

Dementia Friendly Southern Nevada
11/15/17 KMA Education Center 9:00AM-11:00AM
Note Takers: Ericka Shipley & Isaac Santa Ana

Attendance: Sandra Miner, Jennifer Carson, Peter Reed, Cendrene Neil, Ericka Shipley, Susan Farris, Kate Ingalsby, Donna Munic-Miller, Alonzo Thronton, Robin Sandoval, Celeste Graham, Lynda Hascheff, Rudy Rubalcaba, Kat Hartley, Paul Thornton, Gina Jolliff, Jane Karadbil, Dennis Kesner, Kathy Kesner, Marj Robinson, Pam Shields, Ruth Almén, Kyle Dunlap, Jacqueline Jones, Cindy Justesen, Isaac Santa Ana, LeeAnn Mandarin.

Meeting Notes:

New meeting day/time to accommodate all attendees

Special guests from Reno area Dementia friendly community: Jennifer Carson & Peter Reed

DFSN Program Overview

- Progress on survey's/identify resources
- Task force update
- Train the trainer program

Community Highlight

Jasmine Sligh – Cleveland Clinic programs and services

Overview of DFSN website

- What information should we provide on the site?
 1. Feedback results – we should attract all eyes
 2. Tour of the site – Visuals/Videos, Polls, ways to gather information
 3. Should we link 211 to our header tabs?
 4. Resource page – under construction (goal is to link all tools/create toolbox)
 5. How do we present these other services that are not non-profit or health/human services based?
 6. Do we create a directory on our DFSN website? Compile services? Yellow pages?
 7. Services need to be HCGC licensed? – we don't want to provide resources that may not be reputable (we need to encourage caregivers to do their own research. We are not endorsing any of these resources/services.) We don't want to be the "Yelp" of senior services.
 8. Elder protective services link?
 9. Questions to ask guide to help in their search?
 10. Possible fun tips/blog type of feature?
 11. Identify resources that we have trained/evaluated through our train the trainer program – similar to an initiative that a group in Ontario started (blue umbrella indicator)
 12. Should we establish a terms and conditions waiver before people enter our website?
 13. How many steps are too many before people get overwhelmed?

211 Overview

- A little difficult to navigate for our audience/No central button on main page for Alzheimer's/Dementia

- Continue to help develop AD expertise with 211 so they can better serve our population
- We offer a link to 211 through our DFSN website
- We need to encourage more community participation to build our resource bank
- Where should we direct people to make things more streamlined?
- What types of services are not easy to find that we should try to link an incorporate into our website?
 1. Shopping resources for Seniors – (Vons, Smiths, Amazon, Wal-Mart)
 2. Faith based services/Catholic Charities
 3. NV Senior Guide (for profit)
- 211 is now advertising community events on their front page of website
- New chat feature to talk with someone right away
- All 211 agents will be completed with a memory training by the end of November that was offered through ADSD
- Can website accommodate our audience by following web design and principles of the dementia community? (font type, depth perception, etc.)

CCRC Flyer/Resource Guide to be rolled out early 2018

Train the trainer: Susan Hirsch

- Resource Notebook
 - Reference to Coach Broyles' Playbook for Alzheimer's Caregivers
- CCRC- Options Counseling
 - Help Support 211 and become more dementia friendly.
 - Paul Thronton- 211 Staff have plans to go through ADSD training, no wrong door (December 2018).
 - How do we help people connect to resources that they need or not aware of?
 - Paul Thronton- Heather from 211 can help modify the 211 website to be more ADA, Aging, & Dementia Friendly compliant.
- Table of Contents
 - Purpose: Provide information, plan for care, common issues, awareness. State wide.
 - Define Dementia, Diagnosis & Treatment
 - Ensure dementia friendly language is preserved throughout resource notebook.
 - Connection to Nevada 211, CCRC (Assess My Needs)
 - Define Resource: Heathcare, Living Arrangements, etc.
 - Tips and helpful hints.
 - 30 second video on how to use Assess My Needs.
 - NV Caregiver Toolbox
 - Special Challenges

11/15/2017 Dementia Friendly Nevada Committee Meeting

Survey

Have the community specific reports. Level of Dementia Stigma.

- Have surveys available at Parkinson's.
- Pahrump- Barbara.

3 major phases for evaluation.

1. Community Needs Assessment.

- a. Demographic profile, data. Estimate based on formula from Dementia Friendly.
 - b. Elko report. Dementia demographics. Knowledge of toolbox. Community attitude survey.
 - i. Dementia demographics
 - ii. Toolbox awareness
 - iii. *Community based services. Capability survey (AOA). *Nevada Senior Services, Alzheimer's Association, Cleveland Clinic. (online)
 - iv. Attitude, Access and awareness survey.
2. Tracking the process, who's attending?
 3. Impact for pursuing goals.

Time Frame? 6 week to 2 month data period.

Connect survey with Frist Responders video education and Hospitality Industry.

Anyone care share the link.

Speak with Marsha on Friday: Susan and LeeAnn to complete survey. To answer protocol question.

8:30AM-9:30AM. Task Force Meeting at 10:00AM.

*Meeting Tracking Form (online) Authentic Partnership Reflection Question for Community. 2 questions each meeting (approx. 10 mins). Are all perspectives are being heard? 2 for All strategy.

Introduction Letter.

Resource Notebook- Susan and Jennifer collaboration.

Disconnect between services. Language.

Sharing the website with Nevada. Evidence Based. Clean up the language (Ex. Nutrition). ADSD & DFSN + 211.

INR information and referral.