

Resources for Further Assistance:

American Art Therapy Association: <https://arttherapy.org>

 (also; volunteer led art classes & donated materials)

American Dance Therapy Association: <https://adta.org>

(also; activity or music therapy led seated dance groups)

American Horticulture Therapy Association: <http://www.ahta.org>

American Music Therapy Association: <https://www.musictherapy.org>

 **Artifacts of Culture Change:** www.pioneernetwork.net/nursing-homes-overview

Bathing Without a Battle: <http://bathingwithoutabattle.unc.edu>

 **Dementia Friends:** <https://dementiafriendsusa.org>


Garden Club of America: <https://www.gcamerica.org/>

 **Your local historical societies**

Leading Age: <https://leadingage.org/>

 **Linked Senior:** <https://www.linkedsenior.com/>

 **Your local Chamber of Commerce**

 **Your local schools** (elementary, university, etc)

Master Gardeners: <https://mastergardener.extension.org/>

National Council of Certified Activities Professionals: <https://www.nccap.org/>

National Council of Certified Dementia Practitioners: <https://nccdp.org>

Resources for Further Assistance:

😊 PELI (full and mid-level): <http://www.ohca.org>

😊 Person-Directed Dementia Care Assessment Tool
<https://www.dhs.wisconsin.gov/publications/p2/p20084.pdf>

😊 Pet Therapy: <https://petpartners.org/>
(Also; your local Hospice or Hospitals for pet therapy volunteer contacts)

😊 Pioneer Network: <https://www.pioneernetwork.net/>

Resident Activity Assessment: www.carextech.com

😊 Teepa Snow/Positive Approach to Care: <https://teepasnow.com>

The Individual Form: <http://www.jche.org/memory-support-guide>

😊 Volunteering websites: <https://www.volunteermatch.org/>
<https://www.allforgood.org/>
<https://www.idealists.org/en/> (and many more)

Plus...our handouts!

And finally...

😊 **Each other!**

*** 😊 denotes free or little cost***

IDIC Members:

Donielle W. Palmer

Director of Resident Services
dpalmer@svwc.org

Abigail D'Arcangelis

Music Therapist
adarcangelis@svwc.org

Susie Nail

Administrator
snail@svwc.org

Jillian Huhn

Activities Dementia Coordinator
jhuhn@svwc.org

Amber Daniel

Coordinator-Health Care
adaniel@svwc.org

Sarah Greathouse

Nurse Educator
sgreathouse@svwc.org

Teresa Barton

Dietician & Wellness Manager
tbarton@svwc.org

Niki Wilson

Director of Foundation & Marketing
nwilson@svwc.org

Nancy Nethers

Accounting Supervisor
nnethers@svwc.org

Robin Malone

Salon Manager
rmalone@svwc.org

Angie Douglas

Hair Stylist
salon@svwc.org

Stephanie Keeler

Housekeeping & Linen Manager
skeeler@svwc.org

Resources:

Artifacts of Culture Change

www.pioneernetwork.net/nursing-homes-overview

CARF International

www.carf.org/home/

Dementia Friends USA

<https://dementiafriendsusa.org/>

Memory Café Directory

www.memorycafedirectory.com/

National Council of Certified

Dementia Practitioner

<https://nccdp.org>

Person-Directed Dementia Care

Assessment Tool

www.dhs.wisconsin.gov/publications/p2/p20084.pdf

Pioneer Network

www.pioneernetwork.net/

Positive Approach To Care

<https://teepasnow.com/>



Interdisciplinary Dementia Inclusive Committee



Westminster **Canterbury**
SHENANDOAH VALLEY
Connected for Life



Interdisciplinary Dementia Inclusive Committee (IDIC):

The IDIC was established in 2016 as part of a Geriatric Training and Education grant received through Virginia Commonwealth University. The grant focused on education and exploration of person-centered dementia care in support of SVWC's commitment to becoming a center of excellence in dementia care. The work of the committee has continued since, with the following mission:

The mission of the IDIC is to identify what we are doing well at SVWC when caring for persons living with dementia and to improve upon inclusion and care for individuals living with dementia, both at SVWC and in the greater Winchester community.

