



Dementia 101

For Public Library Staff

Hello!



I am Amy DelPo

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Introductions



Please introduce yourself in the chat:

- Where are you geographically?
- What job do you do in the library?

Intentions



- For you to gain an understanding of dementia
- For that understanding the lead to compassion and skill building
- For your compassion and skills to lead to better service and experiences for our customers with dementia
- For you to feel more comfortable and empowered





Poll 1

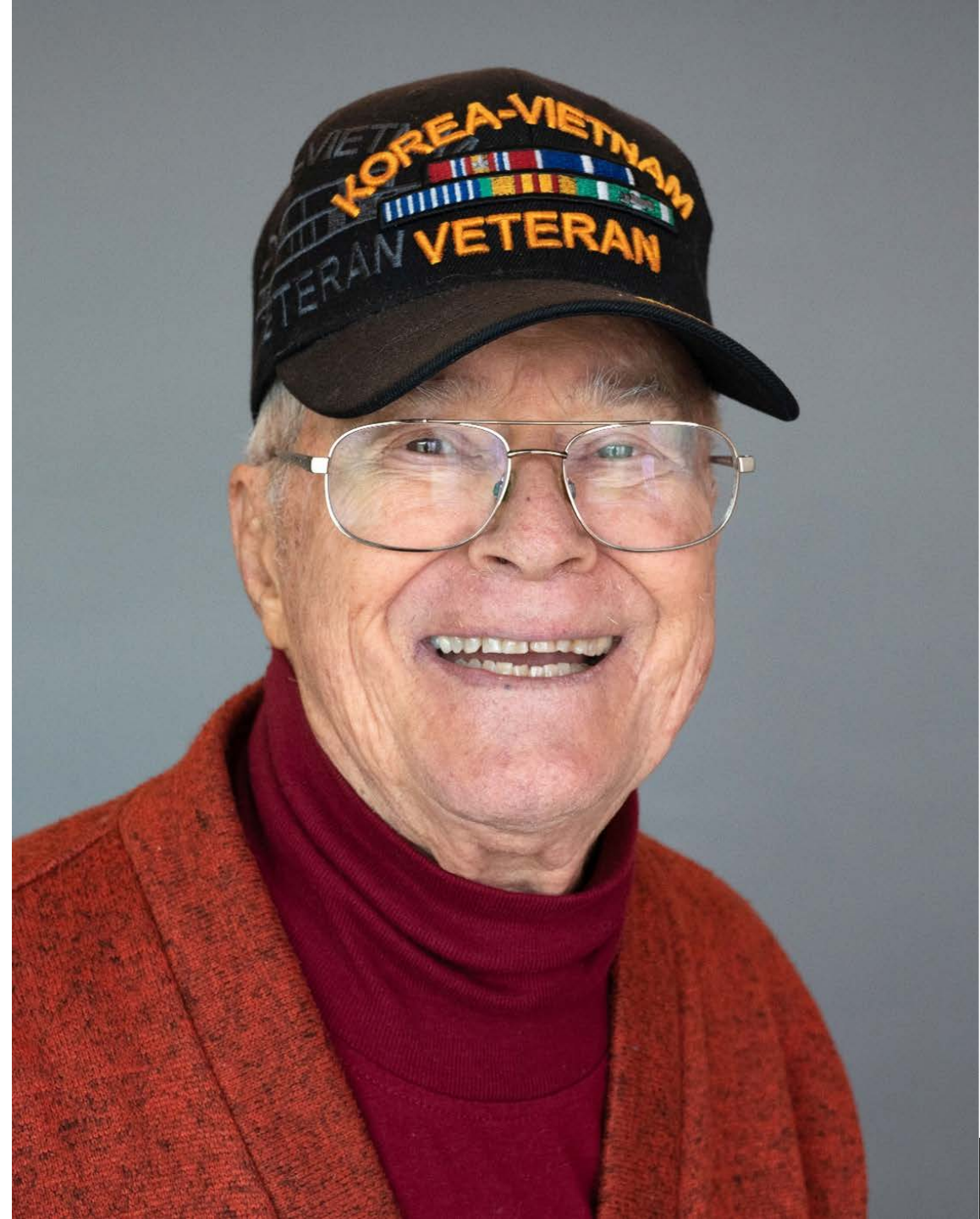
Understanding Dementia



Not a disease or a
diagnosis

An umbrella term

- Refers to a cluster of symptoms that result from a problem in the brain:
 - Problem solving
 - Senses
 - Communication
 - Mood
 - Personality
 - Language
 - Memory
 - Behavior
 - Judgment
- Day-to-day function is impacted



