Engaging, Training, and Implementing Programs That Utilize Volunteers for Dementia Programs

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Volunteer Friendly Visitor Program

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Friendly Visitors

Caring Companions

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Our Journey

Friendly Connector/Gatekeeper program—Persons Living Alone with dementia referred for care coordination
  ◦ Assessment of services needed to remain independent and safe
  ◦ Connections to services

Largest unmet need: socialization and engagement

Friendly Visitor program created
Purpose

Providing one to one friendship, engagement and socialization for individuals living with dementia

Reducing isolation and loneliness

Increasing positive feelings about life

Staying connected with the community and the outside world

Maintaining feelings of self worth

Engaging in meaningful activities
✓ Benefits

For persons living alone it allows for continued connections and engagement in the community

For care partners it offers an opportunity for much-needed respite
Where to begin?

- Identify best practices
- Develop procedures, job description, and training
- Begin recruitment process
Volunteer Traits

- Good communication skills
- Comfort in spending time alone with someone with dementia
- Ability to tolerate different opinions and life styles
- Respect confidentiality
- Remain calm in stressful situations
- Nonjudgmental

*Dependable mode of transportation with current insurance*
Volunteer Responsibilities

Attend an initial training session and ongoing training
Maintain volunteer hours
Maintain their friend’s confidentiality
Communicate with individuals in a respectful, friendly manner
Report concerns to supervisor immediately
Inform Friendly Visitor facilitator when unable to volunteer.
## Friendly Visitor Options

<table>
<thead>
<tr>
<th>Visiting weekly</th>
<th>Telephone Visiting</th>
</tr>
</thead>
</table>
| • Engagement activities  
  • Help with light chores  
  • Appropriate outdoor activities  
  • Accompany to medical appointments, shopping, errands and community events | • Make regularly scheduled phone calls  
  • Maintain documentation regarding each call  
  • Inform supervisor of any concerns |
<table>
<thead>
<tr>
<th>Transportation</th>
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</thead>
<tbody>
<tr>
<td>• Provide round trip door through door transportation</td>
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<tr>
<td>• Call the day before to remind your friend about the trip and verify ride time</td>
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<tr>
<td>• Be punctual and dependable in picking up your friend at the scheduled time.</td>
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<tr>
<td>• Report any health, safety, or well-being concerns</td>
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<tr>
<td>• Call immediately if unable to keep an assigned ride request.</td>
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<tr>
<td>• Participate in transportation training session to cover safety issues and how to effectively help someone in and out of the car and through doors.</td>
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Volunteer Recruitment

- Media articles
- Media advertising
- Public Service Announcements
- Public speaking
- WORD OF MOUTH
- Supporters, family, friends...those already involved
Pre-Training Requirements

- Complete application
- Interview—overview of the program
- Background check
- Orientation of The Hub (senior center)
- Volunteer Handbook
Volunteer Policies

THE HUB (SENIOR CENTER) VOLUNTEER POLICIES

- Code of ethics
- Confidentiality
- Conflict of interest
- Boundaries
- Report of abuse, neglect and exploitation
- Injury reporting
- Incident reporting
Overview about dementia

Sensory data

Positive Approach, Positive Connect, Positive Starter (Teepa Snow)

Unaware, Somewhat Aware, Aware, Aware and covering

Living with brain change

Time challenges

ADRD progression vs. normal brains

Confabulation

Four Fs—Friendly, Familiar, Functioning, Forgiving

Four Ss—Space, Sensations, Surfaces, Social

Supportive Communication/Validation
Identification of recipients

Support center
- Persons living alone
- Persons with a care partner

Dementia Care Educator
- Care partners
- Peer Support Group

Outside agencies
- Medical clinics/hospital
- Home Health
- Mental Health
- OT/PT
Matching

Friendly Visitor/Dementia Friend questionnaire

- Marital status
- Family-siblings, children, grandchildren
- Education, career
- Military
- Faith
- Activities, interests and hobbies
- Foods
- Most active time of day, what helps to relax, pet peeves
- Loner or Joiner
- Introvert or extrovert
- Hot or cold
- Emotional or logical
- Quiet or busy
- Leader or follower
- Doer or watcher
Utilizing the DEMQOL/DEMQL Proxy for evaluating Quality of Life for “dementia friends” every six

https://www.bsms.ac.uk/_pdf/cds/demqol-questionnaire.pdf
Success is in the Stories
Challenges

- Developing effective and realistic training
- Providing ongoing support and additional trainings
- Educating the community about appropriate referrals
- Establishing training for transportation volunteers
- Finding an evaluation tool that you can use with PLWD that is effective
- Recruiting volunteers
More Information

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The Respite Ministry

Purpose. Meaning. Hope.
The Future is Nothing Like the Past.
The Need for **Respite**

- Currently 5.8 Million Americans are living with Alzheimer’s dementia; by 2050 it’s estimated 13.8 million Americans over age 65 will be living with Alzheimer’s dementia.

- **New systems must be put in place** to keep people living with dementia home longer with better quality of life among friends and family.

- The **Respite** Ministry provides a successful, low cost, community program that focuses on **providing purpose, meaning and hope** for those with early to moderate dementia through volunteer relationships.
Flood Kits for Hurricane
Overview of Volunteer Respite Program

- Program began with 2 participants and 14 volunteers in 2012 and had **60 participants and a pool of 80 active volunteers in 2019**

- **Respite** operates daily with **one trained professional**, 10-15 trained volunteers who provide supervision, lead activities and serve a nutritious lunch to 20-25 participants.

- 40-50 Four hour, volunteer slots **filled weekly**

- **13K Volunteer hours** were logged for for 2018
**Key Component**: No Difference in Volunteers and Participants

Volunteers Do Every Activity

Side by Side Encouragement
Respite is open to everyone with cognitive memory disorders such as Alzheimer’s, Dementia, Parkinson’s or stroke and will provide a safe haven of activities to include social, intellectual, and physical stimulation.