The work of the IDIC includes:

- ❖ Assessment: Conducting routine assessments of culture change and person-directed dementia care at SVWC.
- ❖ Training: Assisting with Positive Approach to Care® and Dementia Friends training for staff, residents and care-partners.

- ❖ Education: Providing on-going dementia education; monthly newsletters, orientation, annual education day, presentations at staff meetings and resident lecture series; and via resources located on the Resident Portal, in the SVWC library and outside the Social Services office and Resident Business Center.

- ❖ Living With Dementia Group: Facilitating a monthly educational support group for residents living with dementia and their care-partners.

- ❖ Celebrating Successes: Publishing a monthly Blue Ridge Hall Newsletter and awarding a monthly Culture Change Champion Award to staff whose work exemplifies a commitment to culture change and quality practices in person-directed dementia care.

- ❖ Community Meetings: Facilitating twice monthly forums for staff working in Blue Ridge Hall to share insights, concerns and suggestions.

- ❖ Greater Community Outreach: Providing resources to the greater Winchester community, including hosting a Memory Café and interactive educational presentations.



The Power of Words

Using language that supports a dignified and respectful culture of aging

May's Word of the Month:

Person living with dementia

(Instead of "suffering from dementia,"
"demented" or "dementia patient")

Dollars for Dementia



CONGRATS

**Kristi Brill
Nancy Ramey
Cassandra Renzy**

They correctly answered the question "How should you refer to someone instead of saying they are **demented, suffering from dementia** or a **dementia patient**?"

The correct answer is...**a person living with dementia.**

Be Informed, Be Aware, Win Money.

Please stay tuned for the next installment of Dollars for Dementia, where you could be randomly selected to answer a question about dementia and win a dollar if you answer correctly!

