



dementia friendly communities toolkit



Community Needs Assessment

Because everyone can make a difference in how Alzheimer’s impacts a community, the assessment looks at all community areas that can touch people with dementia and their families and caregivers. The 11 sector-based questionnaires are used to gather responses for this assessment. When fully completed, the assessment provides a broad look at your community, covering key aspects of a dementia-friendly community. See Assessment Instructions in Phase 3 – Analyze to understand how to approach, complete and synthesize the assessment.

Use this full community needs assessment to:

- Understand the questions that assess how dementia friendly your community is
- Help determine which of the 11 sector-based questionnaires your community should use
- See how the sector questionnaires come together to create a full picture of your community
- Document the responses to the assessment questions (note: some responses will be entered into other tools, where indicated)

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Alzheimer's/Dementia in Your Community

Define your community by specifying the population or geographic area that shares the common goal of creating a dementia-friendly community.

Community _____

Gather the following demographic information about your community. Add your findings to A, B, and C below. Access the following resource to obtain numbers:

American Fact Finder

<http://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

A. Estimate your population over the age of 65 years. Divide by 10 to estimate the number of people over 65 with Alzheimer's and related dementias.

_____ ÷ 10 = _____ people over 65 with dementia

B. Estimate your population over the age of 85 years. Divide by 3 to estimate the number of people over 85 with Alzheimer's and related dementias.

_____ ÷ 3 = _____ people over 85 with dementia

C. 7 of 10 people with Alzheimer's lives in the community and of that 7 people, 2 live alone. Estimate your population with dementia that lives alone. Multiply your estimate of the number of people over age 65 with dementia (from question A) by .70 (70 percent) and then multiply that number by .26 (26 percent) to estimate the number of people with dementia living alone.

_____ X .70 = _____ X .26 = _____ people with dementia living alone

Determine diverse and underserved populations that would benefit from having dementia resources tailored for them. First check all of the populations who are part of your community. Access the following resource:

Culture Care Connection

<http://www.culturecareconnection.org/navigating/mncountyprofiles.html>

- | | |
|---|--|
| <input type="checkbox"/> African American | <input type="checkbox"/> Iraqi |
| <input type="checkbox"/> American Indian | <input type="checkbox"/> Karen |
| <input type="checkbox"/> Asian Indian | <input type="checkbox"/> LGBTQ (lesbian, gay, bisexual, transgender and questioning) |
| <input type="checkbox"/> Bhutanese | <input type="checkbox"/> Liberian |
| <input type="checkbox"/> Cambodian | <input type="checkbox"/> Russian |
| <input type="checkbox"/> Deaf and Hard-of-Hearing | <input type="checkbox"/> Somali |
| <input type="checkbox"/> Ethiopian | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Hispanic/Latino | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Hmong | |

Awareness

Question 1a

Have you had personal experience with someone with dementia? (all sectors)

Question 1b

Have you had professional experience with someone with dementia? (Sectors: Business, Caregiver Services and Supports, Community Services and Supports, Faith, Legal and Financial, Local Government)

Inviting people to participate in the assessment builds their awareness about dementia and a dementia-friendly community. Tally responses to summarize the reach of your community assessment and the extent of participants' personal and professional experience with someone with dementia.

Tally responses below:

Questionnaires	Number of Questionnaires Completed	Q1a Number of people w/ personal experience with someone with dementia	Q1b Number of people w/ professional experience with someone with dementia
Business			
Caregiver Services and Supports			
Community Members			NA
Community Services and Supports			
Faith			
Legal and Financial			
Local Government			
Residential Settings			NA

Continued on next page

Health Care Community			
- Clinic			NA
- Home Care			NA
- Hospital			NA
- Nursing Homes (see Residential Settings)	NA	NA	NA
TOTALS			

NA = not applicable

Responses to the following three open-ended questions should be documented in their corresponding worksheets. (all sectors)

Question 2

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families?

Question 3

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families?

Question 4

What resources and organizations would you suggest to individuals who may show signs of dementia?

Question 5

This question asks about awareness of the resources and organizations that can help support people with dementia and their families.

(Sectors: Business, Clinic, Caregiver Services and Supports, Community Member, Community Services and Supports, Faith, Hospital, Home Care, Legal and Financial, Local Government, Residential Setting)

Plot responses to the following opinion questions in matrix 5.

Q5 Level of Current Activity	Q5 Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 6

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality.

(Sectors: Business, Caregiver Services and Supports, Community Member, Community Services and Supports, Faith, Legal and Financial, Local Government, Residential Setting)

Plot responses to the following opinion questions in matrix 6.

Q6 Level of Dementia Knowledge	Q6 Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 7

This question asks about skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.)

(Sectors: Business, Clinic, Caregiver Services and Supports, Community Member, Community Services and Supports, Faith, Legal and Financial, Local Government, Residential Setting)

Plot responses to the following opinion questions in matrix 7.

Q7 Level of Interaction Skills	Q7 Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations).

(Sectors: Business, Clinic, Caregiver Services and Supports, Community Member, Community Services and Supports, Faith, Hospital, Home Care, Legal and Financial, Local Government, Residential Setting)

Plot responses to the following opinion questions in matrix 8.

Q8 Level of Current Activity	Q8 Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 9

Does your business/faith community/office/department/organization provide its employees/staff/clergy/volunteers with education and training about recognizing dementia and effective dementia-friendly communication skills?

(Sectors: Business, Community Member, Community Services and Supports, Faith, Legal and Financial, Local Government)

Tally responses below.

Questionnaires	Yes	No	Unsure
Business			
Community Member			
Community Services and Supports			
Faith			
Legal and Financial			
Local Government			
Totals			

If yes, list the trainings and briefly describe (title, content). Add rows to the table below as needed.

Inventory of education and trainings offered (title, content)

Plot responses to the following opinion questions in matrix 9.

Q9 Level of Current Activity	Q9 Priority for Action
Indicate your level of agreement with this statement: Our business/faith community/office/department/organization currently provides our employees/staff/clergy/volunteers with education and training on recognizing dementia and effective dementia-friendly communication skills.	Indicate your level of agreement with this statement: Increased employee/staff/clergy/volunteer education and training on dementia and effective dementia-friendly communication skills should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Has your business/faith community/office/department/organization assessed whether its physical environment is dementia friendly?

(Sectors: Business, Community Services and Supports, Faith, Legal and Financial, Local Government)

Tally responses below.

Questionnaires	Yes	No	Unsure
Business			
Community Services and Supports			
Faith			
Legal and Financial			
Local Government			
Totals			

Plot responses to the following opinion questions in matrix 10.

Q10 Level of Current Activity	Q10 Priority for Action
Indicate your level of agreement with this statement: Our community currently ensures that physical environments and public spaces are dementia friendly.	Indicate your level of agreement with this statement: Making physical environments and public spaces dementia-friendly should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Education and Training for Family Caregivers

Question 11

For caregivers of people with dementia, do you currently provide education and training about Alzheimer’s disease and care needs? (Sector: Caregiver Services and Supports)

Tally responses below.

Yes	No	Unsure

If yes, list the trainings, briefly describe (title, content), and list who provides them. Add rows to the table below as needed. You can choose to develop a detailed list of organizations that provide these trainings now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of education and trainings offered to caregivers of people with dementia (title, content)	Which organization(s) provide education and training?

Plot responses to the following opinion questions in matrix 11.

