

# Envisioning A Dementia-Friendly Community

**Jim Mangi**  
**17 July 2019**

## Agenda:

- A What?
- The Tour
- What Else?
- Really?
- How?
- Next?

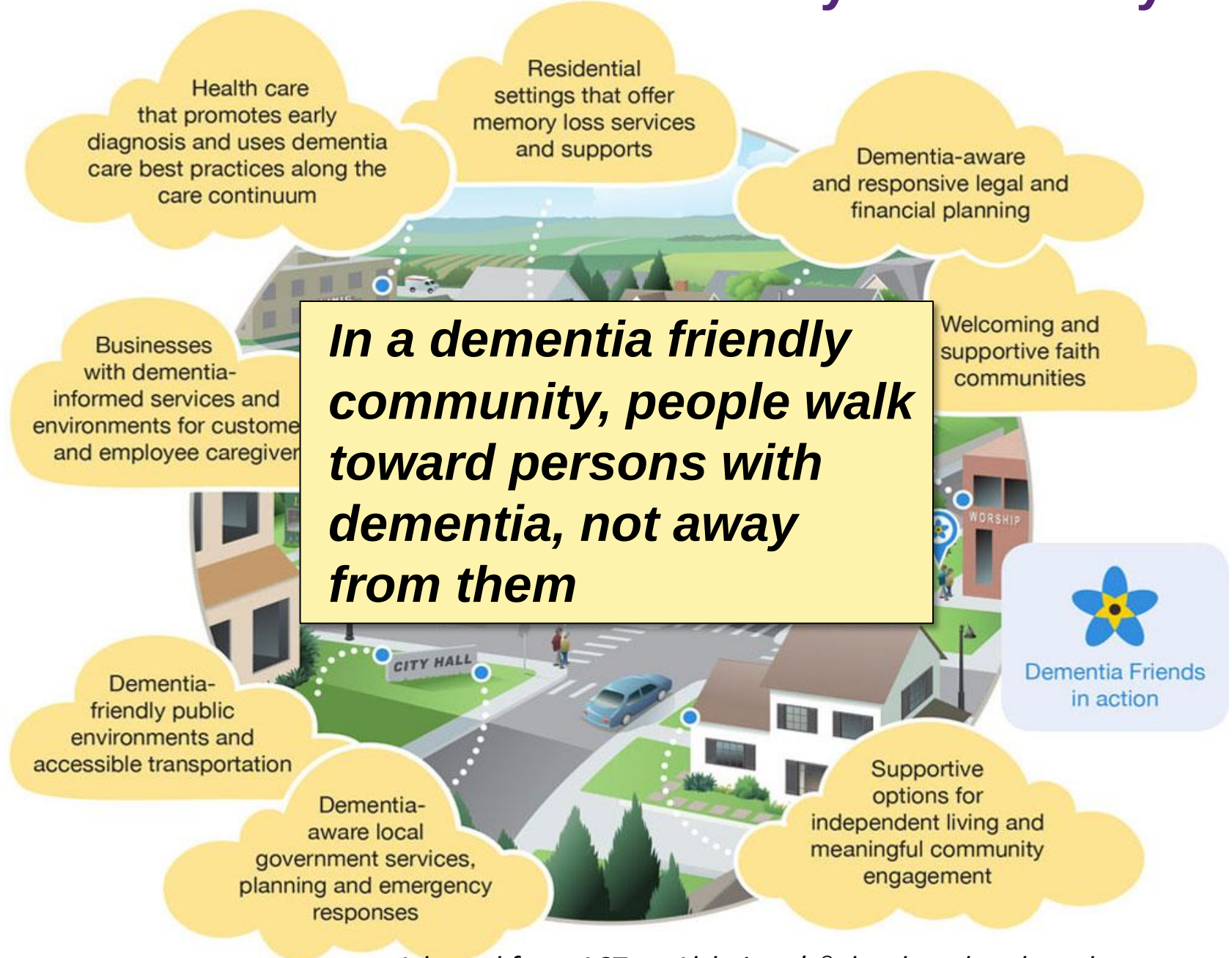


## Dementia At Home

- 50,000 residents over 65 in Washtenaw
- 10% of seniors have Alzheimer's or other dementia
- Every minute, another person in US develops Alzheimer's
- A person with dementia lives an average of 8 years after diagnosis
- 80% of persons with dementia live with their families, or home alone.