Culture Change Champion

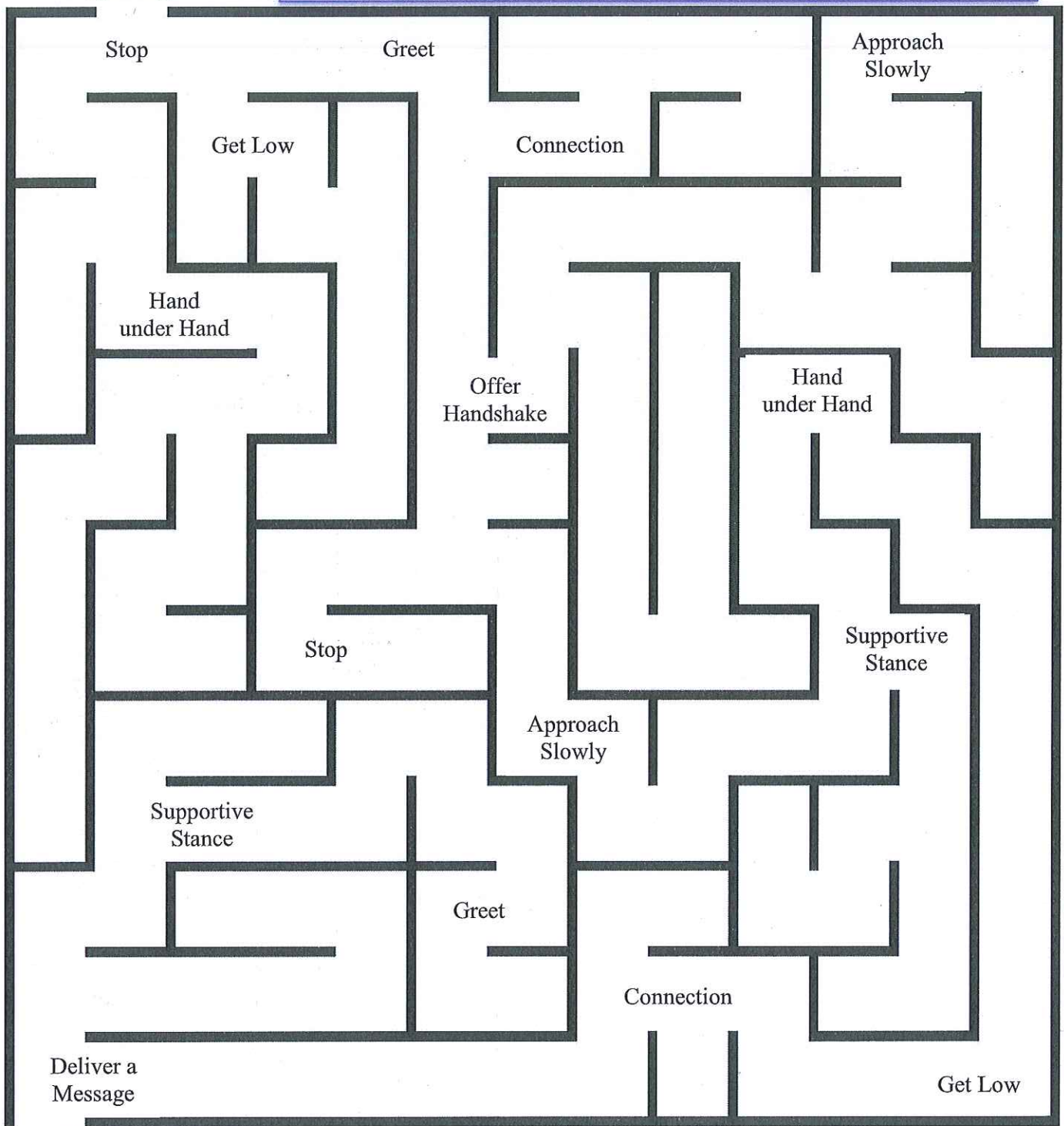
May 2022



To know Debbie Ambrose is to know a true leader of dementia care, culture change and person-directed care. Debbie recently retired as the full-time housekeeper in our memory enhancement neighborhood after working at SVWC for 8 years. In her time at Westminster, Debbie went above and beyond her job duties to share her passion for persons living with dementia. She was an active leader and coach in the Positive Approach to Care, a role she took seriously and modeled consistently in her everyday work. She routinely offered friendly suggestions to staff struggling with the PAC approach. Debbie also bravely stepped up to the plate to facilitate the Living with Dementia support group when a leader was needed. Day in and day out, Debbie wore a smile and shared genuine, heartfelt, positive interactions with residents and staff. Your everyday presence will be missed, Debbie! Thank you for your years of service and inspiring leadership



Follow the steps of the Positive Physical Approach to connect to the Resident at the end of the maze



Return to Kathy
Kerns by
05/23/2022

Word Scramble & Search

Language that supports a dignified and respectful culture of aging

Unscramble the words and then locate them in the word search.

1. Instead of saying a person is *demented*, we say a person is living with _____ (ATIEENMD)
2. Instead of *behaviors* or *agitated*, we say a person is using _____ (SIXEPREVSE
MUNICMTIAOCNO)
3. Not a *bib* but another name for what we offer residents during meals to keep their clothes clean _____
_____ (HCOTINLG ORPETTRCO)
4. Instead of available *bed* or *room*, we say we have an available _____ (PTAMENRAT)
5. Not *units*, *floors* or *wings* but Wappacomo, Blue Ridge, Laurel, Redbud and Dogwood are each _____
(IGHRNDHBSOEO)
6. People who live at SVWC are not *patients* but _____ (DERENITSS)
7. Something you should never say to someone living with dementia who says, "I want to go home." _____
_____ (OUY EAR MEHO)
8. Instead of saying *admission* or *discharge*, we say someone is _____ in or out (MVOGNI)
9. Residents are not *seniors* or the *elderly* but _____ (EROLD DASLUT)
10. SVWC is not a *facility* but a retirement _____ (IOMTMCYNU)
11. The abbreviation for the dementia care model that SVWC has adopted which was developed by Teepa Snow.
_____ (APC)
12. The appropriate term instead of *care-taker*, *sitter*, or *companion*. _____ (TCRPRNEAEAR)