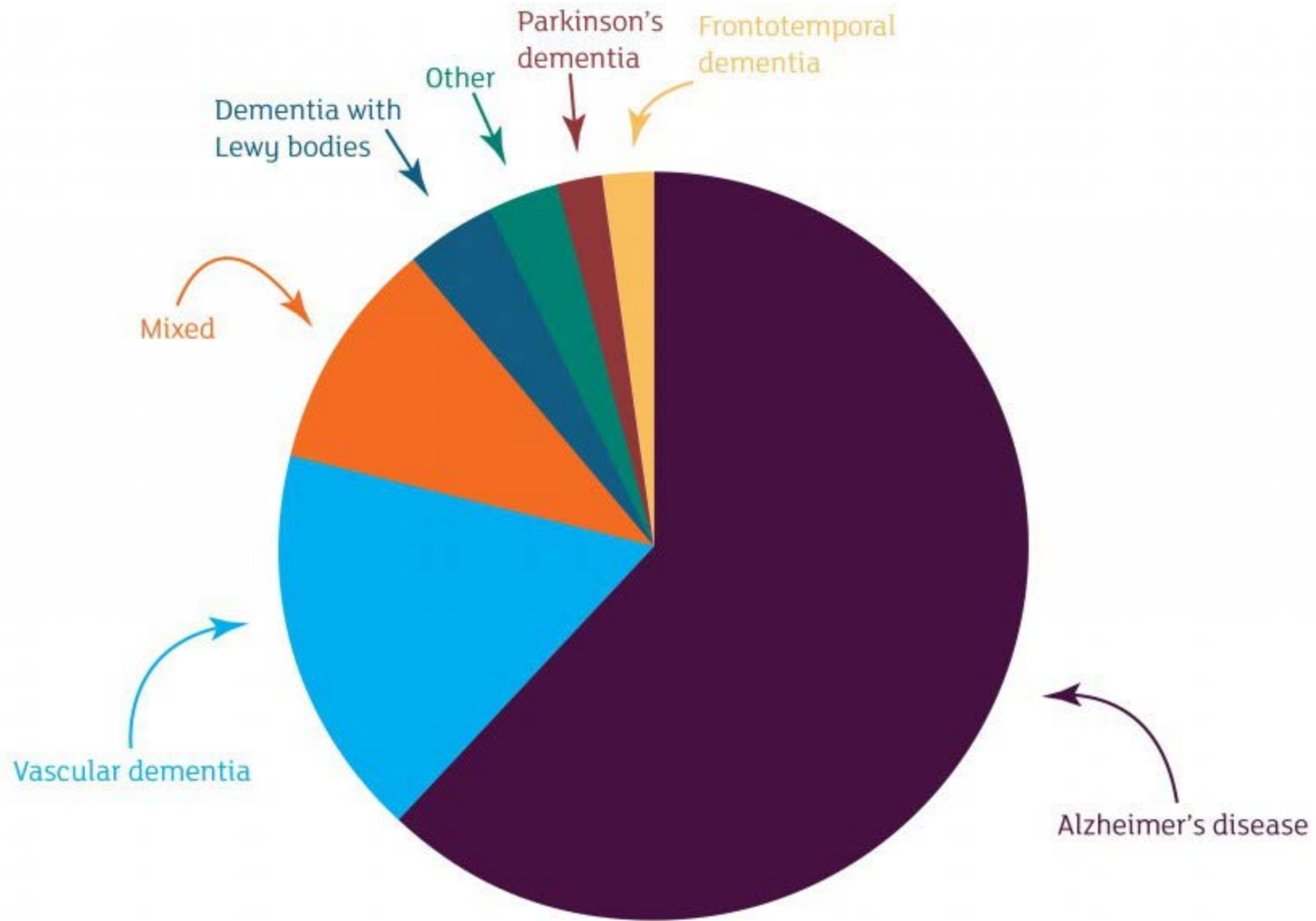
Causes of Dementia

Reversible

- Depression
- Infections
- Medications/drug interactions
- Hydrocephalus
- Vitamin/mineral deficiencies
- Hypo/hyperglycemia

Irreversible

- Alzheimer's (60 to 80 percent)
- Vascular
- Frontotemporal
- Parkinson's
- Creutzfeldt-Jakob
- Lewy Body
- Huntington's





Facts and Figures

- Alzheimer's Disease affects 1 in 9 people age 65 and older
- Early onset can impact people in their 30s, 40s, and 50s
- Brain changes from Alzheimer's Disease can start 20 to 30 years before the symptoms become obvious