Q11 - Level of Current Activity	Q11 - Priority for Action
Indicate your level of agreement with this statement: Caregivers of people with dementia in our community currently receive adequate education and training on dementia.	Indicate your level of agreement with this statement: Increased education and training on dementia for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Caregiver Counseling, Support Groups and Services

Question 12

Do you currently offer any of the following counseling/support groups for caregivers of people with dementia? (Sector: Caregiver Services and Supports)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of supports specific for caregivers of people with dementia	Currently available?	
	Yes	No
Family counseling/Family meeting		
Support groups		
Mentoring program/Peer support		
Other (please specify)		

Plot responses to the following opinion questions in matrix 12.

Q12 - Level of Current Activity	Q12 - Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of counseling/support groups for caregivers of people with dementia.	Indicate your level of agreement with this statement: Increasing the level of counseling/support groups for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 13

Do you currently offer any of the following services for caregivers of people with dementia? Are they tailored to dementia? (Sector: Caregiver Services and Supports)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of services for caregivers	Currently available?		
	Yes	Yes and Tailored to Dementia	No
Caregiver Coaching			
Care Consultation			
Other (please specify)			

Plot responses to the following opinion questions in matrix 13.

Q13 - Level of Current Activity	Q13 - Priority for Action
Indicate your level of agreement with this statement: Our community provides an adequate level of caregiving coaching/care consultation services for caregivers of people with dementia.	Indicate your level of agreement with this statement: Increasing the level of caregiving coaching/care consultation services for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 14

Do you currently offer any of the following respite programs or services?
 Are the respite options social in nature only or do they include medical care as well?
 Are they tailored to dementia?

(Sector: Caregiver Services and Supports)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of respite options for caregivers	Currently available?					
	Yes	No	Social only	Medical only	Both social and medical	Tailored to Dementia
Adult day programs						
Emergency or crisis respite						
Extended respite						
In-home						
Overnight, weekend respite						
Other (please specify)						

Plot responses to the following opinion questions in matrix 14.

Q14- Level of Current Activity	Q14 - Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of respite programs or services for caregivers of people with dementia.	Indicate your level of agreement with this statement: Increasing the level of respite programs or services for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Wellness Programs

Question 15

Which of the following wellness programs, tailored to people with dementia who live outside a formal care setting, does your agency/organization currently provide in our community?

(Sectors: Community Services and Supports, Home Care)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual surveys).

Inventory of programs tailored to people with dementia	Currently available?	
	Yes	No
Social engagement through telephone or visiting volunteers/companions		
Physical activity programs		
Tai Chi, yoga		
Other (please specify)		

Plot responses to the following opinion questions in matrix 15.

Q15 - Level of Current Activity	Q15 - Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of wellness programs tailored to people with dementia living outside a formal care setting.	Indicate your level of agreement with this statement: Increasing the level of wellness programs tailored to people with dementia living outside a formal care setting should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Meaningful Engagement Activities

Question 16

Which of the following meaningful engagement activities, tailored to people with dementia living outside a formal care setting, does your organization currently provide in our community?

(Sector: Community Services and Supports)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of activities tailored to people with dementia	Currently available?	
	Yes	No
Adult day programs		
Creative arts programs (e.g., art or music)		
Intergenerational connections		
Outings/group activity programs		
Other (please specify)		

Plot responses to the following opinion questions in matrix 16.

Q16 - Level of Current Activity	Q16 - Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of meaningful engagement activities tailored to people with dementia living outside a formal care setting.	Indicate your level of agreement with this statement: Increasing the level of meaningful engagement activities tailored to people with dementia living outside a formal care setting should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Independence at Home Services

Question 17

The following services assist people with dementia to remain independent in their homes. Which ones does your agency/organization currently provide our community?

(Sector: Community Services and Supports, Home Care)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of services that help people with dementia remain independent at home	Currently available?	
	Yes	No
Care managers/care coordinators		
Chore services (e.g., laundry, lawn mowing)		
Home safety assessment/fall prevention		
Grocery/pharmacy delivery		
Meal delivery (e.g., Meals on Wheels)		
Medication Management		
Personal care assistant/home health aide		
Occupational, physical or speech therapy		
Safety programs/devices for remote location monitoring (e.g., Comfort Zone, Lifeline, MedicAlert + Safe Return, Project Lifesaver)		
Transportation		
Other (please specify)		

Plot responses to the following opinion questions in matrix 17.

Q17 - Level of Current Activity	Q17 - Priority for Action
Indicate your level of agreement with this statement: Our community currently provides an adequate level of services to help people with dementia remain independent in their homes.	Indicate your level of agreement with this statement: Increasing the level of services to help people with dementia remain independent in their homes should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Residential Settings

Question 18

Which types of living options does your organization have in our community? Are they tailored for people with dementia (e.g., memory care)?

(Sector: Residential Settings)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of living options	Currently available?		
	Yes	Tailored to Dementia	No
Independent living communities			
Assisted living residences			
Nursing homes			
Other (please specify)			

Plot responses to the following opinion questions in matrix 18.

Q18 - Level of Current Activity	Q18 - Priority for Action
Indicate your level of agreement with this statement: Our community currently provides adequate living options for people with dementia.	Indicate your level of agreement with this statement: Increasing the level of living options for people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Government: Disaster Planning

Question 19

Does our community's disaster plan include contingencies for serving people with dementia?
(Sector: Local Government)

Tally responses below.

Yes	No	Unsure

Plot responses to the following opinion questions in matrix 19.

Q19 - Level of Current Activity	Q19 - Priority for Action
Indicate your level of agreement with this statement: Our community has adequate disaster planning contingencies for serving people with dementia.	Indicate your level of agreement with this statement: Improving our community's disaster planning contingencies for people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Transportation

Question 20

Which of the following transportation options currently are available in our community for people with dementia?

(Sectors: Community Services and Supports, Local Government)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of organizations that provide these services now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of transportation services	Currently available?	
	Yes	No
Individual options - volunteer based (e.g., community agency or church drivers, RSVP/retired and senior volunteer program, veterans)		
Individual options – public or commercial (e.g., bus, clinic shuttle, light rail, taxi cab, van)		
Group options (e.g., pick up services by senior or community center, adult day service)		
Other (please specify)		

Plot responses to the following opinion questions in matrix 20.

Q20 - Level of Current Activity	Q20 - Priority for Action
Indicate your level of agreement with this statement: Our community currently provides adequate transportation options for people with dementia.	Indicate your level of agreement with this statement: Increasing transportation options for people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Health Care: Cognitive Impairment, Assessment, Management

Question 21

Does your agency/health care organization use an objective tool to assess cognition with older patients? For example, Mini-cog, Montreal Cognitive Assessment (MoCA), St. Louis University Mental Status (SLUMS)

(Sectors: Clinic, Home Care, Hospital)

Tally responses below. You can choose to develop a detailed list of organizations that use objective assessment tools now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of health care organizations using objective tools to assess cognition among older patients	Yes	No
Clinics		
Home care		
Hospitals		

Plot responses to the following opinion questions in matrix 21.

Q21 - Level of Current Activity	Q21 - Priority for Action
Indicate your level of agreement with this statement: Health care organizations in our community adequately use objective tools to assess cognition with older patients.	Indicate your level of agreement with this statement: Increased use of objective tools to assess cognition with older patients should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 22

When cognitive impairment is identified, does your agency/health care organization have a standard practice for further assessment (communicate or refer to primary care or another provider, do an in-clinic workup)?

