

Dementia-Friendly Canada

Building dementia-friendly
communities

October 6, 2021

Imagining a Dementia-Friendly Canada



Building dementia-friendly communities



Building dementia-friendly communities

DO YOU WORK IN...



**RECREATION &
LIBRARY**

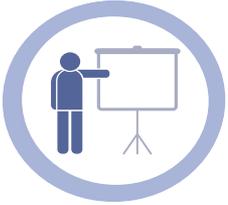


**RETAIL &
RESTAURANT**



PUBLIC TRANSIT

Building dementia-friendly communities



What is a dementia-friendly community?



Dementia-friendly interactions

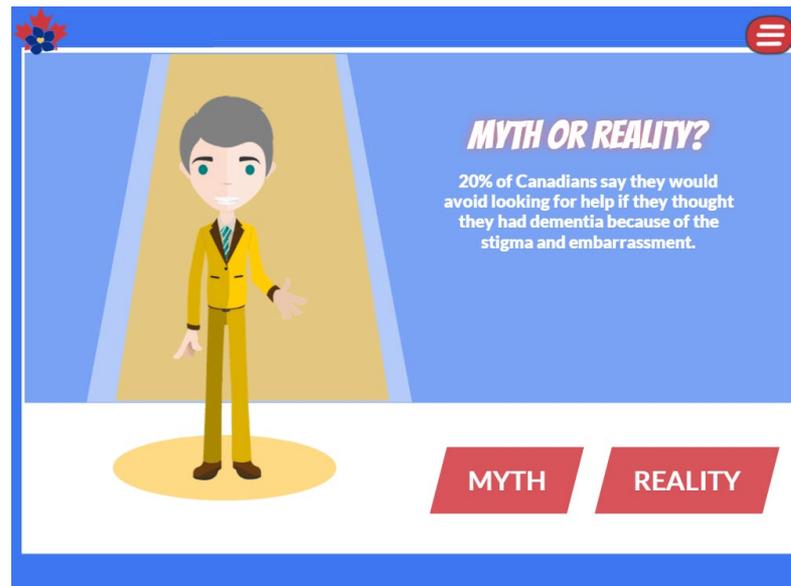
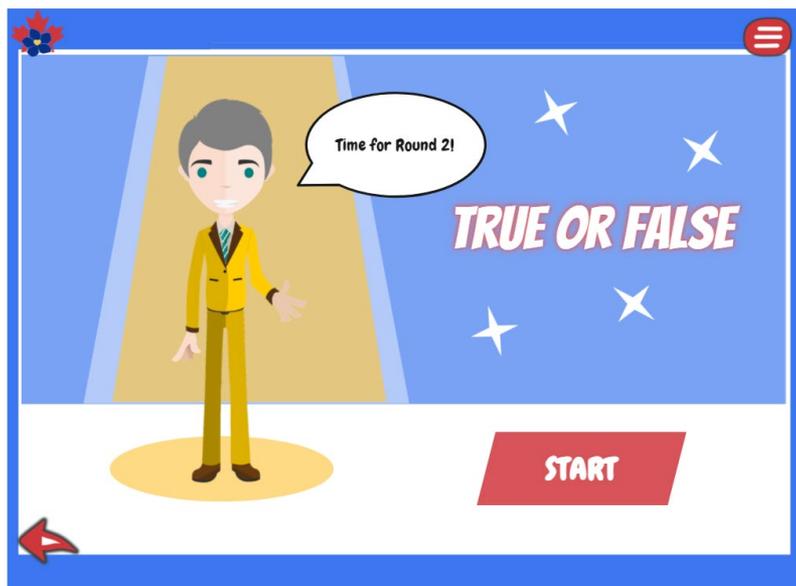


Dementia-friendly spaces



Dementia-friendly policies, practices and services for organizations

Dementia-Friendly Quiz



Building dementia-friendly communities



Course resources



- **Tips for dementia-friendly interactions**
- **Tips for dementia-friendly spaces**
- **Dementia-friendly language guidelines**
- **Tips for dementia-friendly written materials**
- **Tips for dementia-friendly interactions from behind a mask**

Course completion certificate



Course survey



Accessing the course

NAVIGATION

- My home
 - Site home
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- ▾ Current course
 - ▾ Building Dementia-Friendly Communities - Pilot
 - ▶ Participants
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ADMINISTRATION

- ▾ Course administration
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Welcome!