Q E T E T Z J O E S I O K D I L W U M B Y Q H K Y
C F Z G Y E X Z X H D O L Z Y M W A S O O B B B R
S C G Z P S A U P S I O P D I M F F E M M F Y S K
E U G K J F A U R R M T O C E G F X H E A I F R D
G G Q L O N O P E G J D P H E R E D M T Q P Y E R
C G I S R Q J X S J H G L E R F A O G R Y L V X H
N N Y X I Q K A S Y T H Y J Y O H D N N G M F N Z
E I V E O G G S I U D Q H W A E B F U F F W X Z A
K O R F E D J G V I X E G U R T Y H F L D X B Z C
D C B S V B J C E I N S M A V Q H S G B T B S L Z
B X W T W X Z O C C O D U E G E Y Z H I D S O Q I
O K K N N Y D M O E B O V T N V A D E F E T R I U
N B J E I J A M M M Y R M M J T U T Y P H N I Z W
T Q D D J B F U M P Q G U Z B H I R M I A N K G C
T O X I A H Q N U A S X P R R D D A N V Q P E C O
J T O S A V K I N U N F P J K C J G V S A P X Q S
Q Y F E D R G T I W A O M T S B P D A C N H I Q E
F I Z R J U L Y C V I I N G J R U H S O E V E G E
N T R V H O C S A K Q Y F N O I P S A T M Z K Y R
X L W N P O R G T L V W U T O C D O C M B P E V J
E T Y A B E X C I P A P E M O V I N G C V N M J T
H H C H J O I N O U H C T N E M T R A P A V K W V
D B P H J U Z O N C T R E N T R A P E R A C H H X
W X P C O E F O R O O M O S K U Z P U L T U C E C
M Y Z X J V R W R D X O J D M J G I O V A K P C B

Let me help YOU to get to know ME...

I prefer to be called: _____

I like to get up around: _____;

and my morning routine includes: _____

I like to go to bed around: _____;

and my bedtime routine includes: _____

My favorite foods are: _____

My favorite beverage is: _____

I do not want to eat or drink: _____

My favorite kind of music is: _____

My favorite song is: _____

I prefer a bath/shower in the am/pm

My favorite activities include: _____

I enjoy watching these types of tv/movies: _____

My spiritual practices include: _____

300 word summary for GTE promotion

The overall goal of this project was to provide comprehensive person-centered dementia care education to a broad array of individuals throughout Shenandoah Valley Westminster Canterbury (SVWC), to include staff and employees of various disciplines, residents, and family members, as well as professional and family caregivers in Winchester and the broader Shenandoah Valley community. Through this, SVWC aimed to develop greater awareness and knowledge of person-centered dementia care and create a dementia-inclusive community. During this project national speakers on person-centered dementia care provided 56 educational sessions to 510 individuals. Post-tests suggested positive impact in person-centered attitudes and knowledge. Open-ended feedback demonstrated a large interest in the topic of person-centered dementia care from all stakeholders, an interest in ongoing information and conversation about dementia, and the identification of specific areas to enhance the experience of people living with dementia. Residents at SVWC expressed concern for their neighbors living with dementia, fear about developing dementia themselves, and investment in enhancing support for people living with dementia. The SVWC community has committed to ongoing dementia-inclusive activities through continual education, a support group for people in the earlier stages of dementia, a Dementia Inclusive Committee, and other projects to enhance their current efforts to support people with dementia throughout the SVWC community, wherever they live, and wherever they are in their experience of dementia.

