# CAG2022 Conference Workshop

As part of the Canadian Association on Gerontology's annual conference held in Regina in 2022, *Dementia Supports in Rural Saskatchewan* project team members presented a workshop on using the Collective Impact approach.

This booklet contains the posters that were presented during the workshop at CAG2022 on October 22, 2022.



Funded in part by the Government of Canada's New Horizons for Seniors Program





# Using a Collective Impact approach to enhance social inclusion for older adults with dementia and their care partners in rural Saskatchewan

Collective Impact (CI) is a framework to achieve systems-level change in communities through coordinated multi-sectoral collaborations when a group of stakeholders from different sectors commit to a common agenda for solving a complex social problem. This framework includes five core conditions: common agenda, shared measurement system, mutually reinforcing activities, continuous communication, and a backbone support organization. In our 5-year community-engaged project, we have employed a CI approach to enhance social inclusion for persons with dementia and their care partners in rural Saskatchewan.

We have funded local community organizations with whom we have been co-designing, implementing, and co-evaluating multi-level programs at individual, organizational, and community levels.

# **Contact SPHERU**



Bonnie Jeffery, PhD Project Lead



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Saskatchewan Population Health & **Evaluation Research Unit** University of Regina





Interventions to Enhance Social Inclusion of **Older Adults with Dementia in Saskatchewan** 

# **COLLECTIVE IMPACT: 5 Core Elements**



Wiversity Regina

Presenters: Dr. Bonnie Jeffery Dr. Tom McIntosh Dr. Nuelle Novik Dr Akram Mahani Dr. Nancy Akwen Michelle Harazny

#### **Project Objectives:**

- 1. To improve the feeling of social inclusion of older adults with dementia and their care nartners
- 2. To improve public awareness about dementia.
- 3. To reduce level of public stigma about dementia.
- 4. To improve supports for customers, clients and employees who are living with dementia or their care partners.

# **Definition of Collective Impact**

#### **Collective Impact:**

A disciplined, structured, cross-sectoral approach to solving complex social, health, and public policy issues.

- All organizations work toward the same objectives and measure the same things.
- · Organizations actively and systematically coordingte their activities and share lessons learned.
- Large scale impact depends on increasing cross-sector alignment and learning among collaborating organizations.

Sources: Kania and Kramer, 2011; Hanleybrown, et al. 2012



All collaborating organizations have a shared vision for change including a shared understanding of the problem and a joint approach to solving it through gareed upon actions.

- Introduction: Why this Collective Impact Project Matters:
  - Approximately 33% of 1 million residents in Saskatchewan live in rural communities.
  - Over 19,000 individuals live with dementia, and about 60% of them live in their own homes
  - By 2038, dementia will cost over \$35.9 billion in health and caregiver costs in Saskatchewan
- Community care will become the dominant mode of dementia care by 2028.
- Most programs and services are urban-focused. Limited availability of dementia care resources in rural Saskatchewan decreases social inclusion and impact the wellbeing of those affected by dementia



# Backbone **Organization**

Dedicated staff and a specific set of skills coordinate and facilitate all aspects of planning, managing, and supporting the initiative, including overseeing technology issues, data collection and reporting, and communications





Backbone Organization (SPHERU)





Collecting data and measuring results consistently across all collaborating organizations.

#### Shared Measurement:

- Short-term outcomes: reach and engagement • Intermediate outcomes: effectiveness and
- unintended outcomes
- Long-term outcomes: sustainability & transferability

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- Key Performance Indicators (KPIs)
- Data Collection

Canada

- Evaluation Plan:
- Process Evaluation and Outcome Evaluation

Canora Kamsack Esterhazy

1 2 5 10 Kinese

Yorkton and surrounding rural communities reached in 2019-2021



Consistent and open communication across collaborating organizations to build trust, assure mutual objectives, and appreciate common motivation.

External Communications: Project website, social media, project newsletter, public presentations, ad campaigns and brochures, community table meetings, press releases and media, community visits.

Internal Communications: Email, meetings with Backbone Organization, Collaborating Organizations, and Advisory committee, shared online storage space.