*Persons With Dementia Are A Part Of, Not Apart From,  
Our Community*

# What Is A Dementia Friendly Community?



*Adapted from ACT on Alzheimer's® developed tools and resources*



# Friendlyville



Cottage Grove WI



Dane County WI



## Home

Brecon Dr, Saline, MI 48176



## Work

Lancaster Ct, Saline, MI 48176



## Moderate traffic in this area

Much slower than usual



## Search this area

71°



Restaurants



Hotels



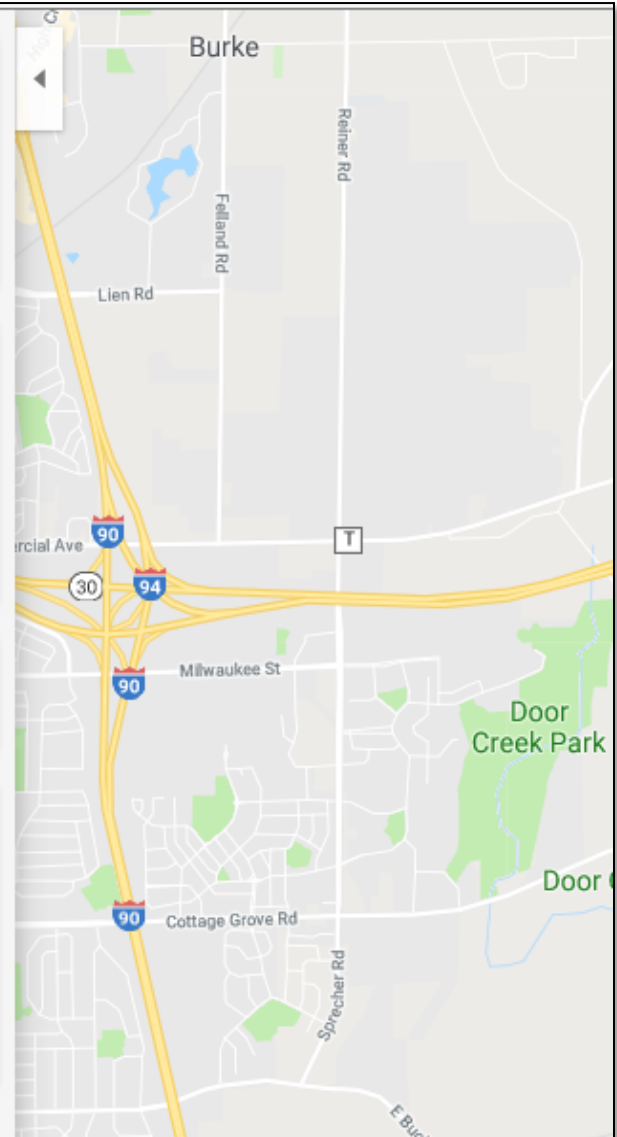
Bars



Coffee



More





A Lotta Latte'



# Dementia Friendly Library

For Patrons with Dementia:

- Appointments w. librarians
- Clear signage
- Illustrated /"coffee table" books
- Books for reading aloud: simple text, poems, jokes, songs
- Audio books, read slowly



- Sets of books, music, artifacts, folktales, about a location
- Librarian-led sessions
- Kits to borrow



**Guidelines for  
Library Services to  
Persons with Dementia**

***Kankakee County  
Library IL***

# Dementia Friendly Big Box Stores



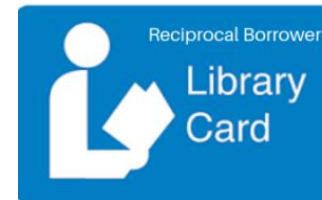
- Majority of staff are trained in dementia-interaction
- Ready with extra assistance