Committee Established 5/04/2016

COMMITTEE MEMBERS:

Frank Baxter, Resident

Tina Davis, Social Worker:
tdavis@svwc.org

Sarah Greathouse, Nurse Educator:
sgreathouse@svwc.org

Jim Hammond, Resident

Leila Orndorff, Sales Counselor:
lorndorff@svwc.org

Donielle Palmer, Director of Resident Services:
dpalmer@svwc.org

Margie Sheppard, Resident

Jeannie Shiley, CEO
jshiley@svwc.org

Jean Trumbore, Resident

WestminsterCanterbury
SHENANDOAH VALLEY

Connected for Life

WestminsterCanterbury
SHENANDOAH VALLEY
Connected for Life

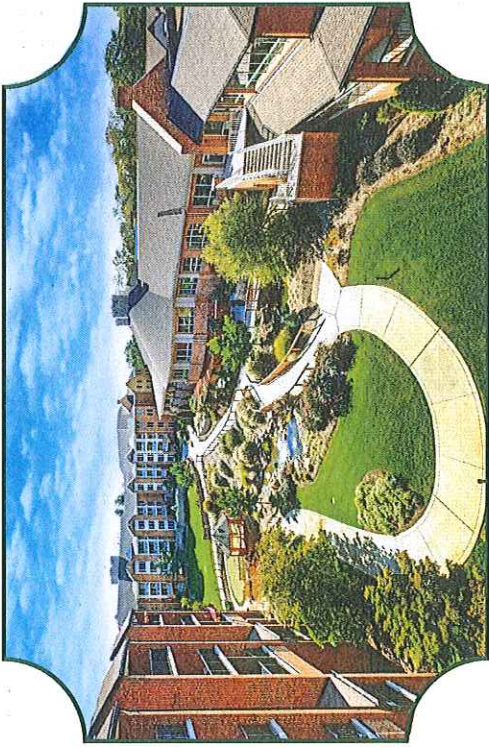
CULTURAL COMPETENCY AND DIVERSITY PLAN

VISION:

Shenandoah Valley Westminster-Canterbury envisions a future where all are welcomed as neighbors. SVWC strives to provide an atmosphere where residents and staff live and work together, creating an environment of mutual care and concern, a community of tolerance and acceptance, enabling our residents to use their gifts fully, live their lives richly and enjoy with dignity the years God has given them.

MISSION:

The Diversity Committee of Shenandoah Valley Westminster-Canterbury was formed to develop an action plan to promote continued acceptance of all people, regardless of race, ethnicity, religion, gender, age, sexual orientation, or socioeconomic status. We strive to continue providing excellent services, amenities, programs and other opportunities to all residents. We also endeavor to provide an engaging and fulfilling work environment for all employees. The action plan serves as a pathway to further education, understanding, acceptance and respect for all.



In 2016, as part of Shenandoah Valley Westminster-Canterbury's reaccreditation with CARF International, and as part of a continued focus on creating an inclusive culture at SVWC and beyond, an interdisciplinary diversity committee, including residents, was formed. Using the seven categories of the CARF International Standard 1.A.5 as the guide, the committee developed a cultural competency and diversity action plan to address areas of need and concern, and to have a continued focus on embracing diversity. (see highlights on the next page)

CARF International is an independent, nonprofit accreditor of health and human services. Their mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement of services that center on enhancing the lives of persons served. (www.carf.org)



CARF Standard 1.A.5

“The organization implements a cultural competency and diversity plan that demonstrates awareness of, respect for, and attention to the diversity of the people with whom it interacts that are reflected in attitudes, organizational structures, policies, and services.”

Culture:

- * Create a diversity committee
 - * Provide understanding and expectations for new employees of the SVWC and diversity committee mission statements
 - * Address potential limited interaction between Independent Living, Assisted Living and Health Care with SVWC activities
 - * Diversify Board of Trustees' member representation
 - * Address the lack of racial/ethnic diversity at SVWC
- Age:
- * Communicate more positively surrounding aging and dementia
- Gender:
- * Identify and recognize gender specific needs and issues related to aging

Sexual Orientation:

- * Provide education on LGBTQ acceptance and sexual rights of aging persons

Spiritual Belief/Religion:

- * Increase knowledge of and respect for differing religious/spiritual beliefs/views and practices

Socio-economic status:

- * Increase awareness of available resources including tuition assistance, Employee Assistance Program, Employee Emergency Fund, Fellowship Fund
 - * Provide support to SVWC and the greater community and fund programs and services dedicated to improving the well being of all
- Language:
- * Communicate more effectively with all residents and staff regardless of verbal and nonverbal abilities