administration

<i>Name and Contact Information</i>	<i>Representing/Term Ending</i>
<i>Patricia Bilski</i> <i>Email: <a href="mailto:patricia.bilski@nshealth.ca">patricia.bilski@nshealth.ca</a></i>	Member at Large March 31, 2019
<i>Linda Bird</i> <i>Email: <a href="mailto:linda.bird@asns.ca">linda.bird@asns.ca</a></i>	Alzheimer Society Nova Scotia Appointed
<i>Janice Chalmers</i> <i>Email: <a href="mailto:JChalmers@nwood.ns.ca">JChalmers@nwood.ns.ca</a></i>	Vice Chair / Continuing Care March 31, 2021
<i>Lillian Cochrane</i> <i>Email : <a href="mailto:lcochrane@peopleworx.ca">lcochrane@peopleworx.ca</a></i>	Education Institution March 31, 2019
<i>Joanne Collins</i> <i>Email: <a href="mailto:Joanne.Collins@novascotia.ca">Joanne.Collins@novascotia.ca</a></i>	Department of Health and Wellness Appointed
<i>Lisa Doucet</i> <i>Email: <a href="mailto:lisa.doucet@dal.ca">lisa.doucet@dal.ca</a></i>	Education Institution March 31, 2021
<i>Paul Fieldhouse</i> <i>Email : <a href="mailto:paul.fieldhouse@nshealth.ca">paul.fieldhouse@nshealth.ca</a></i>	Challenging Behaviours Appointed
<i>Marlene Fairhurst-Vaughan</i> <i>Email: <a href="mailto:mfvaughan@maritimebusinesscollege.com">mfvaughan@maritimebusinesscollege.com</a></i>	Family Support March 31, 2021
<i>Joanne Hughes</i> <i>Email: <a href="mailto:jhughes@nwood.ns.ca">jhughes@nwood.ns.ca</a></i>	Continuing Care March 31, 2021
<i>Sarah Krieger-Frost</i> <i>Email: <a href="mailto:Sarah.Krieger-Frost@nshealth.ca">Sarah.Krieger-Frost@nshealth.ca</a></i>	Mental Health March 31, 2021
<i>Jody MacDonald, Chair</i> <i>Email: <a href="mailto:jmacdonald@shannex.com">jmacdonald@shannex.com</a></i>	Chair / Continuing Care March 31, 2021
<i>Marie McPhee</i> <i>Email: <a href="mailto:marie.mcphee@nshealth.ca">marie.mcphee@nshealth.ca</a></i>	Acute March 31, 2020
<i>M. Cecilia Webb</i> <i>Email: <a href="mailto:cecilia.webb@nshealth.ca">cecilia.webb@nshealth.ca</a></i>	Veterans' Services March 31, 2018
<i>Pam Shipley</i> <i>Email: <a href="mailto:pam.shipley@healthassociation.ns.ca">pam.shipley@healthassociation.ns.ca</a></i>	Course Administrator Ex-officio
<i>Barb Salkin</i> <i>Email: <a href="mailto:barbara.salkin@healthassociation.ns.ca">barbara.salkin@healthassociation.ns.ca</a></i>	Course Administration

Call for nominations are issued when positions are available. Nominations to fill vacancies on the Board are accepted from individuals as well as designated organizations. The Board makes the final selection of membership using a selection matrix.

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Fax: (902) 832-8505  
Email: [barbara.salkin@healthassociation.ns.ca](mailto:barbara.salkin@healthassociation.ns.ca)

Pam Shipley, Dementia: Understanding the Journey  
2 Dartmouth Road Bedford, Nova Scotia B4A 2K7  
Phone: (902) 832-8526  
Fax: (902) 832-8505  
Email: [pam.shipley@healthassociation.ns.ca](mailto:pam.shipley@healthassociation.ns.ca)



*Thank you!*

## Recognizing Past Board Members

A special Thank You to the following members who left this year for their dedication and support while serving on the Dementia: Understanding the Journey Society, Board of Directors. Best of luck in your future endeavors!

✦ *Debbie Jessome – Continuing Care*

✦ *Callie Kerr – Education Institution*