Participants must be mobile (assisted devices acceptable), attend their own bathroom needs, participate in social activities and eat on their own.

Respite is offered Monday-Thursday from 10am-2pm with a cost of $40 a day including lunch

1/3 of Respite participants are on scholarship; no one is turned away
Respite’s **Team Approach**

Includes:

- Several sub-teams of volunteers *simultaneously preparing* an activity
- Volunteers *performing and engaging* in an activity
- **Cleaning** from previous activity; *preparing meals*
- **Seamless** flow from one activity to another throughout the day.
- Individual care partners cannot provide this at home
Challenges to Implementing Respite:

- Start up funds from $40-$60K which includes director salary
- Space in host church
- Food source for lunches
Revenue from $40.00 Daily Fee

- 10 People, 2 days a week, 50 weeks = $40,000
- 15 People, 2 days a week, 50 weeks = $60,000
- 15 People, 3 days a week, 50 weeks = $90,000
- 15 People, 4 days a week, 50 weeks = $120,000
- 20 People, 4 days a week, 50 weeks = $160,000

* Make adjustments for church space availability
Initial Volunteer Recruitment

- Engage community groups with mission of volunteer Respite such as Sunday School classes, book clubs, civic organizations
- Share concept of meaningful service with a flexible work schedule
- Host three hour volunteer training
Training for education or a job is different than training for a mission.

Respite training includes filling people with well-being.

Which in turn, fills the volunteers with self-worth.
Volunteer Training
Includes:

• **Expectations** – Scheduling, logistics, confidentiality

• **Intangibles** - Sharing talents, passion, level of participation

• **Philosophy** - No difference in participants and volunteers

• **Role Play** - Examples of daily situations that arise

• **Scheduling** – Flexibility of schedule and team mentality
Provide Activities With Meaning
(All Participating)
Volunteer Difference

- Volunteers are coached to fill participants with purpose throughout the day not to provide labor.
- Director shares responsibility of planning activities, planning lunches, and special entertainment with volunteers.
- Volunteer ownership is critical to program.
- Volunteers do not provide labor but lifechanging support for those with dementia.
Volunteers *Provide Support* so Participants May Have Purpose

**Minimal Assistance**

**Activities Provide Self-Value for Participants**
Volunteers Asked to Participate

• Youthful
• Fun
• Silly
• Competition
• Joy
• Friendships
• Community
The Respite Roadmap

Includes:

- First steps to organize
- Marketing
- Volunteer Recruitment
- Financial Piece
- Leadership Structure
- Community Engagement
Stop 1: The Birth
- See the vision of a local ministry.
- Engage senior pastor.
- Check with state healthcare agencies to see if there are any adult day or congregational care regulations.
- Share FUMC video pack to spread vision.
- Hold community organizational meeting to educate and gather interest.
- Realize this works better as a community ministry and partnering congregations are most welcomed after start up.
- Form vision team.

Stop 2: Logistics to Consider
- Free space available during the week
- Food source for lunch
- Vision team begins to identify ministry director.
- Build business plan for sustainability
- Check insurance cost. FUMC Ministry’s insurance went up 1K annually.
- NOTE: This is not a medical program. There is no medical staff required. The program does not pass medicines. This is a SOCIAL model of care.

Stop 3: Initial Director Responsibilities
- Personalize paperwork to fit local program.
- Develop a volunteer recruitment plan.
- Develop internal/external marketing strategy.
- Develop referral sources for new participants.
- Organize daily programming.
- Develop relationship with finance office to handle payment procedures.

Director Possibilities
- Hire part time or full-time director.
- Engage volunteer support for director.
- Director can be staff or consultant.

Stop 4: Financial Support Possibilities
- Decide daily fee based off need in business plan.
- Director and food cost only significant funds needed.
- Plan small activity budget.
- Consider food cost; average is $6 a head.
- Volunteers can pay for meals monthly to subsidize.
- Decide who will do billing, mail the bills at end of month, and who receives and logs them.

Stop 5: Food Considerations
- Church kitchen
- Local caterer
- Sunday School classes (not recommended)

Stop 7: Potential Participants
- Identify those in home church.
- Pastor makes contacts with identified potential families.
- One-on-one contacts through friends.
- Doctor referrals extremely important.

Stop 6: Market for First Volunteer Training
- Set a date.
- Run ads in church communications one month out.
- Make one-on-one contacts and talk to small groups.
- Explain training is risk free/commitment is not required after training.
- Challenge identified leaders to invite friends from other churches.
- Share message that this is a community ministry.

Stop 8: Destination Respite
- Secure your space and food.
- Vision team, pastor and director set volunteer training date.
- Based on participation, set opening day for participants.

To view our Respite video resources visit www.fummontgomery.org/respite.
For more information, contact Daphne Johnston, Director of The Respite Ministry at First United Methodist Montgomery at 334-440-9911.
“In sum, **Respite** programming can accomplish what medical therapy in 2018 cannot—it provides an environment in which the persons with dementia can thrive.”

- Dr. David Geldmacher
  *Head UAB Neurologist*
Notables for The Respite Ministry

- In 7 years, **Respite** has logged over **70K hours** of volunteer service with two paid employees.
- **Respite** was highlighted in **Kiplinger Magazine** in 2018 for being a new option for care while living with dementia.
- **The Maria Shriver Foundation** recognized Respite Side by Side Choir on a national PBS Public Service Announcement in 2019
- **Respite** has inspired 14 new volunteer programs and held first national training for new **Respite** directors in February 2019
The Respite Ministry
Purpose. Meaning. Hope.

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