



MyNHPCO

**Your Community:
Connect. Learn. Share.**

Volunteers visiting with non-verbal and less interactive patients

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**MyNHPCO Volunteer Management
Steering Committee**

Presenter:

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CDP, CADDCT, CMDCP**

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Experience

- Family caregiver for my mom
- Certified Dementia Practitioner and Certified Alzheimer's Disease and Dementia Care Trainer through NCCDP
- Certified Montessori Dementia Care Professional through ICCDP
- Dementia Trainer for Dane County Crisis Stabilization Coalition
- Volunteer Community Educator for the Alzheimer's Association
- Volunteer Dementia Friendly trainer
- Former Dementia Specialist at a memory care facility
- Former Activities Coordinator at an assisted living facility

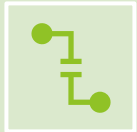


How comfortable are you about the topic of dementia, and training volunteers on it?



- ▶ Very comfortable, I'm an expert!
- ▶ I know a bit and feel like we have a good training program on dementia
- ▶ I really don't know a lot about it and have questions!

Learning goals



Identifying disconnect in volunteer's interactions with nonverbal/less interactive patients



Working in collaboration with care team to identify person-centered engagement ideas for patient



Implementing ideas and providing supplies for volunteers to have successful visits with their patient

Tell me...

Has this ever happened?





Identifying disconnect

Be a detective...

- get the volunteer's interpretation of what happened**
- how did the volunteer approach the patient?**
- was it the best time of day for the patient?**
- was this the patient's baseline?**

Now what?



Review request and information that you already have about the patient



Collaborate with team (especially Social Worker) to see if you can gain any more information or ideas



Call family member or facility if appropriate

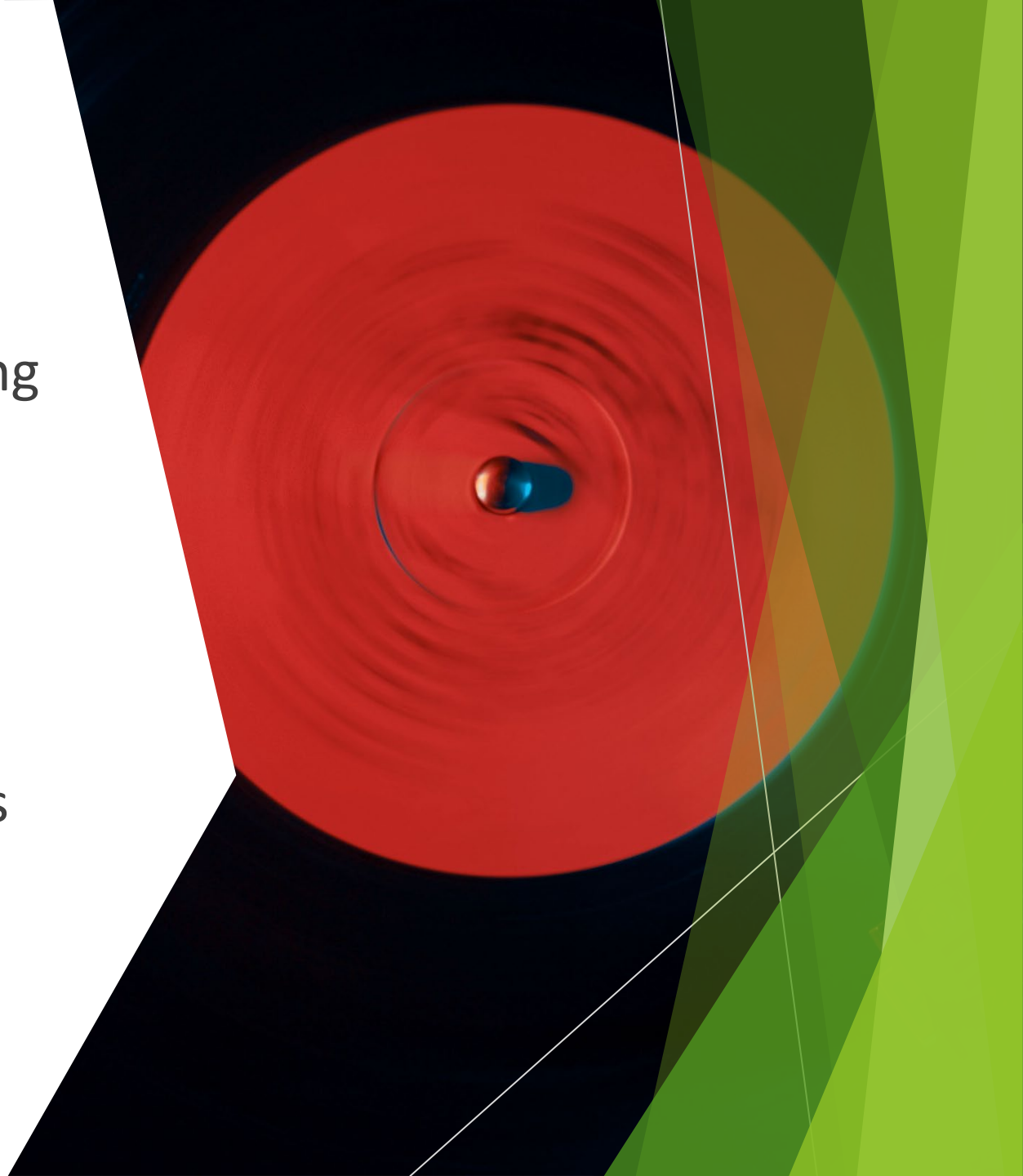
Putting ideas into practice



- ▶ Take what you learn and think about how you can incorporate that information into the volunteer's visit.
- ▶ Really use what you learn about their personal history and run with it!

More ideas

- ▶ Reminiscing
- ▶ Reading/looking through books
- ▶ Music
- ▶ Activities with purpose
- ▶ Fidget blankets and items



Keep in mind...

- ▶ These things don't have to be expensive to be effective. You can print things off Google for your volunteers to use with their patients and it can make a world of difference!
- ▶ Do not be discouraged if it doesn't work. Try again with something different!

It's ok to not “do” anything!

- ▶ There's value in being a quiet and caring presence



Now it's your turn!

- ▶ What are some situations that you've had?
- ▶ Can you think of something from that patient's background that could enhance the volunteer visits, providing person-centered care?
- ▶ What can you take from this information that you can put into practice?
- ▶ How can you encourage your volunteers to think outside of the box with these patients? What kind of resources can you offer them to do this?

Additional resources

- ▶ Videos that we use in volunteer training – Teepa Snow videos, “Reunited”
https://www.youtube.com/watch?v=Tp6c_oG1SBk
- ▶ Goldencarers.com – Australian based website geared toward activities
- ▶ Alzstore.com for engaging products
- ▶ Books – Lydia Burdick books, “Blue Sky White Clouds”, “Through the Seasons”
- ▶ Alz.org – Alzheimer’s Association website
- ▶ Local ADRC/Dept on Aging
- ▶ Dementia Matters podcast

Thank You!



Please feel free to reach out with any further questions!
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