(Sectors: Clinic, Home Care, Hospital)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list about organizations and their standard practices now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Inventory of health care organizations using standard practice for further assessment	No standard practices	Communication or referral to primary care or other provider	In-clinic workup
Clinics			
Home care			NA
Hospitals			NA

Plot responses to the following opinion questions in matrix 22.

Q22 - Level of Current Activity	Q22 - Priority for Action
Indicate your level of agreement with this statement: Health care organizations in our community have adequate standard practices for follow-up care when cognitive impairment is identified.	Indicate your level of agreement with this statement: Increased use of standard follow-up care when cognitive impairment is identified should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 23

Does your clinic have an Electronic Medical Record Decision Support Tool for cognitive impairment/dementia (e.g., Smart Set for cognitive impairment/dementia)?

(Sector: Clinic)

Tally responses below. Add rows to the table as needed. You can choose to develop a detailed list of clinics and their use of decision support tools now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Health Care Organization	Yes	No
Clinics		

Plot responses to the following opinion questions in matrix 23.

Q23 - Level of Current Activity	Q23 - Priority for Action
Indicate your level of agreement with this statement: Clinics currently have adequate use of electronic medical record decision support tools for cognitive impairment/dementia.	Indicate your level of agreement with this statement: Increased use in clinics of electronic medical record decision support tools for cognitive impairment/dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Health Care: Staff Training

Question 24

Does your health care organization/agency/residential setting train its direct care staff on dementia? Indicate frequency for each training topic.

(Sectors: Home Care, Hospital, Residential Setting)

Tally responses for each training topic by health care organization type. You can choose to develop a detailed list about organizations and how they train staff now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Training topic	Indicate whether training is provided			
	Never	At hire	Periodically	Not applicable
Identification of Dementia	H: HC: RS:	H: HC: RS:	H: HC: RS:	H: HC: RS:
Behavior as Communication	H: HC: RS:	H: HC: RS:	H: HC: RS:	H: HC: RS:
End of Life Care	H: HC: RS:	H: HC: RS:	H: HC: RS:	H: HC: RS:
Individual Patient/Resident Needs	H: HC: RS:	H: HC: RS:	H: HC: RS:	H: HC: RS:
Medications	H: HC: RS:	H: HC: RS:	H: HC: RS:	H: HC: RS:
Supporting Family Caregivers	H: HC: RS:	H: HC: RS:	H: HC: RS:	H: HC: RS:

Plot responses to the following opinion questions in matrix 24.

Q24 - Level of Current Activity	Q24 - Priority for Action
Indicate your level of agreement with this statement: Direct care staff in our community receive adequate training on dementia.	Indicate your level of agreement with this statement: Increased training for direct care staff on dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 25

Does your clinic train staff (e.g., medical assistants, physicians, physician assistants, nurse practitioners, nurses, care managers) on dementia care best practices? Indicate frequency for each training type.

(Sector: Clinic)

Tally responses for each training topic. You can choose to develop a detailed list about clinics and how they train staff now or wait to see if your community identifies a priority for action that requires this information (be sure to retain the individual questionnaires).

Training topic	Indicate whether training is provided			
	Never	At hire	Periodically	Not applicable
Screening for cognitive impairment using objective tool; e.g., Mini-Cog, MoCA, SLUMS				
Provision of dementia workup according to guidelines; e.g., AAN, ACT practice tool				
Treatment and management of Alzheimer’s disease or other dementia				
Supporting family caregivers				

Plot responses to the following opinion questions in matrix 25.

Q25 - Level of Current Activity	Q25 - Priority for Action
Indicate your level of agreement with this statement: Clinic staff currently receive adequate training on dementia care best practices.	Indicate your level of agreement with this statement: Increased training for clinic staff on dementia care best practices should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Project Involvement (all sectors)

Responses to the following questions are best tracked in the Community Needs Assessment – Master List of Survey Contacts spreadsheet.

Question 26

Would you be interested in helping us create a dementia-friendly community? (track in Master Contact List)

Question 27

What other organizations/groups in our community should take part in creating a dementia-friendly community? (track in Master Contact List)

Question 28

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (track in Master Contact List)



dementia friendly communities toolkit

Questionnaire: Business

Businesses can become dementia friendly by training employees on how to recognize the signs of dementia, how to communicate effectively with people who have dementia and their families and by creating welcoming physical environments.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in business associations or the chamber of commerce.

Interviewing Businesses

1. Develop a list of all for profit businesses in your community. Business associations and chambers of commerce can help you identify them. Some examples include banks, retail, restaurants, hair salons, dentists, vision and hearing professionals, chiropractors, pharmacies, insurance agents, grocery stores, etc.
2. Prioritize and determine which businesses to contact.
3. Identify the appropriate contact(s) in each business.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, business questionnaires would be B1 for the first interviewee, B2 for the second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself and the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, Know the 10 Signs and Dementia-Friendly Business guide.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: B

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? Yes No
(Q1a in full assessment)

Question 2

Have you had professional experience with someone with dementia? Yes No
(Q1b in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 3

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 4

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 5

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 6

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree	1. Strongly disagree
2. Disagree	2. Disagree
3. Neither agree or disagree	3. Neither agree or disagree
4. Agree	4. Agree
5. Strongly agree	5. Strongly agree
0. Do not know	0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 7

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 9

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Does your business provide its employees with education and training about recognizing dementia and effective dementia-friendly communication skills? (Q9 in full assessment)

Yes No Unsure

If yes, list the trainings and briefly describe (title, content).

Inventory of education and trainings offered (title, content)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our business currently provides our employees with education and training on recognizing dementia and effective dementia-friendly communication skills.	Indicate your level of agreement with this statement: Increased education and training on dementia and effective dementia-friendly communication skills should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 11

Has your business assessed whether its physical environment is dementia friendly?
(Q10 in full assessment)

Yes No Unsure

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our business currently ensures that its physical environment is dementia friendly.	Indicate your level of agreement with this statement: Making the physical environment of a business dementia-friendly should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 12

Would you be interested in helping us create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, e.g., meeting space, advertising, personnel, funds, etc.
- Other:

Question 13

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 14

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



dementia friendly communities toolkit



Questionnaire: Caregiver Services and Supports

Services and supports for family caregivers of people with dementia are needed in communities striving to become dementia friendly. They include counseling, support groups, caregiver coaching, care consultation, respite, and education and training on dementia and care needs.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in caregiver support services.

Interviewing Caregiver Services and Support Providers

1. Develop a list of agencies/organizations that provide services or support to caregivers such as adult day, support groups, and respite care providers. This questionnaire is not intended for family caregivers.
2. Prioritize and determine which organizations to contact.
3. Identify the appropriate contact(s) in these organizations.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, caregiver services and support provider questionnaires would be CG1 for the first interviewee, CG2 for the second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself and the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, and Know the 10 Signs.
8. Conduct the interview.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: CG

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? Yes No
(Q1a in full assessment)

Question 2

Have you had professional experience with someone with dementia? Yes No
(Q1b in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 3

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 4

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 5

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 6

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree	1. Strongly disagree
2. Disagree	2. Disagree
3. Neither agree or disagree	3. Neither agree or disagree
4. Agree	4. Agree
5. Strongly agree	5. Strongly agree
0. Do not know	0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 7

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 9

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Education and Training for Family Caregivers

Question 10

For caregivers of people with dementia, do you currently provide education and training about Alzheimer’s disease and care needs? (Q11 in full assessment)

Yes No Unsure

If yes, list the trainings and briefly describe (title, content).