# **3 Levels of Interventions**

- Individual Level:
  - Providing individuals living with dementia and their care partners an opportunity to participate in activities that build social connections and improve health.
- Organizational Level:
  - Engaging businesses and organizations to adopt policies and practices that facilitate those living with dementia and their care partners to fully access their services.
- Community Level:
  - Supporting communities with a framework and tools to engage those living with dementia and their care partners to participate fully in community life.

Source: Kania and Kramer, 2011; Weaver, 2014; Hanleybrown, et al. 2012

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# **Contact SaskAbilities**

Kristen Kosar Dementia Friendly Coordinator

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SaskAbilities Yorkton Yorkton, SK





**Short-Term Outcomes** 

Increased reach to people living with

Increased engagement of people living with

Increased personal and social connections

for people living with dementia and their

· Increased access of care partners to support

services and better navigation of the care

dementia and their care partners.

dementia and their care partners

Reduced care partner burnout.

care partners.

system

"I am happy to have someone come visit me as I can't drive anymore." - Person living with dementia, SaskAbilities program

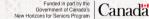
#### **Presenters:**

- Jackie Washenfelder, Program Manager
- Kristen Kosar, Dementia Friendly Coordinator

or Regina

Dementia Supports in Rural Saskatchewan





## Objective

To improve the feeling of social inclusion for people living with dementia and their care partners.

Project Timeline: April 2021 to March 2024

ers. e: Irrch 2024

#### Activities

The Dementia Friendly Life Enrichment Program at SaskAbilities aims to enhance the quality of life of individuals living with dementia in Yorkton and surrounding rural communities. The Dementia Friendly Coordinator and two Dementia Friendly Facilitators work with individuals and their families to develop person centred plans. These plans guide personalized programming and activities that are facilitated in the individual's home and community. By engaging in people's communities, the program also aims to increase overall awareness of dementia, thus creating dementia friendly communities.

Activities for persons living with dementia include: Conversation, card games, having cake and tea, walking outside home, reading the newspaper, playing with family dogs, listening to music, small movement physical exercise, conversation with family, having lunch, bird watching, coloring/painting, going to parks, trips to the museum, corn mazes, canoeing, fishing, nature trail walks, visiting new communities, and more.

Activities for care partners include: Respite, conversation, consultation, information sharing, emotional support, baking, training with computer, sharing Alzheimer Society webinar information and reading resources, helping with Zoom installation and set up on the family iPad to attend online sessions, and more.

#### Challenges

There is increased workload, especially for the one-on-one activities which could have consequences for the sustainability of the program. Some factors contributing to the increased workload include:

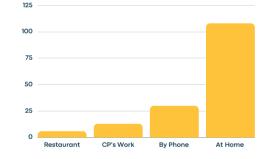
- Increasing number of clients and demand for services as a result of growing credibility of the program among the general public as well as community organizations (e.g. home care and nursing homes).
- Gaps in care services for seniors some clients in the program request services that should be provided by home-care which is beyond the scope of the program.
- Preference toward more one-on-one activities instead of group activities.
- Stigma leads to some clients' lack of interest in group activities, reluctance to use the program in the first place, and client's feelings of embarrassment.

#### **Communities Reached**

 The SaskAbilities Life Enrichment program is providing direct services to 34 individuals living with dementia and their care partners in 9 communities: Yorkton, Melville, Canora, Esterhazy, Theodore, Springside, Tantallon, Saltcoats, and Langenburg.
 Dementia Friendly Coordinator and Facilitators traveled

7,112 KM in 9 months to provide 312 hours of service to 34 clients. • Number of sessions facilitators have had with participants:

- Persons living with dementia: 100 sessions
- Care partners: 114 sessions



Services provided by Dementia Friendly Facilitators accrording to venue (CP = care partner)

#### Collaboration with Stakeholders in the Region

The Life Enrichment Program has forwarded 42 referrals for people living with dementia to stakeholders in the region including other Dementia Supports in Rural Saskatchewan project partners:

- 1. Saskatchewan Health Authority Medical Social Work department
- 2. Sunrise Wellness Centre in Yorkton Alzheimer's Society
- 3. Saskatchewan Health Authority Home Care in Canora, Yorkton, and Langenburg
- 4. Godfrey Dean Art Gallery
- 5. Yorkton Public Library

