



**Ontario Health
West**

Alzheimer Society

**Community
Support Services**
Southwest

Guidance Document to Implement Dementia Education in CSS Organizations	CSS-01
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Overview

The incidence of dementia is increasing at an alarming rate within our communities. Many Community Support Service (CSS) organizations are noticing that more and more clients are coming to their organizations with comorbidities, of which dementia is prevalent. Vital skills to effectively provide service to clients living with dementia, and their care partners, are paramount.

Two streams of education, created using different modes of delivery, are available to ensure training is relevant to participants' roles and practice. The objectives of this training are:

- a) Improved knowledge and skill to service people living with dementia, and their care partners, in the SWLHIN region.
- b) Improved access to dementia education for CSS organizations within the SWLHIN region.
- c) Enhanced dementia friendly services within the SWLHIN region.

The CSS Dementia Education lessons will be key educational components for all managers, staff and volunteers within the Community Support Services (CSS) organizations.

Purpose

The CSS Dementia Education lessons will:

- Provide **foundational learning** on the fundamentals of dementia including a hybrid education model for in person and online training.
- Ensure the managers, staff and volunteers acquire the **dementia specific knowledge to provide person-centred care**.
- Enhanced **dementia friendly services** within the SWLHIN region.

Best Practices

The CSS Organizations will:

- **Implement Workplace Champions** at each organization to ensure staff receive appropriate training and that this knowledge is sustained.
- **Implement processes** to ensure managers, staff and volunteers receive assigned lessons appropriate to their role.
- Phases of Implementation:
 - Phase 1: Managers have access to all lessons.
 - Phase 2: Managers to recruit a CSS Workplace Dementia Champion.
 - Phase 3: Manager/Workplace Dementia Champion **develops a roll out strategy to all staff**. All new staff need to complete their assigned lessons within **2 months of their start date**. Current staff need to complete their assigned lessons within **two months** from accessing the course.
 - Lesson Assignments:
 - Lessons 1 and 2 foundational learning for all employees to complete
 - Lessons 3, 4 and 5 best practice for frontline staff to complete
 - Lesson 4 best practice for support staff and volunteers to complete
 - Phase 4: Secondary supports are available to further enhance learning of this course. These may include but not limited to: Virtual Reality Experiences, further education at staff meetings, organization specific webinars.
- Provide access to the lessons via the CSS website. These 5 consecutive lessons (30 minute each) include:
 - Lesson 1: Understanding Dementia
 - Lesson 2: Dementia Supportive Approaches
 - Lesson 3: Understanding Behavioural Changes and How to Respond to the 8 A's
 - Lesson 4: Meaningful Engagement
 - Lesson 5: Living Safely with Dementia

- Each lesson includes a pre quiz (not marked) and post quiz. On the post quiz, the learner must achieve 80% to pass. The learner must obtain and download the certificate for each assigned lesson as documentation that they successfully completed the course. This documentation can be used by the CSS Workplace Dementia Champion to track who has completed the education and who still needs to take it.
- To ensure sustained dementia knowledge within the CSS organization new employees should complete their assigned training within two months of their start date. After the two month period, users will have the option to review the course upon request.