

Phase 4: Potential Options for Action Plan Development

INSTRUCTIONS

Identify the key element areas for action from the [Engagement Priority Rating Spreadsheet](#). Use the following suggestions by category to identify possible goals and actions for use during Action Plan development. Review the Potential Activities for all areas since some activities apply to more than one Key Element Area. Remember to refer to the [Dementia Friendly Sector Guides](#) for more ideas.

The goals listed in this tool are general. As you develop your action plan, it is important to quantify goals, including specific timelines and dates, action items, and assignments of specific people to get the work done.

As you develop your action plan, remember to:

- Include people living with dementia and their care partners from the community to increase impact and effectiveness of activities.
- Keep core values of equity, awareness, access, and inclusion at the forefront of activities.
- Keep in mind the individuality of each person with dementia, their care partners, and each community.

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KEY ELEMENT ACTION AREA: AWARENESS

Goals

- Develop or improve community awareness of dementia and capability within the community to:
 - Identify resources that can support people with dementia and their care partners,
 - Recognize warning signs of dementia, and
 - Effectively interact and communicate with people with dementia (e.g. knowing when to repeat information, suggesting a family member participate in conversations).
- Develop or improve dementia resources tailored to, available and accessible to diverse and underserved populations (e.g. geographic location, cultural background, socioeconomic status, etc.).
- Engage all sectors of community through dementia education and training.

- Promote dementia friendly physical environments.

Potential Activities

Conduct broad outreach to build understanding and support and share information and resources.

- Face to face
 - Conduct Dementia Friends workshops to break down stigma surrounding dementia.
 - Create a speaker's bureau.
 - Train community volunteers to deliver information about dementia.
 - Plan a series of "Lunch and Learns."
- Written
 - Print *Know the 10 Signs* bookmarks.
 - Create a community resource brochure.
 - Develop a monthly newsletter.
 - Write newspaper articles.
 - Distribute pamphlets.
 - Create dementia awareness business cards.
 - Develop a local dementia friendly toolkit resource for community organizations.
 - Provide the local library and little libraries with books about dementia, including books for children.
- Special events
 - Hold community-wide events during dementia awareness weeks/months.
 - Host expert speakers (e.g. Alzheimer's Association).
 - Share information at booths at expos or fairs.
 - Host a public screening of *I'll Be Me*, *Still Alice*, or other dementia-related movie or documentary and have opportunities for facilitated discussions.
- Ongoing public dialogue
 - Host panel or facilitated public discussions in the community (e.g. local pub).
 - Plan for an ongoing community conversation / discussion groups.
 - Develop book kits with discussion questions for book clubs.
- Media
 - Develop and maintain a social media presence (e.g. Facebook).
 - Develop a presence for the city website.
 - Use television and radio.
- Topics
 - Show impact of dementia on people with the disease, families, and overall community.
 - Share tips for communicating with people with dementia.
 - Increase knowledge of and spread information about existing resources.
 - Share information about how to report suspected abuse, neglect or financial exploitation.

Develop or improve outreach efforts that include and are sensitive to diverse and underserved communities.

- Create a network of professionals and volunteer speakers who can share face to face and written information and local resources in culturally appropriate and relevant ways (e.g. multiple languages, locations, cognizant of special considerations).

Create a network to share and disseminate new learning.

Share the importance of safe, affordable, accessible and dementia capable housing, transportation services, public safety and emergency response, navigable streets, roads and way finding, businesses, public health, social services, recreation, parks, and libraries.

Promote easy-to-navigate public spaces that incorporate universal design features: visible, easy to read signs and schedules, trails and sidewalks that are wide, smooth, flat/low slope and nonslip.



Develop welcoming, unthreatening physical environments designed for access with

- Familiar and easily understood features,
- Well-defined restrooms,
- Seating with arm and back rests,
- Signs with large graphics, realistic symbols and color contrast (dark on light background),
- Minimized clutter, and
- Adequate lighting and considerations for sensory or mobility challenges.

KEY ELEMENT ACTION AREA: EDUCATION AND TRAINING FOR FAMILY CAREGIVERS

Goal

- Develop or improve information, education and training on dementia for caregivers of people with dementia.

Potential Activities

Develop and present caregiver education workshops, events, or summits.

- Make information, education and training about dementia readily available so people with dementia and their care partners can plan for services and supports.
- Ensure easy access to supportive options, information and resources (e.g. education on disease process, self-care, how to provide care)

Create a single point of contact in the community for dementia information and education for use by the public, caregivers and people with dementia.