## Solutions

- Additional staff: A Dementia Friendly Coordinator was hired to coordinate activities and support care partners.
  Depending on client's needs and preferences, the Coordinator works with the person living with dementia (PLWD)
  and the care partner (CP) until the facilitators have the capacity to work with the PLWD.
- Building natural networks and support groups: Exploring the option of building trust to expand and strengthen the natural network of extended family members and friends.
- Reducing time for clients: Facilitators may scale back and allocate less time for each session to allow them to intake more clients.
- Creativity in designing group programs: The SaskAbilities team is exploring creative ways to have group activities address the needs of different clients, encouraging them to participate in the upcoming group activities.
- Building relationships and trust in order to reduce stigma: The project team builds rapport and relationship with clients over time by meeting the clients where they are at. As clients become more comfortable with facilitators, they are more accepting of the program.

# **Contact City of Yorkton**

Lisa Washington Community Development Manager

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City of Yorkton Yorkton, SK





# **PUBLIC INDOOR**

#### Presenter:

Lisa Washington, Community Development Manager

#### FACILITIES ASSESSED

- 1. Flexihall Gallaaher Centre 2 Access Communications Water Park- Gallagher Centre
- 3. Westland Arena Gallagher Centre
- 4. Yorkton Curling Rink Gallagher Centre
- 5. Ravine and Youth Meeting Rooms Gallagher Centre
- 6 Convention Centre Rooms Gallagher Centre 7 Glorig Hayden Community Centre
- 8 Yorkton Public Library
- 9 Kinsmen Arena
  - 10. Godfrey Dean Cultural Centre/Land Titles Building
- 11. Tourism Yorkton/Chamber of Commerce Building
- 12 City Hall

# SHORT-TERM OUTCOMES

• More inclusive age and dementia friendly public places More accessible public places for people living with dementia • Engaging persons with lived experiences in the audit program

# **OBJECTIVE**

To improve supports for customers, clients, and employees who are living with dementia and their care partners

**Project Timeline:** April to September 2021

# **ACTIVITIES**

The City of Yorkton's Public Indoor Facility Audit project encourages facilities to be more inclusive and accessible for seniors living in Yorkton, including those living with dementia.

In early 2021 the City of Yorkton bired an independent contractor and community members with lived experience to help assess public indoor environments. The contractor developed and used an amalgamated checklist for each public facility to create an Age/Dementia Friendly Facilities Audit Report. This process was guided by previous research done by the Alzheimer's Society of Saskatchewan and Age Friendly Saskatchewan



Photos of physical barriers for people living with dementia were presented as part of the audit report.

The report recommended adding handrails for support and marking all stair edges clearly to indicate changes of levels.

## **CHALLENGE**

Some presumably simple recommendations such as adding signage is complicated within the context of a bureaucracy:

- Signage standards need to either be followed or in some cases, actually designed, for each venue.
- There may be an existing timeline for signage replacement already established (ie. when
- sponsorship agreements lapse) which need to be taken into account.

## **WAY FORWARD**

Planning for new buildings through dementia/age friendly lens. Example: New golf clubhouse added family-friendly washroom into the plan.



## **SUCCESSES**

#### Yorkton Facilities Age- & Dementia-Friendly Audit Report:

- The report developed at the end of the audit identified physical barriers to people living with dementia that might keep them from attending or participating in activities or events that they would have done before their dementia diagnosis.
- The report recommended changes and upgrades that would reduce or eliminate those barriers.
- The report was presented at a Yorkton City Council Meeting. The Council supported a recommendation to file the report and to encourage organizations and businesses to participate in the project. The report is accessible to residents via the City of Yorkton's website.

## CHALLENGE

#### **Competing Priorities:**

- Budget during the budget process, project recommendations (development and installation costs for sign addition and replacements) competed with other projects from other departments to receive Council consideration.
- Timing Once COVID-19 restrictions were lifted, departments became busy with patrons and programming. Managerial staff were unable to give prompt attention and consideration to the recommendations. Facility and maintenance staff were redeployed into more of their usual duties and became less available to work on the project.