Education and trainings offered for caregivers of people with dementia (title, content)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Caregivers of people with dementia in our community currently receive adequate education and training on dementia.	Indicate your level of agreement with this statement: Increased education and training on dementia for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Caregiver Counseling, Support Groups and Services

Question 11

Do you currently offer any of the following counseling/support groups for caregivers of people with dementia? (Q12 in full assessment)

Supports specific for caregivers of people with dementia	Currently available
Family counseling/Family meeting	<input type="checkbox"/> Yes <input type="checkbox"/> No
Support groups	<input type="checkbox"/> Yes <input type="checkbox"/> No
Mentoring program/Peer support	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of counseling/support groups for caregivers of people with dementia.	Indicate your level of agreement with this statement: Increasing the level of counseling/support groups for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 12

Do you currently offer any of the following services for caregivers of people with dementia? Are they tailored to people with dementia? (Q13 in full assessment)

Services for caregivers	Currently available	Tailored to dementia? Describe how.
Caregiver coaching	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes
Care consultation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes
Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community provides an adequate level of caregiving coaching/care consultation services for caregivers of people with dementia.	Indicate your level of agreement with this statement: Increasing the level of caregiving coaching/care consultation services for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 13

Do you currently offer any of the following respite programs or services?

Are the respite options social in nature only or do they include medical care as well?

Are they tailored to people with dementia?

(Q14 in full assessment)

Respite options for caregivers	Currently available	Social or medical model?	Tailored to dementia? Describe how.
Adult day programs	___ Yes ___ No		___ Yes
Emergency or crisis respite	___ Yes ___ No		___ Yes
Extended respite	___ Yes ___ No		___ Yes
In home	___ Yes ___ No		___ Yes
Overnight, weekend respite	___ Yes ___ No		___ Yes
Other (please specify)	___ Yes ___ No		___ Yes

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of respite programs or services for caregivers of people with dementia.	Indicate your level of agreement with this statement: Increasing the level of respite programs or services for caregivers of people with dementia should be a priority for action in our community.
1. Strongly disagree	1. Strongly disagree
2. Disagree	2. Disagree
3. Neither agree or disagree	3. Neither agree or disagree
4. Agree	4. Agree
5. Strongly agree	5. Strongly agree
0. Do not know	0. Do not know

Question 14

Would you be interested in helping us create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, e.g., meeting space, advertising, personnel, funds, etc.
- Other:

Question 15

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 16

Should I be in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



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Questionnaire: Clinic

Clinics can play a critical role in a dementia-friendly community from identification of cognitive impairment and assessment to management of Alzheimer's disease and dementia.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment.

This interview can be completed by anyone on the action team, particularly someone with contacts in the health care sector.

Interviewing Clinics

1. Develop a list of all of the clinics in your community.
2. Prioritize and determine which clinics to contact.
3. Contact the administration office at each clinic to determine who would be appropriate to answer the questions for the clinic e.g., physicians, physician assistants, nurse practitioners, nurses, nurse aides, social workers, care coordinators.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, clinic questionnaires would be C1 for first interviewee, C2 for second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself, the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, Know the 10 Signs, and Dementia-Friendly Health Care Setting guide.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code:

Name

Title

Address

Phone

Email

Ask a sample of all clinic staff (e.g., physicians, physician assistants, nurse practitioners, nurses, social workers , care coordinators) in your community these questions.

Awareness

Question 1

Have you had personal experience with someone with dementia? ___ Yes ___ No
(Q1a in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 2

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 3

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 4

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 5

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer’s disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 6

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Health Care: Cognitive Impairment, Assessment, Management

Question 7

Does your clinic use an objective tool to assess cognition with older patients? For example, Mini-cog, Montreal Cognitive Assessment (MoCA), St. Louis University Mental Status (SLUMS) (Q21 in full assessment)

Yes No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Clinics in our community adequately use objective tools to assess cognition with older patients.	Indicate your level of agreement with this statement: Increased use of objective tools to assess cognition with older patients should be a priority for action in our community.
1. Strongly disagree	1. Strongly disagree
2. Disagree	2. Disagree
3. Neither agree or disagree	3. Neither agree or disagree
4. Agree	4. Agree
5. Strongly agree	5. Strongly agree
0. Do not know	0. Do not know

Question 8

When cognitive impairment is identified, does your clinic have a standard practice for further assessment (communicate or refer to primary care or another provider, do an in-clinic workup)? (Q22 in full assessment)

Yes No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Clinics in our community have adequate standard practices for follow-up care when cognitive impairment is identified.	Indicate your level of agreement with this statement: Increased use of standard follow-up care when cognitive impairment is identified should be a priority for action in our community.
1. Strongly disagree	1. Strongly disagree
2. Disagree	2. Disagree
3. Neither agree or disagree	3. Neither agree or disagree
4. Agree	4. Agree
5. Strongly agree	5. Strongly agree
0. Do not know	0. Do not know

Question 9

Does your clinic have an Electronic Medical Record Decision Support Tool for cognitive impairment/dementia (e.g. Smart Set for cognitive impairment/dementia)? (Q23 in full assessment)

___ Yes ___ No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Clinics currently have adequate use of electronic medical record decision support tools for cognitive impairment/dementia.	Indicate your level of agreement with this statement: Increased use in clinics of electronic medical record decision support tools for cognitive impairment/dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Does your clinic train staff (e.g., medical assistants, physicians, physician assistants, nurse practitioners, nurses, care managers) on dementia care best practices? Indicate frequency for each training type. (Q25 in full assessment)

Training type	Indicate whether training is provided			
	Never	At hire	Periodically	Not applicable
Screening for cognitive impairment using objective tool e.g. Mini-Cog, MoCA, SLUMS				
Provision of dementia workup according to guidelines e.g. AAN, ACT practice tool				
Treatment and management of Alzheimer's disease or other dementia				
Supporting family caregivers				

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Clinic staff currently receive adequate training on dementia care best practices.	Indicate your level of agreement with this statement: Increased training for clinic staff on dementia care best practices should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 11

Would you be interested in helping us to create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, i.e., meeting space, advertising, personnel, funds, etc.

Question 12

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 13

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



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Questionnaire: Community Member

Community members representing a variety of organizations can become dementia-friendly. Community members often encounter people with dementia during the course of their daily lives. Having a comfort level for interacting with people with dementia and an awareness of when some assistance is needed can positively impact people with dementia and their families.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team.

Depending on the size of your community or how well you know your community, ask the following questions of leaders who represent each type of organization or ask a sampling of people representative of these community members.

Interviewing Community Members

1. Develop a list of organizations to contact in your community. This could include educational institutions (e.g., K-12 schools, colleges, universities), service clubs (e.g., Kiwanis; Knights of Columbus; Lions; Rotary International; Fraternal Order of Eagles; Optimist Club; Elk Club; veteran service organizations), volunteer service organizations (e.g., senior companions), museums, libraries, food shelf and youth groups.
2. Prioritize and determine which organizations to contact.
3. Identify the appropriate contact(s) in each organization.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, community member questionnaires would be CM1 for the first interviewee, CM2 for the second, etc.
6. Use the Call Script or Email Template to introduce yourself and the project and to schedule an interview.
7. Gather necessary materials you will share at the interview: questionnaire, dementia-friendly community infographic and Know the 10 Signs.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis process.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: CM

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? ___ Yes ___ No
(Q1a in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 2

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 3

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 4

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 5

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 6

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 7

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 9

Does your organization provide its staff/volunteers with education and training about recognizing dementia and effective dementia-friendly communication skills? (Question 9 in full assessment)

Yes No Unsure

If yes, list the trainings and briefly describe (title, content).

