Serving Patrons with Dementia

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Learning Outcomes

1. Participants leave feeling empowered to design and facilitate a customer service training at their library no matter their budget.

2. Participants understand the value of an interactive experience during training.
Training Objectives

1. To give patron-facing staff the tools to help them successfully serve patrons living with dementia and their care partners.

2. Once every patron-facing staff member has taken this training, Arapahoe Libraries will become a dementia friendly organization.
Training Overview

4 Training Elements
1. Pre-Work
2. Interactive experience
3. Customer Service Course
4. Further Exploration

Logistics
- Time – 3hrs
- Frequency – Once a month
- 10 staff per session
Pre-work

- Learning and sleep
- Pre-work design
  - ~20 minutes
- Pre-work content
- Send a reminder 1 week before
- Low cost idea
  - Email the PowerPoint as PDF
Interactive Experience

- The Virtual Dementia Tour
- The power of an interactive experience
  - Debrief conversation
- Low cost option
  - “A Walk Through Dementia” by Alzheimer’s Research UK
Low cost interactive experience

- Low cost
  - **Free** app
  - Cardboard headsets ~$5
- Created by Alzheimer’s Research UK
- Virtual Reality experience
  - 3 scenarios to choose from
  - ~3 minutes each
Customer Service Course

- Logistics
  - 1.5 hours
  - U-shape room set-up
  - 10 participants
  - Knowledgeable facilitators
Customer Service Course

Course design and content

- CONTEXT
- Topics covered
  - What is dementia?
  - Behaviors
- Importance of real world examples
- Videos
Customer Service Course

► Course design and content
  ► CONTEXT
  ► Topics covered
    ► What is dementia?
    ► Behaviors
  ► Importance of real world examples
  ► Videos
  ► 10 Tips
10 Tips for a successful interaction

1. Smile and keep a calm, kind tone of voice
2. Approach from the front
3. Speak clearly and get down or up to their level
4. Minimize questions
5. Give one direction at a time
6. Give them TIME, don’t rush
7. Take them to a quieter, well-lit area if overwhelmed
8. **With agitation:** Agree, Apologize, Join, Distract
9. **Enter their reality**
10. Go with the flow
Customer Service Course

► Course design and content
  ► CONTEXT
  ► Topics covered
    ► What is dementia?
    ► Behaviors
  ► Importance of real world examples
  ► Videos
  ► 10 Tips
  ► Scenarios vs role playing
Practice Scenario:

A patron is walking near your desk and looks lost and very worried. You ask him if you can help him and he says he doesn’t know where he is.

► How would you proceed?

► Which of the 10 tips would be helpful in this situation?
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- Importance of real world examples
- Scenarios vs role playing
- Reader's Advisory/Senior resources
Participant Feedback

“[The interactive experience] has helped me understand how to communicate in a meaningful way not only at work, but outside work too.”
"The most valuable thing I learned was that they need my patience and I will never see them in the same light again. They are adults and I won’t treat them like children.”
Further Exploration

- Participant evaluations
  - MORE!
- Document Format
- Document content
Next Steps

1. **Educate yourself**
   - Take classes with the Alzheimer’s Association (they are free!)
   - Look through the resources on Dementia Friendly America and The Purple Angel
   - Learn the Teepa Snow way (watch her videos on YouTube)
   - Learn how she treats and communicates with people who have dementia (she will change how you view dementia!)

2. **Get actual experience**
   - Volunteer at a memory café
   - Shadow someone who is doing what you want to do.

3. **Reach out to me!**
   - I will share the videos and resources I share with my classes
   - Please don’t pay for training or resources!
   - Mix and Match – Add an interactive experience to an existing training
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