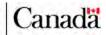


**Dementia Supports** in Rural Saskatchewan





Funded in part by the Government of Canada's New Horizons for Seniors Program



resources

# **IMMEDIATE IMPACT**

#### **Immediate Impact of Audit Report**

- Seat arrangement: workers are arranging chairs in a more dementia friendly manner in the flexi-hall at the Gallagher Centre
- The lights have been adjusted in the family change room areas of the swimming pool.
- The report provided justification for proposals to revamp the hallway to the swimming pool
- Development and installation costs for some
- recommendations from the audit report will be put forward for consideration in the City of Yorkton Capital Planning budget cycle for 2023.

#### Public Awgreness:

The project raised public awareness around dementia through implementation of the audit program as staff working in the public facilities who helped the consultant and experts (couples with lived experience) are taking their experiences back to their families, friends, colleagues, and communities.

#### **Shared Experience & Resources:**

The project built rapport and connection between the two couples engaged in the audit program who did not know each other before. They are supporting each other through sharing



## AREAS ASSESSED

 Entrances and Exits Surfaces (Walls and Floors) Bathroom Facilities

Oujet Areas and Customer

Signage and Navigation

Lighting

Seating

Service Decks

# Contact Alzheimer Society of Saskatchewan

Jackie Hofstrand Dementia Community Coordinator

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Alzheimer Society of Saskatchewan Yorkton, SK



SASKATCHEWAN

# **Alzheimer** Society

SASKATCHEWAN Learn More Live Well

# **Awareness Campaign & Dementia Friendly Initiatives**









<sup>of</sup>Regina

Funded in part by the Government of Canada's Canada New Horizons for Seniors Program

#### **Project Timeline:**

November 2020 to April 2023

#### Presenters:

- Les Quennell, Director of Public Awareness & Communications
- Jackie Hofstrand, Dementia Community Coordinator

#### Introduction

The Alzheimer Society of Saskatchewan (ASOS) connects with local communities in and around Yorkton with a focus on building awareness about dementia. reducing stigma, and inviting the involvement of organizations and businesses in dementia friendly community initiatives that can improve accessibility and inclusion for people living with dementia.

> Right: Example of ad-mail poster mailed to 22,000

households in Yorkton.

#### Objectives

- To improve public awareness about dementia
- To reduce level of public stigma about dementia.
- To improve supports for customers, clients and employees who are living with dementia and their care partners.

#### **Activities**

- Community Presentations: Public Awareness Campaign
- Stakeholder Outreach and Enhancing Organizational Engagement through:
  - Local Dementia Friendly Coordingtor
- Dementia Friends Newsletter Building a Community of Practice through:
  - Dementia Friendly Community modules and toolkits
  - Creation of a knowledge hub

#### Stories of Impact

Yorkton Pharmasave has implemented dementia friendly considerations such as: Hosting a staff education session to

- increase their knowledge of dementia
- Ensuring staff have read the Dementia Friendly Communities Toolkit.
- Completing an environmental scan of their store to determine physical adjustments that can be made for added dementia friendliness
- · Adapting fonts to be more visually accessible on medication sheets that are provided with dementia care prescriptions.

#### Organizational Engagement

- Community outreach to 28 organizations (businesses, libraries, pharmacies and faith aroups) across 16 communities in the region.
- Connections built with organizations in the region. including Yorkton Public Library,
  - Pharmasave, and the Museum Association of Saskatchewan.



Changes **Everything** 



Learn More Live Well

Community

#### What is it all about?

The Dementia Supports in Rural Saskatchewan project is based in Yorkton, Melville and the surrounding run communities. The project is led by the Saskatchewar Population Health and Evaluation Research Unit (SPHERU) at the University of Regina and funded by the Government of Canada

The project is offering the Alzheimer Society an opportunity to engage organizations in rural communities to help them become dementia frie

#### **Alzheimer**Society Learn More Live Well

We want to reduce stigma and make our rural communities dementia friendly.

We plan to engage organizations of all types and sizes whether they be a library, the local pharmacy or a faith group, and help them find ways to make their organizations more open and accessible for people living with dementia and their care nartners

aningful and sustainable over time and w their own organizational canacity and val Every community is different.

What we are hoping

to achieve?

but community changes everything.

Collective Impact

The Alzheimer Society is an active and supporting partner in the project, helping to build the capacity of the other participating local organizations and assisting in making their individual projects and initiatives successful. The Alzheimer Society of Saskatchewan empowers people to live well with dementia while funding research into prevention, causes and cures.