***Sheridan, WY***

# Dementia Friendly Banks

- Tactful vigilance: *“I notice this might overdraw your account. Can we do a lesser amount?”*
- Help with paperwork
- Finesses goofs: *“Let’s try this other card in the ATM”*
- Alert to signs of financial abuse/undue influence
- Lower barriers like high counters
- Accommodate failing signatures



***Old National Bank,  
Windsor, WI***

***First Interstate  
Bank Sheridan WY***

# Dementia Friendly (Grocery) Stores

- Store map at entrance
- Clear signs.
- “Relaxed” shopping hours:
  - Trained greeters to assist
  - Chairs at aisle ends
  - No background music/ads
  - Relaxed Shopper discounts
  - Assisted checkout



***Publix Supermarket  
Martin County, FL***

***Iceland's Supermarkets  
(900 stores) UK***

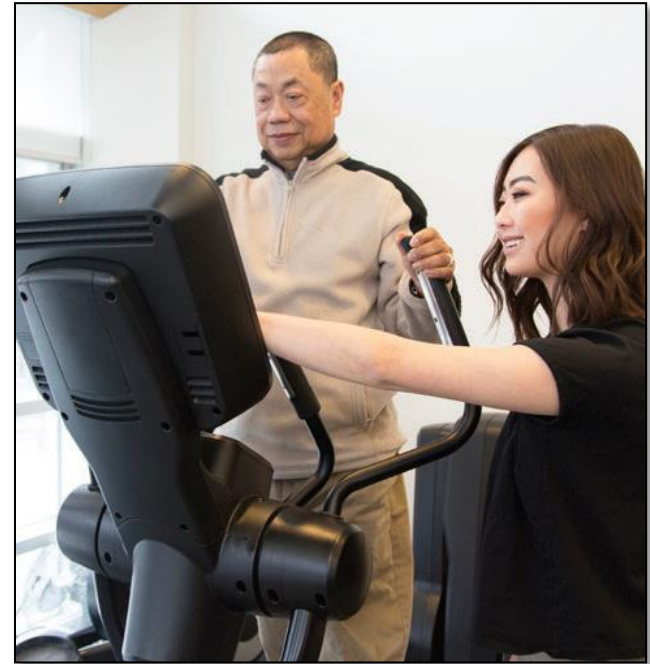
# Dementia Friendly Restrooms

- Family or gender-neutral allow help from caregivers
- Contrasting seats aid positioning
- Interior signs point the way out
- Avoid disorienting “white tunnels”



# Dementia-Friendly Recreation Facilities

- Trained staff provide extra assistance, at pre-arranged times
- For group activities:
  - Focus on participation and enjoyment
  - Allow simple observation
  - Take breaks as needed
  - No mandatory regular attendance
  - Limited group size; ideally, 20



***Anytime Fitness  
Dane County WI***

# Purple Sunday Dinners



## Alois' Restaurant

| APPETIZERS                                                                                                                                                                       | FLATBREADS                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                  | GO SUBSTITUTE GLUTEN FREE CRUST \$1.50                                                                                                                           |
| <b>Loaded Potato Bites</b><br>Whipped potatoes with aged white cheddar, bacon bits, and green onion, breaded and fried. Served with black pepper aioli and housemade ranch. 10.5 | <b>Margherita</b> ✓<br>Pesto aioli, heirloom tomato, house-made fresh mozzarella, and fresh basil. Finished with pine nuts and a balsamic drizzle. 11.25         |
| <b>Asian Pork Belly Bites</b> 🌶️<br>Braised pork belly, breaded then deep fried and tossed in sweet chili sauce. Served with wasabi aioli. 9.5                                   | <b>Sausage &amp; Pepperoni</b><br>Tomato sauce with garlic & basil, topped with fresh mozzarella from Baraboo, hand pulled sausage, and grilled pepperoni. 11.25 |
| <b>Nachos</b> 🌶️<br>Pulled pork, black beans, cheddar jack cheese, roasted corn, jalapeños.                                                                                      | <b>Taco Taco</b> 🌶️<br>VBC queso, ground taco beef, cheddar jack cheese, shredded lettuce, cool ranch chins. Served with a side of taco sauce. 11.25             |