Inventory of education and trainings offered (title, content)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our organization currently provides our staff/volunteers with education and training on recognizing dementia and effective dementia-friendly communication skills.	Indicate your level of agreement with this statement: Increased staff/volunteer education and training on dementia and effective dementia-friendly communication skills should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Would you be interested in helping us create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, e.g., meeting space, advertising, personnel, funds, etc.
- Other:

Question 11

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 12

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



dementia friendly communities toolkit



Questionnaire: Community Services and Supports

Community services and support providers play a critical role in a dementia-friendly community, offering wellness programs, meaningful engagement activities, and services that support independence at home.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in community services and supports.

Interviewing Community Services and Support Providers

1. Develop a list of all of the community services and support providers in your community. Some examples include wellness programs (e.g., fitness centers, YMCA/YWCA), meaningful engagement programs/activities (e.g., creative arts, music, group programs), services that support independence at home (e.g., chore, home safety, meal delivery), senior centers, community health workers.
2. Prioritize and determine which agencies/providers to contact.
3. Identify the appropriate contact(s) in these organizations.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, community services and support provider questionnaires would be CS1 for the first interviewee, CS2 for the second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself and the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, and Know the 10 Signs.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: CS

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? Yes No
(Q1a in full assessment)

Question 2

Have you had professional experience with someone with dementia? Yes No
(Q1b in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 3

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 4

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 5

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 6

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 7

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 9

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Does your organization provide its employees/volunteers/staff with education and training about recognizing dementia and effective dementia-friendly communication skills? (Question 9 in full assessment)

Yes No Unsure

If yes, list the trainings and briefly describe (title, content).

Inventory of education and trainings offered (title, content)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our organization currently provides our employees/volunteers/staff with education and training on recognizing dementia and effective dementia-friendly communication skills.	Indicate your level of agreement with this statement: Increased education and training on dementia and effective dementia-friendly communication skills should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Wellness Programs

Question 11

Which of the following wellness programs, tailored to people with dementia who live outside a formal care setting, does your organization currently provide in our community? (Q15 in full assessment)

Programs tailored to people with dementia	Currently available	Which organization(s) provide these programs?
Social engagement through telephone or visiting volunteers/companions	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Physical activity programs	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Tai Chi, Yoga	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of wellness programs tailored to people with dementia who live outside a formal care setting.	Indicate your level of agreement with this statement: Increasing the level of wellness programs tailored to people with dementia who live outside a formal care setting should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Meaningful Engagement Activities

Question 12

Which of the following meaningful engagement activities, tailored to people with dementia who live outside a formal care setting, does your organization currently offer in our community?
(Q16 in full assessment)

Activities tailored to people with dementia	Currently available
Adult day programs	<input type="checkbox"/> Yes <input type="checkbox"/> No
Creative arts programs (e.g., art or music)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Intergenerational connections	<input type="checkbox"/> Yes <input type="checkbox"/> No
Outings/group activity programs	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of meaningful engagement activities tailored to people with dementia who live outside a formal care setting.	Indicate your level of agreement with this statement: Increasing the level of meaningful engagement activities tailored to people with dementia who live outside a formal care setting should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Independence at Home Services

Question 13

The following services assist people with dementia to remain independent in their homes. Which ones does your organization currently provide our community? (Q17 in full assessment)

Services that help people with dementia remain independent at home	Currently provide
Care managers/care coordinators	<input type="checkbox"/> Yes <input type="checkbox"/> No
Chore services (e.g., laundry, lawn mowing)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Home safety assessment/fall prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No
Grocery/pharmacy delivery	<input type="checkbox"/> Yes <input type="checkbox"/> No
Meal delivery (e.g., Meals on Wheels)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Medication management	<input type="checkbox"/> Yes <input type="checkbox"/> No
Occupational, physical or speech therapy	<input type="checkbox"/> Yes <input type="checkbox"/> No
Personal care assistant/home health aide	<input type="checkbox"/> Yes <input type="checkbox"/> No
Safety programs/devices for remote location monitoring (e.g., Comfort Zone, Lifeline, MedicAlert + Safe Return, Project Lifesaver)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Transportation	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently provides an adequate level of services to help people with dementia remain independent in their homes.	Indicate your level of agreement with this statement: Increasing the level of services to help people with dementia remain independent in their homes should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 14

Would you be interested in helping us create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, e.g., meeting space, advertising, personnel, funds, etc.
- Other:

Question 15

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 16

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



dementia friendly communities toolkit



Questionnaire: Faith Community

Faith communities can become dementia friendly by training clergy and staff on how to recognize the signs of dementia, and how to communicate effectively with people who have dementia and their families and by creating welcoming physical environments.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in the faith community.

Interviewing a Faith Community

1. Develop a list of all faith organizations in your community. Examples include ministerial associations, churches, synagogues, mosques, parish nurses, congregational groups, etc.
2. Prioritize and determine which organizations to contact.
3. Identify the appropriate contact(s) in each faith community. These should be people who hold primary leadership roles within the faith community, such as clergy (i.e., imam, minister, pastor, priest, rabbi) and lay leaders. This questionnaire is not intended for congregants/general faith community members.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, faith community questionnaires would be F1 for the first interview, F2 for the second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself and the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, Know the 10 Signs and Dementia-Friendly Faith Community guide.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: F

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? ___ Yes ___ No
(Q1a in full assessment)

Question 2

Have you had professional experience with someone with dementia? ___ Yes ___ No
(Q1b in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 3

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 4

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 5

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 6

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 7

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 9

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Does your faith community provide its ordained and lay clergy and staff with education and training about recognizing dementia and effective dementia-friendly communication skills? (Q9 in full assessment)

Yes No Unsure

If yes, list the trainings and briefly describe (title, content).

Education and trainings offered (title, content)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our faith community currently provides clergy and staff with adequate education and training on recognizing dementia and effective dementia-friendly communication skills.	Indicate your level of agreement with this statement: Increased education and training on recognizing dementia and effective dementia-friendly communication skills should be a priority for action in our faith community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 11

Has your faith community assessed whether its physical environment is dementia friendly? (Q10 in full assessment)

Yes No Unsure

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our faith community currently ensures that its physical environment is dementia friendly.	Indicate your level of agreement with this statement: Making the physical environment dementia-friendly should be a priority for action in our faith community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 12

Would you be interested in helping us create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, e.g., meeting space, advertising, personnel, funds, etc.
- Engage in activities to make our faith community dementia friendly
- Other:

Question 13

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 14

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



dementia friendly communities toolkit



Questionnaire: Home Care Agency

Home care agencies play a critical role in a dementia-friendly community, from identification of cognitive impairment to offering wellness programs and services that support independence at home.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in the health care sector.