#### Challenges

COVID-19 travel and in-person restrictions limited meaningful community engagement at early stages of the project. In response, the Dementia Friendly Community Coordinator hosted 19 virtual ABC's of dementia presentations and established contacts with many organizations and businesses in the region via phone and email

#### **Organization and Business Mindset about Dementia**

· Corporate organizations and businesses often equate dementia with long-term care as they only see the advanced stages of dementia. Consequently, they fail to see that a few changes can provide a more inclusive and accessible environment for persons with dementia and their care partners.

· Continual awareness raising activities can break down stigma around dementia and alter one's mindset and approach toward dementia. Perceptions of dementia friendliness must be shifted away from assumptions about late-stages to focus on ways awareness can support earlier diagnosis, maintain meaningful engagement in the community, and increase experiences of inclusion

**Red Cross Family Visitor** Program, Bank of Montreal,





#### **Public Awareness**

 Hosting ABC's of Dementia presentations for 103 participants from 21 communities in the region. • The Public Awareness Campaign



- 54,103 individuals via social
- media posts and radio
- campaigns o 600 individuals and
  - organizations via mass emails

# **Contact Godfrey Dean Art Gallery**



Jeff Morton Director & Curator



director@godfreydeanartgallery.ca



Godfrey Dean Art Gallery Yorkton, SK





# **Belong Where You Find Yourself**

Godfrey Dean Art Gallery

#### Presenters:

- Jeff Morton, Director & Curator
- Alana Moore Lead Artist
- Amber Phelps-Bondaroff, Lead Artist







Funded in part by the Government of Canada's New Horizons for Seniors Program



#### Introduction

Belong Where You Find Yourself is a community-engaged art project for people living with dementia and their care partners. The goal is to increase public awareness and reduce stigma associated with dementia. After one year, all artwork created will be used for a gallery exhibition at Godfrey Dean Art Gallery and a presentation tour to local rural locations in 2023. Project Timeline: October 2021 to December 2023



#### Outputs

Creating Art & Sharing Stories:

- Group meetings
- Home visits

#### Objectives

• To improve the feeling of social inclusion for people living with dementia and their care partners.

- To improve public awareness about dementia. • To reduce level of public
- stigma about dementia.

#### Short-Term Outcomes

- Increased engagement and satisfaction of people living with dementia and their care partners.
- Reduced care partners' burden.

Successes

 Increased public awareness of dementia through art.

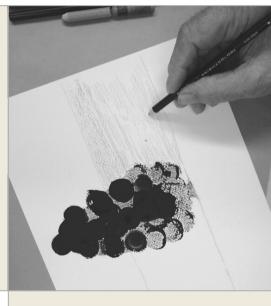
#### Activities

Two artists are working with 12 participants - people living with dementia and/or their care partners - for a one year period.

Participants are paid professional artist fees for their participation, and all materials for art supplies, tools, and technologies is provided to support their work in any artistic medium of their choice. No previous artistic experience is required, and participants can participate anonymously if they wish.

Since January 2022, 15 program participants have:

- Received welcome kits and art supplies. • Participated in phone-in sessions with the Lead ∆rtists
- Participated in the first in-person art making social gathering



#### Adapting to Challenges

COVID-19 restrictions and weather conditions led to the postponement of original project start date from January to late March because in-person gatherings were impossible. The art gallery team turned this challenge into an opportunity and delivered art kits to participants' homes. Participants received a personal letter and areeting from the gallery Director, a welcome on behalf of the gallery, goals of the project, and a list of the types of activities.

# What does belonging mean to you?

- Referrals received
- Touring Exhibition of Art & Stories:
- Exhibits of arts



Documentary film



held with the Lead Artists on Zoom.