- Individuals with mild symptoms often may continue to work, drive and participate in their favorite activities, with occasional help from family members and friends – and library staff!



Poll 2



The library can make a difference

People with dementia can have joy, meaning, connection, and community – with our help! We can provide them with:

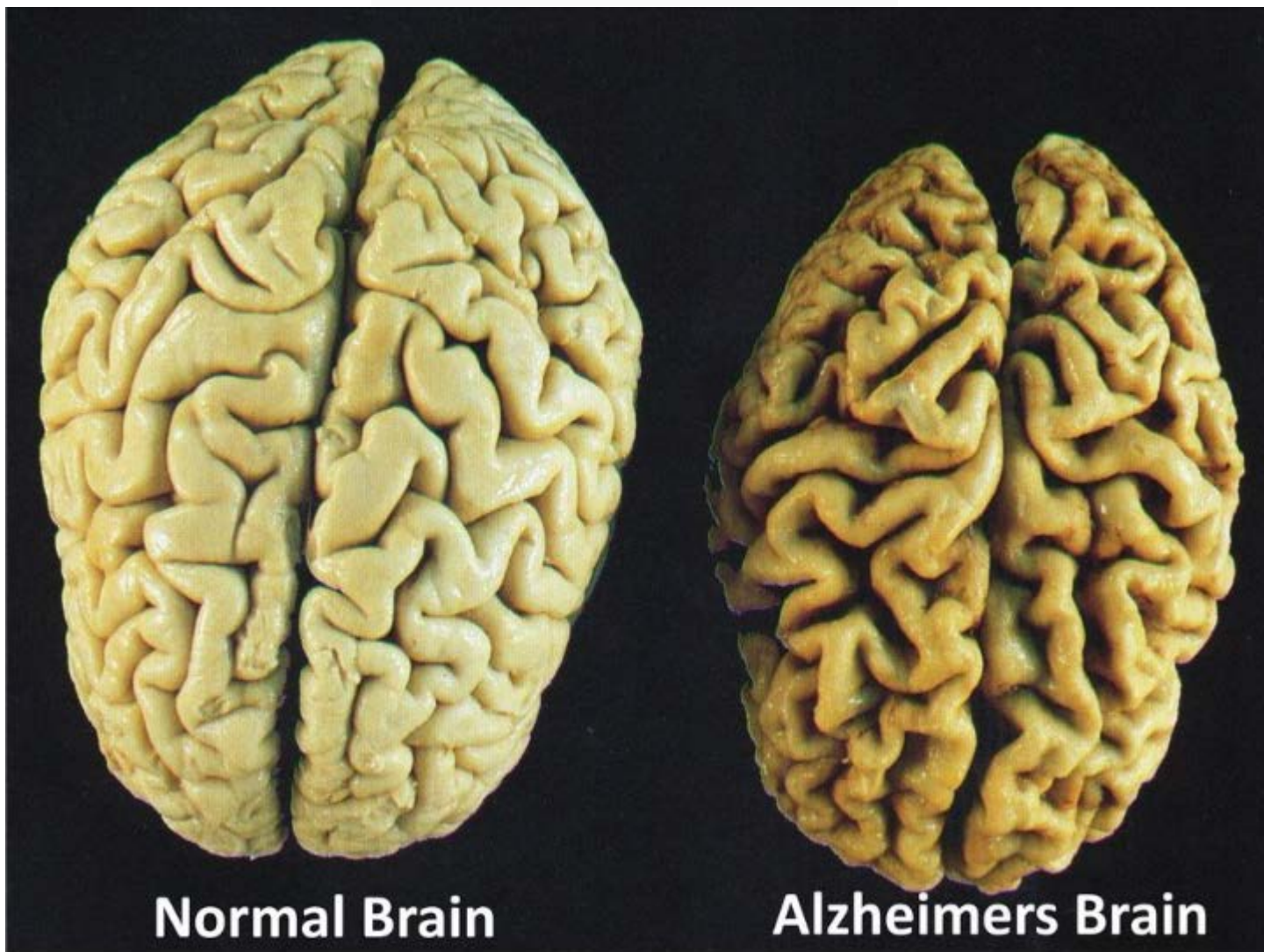
- Activities that are meaningful and bring purpose to their life.
- Engagement with library staff, who know their name, who are kind and helpful, who treat them with respect.
- Opportunities to connect with others living with dementia.
- Opportunities to connect with others in the community.