Interviewing Home Care Agencies

1. Develop a list of all of the home care agencies in your community.
2. Prioritize and determine which agencies to contact.
3. Identify the appropriate contact(s) in each agency.
4. Keep track of your data sources, including who you interview and their responses to the questions in your interview.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, home care questionnaires would be HC1 for first interviewee, HC2 for second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself, the project and to schedule an interview
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, and Know the 10 Signs.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: HC

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? ___ Yes ___ No
(Q1a in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 2

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 3

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 4

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 5

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer’s disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 6

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Health Care: Cognitive Impairment and Assessment

Question 7

Does your agency use an objective tool to assess cognition with older patients? For example, Mini-cog, Montreal Cognitive Assessment (MoCA), St. Louis University Mental Status (SLUMS) (Q21 in full assessment)

Yes No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Home care agencies in our community adequately use objective tools to assess cognition with older patients.	Indicate your level of agreement with this statement: Increased use of objective tools to assess cognition with older patients should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

When cognitive impairment is identified, does your agency have a standard practice for further assessment (communicate or refer to primary care or another provider)? (Q22 in full assessment)

Yes No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Home care agencies in our community have adequate standard practices for follow-up care when cognitive impairment is identified.	Indicate your level of agreement with this statement: Increased use of standard follow-up care when cognitive impairment is identified should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Health Care: Staff Training

Question 9

Does your agency train its direct care staff (e.g., nurses, nurse aides, home health aides, and personal- and home-care aides) on dementia? Indicate frequency for each training topic. (Q24 in full assessment)

Training topic	Indicate whether training is provided			
	Never	At hire	Periodically	Not applicable
Identification of Dementia				
Behavior as Communication				
End of Life Care				
Individual Patient/Resident Needs				
Medications				
Supporting Family Caregivers				

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Home care agency staff currently receive adequate training on dementia.	Indicate your level of agreement with this statement: Increased training for home care agency staff on dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Wellness Programs

Question 10

Which of the following wellness programs, tailored to people with dementia who live outside a formal care setting, does your agency currently provide in our community? (Q15 in full assessment)

Programs tailored to people with dementia	Currently available	Which organization(s) provide these programs?
Social engagement through telephone or visiting volunteers/companions	___ Yes ___ No	
Physical activity programs	___ Yes ___ No	
Tai Chi, Yoga	___ Yes ___ No	
Other (please specify)	___ Yes ___ No	

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community has an adequate level of wellness programs tailored to people with dementia who live outside a formal care setting.	Indicate your level of agreement with this statement: Increasing the level of wellness programs tailored to people with dementia who live outside a formal care setting should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Independence at Home Services

Question 11

The following services assist people with dementia to remain independent in their homes. Which ones does your organization currently provide? (Q17 in full assessment)

Services that help people with dementia remain independent at home	Currently provide
Care managers/care coordinators	<input type="checkbox"/> Yes <input type="checkbox"/> No
Chore services (e.g., laundry, lawn mowing)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Home safety assessment/fall prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No
Grocery/pharmacy delivery	<input type="checkbox"/> Yes <input type="checkbox"/> No
Meal delivery (e.g., Meals on Wheels)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Medication Management	<input type="checkbox"/> Yes <input type="checkbox"/> No
Occupational, physical or speech therapy	<input type="checkbox"/> Yes <input type="checkbox"/> No
Personal care assistant/ home health aide	<input type="checkbox"/> Yes <input type="checkbox"/> No
Safety programs/devices for remote location monitoring (e.g., Comfort Zone, Lifeline, MedicAlert + Safe Return, Project Lifesaver)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Transportation	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently provides an adequate level of services to help people with dementia remain independent in their homes.	Indicate your level of agreement with this statement: Increasing the level of services to help people with dementia remain independent in their homes should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 12

Would you be interested in helping us to create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, i.e., meeting space, advertising, personnel, funds, etc.
- Other:

Question 13

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 14

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



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Questionnaire: Hospital

Hospitals can play a critical role in a dementia-friendly community by supporting patients with dementia.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in the health care sector.

Interviewing Hospitals

1. Develop a list of all of the hospitals in your community.
2. Prioritize and determine which hospitals to contact.
3. Contact the administration office at each hospital to determine who would be appropriate to answer the questions for their hospital e.g., physicians, physician assistants, nurse practitioners, nurses, nurse aides, social workers, care coordinators.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, hospital questionnaires would be H1 for first interviewee, H2 for second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself, the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, and Know the 10 Signs.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: H

Name

Title

Address

Phone

Email

Ask a sample of hospital staff (e.g., physicians, physician assistants, nurse practitioners, nurses, nurse aides, social workers, care coordinators) in your community these questions.

Awareness

Question 1

Have you had personal experience with someone with dementia? ___ Yes ___ No
(Q1a in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 2

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 3

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 4

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 5

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 6

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Health Care: Cognitive Impairment and Assessment

Question 7

Does your hospital use an objective tool to assess cognition with older patients? For example, Mini-cog, Montreal Cognitive Assessment (MoCA), St. Louis University Mental Status (SLUMS) (Q21 in full assessment)

Yes No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Hospitals in our community adequately use objective tools to assess cognition with older patients.	Indicate your level of agreement with this statement: Increased use of objective tools to assess cognition with older patients should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

When cognitive impairment is identified, does your hospital have a standard practice for further assessment (communicate or refer to primary care or another provider)? (Q22 in full assessment)

___ Yes ___ No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Hospitals in our community have adequate standard practices for follow-up care when cognitive impairment is identified.	Indicate your level of agreement with this statement: Increased use of standard follow-up care when cognitive impairment is identified should be a priority for action in our community.
1. Strongly disagree	1. Strongly disagree
2. Disagree	2. Disagree
3. Neither agree or disagree	3. Neither agree or disagree
4. Agree	4. Agree
5. Strongly agree	5. Strongly agree
0. Do not know	0. Do not know

Health Care: Staff Training

Question 9

Does your hospital train staff (e.g., physicians, physician assistants, nurse practitioners, nurses, nurse aides, social workers) on dementia? (Full Assessment 24)

Training topic	Indicate whether training is provided			
	Never	At hire	Periodically	Not applicable
Identification of Dementia				
Behavior as Communication				
End of Life Care				
Individual Patient Needs				
Medications				
Supporting Family Caregivers				

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Hospital staff currently receive adequate training on dementia.	Indicate your level of agreement with this statement: Increased training for hospital staff on dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Would you be interested in helping us to create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, i.e., meeting space, advertising, personnel, funds, etc.

Question 11

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 12

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



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Questionnaire: Legal and Financial

The legal and financial sectors can play a supportive role in creating a dementia-friendly community. Putting financial and legal plans in place soon after a dementia diagnosis is made can help people secure a healthier financial future.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in law and financial planning.

Interviewing Lawyers and Financial Planners

1. Develop a list of all of the law offices and financial planners in your community.
2. Prioritize and determine which offices to contact.
3. Identify the appropriate contact(s) in these offices.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, legal and financial questionnaires would be LF1 for the first interviewee, LF2 for the second, etc. You could choose to indicate that the interviewee practices elder law by adding an "e," e.g., LFe.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself and the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, and Know the 10 Signs.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: LF

Name

Title

Address

Phone

Email

Question 1

Are you a lawyer? Yes No

Question 2

Are you a financial planner? Yes No

Question 3

Have you had personal experience with someone with dementia? Yes No
(Q1a in full assessment)

Question 4

Have you had professional experience with someone with dementia? Yes No
(Q1b in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 5

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 6

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 7

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 8

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 9

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 11

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 12

Does your office provide its staff with education and training about recognizing dementia and effective dementia-friendly communication skills? (Q9 in full assessment)

Yes No Unsure

If yes, list the trainings and briefly describe (title, content).