We're happy that you're interested in learning about how organizations and their employees can help to build dementia-friendly communities where people living with dementia and their care partners feel welcomed, included and supported.

This course includes four modules with a variety of interactive activities to help you learn the material and check your knowledge as you go. There are also additional resources that you can use in your workplace.

Once you have completed all four course modules, you will receive a certificate of completion. Note that the quizzes and activities in each module are not scored and do not count towards your certificate. When you're finished the course, we would also appreciate your feedback by completing the course evaluation survey

Audience: Employees of organizations in the retail (stores and restaurants), library and recreation, and public transit sectors of the community.

Estimated time: 75 minutes (modules + discussion)



Click **Help** in the navigation bar (at the top of your screen) for more information on technical requirements and how to use this course. Information on enabling cookies and popups can be found under [Technical Considerations > Browser Requirements](#).

What course participants are saying

It's a well-designed, thoughtful course that outlines the different areas service providers can focus on. It empowers people [at] all levels of an organization/business to have that conversation and most importantly to destigmatize what living with dementia [and/or] caring for someone [living] with dementia means. We all have a role we can play and the barriers that we can chip away can help so many others and hopefully develop thriving and connected communities.

Community Librarian

What course participants are saying

Thank you so much for creating such relevant and much needed training. I feel that my organization will benefit from this training - both my front-line staff and the staff working in our community centres and arenas.

Recreation Supervisor

I loved everything! The layout of the course and topics covered along with the lived experiences help illustrate what people in our communities are going through and how we can do better. It made me think of how some interactions that didn't go well were from my lack of understanding and there's hope that as more laypeople learn we can build more empathetic societies.

Community Librarian

Course impact

As soon as the course was completed, I went into the lobby area of our library [...] and removed additional furnishings and re-organized the space for a better flow. I looked for "visual noise" in the space and removed some unnecessary signage. We will be reviewing our library set-up so that once we re-open we are more dementia friendly. I also shared salient points from the training with my staff.

Branch Supervisor

What people with lived experience are saying

- The [*Building dementia-friendly communities*] course used example from everyday life as I experience it.
- I thought that this was a wonderful tool that brings light to dementia. A lot of people still think of [a person living with] dementia as someone that stays in a home and hidden.
- Awareness, respect, communication from staff members and understanding of physical space are all vital. Anyone can make a difference with knowledge.
- Very relatable--awareness re: communication and physical space is so important. Many aspects that the general population would not think about.
- I think most people are willing to be helpful. Often, we/they just don't think of things we can do. The course provides ideas to recognize and help situations.

Course pilot

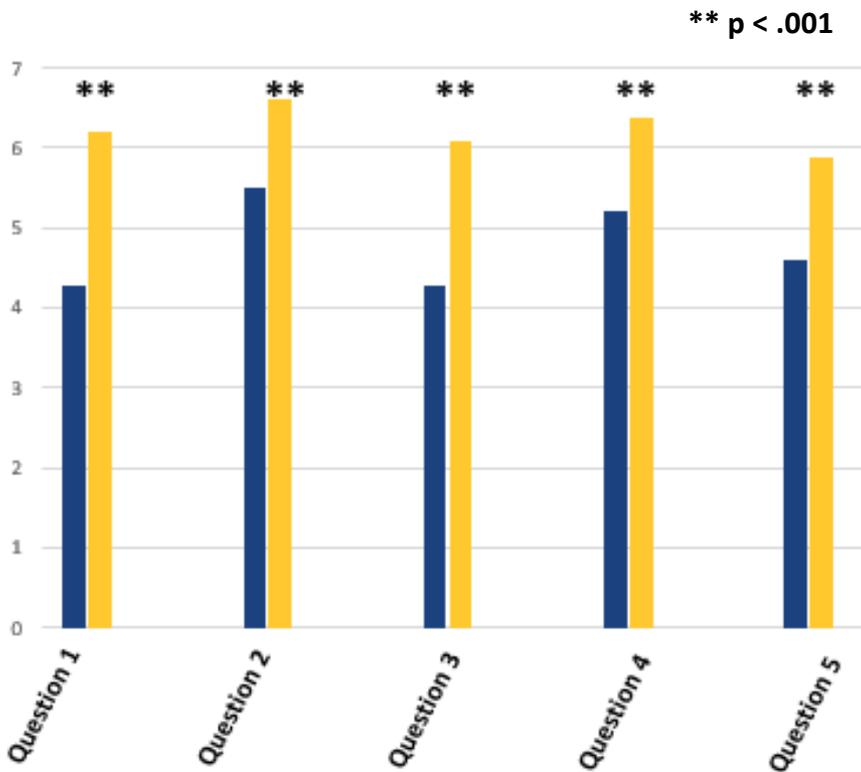
Pre- and post-course surveys included:

- 16 questions on demographics and employment information
- 5 questions concerning general awareness of dementia
- 14 questions on current dementia knowledge and skills using a 7-pt scale
- 3 questions on organizational readiness
- 1 question concerning whether ones organization has plans to implement dementia-friendly changes

| Employment sector | |
|-----------------------|----|
| Recreation | 23 |
| Library | 30 |
| Retail | 4 |
| Restaurant | 1 |
| Public Transportation | 8 |
| Other | 37 |

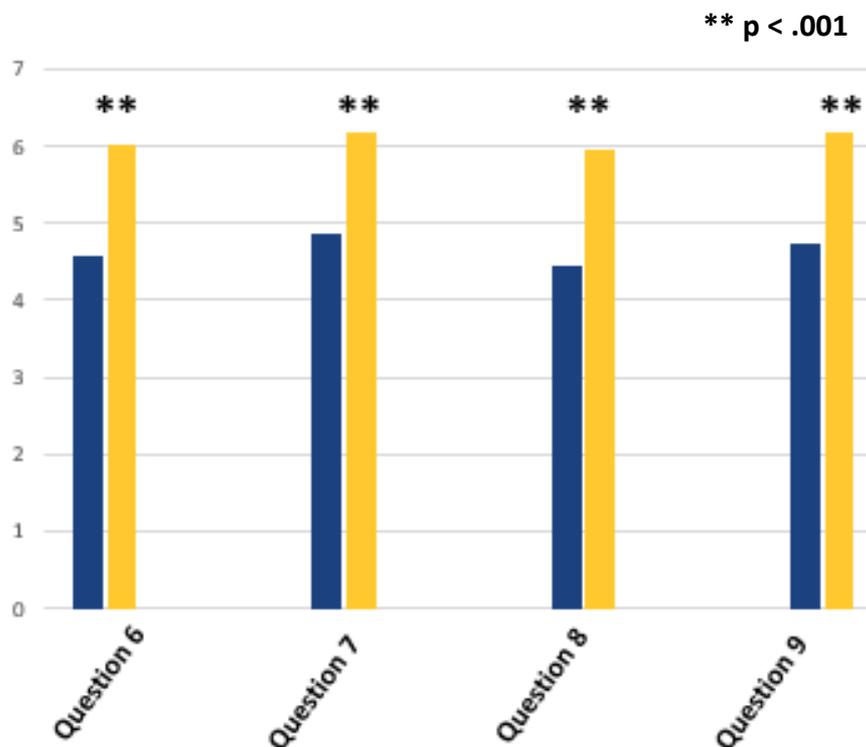
| In your professional role, do you work with members of the public? | |
|--|----|
| Yes | 87 |
| No | 15 |

Course pilot: Current knowledge and skills



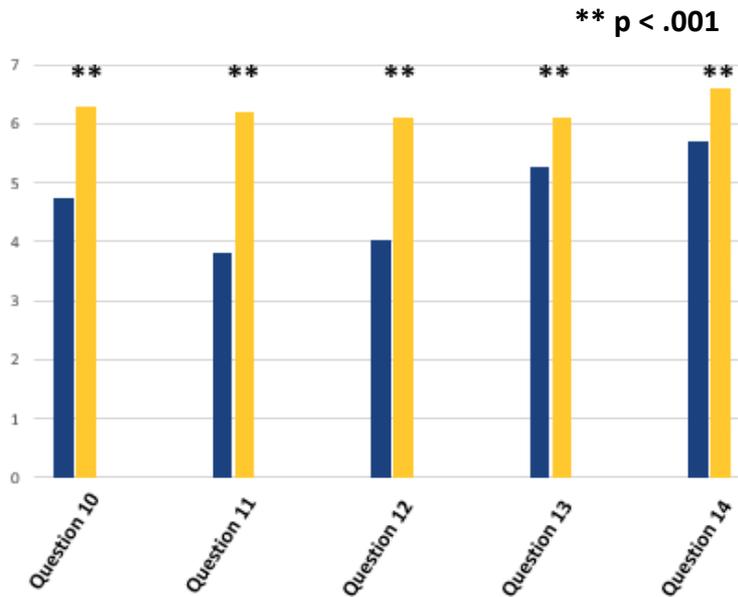
- **Q1:** I can describe what a dementia-friendly community is.
- **Q2:** I know why dementia-friendly communities and organizations are important.
- **Q3:** I can identify common myths about dementia.
- **Q4:** I understand how the attitudes/language of people in the community affect the experience of people living with dementia.
- **Q5:** I can recognize the signs that someone might be living with dementia.