What is Alzheimer's Disease?



Let's Chat!

Please put in the chat something you heard in that video that surprised you.



Effects of Dementia

In the beginning

- Forgetting recent events or information
- Repeating comments or questions
- Misplacing commonly used items or placing them in unusual spots
- Not knowing the date or time
- Having difficulty finding the right words
- Change in mood, behavior, or interests
- Confabulation

Effects of Dementia

Then it gets worse

- Inability to do common tasks like working a TV remote or cooking
- Inability to problem solve
- Sleeping patterns change
- Anxiety, frustration, confusion, agitation, paranoia, sadness, depression
- Inability to do activities of daily living – eating, grooming, toileting, bathing
- Hallucinations



Effects of Dementia

It is both a **chemical** change in the brain and a **structural** change in the brain

So sometimes people with dementia can ... and sometimes they can't

Brain Health Inequity



Intersectionality
matters

Brain Health Inequity: Gender

- Two thirds of all people who develop Alzheimer's are women
- Women also make up two thirds of the 17 million unpaid family caregivers for people with dementia
- Trans men and women face a particularly complicated landscape



Brain Health Inequity: Race

- Black Americans are TWICE as likely as non-Hispanic whites to develop Alzheimer's Disease
- Half of African Americans say that they have experienced discrimination while seeking care for a person living with Alzheimer's



Brain Health Inequity: Latinos

- Latinos are 1.5 times more likely than whites to develop Alzheimer's.
- Symptoms appear almost seven years earlier than in the white population
- Latinos are projected to have the steepest increase in Alzheimer's/dementia in the next 40 years compared to other groups