Education and trainings offered (title, content)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our office currently provides staff with adequate education and training on recognizing dementia and effective dementia-friendly communication skills.	Indicate your level of agreement with this statement: Increased education and training on recognizing dementia and effective dementia-friendly communication skills should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 13

Has your office assessed whether its physical environment is dementia friendly?
(Q10 in full assessment)

Yes No Unsure

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our office currently ensures that its physical environment is dementia friendly.	Indicate your level of agreement with this statement: Making the physical environment of offices dementia-friendly should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 14

Would you be interested in helping us create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Yes No Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, e.g., meeting space, advertising, personnel, funds, etc.
- Other:

Question 15

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 16

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



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Questionnaire: Local Government

Local government can become dementia friendly by training staff who interact with the public such as adult protection, city council members, city inspectors, city planners, emergency responders, human services staff, police/sheriff, public health staff, and public transportation workers on how to recognize the signs of dementia, how to communicate effectively with people who have dementia and their families and by creating dementia friendly physical environments.

City/county ordinances, policies, and emergency preparedness plans are also important considerations for a community striving to become dementia friendly.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in city and county government.

Interviewing Local Government

1. Develop a list of all of the local government (city/county) offices and departments involved with ordinances, policies, and emergency preparedness plans in your community. Include adult protection, city council members, city inspectors, city planners, emergency responders, human services staff, police/sheriff, public health staff and public transportation workers. Use resources such as city and county websites and the government section of local phone. A directory of city officials can be found at: <http://www.lmc.org/page/1/city-directory.jsp>
2. Prioritize and determine which offices and departments to contact.
3. Identify the appropriate contact(s) in these offices and departments.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, local government questionnaires would be G1 for the first interviewee, G2 for the second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself, the project and to schedule an interview.
7. Gather and familiarize yourself with the materials you will share at the interview: questionnaire, dementia-friendly community infographic, and Know the 10 Signs.

8. Conduct the interviews. Questions 1 – 11 and 14-16 should be asked of all interviewees. Question 12 is for interviews with city council members and city planners. Question 13 is for interviews with city council members, city planners and transportation staff.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: G

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? ___ Yes ___ No
(Q1a in full assessment)

Question 2

Have you had professional experience with someone with dementia? ___ Yes ___ No
(Q1b in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 3

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 4

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 5

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 6

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 7

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 9

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 10

Does your office/department provide its employees with education and training about recognizing dementia and effective dementia-friendly communication skills? (Q9 in full assessment)

Yes No Unsure

If yes, list the trainings and briefly describe (title, content).

Education and trainings offered (title, content)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our department/office currently provides its employees with adequate education and training on recognizing dementia and effective dementia-friendly communication skills.	Indicate your level of agreement with this statement: Increased employee education and training on dementia and effective dementia-friendly communication skills should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 11

Has your department/office assessed whether its physical environment (e.g. service centers and government buildings) and public spaces (e.g. parks, outdoor recreation areas, side walks and streets) are dementia friendly? (Q10 in full assessment)

Yes No Unsure

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently ensures that physical environments and public spaces are dementia friendly.	Indicate your level of agreement with this statement: Making the community's physical environments and public spaces dementia-friendly should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Government: Disaster Planning

This question is for interviews with city council members and city planners.

Question 12

Does our community’s disaster plan include contingencies for serving people with dementia? (Q19 in full assessment)

Yes No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community has adequate disaster planning contingencies for serving people with dementia.	Indicate your level of agreement with this statement: Improving our community’s disaster planning contingencies for people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Transportation

This question is for interviews with city council members, city planners and transportation staff.

Question 13

Which of the following transportation options currently are available in our community for people with dementia? (Q20 in full assessment)

Transportation services	Currently available	Which organization(s) provide these programs?
Individual options - volunteer based (e.g., community agency or church drivers, RSVP/retired and senior volunteer program, veterans)	___ Yes ___ No	
Individual options – public or commercial (e.g., bus, clinic shuttle, light rail, taxi cab, van)	___ Yes ___ No	
Group options (e.g., pick up services by senior or community center, adult day service)	___ Yes ___ No	
Other (please specify)	___ Yes ___ No	

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently provides adequate transportation options for people with dementia.	Indicate your level of agreement with this statement: Increasing transportation options for people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 14

Would you be interested in helping us create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

___ Yes ___ No ___ Unsure

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, e.g., meeting space, advertising, personnel, funds, etc.
- Other:

Question 15

What organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 16

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



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Questionnaire: Residential Setting

Residential settings support a dementia-friendly community. They include living options such as independent living communities, assisted living residences, and nursing homes tailored to people with dementia.

The information gathered in this questionnaire is part of the full Community Needs Assessment. Each question is cross-referenced to a corresponding question in the full assessment. This interview can be completed by anyone on the action team, particularly someone with contacts in health care and long-term care.

Interviewing Residential Settings

1. Develop a list of the organizations/providers offering the following living options in your community: independent living communities, assisted living residences, and nursing homes.
2. Prioritize and determine which organizations to contact.
3. Identify the appropriate contact(s) in these organizations.
4. Keep track of your data sources, including who you interview and their responses to the questions.
5. Create a code for each questionnaire, using the sector abbreviation and a number. For example, residential setting questionnaires would be RS1 for first interviewee, RS2 for second, etc.
6. Use the Pre-Interview Email Template or Call Script to introduce yourself, the project and to schedule an interview
7. Gather necessary materials for the interview: questionnaire, dementia-friendly community infographic, and Know the 10 Signs.
8. Conduct the interviews.
9. After your interview, submit the completed questionnaire to the action team member coordinating the synthesis.
10. Send a thank you to the interviewee.

Interviewer/Your Name

Date of Interview

Community Member/Interviewee

Interviewee Code: RS

Name

Title

Address

Phone

Email

Awareness

Question 1

Have you had personal experience with someone with dementia? ___ Yes ___ No
(Q1a in full assessment)

Interviewer Tip: Share the dementia-friendly community infographic and describe the dementia-friendly efforts occurring in your community.

Question 2

What do you see as our community's main strengths for addressing the needs of people living with dementia and their families? (Q2 in full assessment)

Question 3

What do you see as our community's main gaps for addressing the needs of people living with dementia and their families? (Q3 in full assessment)

Question 4

What resources and organizations would you suggest to individuals who may show signs of dementia? (Q4 in full assessment)

Question 5

This question asks about awareness of the resources and organizations that can help support people with dementia and their families. (Q5 in full assessment)

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate awareness of the resources and organizations available to support people with dementia and their families.	Indicate your level of agreement with this statement: Raising community awareness of the resources and organizations that can help support people with dementia and their families should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Interviewer Tip: Distribute education on Alzheimer's disease and dementia; e.g., Know the 10 Signs. Share listing of the resources and organizations that can help support people with dementia and their families in your community.

Question 6

This question asks about your level of knowledge of the warning signs of dementia.