Identify financial planners, legal counsel, and insurance agents who are knowledgeable and skilled in how to manage the unique future planning needs of people with dementia and their families.

Create library checkout bags with books and resources for family caregivers and people with dementia.

KEY ELEMENT ACTION AREA: CAREGIVER COUNSELING, SUPPORT GROUPS AND SERVICES

Goals

- Develop or improve counseling / support groups for caregivers of people with dementia (e.g. individual counseling, family counseling, support groups).
- Develop or improve services for caregivers of people with dementia (e.g. caregiver coaching, care consultation).
- Develop or improve respite programs or services for caregivers of people with dementia (e.g. adult day programs, emergency or crisis respite, extended respite, overnight, weekend respite).

Potential Activities

Develop, promote and increase awareness of counseling options for people with dementia and their families so they can have skilled guidance as they navigate services, supports, relationships, and their emotions.

Explore models for developing an informal group respite resource (e.g. provide coffee and companionship for person with dementia while caregiver grocery shops)

Host caregiver connection activities or gatherings.

Explore models for developing a caregiver mentoring network.



Establish a referral system to dementia guides or single point of reference on dementia for community.

KEY ELEMENT ACTION AREA: WELLNESS

Goal

- Develop or improve wellness programs tailored to people with dementia living outside a formal care setting (e.g. nutrition programs, physical activity programs, physical, occupational or speech therapy, tai chi/yoga, etc.)

Potential Activities

Research, support and implement accessible wellness program and programs that can also help reduce risks and promote function tailored to people with dementia and their families.

Provide dementia education for existing programs so that leaders and members can provide a welcoming environment for people with dementia and their care partners.

Address the many forms of wellness: physical, mental, intellectual, emotional, social, and spiritual.

KEY ELEMENT ACTION AREA: MEANINGFUL ENGAGEMENT ACTIVITIES

Goal

- Develop or improve meaningful engagement activities that provide engagement and enrichment, tailored to people with dementia and their families living outside a formal care setting (e.g. adult day programs, creative arts (art, music), intergenerational connections, outings/group activity programs).

Potential Activities

Encourage people with dementia and their care partners to connect with others and become involved with engaging recreational, educational, and health and wellness programs and activities throughout the community.

Promote development of a wide range of social, leisure, faith-based, and neighborhood activities that are accessible, inclusive, and acknowledge the potential of the person with dementia.

Increase community awareness by building connections that share positive qualities, creativity, strengths (e.g. art, music, storytelling, theater, exercise, nutrition, intergenerational activities) inclusive of people with dementia.

Promote memory loss tours at museums.

Create a memory café.

KEY ELEMENT ACTION AREA: INDEPENDENCE AT HOME SERVICES

Goal

- Develop and improve programs and services that help people with dementia remain independent in their homes. Some examples include: care managers / care coordinators, chore services (e.g. laundry, lawn mowing, home safety assessment / fall prevention, grocery / pharmacy delivery, meal delivery (e.g. Meals on Wheels), in-home medication management, OT / PT assessment and interventions, personal care assistant / home health aide, safety programs / devices for remote location monitoring (e.g. Comfort Zone, Lifeline, MedicAlert + Safe Return, Project Lifesaver), social engagement through telephone or visiting volunteers / companions.

Potential Activities



Support ways for people with dementia to go about their daily activities, have a voice and make decisions, and contribute to community life for as long as possible with understanding, respect, and support from their care partners and other community members.

Support programs (e.g. chore services, meal delivery, home care) that allow people with dementia to remain at home for as long as possible.

Promote services that address home and personal safety (e.g. referrals to occupational or physical therapists to assess fall risk, need for sensory / mobility aids, medication management, home modifications, driving assessment, medical ID bracelets / GPS devices)

Increase diversity of affordable housing options near transportation and services.

Expand access to quality home modification and repair services that improve accessibility and meet changing needs.

KEY ELEMENT ACTION AREA: RESIDENTIAL SETTINGS

Goal

- Develop or improve residential setting options for people with dementia (e.g. independent living communities, assisted living residences, and nursing homes) tailored for people with dementia.

Potential Activities

Promote a variety of options for supported, safe, affordable and accessible living that promote independence and are dementia capable.

KEY ELEMENT ACTION AREA: GOVERNMENT: DISASTER PLANNING

Goal

- Develop or improve disaster planning contingencies within city / county ordinances, policies, and emergency preparedness plans that provide access to services and supports for people with dementia.