Monthly at participating restaurants:

- For persons w. dementia & caregivers
- Designated seating in quiet area or room
- Opportunity to meet and socialize w. others
- Specially trained waitstaff
- Unhurried pace

***Kachina Restaurant***  
***Denver, CO***



# Dementia-Friendly Dining

At participating restaurants:

- respectful accommodation
- relaxed pace
- quieter space/uncluttered table
- specially trained staff
- simplified choices

More enjoyable/less stressful for persons with dementia and families



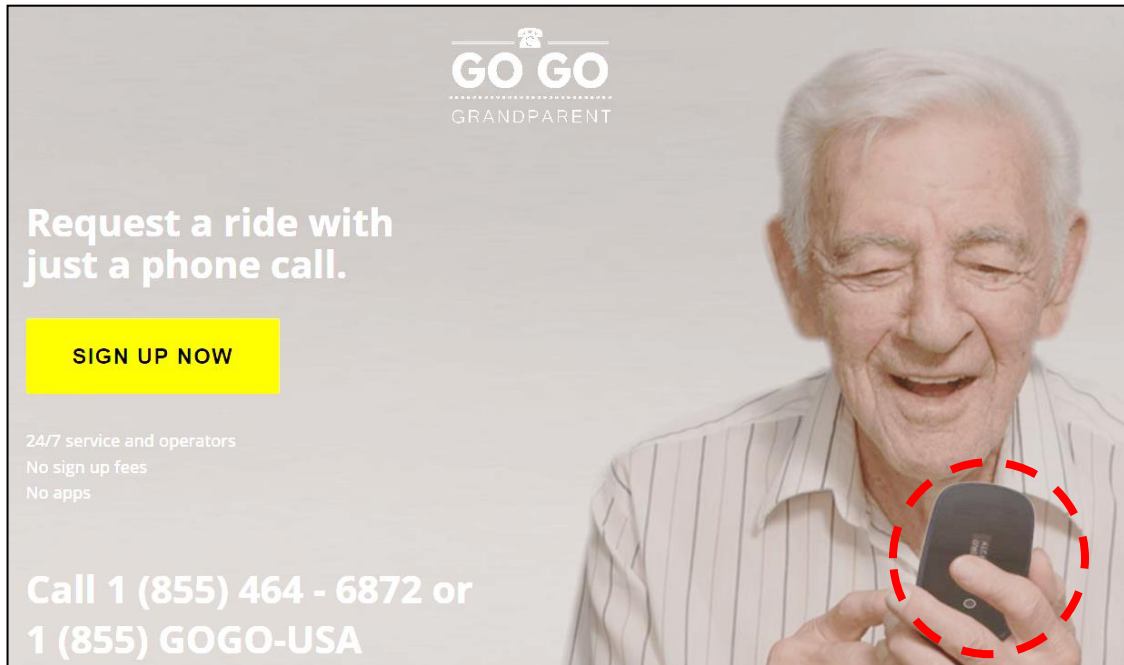
*76% of people  
polled said they'd  
visit more  
restaurants if noise  
levels were lower.*

***The Galley Grille, Westport, MA***

***Stone's Public House, Ashland, MA***

# Dementia-Friendly On-Call Transportation

- A dementia-friendly Uber/Lyft dispatcher
  - No smart phone
  - 3rd-party “tracking”: “Your Mom just left Briarwood”
- *RideWith24*: similar, less widely available

An advertisement for GO GO GRANDPARENT. It features a photograph of an elderly man with white hair, smiling and holding a black smartphone. A red dashed circle highlights the phone. The background is a light gray. In the top left, the GO GO GRANDPARENT logo is displayed. Below the logo, the text "Request a ride with just a phone call." is written. A yellow button with the text "SIGN UP NOW" is positioned below the text. At the bottom left, the text "24/7 service and operators", "No sign up fees", and "No apps" is listed. At the bottom, the text "Call 1 (855) 464 - 6872 or 1 (855) GOGO-USA" is displayed.