Course pilot: Current knowledge and skills



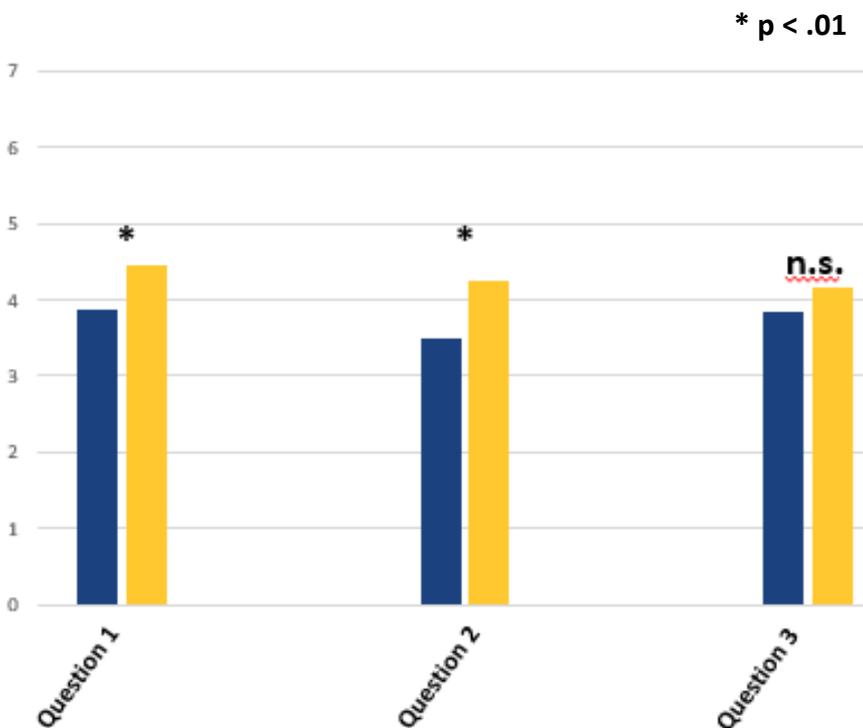
- **Q6:** I can explain how dementia might affect the way a person interacts in a community social/professional environment.
- **Q7:** I can describe how dementia might affect a person's ability to communicate.
- **Q8:** I feel comfortable using dementia-friendly communication strategies to interact with people living with dementia and their care partners.
- **Q9:** I know how to offer help/support/service to someone living with dementia in a respectful manner.

Course pilot: Current knowledge and skills



- **Q10:** I know what to do if someone appears to be wandering or lost.
- **Q11:** I recognize ways to adapt the physical environment (design, lighting, sound, signs, furniture, etc.) so the space is easier for people living with dementia to use.
- **Q12:** I can think of ways to adapt my organization's services, programming, practices, and/or policies to make them more inclusive and supportive for people living with dementia.
- **Q13:** I feel confident that I can contribute to making my organization more dementia-friendly through my own knowledge and actions.
- **Q14:** I know how to contact the Alzheimer Society for resources and/or support to become dementia friendly.

Course pilot: Organizational Readiness



- **Q1:** The people in my organization are knowledgeable about dementia.
- **Q2:** At work, employees share information and strategies for including/supporting people living with dementia.
- **Q3:** The physical space where I work is dementia friendly.

Acknowledgements

Alzheimer Society
BRITISH COLUMBIA

Alzheimer Society
SASKATCHEWAN

Alzheimer Society
ONTARIO

Alzheimer Society
MANITOBA
Dementia Care & Brain Health

Alzheimer Society
CANADA

Financial contribution from



Public Health
Agency of Canada

Agence de la santé
publique du Canada

The views expressed herein do not necessarily represent the views of the Public Health Agency of Canada.



Dementia-Friendly CANADA

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