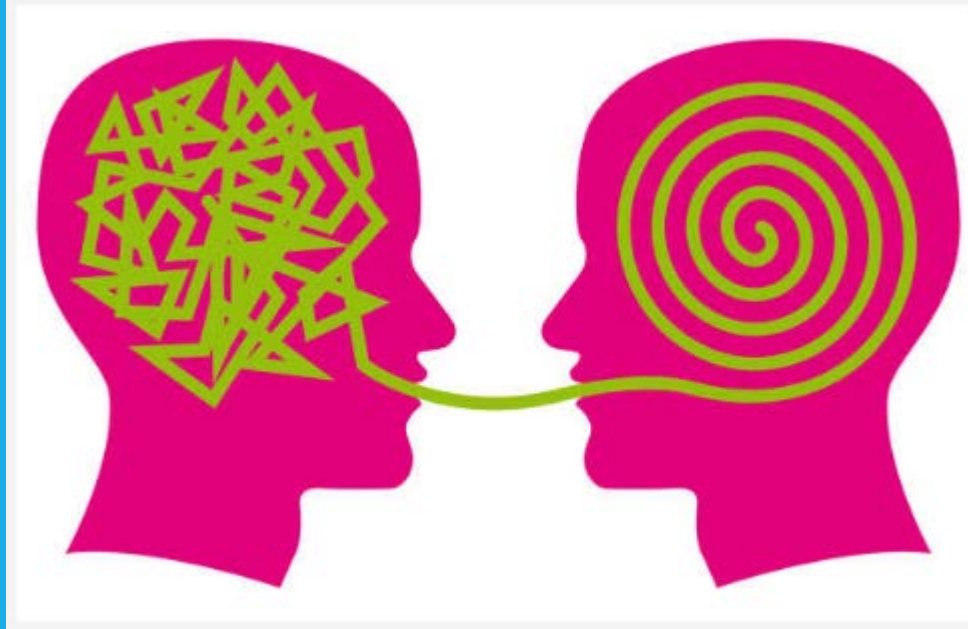




Brain Health Inequity: Race and Ethnicity

Structural and systemic factors including unequal access to health care, the health effects of racism, and differences in quality of care, as well as discrepancies in the prevalence of dementia risk factors (such as cardiovascular disease) play important roles in these differences.

Communication



How does dementia affect communication?

- Asking the same question numerous times.
- Saying inappropriate things.
- Using the same word or phrase without meaning, almost like a vocal tic.
- Having difficulty finding the right words.
- Getting angry or frustrated.
- Describing familiar objects rather than calling them by name.
- Easily losing a train of thought.
- Having difficulty organizing words logically.
- Relying on gestures more than speaking.



Communication Strategies:

One: Attitude matters

- Be kind. Be warm. Be patient. Smile!
- Be compassionate. They might feel embarrassment or shame.
- Don't talk down or use baby talk.
- Don't ignore the person with memory loss and speak only to the caregiver
- Make eye contact.
- Speak slowly; don't cover your mouth.
- Don't take things personally.
- You are the one with the healthy brain!

Communication Strategies:

Two: Use Improv

- Step into their world
- Don't tell them they are wrong
- Don't correct
- Don't say no
- Say: Yes, and....
- Listen, respond