**GO GO**  
GRANDPARENT

Request a ride with  
just a phone call.

**SIGN UP NOW**

24/7 service and operators  
No sign up fees  
No apps

Call 1 (855) 464 - 6872 or  
1 (855) GOGO-USA

***Washtenaw  
County and  
elsewhere***

# Dementia Friendly Move Managers

- Member of Senior Move Managers Assn
- Focused on downsizing
- Expertise in gerontology & social work
- Trained in dementia interaction
- Sensitive to confusion and communication difficulties



***A First Class Move  
Fairfax, VA***

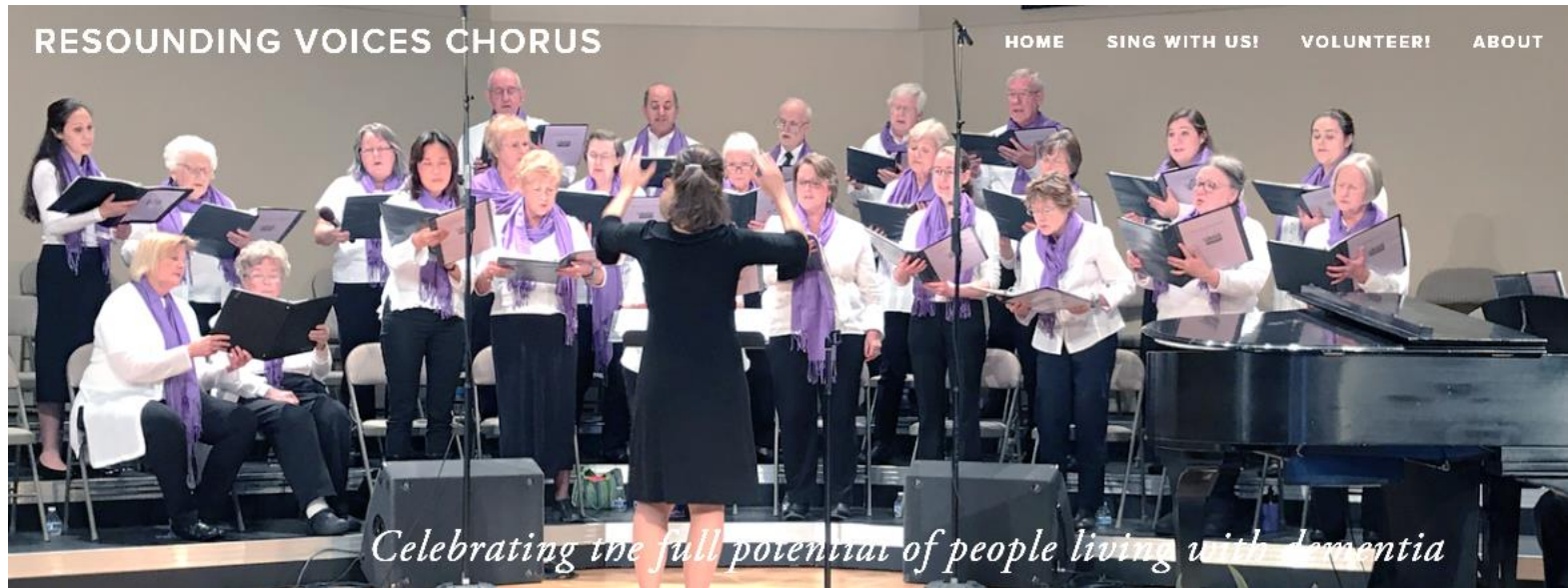
# Dementia Friendly Movie Theatres

- Clearly marked (non-reflective) entrance
- Extra, clearly identified, staff
- Clear, eye level signage
- Avoid highly reflective walls and flooring
- Space for walkers, canes
- Lights on
- Talking, moving OK