Potential Activities

Support community planning and family preparation that considers safety, security and needs of people with dementia.

Facilitate coordination among state and local emergency management offices and the aging services network.

Develop special needs registries identifying people with dementia who may need help in event of a disaster.

Deliver specialized education on disaster preparedness to people with dementia and their care partners.

Embed dementia friendly principles that consider the potential for additional support that people with dementia may need during disaster or emergency events when planning.

KEY ELEMENT ACTION AREA: TRANSPORTATION

Goal

- Develop and improve transportation options for people with dementia. Some options include volunteer based (e.g. community agency or church drivers, RSVP/retired and senior volunteer program, veterans); public or commercial (e.g. bus, clinic shuttle, light rail, taxi cab, van), and group options (e.g. pick up services by senior or community center, adult day service).



Potential Activities

Develop and improve consistent, reliable, accessible affordable transportation options that expand services to meet needs of people with dementia and their care partners by considering range of options: walking, driving, getting rides from others, or services provided by public agencies and private businesses (e.g. taxi).

- Offer dementia training for transportation operators.
- Implement outreach to help people feel comfortable with transportation options that are new to them.

Policy

- Support increased funding for transportation that serves older users and people with dementia.
- Improve transportation planning and coordination of services with streets and human services, land use and development planning.
- Develop policy that fosters complete streets, pedestrian safety and ease, and rural access.

Driving

- Offer safe driving programs or resources.
- Recognize increased dependence on automobile, influence of person's location (rural/urban) on mobility, and effect of physical, sensory and cognitive limitations.
- Plan to reduce unnecessary isolation/dependence for when people with dementia and / or their care partners can no longer drive.

KEY ELEMENT ACTION AREA: HEALTH CARE: COGNITIVE IMPAIRMENT IDENTIFICATION, ASSESSMENT, MANAGEMENT

Goals

- Develop and improve access to and use of objective tools to assess cognition with older patients in health care organizations.
- Develop and improve adoption of standard practices for follow-up care when cognitive impairment is identified in health care organizations.
- Develop and improve use of electronic medical record decision support tools for cognitive impairment / dementia in health care organizations.

Potential Activities:

Support screening and early diagnosis so people with dementia-like symptoms can receive an accurate and timely assessment and diagnosis followed by optimal treatment, support, and care consistent with recommended practices.

- Help community to understand the benefits of early diagnosis.
- Hold a memory screening event.
- Learn more about objective cognitive assessments such as the Mini-Cog or Montreal Cognitive Assessment (MoCA).

Support referrals to specialists and patient engagement with counseling, education and planning resources.

KEY ELEMENT ACTION AREA: HEALTH CARE: STAFF TRAINING

Goals

- Develop and improve training on dementia and systems for implementation (e.g. at hire, periodically) for health care staff. Possible topic include: identification of dementia, behavior as communication, end of life care, individual patient / resident needs, medications, and supporting family caregivers.
- Develop and improve training on dementia care best practices and systems for implementation (e.g. at hire, periodically) for clinic staff. Possible topics include: screening for cognitive impairment using objective tools (e.g.



Mini Cog, MoCA, SLUMS, provision of dementia workup according to guidelines (AAN, ACT practice tool), treatment and management of Alzheimer’s disease and other dementia, and supporting family caregivers.

Potential Activities

Provide in-person dementia training and provider tools to health care providers / professional caregivers.

- Support ongoing dementia education for all staff that includes topics such as: explaining a diagnosis, disease process, possible treatments, what to expect with memory loss and behavior changes, and ideas for staying active and engaged.
- Support person centered care planning that maximizes abilities, function, and quality of life; manages medications and chronic disease, provides referrals to services and support, supports care partner needs (e.g. recognizing and responding to signs of burnout), addresses home and personal safety and independence (e.g. fall risk mobility/sensory needs, driving), facilitates advance care, financial and legal planning, and promotes positive behavioral health.
- In-person dementia best practices trainers and speakers can support your dementia practice adoption efforts on a consultation basis. Inquire about this support by contacting ACT on Alzheimer’s at info@ACTonALZ.org or see a list of training opportunities at <http://www.actonalz.org/dementia-in-person-training>

Identify leadership level champions to sustain the dementia friendly initiative in the health care setting, and on the ground “go to” resources in clinics and departments.

REFERENCES

ACT on Alzheimer’s Action Communities: Making Minnesota Dementia Friendly, June 2015

Dementia Friendly America Sector Guides <http://www.dfamerica.org/sector-guides-1/>

