



Based on your requests

Sept. 2nd in
SeaTac

Sept. 3rd in
Spokane

Naomi Feil, the creator of Validation Therapy, will present two workshops for SDCP providers.

These workshops will cover the components and techniques of Validation. [Learn more about Validation.](#)

Don't miss this opportunity to hear this internationally renowned, inspirational, motivational, and educational presenter. [Register for the workshop.](#)

There is a Bridge



Last January I attended the Specialized Dementia Care Program (SDCP) annual Administrator's meeting. One segment of the meeting was a preview of some clips from a DVD titled **There is a Bridge.**

When the segment was over, there was nary a dry eye amongst the Administrators and many if not all of us had a lump in our throat. These were tears not of sorrow, but rather tears of joy.

The segment was a clip of Naomi Feil singing to a non-verbal resident who began to tap along with the music and eventually began to sing along.

During the meeting a copy of the DVD was made available to all of the boarding homes in the SDCP.

About a month later I played portions of the DVD at our monthly in-service to the staff.

At the conclusion the Kleenex box was passed around for all to use.

Several caregivers asked if they could see the entire DVD. We scheduled the DVD to be played and let staff know the schedule. Several caregivers came to watch the DVD including some family members.

The comments from the staff and a family member were nothing short of a spectacular presentation. As a matter of fact one of our residents had not verbally communicated for months. But when the daughter and the caregivers learned about the impact singing has on some residents they started singing to this resident.

The outcome was as spectacular as one of the outcomes in the DVD. The resident responded by starting to sing along with her daughter and caregiver. Although limited, she began to vocalize and communicate once again.

We have had other successes applying what we had learned from the DVD. The message from the DVD is clear; **"Alzheimer's Disease Is Not The End. Sometimes It Can Be A Beginning"**. It certainly was for us.

Gary D. Brunson
Administrator
Westhaven Villa

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

~Leo Buscaglia

Dementia in the News:

[Alzheimer's Patients React Poorly to 'Elderspeak'](#) from U.S. News and World Reports.

[Pain Under Treated in Dementia Patients](#) from Reuters UK.



Feedback on the Continuous Quality Improvement Workshop

Sometimes workshops are full of new and inspiring information; other times, they are not new but simply inspiring. For me, the Continuous Quality Improvement workshop fell into the second category. It's not that I find the prospect of gathering data and making charts all that inspiring, but the reminder about constantly seeking to become better dementia care providers – and being able to prove it - now, *that* gets me charged up.

Tired of harping on staff for things not done up to my expectations, I appreciated Ed Mawe's emphasis on putting a positive spin on measuring performance. Everyone likes to see improvement, after all, even if it means admitting things weren't perfect in the beginning. I can see my staff getting excited about setting and reaching goals, with a visual representation of our progress.

I loved having time to meet with my coworker as part of the workshop. The examples proved to be valuable as we were working to decide how we would map out the different variables in our own improvement process. We were able to formulate an action plan, which included the following:

- Narrowing the options down to one initial area for improvement (number/length of episodes of constipation in our residents).
- Strategies we want to implement to reduce the episodes of constipation in our residents.
- How we would educate and involve staff in implementing the strategies.
- How we would measure the back data How we would chart the data.

It was great to leave a workshop with an action plan instead of just ideas and dreams for making things better. I am confident that we will see real progress over time, and I appreciate this workshop for giving us the motivation and tools to make it happen.

Carla Schneider
Assistant Manager
ElderHealth Northwest—Buchanan Place

Best Practices in Dementia Care

The Positive Physical Approach

- **Come from the FRONT** – let them know you are coming.
- **Go SLOW** – reaction times slow as we age – it takes longer for info to get in.
- **Get to the SIDE** – be supportive NOT confrontational.
- **Get LOW** – don't use your height to intimidate.
- **Offer HAND** – let them start the interaction.
- **Call NAME** – the name that person PREFERS!
- **THEN wait.....**

Here are some **good communication tips** once you have positively approached the person.

- **Give basic information**
“It's time to...”
- **Give simple choices**
“Orange juice or milk?”
- **Give single step directions**
Break down the task (to go to eat first... “*Lean forward..., pull your feet in...*”)
- **Ask the person to HELP you**
- **Ask the person if they will at least TRY**

In-Service Ideas



- Here is a [positive physical approach exercise](#) developed by Teepa Snow and Melanie Bunn.
- View the **Accepting the Challenge** DVD A copy was given to all SDGP providers. If you need to borrow one, just ask!