***Queen's Film Theatre,  
Belfast Northern Ireland***

# Dementia Friendly Choruses



- Daytime, unhurried rehearsals
- Accessible space
- Familiar/traditional music
- Socializing/having fun

***Resounding Voices  
Rochester MN***

***Giving Voice,  
Minneapolis MN***

***Victory Choir,  
Duluth, MN***

# Dementia-friendly Main Street Shops



**Sheridan, WY**

# Dementia Friendly Dance Studio

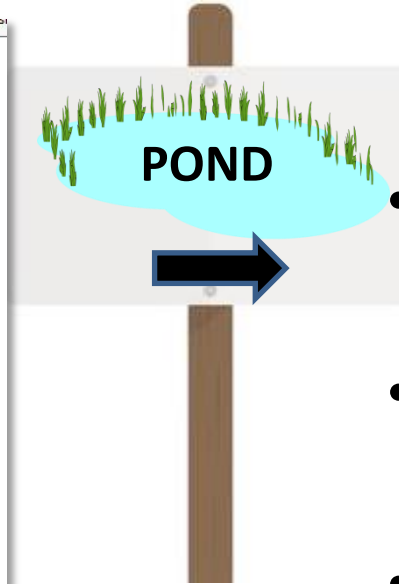
- Group for persons with dementia, and friends
- No steps, left and right, or wrong moves
- Only encouragement to be oneself
- Stand or sit
- Laugh and socialize all ways



***Come Dance With Me,  
Brisbane, Australia***

# Dementia-Friendly Parks

## Dementia-friendly park in Stirling is Scottish first



- Clear map and signs
- Added benches, handrails
- Improved path

- Walking Group for Persons With Dementia

***Parks Dept.  
Seattle, WA***



# Home Services /Inspections

Damage restoration services

- Called to fix a problem;
- Needs fast work
- Homeowner is stressed



Potential for conflict w.  
persons with dementia

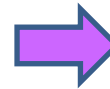


Local government  
(permit) inspectors

- Seldom welcome



***Serv-Pro,  
Hancock  
OH***



Dementia-trained  
personnel defuse  
situations/save time



***Denver CO***

# Dementia Friendly Fire and EMS

- Adapt to “alternative reality”
- On request, “register” persons with dementia
- Provide ID’s for them, their households, and caregivers
- Provide GPS bracelets



Working Together: How Community Organizations and First Responders Can Better Serve People Living with Dementia

**PORTSMOUTH  
SHERIFF'S OFFICE**



**Project  
LIFESAVER**

A cooperative initiative between:  
Sheriff's Office, Police

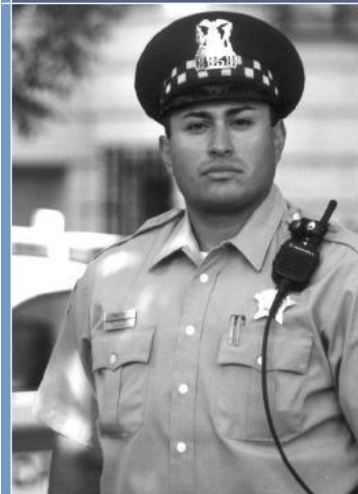
***Fire/EMS Portsmouth NH***

***Sheriff Portsmouth VA***

# Dementia Friendly Police



**safe  
return.** alzheimer's association



**Alzheimer's disease**  
Guide for  
law enforcement

## SPECIAL OUTREACH UNIT

- Educates caregivers about wandering
- Educates community and businesses about dementia