"This has been pretty eyeopening. I keep thinking, what will I do next?" -Anonymous participant



The first in-person group art making social gathering sought to improve the feeling of social

hands-on art activity and conversations with the two Lead Artists and gallery Director. The

inclusion. People living with dementia and their care partners engaged in ice-breaking games,

atmosphere in the room was light, jovial and full of laughter. Seven planning meetings have been

"I didn't know my brain could make images like this, I am very interested in what else I can make." -Anonymous participant



"I don't see myself as an artist, but this meeting has already opened my eyes to the different possibilities that exist." -Anonymous participant

# **Contact RaDAR Memory Clinics**



Debra Morgan, PhD, FCAHS Director, Rural & Remote Memory Clinic



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Rural Dementia Action Research University of Saskatchewan





# **RaDAR Memory Clinics**

Debra Morgan<sup>1</sup>, Julie Kosteniuk<sup>1</sup>, Megan O'Connell<sup>1</sup>, Andrew Kirk<sup>1</sup>, Dallas Seitz<sup>2</sup>, Valerie Elliot<sup>1</sup>, Chelsie Cameron<sup>1</sup> <sup>1</sup>University of Saskatchewan, <sup>2</sup>University of Alberta

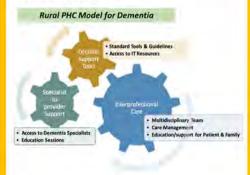


### Background

- Over 71,000 older adults aged 65+ live in rural Saskatchewan (population less than 10.000)1
- Specialist dementia care and specialized community resources are not easily accessible in rural and remote communities
- Current Canadian guidelines recommend providing dementia diagnosis and management in primary care settings<sup>2</sup>
- Purpose: To adapt, sustain, and spread 1-day memory clinics in rural primary health care (PHC) teams in Saskatchewan

### Methods

- · Community-based participatory research approach
- Ongoing intervention study
- Developed a Rural PHC Model for Dementia that incorporated 7 elements associated with positive outcomes (see figure)



Operationalized the Rural PHC Model for Dementia into a 1-day memory clinic in collaboration with one rural PHC team at a time. using a 5-step approach

# Results

#### **RaDAR Memory Clinics**

1-day memory clinics are held every 1-2 months in each community, with 2 new patients assessed each day

#### Interprofessional Care

- Memory clinic teams include a family physician/nurse practitioner, home care nurse/social worker, occupational and/or physical therapists, and Alzheimer Society First Link Coordinator
- 3-hr clinic appointment includes team meetings with patient and family, patient assessments by team members, and family consult with First Link Coordinator

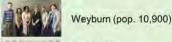
#### **Decision Support**

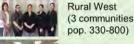
- Assessments are guided by the Primary Care Dementia Assessment and Treatment Algorithm (PC-DATA<sup>™</sup>)<sup>3</sup>
- Electronic medical record (EMR) flow sheets based on PC-DATA are available in Telus Med Access and Accuro
- · EMR flow sheets include a separate section for each team member (FP/NP, HC/SW, OT, PT) and the case conference

#### Specialist-to-provider Support

- PC-DATA<sup>™</sup> education with Dr. Dallas Seitz (UCalgary)
- Continuing education webinars on dementia-related topics 3-4 times/yr
- · Rural and Remote Memory Clinic in Saskatoon offers virtual assessment and interventions for patients and families
- Telephone consultation with Saskatoon geriatricians (polypharmacy and falls assessment)







Carlyle (pop. 1,500)

Maryfield (pop. 311)

New memory clinic teams continue to be established in Saskatchewan

"It is wonderful to see this clinic in a small town. It is so important to the elderly to have local health care and not have to travel many miles or come to a big city to get help." (Care partner)



#### **Decision Support: EMR Flowsheets**



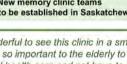
#### **Related research projects**

- Process evaluation of strategies to sustain and spread memory clinics
- · Patient & family experiences
- Care partner service needs
- Patient quality of life and service needs
- · Team member perceptions of RaDAR education sessions
- Alzheimer Society First Link Coordinator role
- Environmental Scan of community programs
- Formative evaluation of Kipling Active Living Program

### Conclusions

- · 1-day RaDAR memory clinics are available in southeast SK communities
- Several related research projects are in progress to explore patient and family experiences, care partner service needs, and other outcomes
- Our research team continues to sustain and spread memory clinics in Saskatchewan

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# **Aknowledgements**

Thank you to all members of the Collaborating Organizations, Community Table, and Advisory Committee, who have participated in the project as part of the Collective Impact approach.

We greatly appreciate your contributions and engagement!



The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.

# CONTACT

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