Communication Strategies

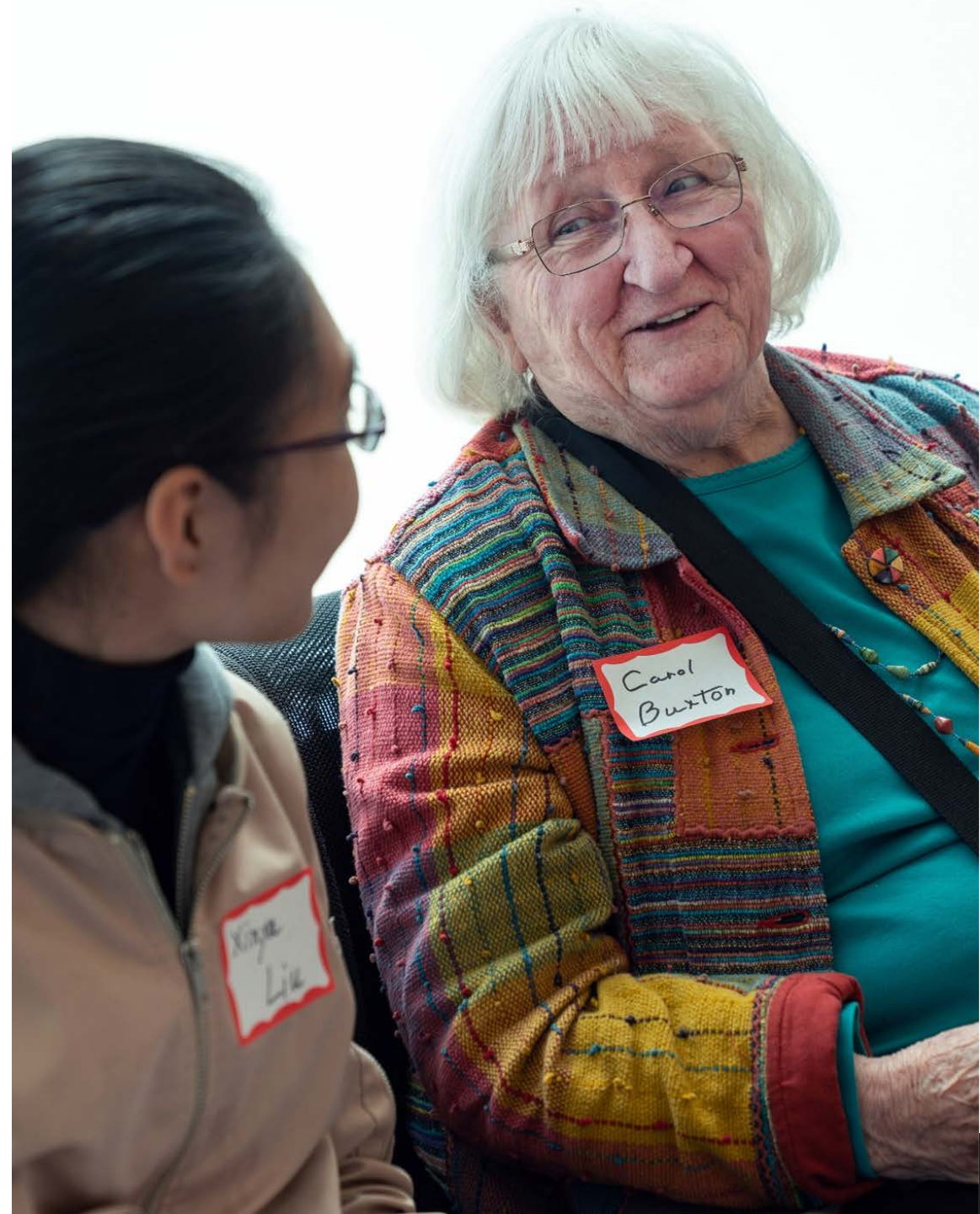
Three: Understand the impact of the disease

- Give the person time to finish a thought or find a word. BE PATIENT.
- Don't guess or help unless asked.
- Look for emotions behind the words
- Give visual cues
- Encourage non-verbal communication
- Don't say "remember?"

Communication Strategies:

Four: Keep it simple

- One concept at a time
- Limit your words
- Use concrete language
- Don't ask lots of questions





Your best friends are:

Warmth and kindness

Patience

Sense of humor



Be compassionate:

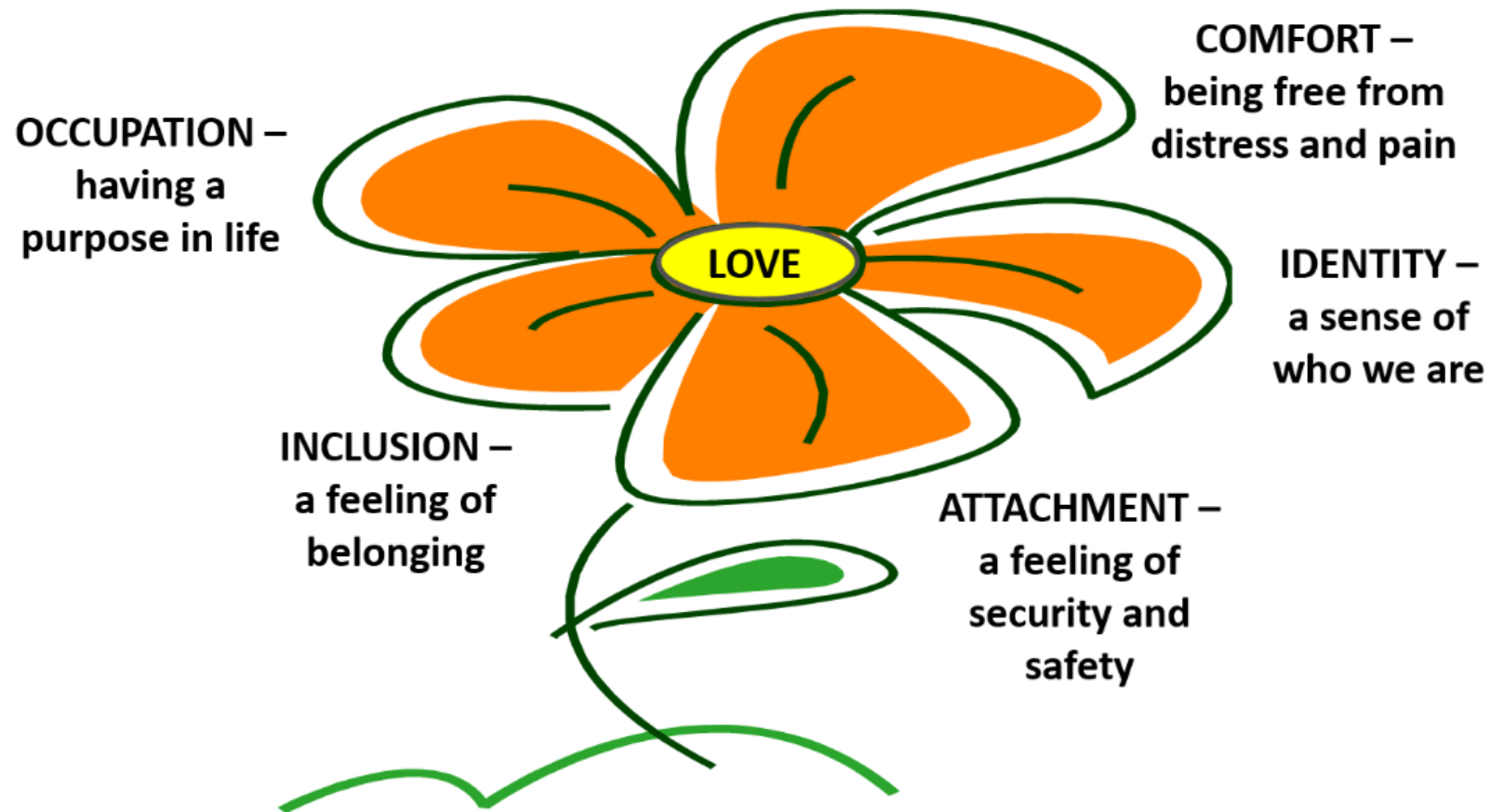
They are doing the best they can with the brain that they have!

Strengths and Desires



Personhood

Living With Dementia: Psychological Needs





People with dementia want to:

- Feel safe
- Feel valued
- Feel loved
- Have access to local places where people know them (like the library!)
- Keep their social connections so they still feel like they belong to the community

Their loved ones want this, too!

Living With Dementia: Strengths

Long-term memory

Procedural memory
How to do things

Living in the present moment

Use of non verbal skills to
communicate



Programs





Let's Chat!

If you do programming especially for people with dementia/Alzheimer's, please put that in the chat.



Memory Cafe

Memories in the Making

Memory Singers

Photography and Memory

Dementia and Technology





Issues:

Sometimes, trouble with tech is the canary in the coal mine – people will start having trouble with their tech before other signs occur

Sometimes, it isn't dementia at all

- Vision or hearing problems
- Internalized ageism

Strategies:

- Calm quiet space
- Notebook
- Checklists:
 - Large pictograms
 - Large print
 - Lots of white space
- Caregiver/friend/family support
- Creativity

Teaching Techniques:

No guessing	Immediately offer the correct response or give it as soon as you see hesitancy
Steps	Master the task one step at a time
Modeling	Demonstrate each step before asking the customer to do it
Verbal instruction	Verbally explain each step instead of just showing
Visual instruction	Use visual cues – a checklist with pictograms

Q and A