## SWORN OFFICERS

Trained to recognize and deal with dementia in various situations

***Police Dept.  
Montgomery County MD***

# Dementia Friendly Traffic Stop

*Orange County CA*



# Dementia Friendly Policing

*Little Rock AR*

# Dementia Friendly Law Offices

- Uncluttered, well-lit, quiet space
- Clear signage
- Consider “house calls”
- Use phone judiciously
- Avoid late-afternoon
- Mail reminders, checklists in advance and summary after
- Ensure client transportation



***Gardner & Associates  
Ann Arbor MI***

# Dementia Friendly Schooling

- Modules on dementia for middle and high school
- Understanding the disease
- How to interact and help be caregivers/provide respite

*From  
Alzheimer's  
Society UK*

## Creating a dementia-friendly generation

On this page you will find resources to help educate children and young people (ages 5-25) about dementia and support social action in your local community.

### Dementia teaching resources

Order resources for young people and teach about dementia at your school or youth group.

***Birmingham AL, Schools***

# Dementia Friendly Hands-on Services

## HAIR SALON

- Stylist trained in dementia care
- Skilled in communicating, interacting, gently touching



***Creative Haircuts Jackson, MI***

## DENTISTS

- Encourage caregiver to sit in
- Short appointments
- Often reintroduce self and assistant
- Speak to, not about; in front, not to side
- Use a lot of non verbal communication



***Excellence In Dentistry,  
Cottage Grove WI***

# Dementia Friendly Church Services

- Greet all
- All wear nametags
- Good lighting
- Patience with behavior, appearance
- Help if disoriented
- Shorter service
- Simple message
- Traditional hymns; large print lyrics on screen
- Uncrowded seating; open space



***Hillside UMC,  
Duluth, MN***

# Dementia Friendly Golf

- Exercise is always good
- Golf program:
  - socializing
  - golf
  - new skills
  - caregivers' respite



***Various locations in  
Scotland and England***

# Memory Cafes

- Casual social activity for persons w. dementia and caregivers
- Companionship/activities/fun



***Jewish Family & Children's  
Service, Boston***

# Is Friendlyville a Real Place?

Not exactly, but consider: Dane County WI

Population 500,000; 1200 sq.mi.

County seat: Madison, home of U. of Wisconsin



(Washtenaw: 370,000; 700 sq. mi.)



DANE COUNTY

- **Over 7,000 people** living with dementia
- **67,000 caregivers** of people over age 65
- **365 Businesses/Organizations trained to be dementia friendly**

### A FEW EXAMPLES OF BUSINESSES/ORGANIZATIONS THAT HAVE BECOME DEMENTIA FRIENDLY

72 FINANCIAL INSTITUTIONS



27 PHARMACIES



11 LIBRARIES



14 RESTAURANTS



20 FIRST RESPONDERS



9 DENTISTS



23 CHURCHES



# Small City Possibilities

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Cottage Grove, Dane County WI

Pop. 7,000



47 Dementia-friendly:

- Police/EMS
- Banks
- Law Offices/CPAs
- Dentists
- Hair salons
- Gyms
- Churches
- Restaurants
- Chiropractors
- Photographers
- Others

*CITY OF SALINE*  
*Pop. 9,000*

# Dementia Friendly Sheridan WY (pop. 18,000)

## MAIN STREET SHOPS

Crazy Woman Trading  
High Mountain  
Mercantile  
PO News Flagstaff Café  
Little Willow Traders  
Cottonwood Shop  
Verdello Fine Foods  
Thrifty Foods  
Liam's Loft  
45<sup>th</sup> Parallel  
Sheridan Antiques  
The Fiber House  
Side Street Bed & Bath  
Interior Images  
Legacy Diamonds  
Sheridan Stationery

## SERVICES

Baird Architect  
State Farm Insurance  
Tegelers & Associates  
Brittan Travel  
BHJ Realty  
First Interstate Bank  
Wells Fargo Bank  
Sheridan Public Library  
Thrivent Financial

## HEALTH SERVICES

Big Horn Eye Care  
Sheridan Emergency  
Response Team  
Bighorn Medicine  
Wyoming Rehab  
Core Physical Therapy  
Sheridan Physical  
Therapy  
Ebia Hearing  
Instruments

## CIVIC/CULTURAL

WYO Theatre  
Sheridan Museum  
Sheridan Community Arts  
Bighorn National Forest  
Town of Clearmont

***Not a complete list***

# Dementia Friendly Benefits

- 75% of Purple Table restaurant reservations are from new customers
- Persons w. dementia and their families, have \$\$\$
- Dementia-friendliness improves morale for employee-caregivers
- Dementia-friendliness benefits others such as people with autism.

*“When a business gets it right for people with dementia, it gets it right for everyone.”*

*“Because I can walk about, people in shops think I’m alright. When I can’t tell them what I want, then they don’t have the time. I’d go out more if people had the time for me.”*

***Only Grand Rapids is Dementia Friendly in Michigan***

# Toward a Dementia Friendly Community

The “Standard” Approach per “Dementia Friendly America”

## Phase 1 Convene

- Determine readiness
  - Substep
  - Substep
- Enlist champions
- Discuss readiness
- Build the case
- Build action team
- Meet/Plan
  - Substep
  - Substep
- Kickoff

## Phase 2 Engage

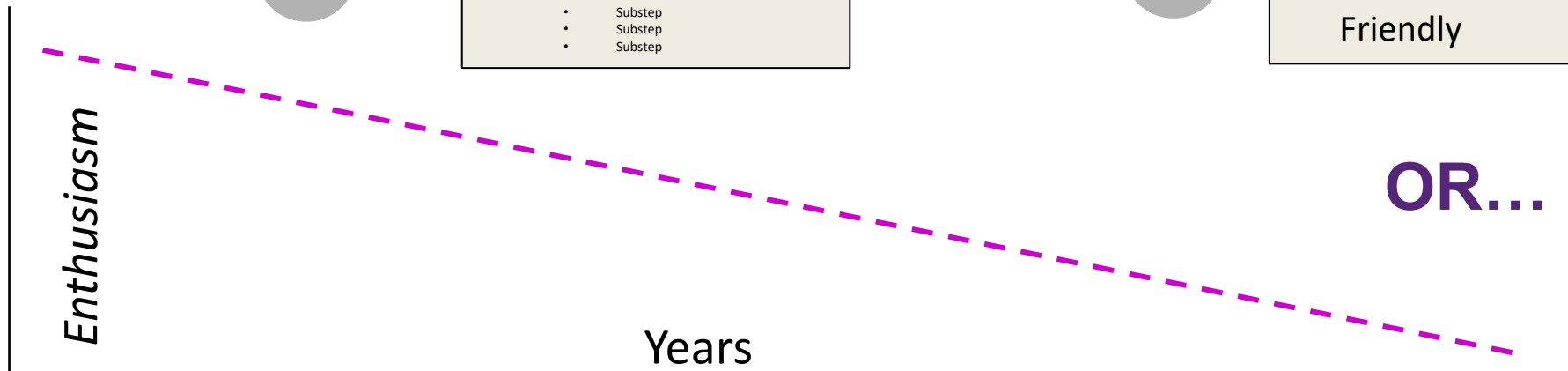
- Form engagement team
- Design Community Assessment
  - Substep
  - Substep
  - Substep
- Plan the Assessment
- Conduct Assessment
  - Substep
  - Substep
  - Substep

## Phase 3 Analyze

- Compile/ Interpret Data
  - Substep
  - Substep
  - Substep
- Analyze Findings
- Select Goals
  - Substep
  - Substep
  - Substep

## Phase 4 Act

- Share results w. Community
  - Substep
  - Substep
  - Substep
- Create a Plan
  - Substep
  - Substep
  - Substep
- Implement
- “Become” Dementia Friendly



# A Different Approach

Increase  
Awareness



Adjust Actions Appropriately

*Learn about  
a problem*

*Develop  
solutions*

*It's not a matter of **becoming** dementia friendly  
so much as **demonstrating** it.*

# This program's over.

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## What's next?