10 warning signs: 1) Memory loss that disrupts daily life. 2) Challenges in planning or solving problems. 3) Difficulty completing familiar tasks at home, at work or at leisure. 4) Confusion with time or place. 5) Trouble understanding visual images and spatial relationships. 6) New problems with words in speaking or writing. 7) Misplacing things and losing the ability to retrace steps. 8) Decreased or poor judgment. 9) Withdrawal from work or social activities. 10) Changes in mood and personality. (Q6 in full assessment)

Level of Dementia Knowledge	Priority for Action
Indicate your level of knowledge of the 10 warning signs of dementia.	Indicate your level of agreement with this statement: Increasing our community members' knowledge about the warning signs of dementia should be a priority for action in our community.
1. Very low 2. Low 3. Moderate 4. High 5. Very high 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 7

This question asks about your skills for interacting with people who have dementia. (Skills for interacting with people with dementia include knowing when to repeat information or suggesting a family member should participate in conversations.) (Q7 in full assessment)

Level of Interaction Skills	Priority for Action
Indicate your level of agreement with this statement: I have good skills for interacting with people with dementia.	Indicate your level of agreement with this statement: Increasing our community members' skills for interacting with people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 8

Our community may have diverse and underserved populations that would benefit from having resources tailored for people with dementia and their families (meaning programs or services that meet the needs of diverse populations). (Question 8 in full assessment)

Interviewer Tip: Share relevant community demographic information.

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently has adequate dementia-related resources tailored to our diverse and underserved populations.	Indicate your level of agreement with this statement: Increasing dementia-related resources tailored to our diverse and underserved populations should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Residential Settings

Question 9

Which types of living options does your organization have in our community? Are they tailored for people with dementia (e.g., memory care)? (Q18 in full assessment)

Living options – Check all that apply	Tailored to Dementia
<input type="checkbox"/> Independent living communities	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Assisted living residences	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Nursing homes	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Our community currently provides adequate living options for people with dementia.	Indicate your level of agreement with this statement: Increasing the level of living options for people with dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Health Care: Staff Training

Question 10

Does your residential setting train its direct care staff (e.g., nurses, nurse aides, home health aides, and personal- and home-care aides) on dementia? Indicate frequency for each training topic. (Q24 in full assessment)

Training topic	Indicate whether training is provided			
	Never	At hire	Periodically	Not applicable
Identification of Dementia				
Behavior as Communication				
End of Life Care				
Individual Resident Needs				
Medications				
Supporting Family Caregivers				

Level of Current Activity	Priority for Action
Indicate your level of agreement with this statement: Residential setting direct care staff currently receive adequate training on dementia.	Indicate your level of agreement with this statement: Increased training for residential setting direct care staff on dementia should be a priority for action in our community.
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know	1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree 0. Do not know

Question 11

Would you be interested in helping us to create a dementia-friendly community? (Q26 in full assessment, track in Master Contact List)

Suggestions:

- Serve on the action team
- Public endorsement/testimonial
- Donate resources, i.e., meeting space, advertising, personnel, funds, etc.
- Other:

Question 12

What other organizations/groups in our community should take part in creating a dementia-friendly community? (Q27 in full assessment, track in Master Contact List)

Question 13

Should I get in touch with you again to let you know how the project is progressing and how you can best help to ensure our community is becoming dementia friendly? (Q28 in full assessment, track in Master Contact List)

Yes No

Thank you for your time and support.



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Community Assessment/Interview Team Lead Job Description

The Community Assessment/Interview Team Lead will organize, coordinate and direct the activities necessary to conduct the community assessment, as well as compile the data collected from sector-specific interviews and report the results to the Action Team.

Responsibilities:

- Work with the Community Coordinator and Action Team to determine how much of the community assessment is reasonable or appropriate to complete
- Assist the Community Coordinator and Action Team in recruiting capable and willing volunteers to conduct the interviews
- Become familiar with the 11 sector-specific questionnaires
- Organize, prepare agenda and facilitate an initial assessment team meeting and subsequent meetings as needed throughout the Assess phase
- Oversee the completion of the sector interviews
- Tally results from data collected*
- Report results to the Community Coordinator, Action Team and the community at large
- Keep the Community Coordinator and Action Team informed of activities by attending scheduled meetings throughout the four-phase community engagement process
- Generate awareness, engagement, and enthusiasm about the community's dementia friendly initiative

Approximate time commitment:

Varies depending on the size of the community and number of sector interviews to be completed. Plan on two months to fully complete the community assessment.

*In some communities a volunteer (not the Assessment Team Lead) is the key person to tally and synthesize the results of the sector interviews. This volunteer may be a college student or other individual with an interest in evaluating data. The volunteer should maintain close communication with the Assessment Team Lead throughout the Assess and Analyze phases.



Community Assessment/Interview Team Member Job Description

Members of the Community Assessment/Interview Team conduct the sector-specific interviews, participate in Assessment Team meetings and assist in reporting the results to the Action Team.

Responsibilities:

- Attend all scheduled Assessment Team meetings
- Work with the Community Coordinator and Action Team to determine how much of the community assessment is reasonable or appropriate to complete
- Become familiar with the 11 sector-specific questionnaires
- Volunteer to complete an identified number of sector interviews
- Assist with tallying the results from data collected (if requested by Assessment Team Lead)
- Attend scheduled Action Team meetings throughout the four-phase community engagement process
- Generate awareness, engagement, and enthusiasm about the community's dementia friendly initiative

Approximate time commitment:

Varies depending on the number of sector-specific questionnaires you volunteer to complete. Plan on two months for the Assessment Team to fully complete the community assessment.



dementia friendly communities toolkit

Interview Team Training

Objectives for Sessions 1 and 2:

- To orient Interview Team Members on the ASSESS phase
- To practice the interview process
- To identify potential interviewees
- To match interviewers with interviewees
- To clarify the information gathering process

Training Overview

The interview team training is divided into two 2-hour sessions*. The first session acquaints team members with the ASSESS Phase and the interviews. Using the Community Member interview handout, the facilitator demonstrates how to prepare for and conduct an interview using ACT on Alzheimer's resources.

At the end of session one, each team member practices an interview with someone they know. Session two opens with a debriefing of the completed interviews, focusing on lessons learned and resources used. During this session, the team establishes the process they will follow as they conduct the community assessment. At the end of session two, each team member will select up to five interviews to complete.

*Training length may vary depending on the size of the community, number of sector interviews to be completed and number of interview team members.

Session 1: Orientation to ASSESS Phase (2 hours)

Materials Needed:

- Sign-in sheet that includes name, phone number and email address
- Coffee/water/snack
- Folder or packet for each participant that includes the following:
 - Agenda; source: <http://www.actonalz.org/assess>
 - Know the 10 Signs tri-fold brochure or flyer; source: <http://www.actonalz.org/assess> Download under Step 3
 - Is Your Community Prepared? flyer; source: <http://www.actonalz.org/assess> Download under Step 3
 - Phase 1 – 4 work plan with dates added; source: <http://www.actonalz.org/convene> Download under Step 4
 - Interview Team Member and Lead Job Descriptions; source: Attachment
 - Sector Chart; source: <http://www.actonalz.org/assess>
 - Community Member Interview; source: <http://www.actonalz.org/assess> Download under Step 1
 - Action Resources: Dementia Friendly Communities; source: <http://www.actonalz.org/community-resources>
 - Call Script; source: <http://www.actonalz.org/assess> Download under Step 3
 - Thank You Letter for Interviewees; source: <http://www.actonalz.org/assess> Download under Step 5
 - Several copies of the interviews; source: <http://www.actonalz.org/assess>
- Laptop/Projector/Screen
ACT on Alzheimer’s website; source: <http://www.actonalz.org>

Time	Subject/Information	Handouts/Materials	Notes
15 min	Room set up: <ul style="list-style-type: none"> • Arrange room so participants can face each other • Arrange food/beverage area • Project http://www.actonalz.org website on screen or wall • Have a common space for the practice interviews 	<ul style="list-style-type: none"> • Sign-in sheet that includes name, phone number and email address • Coffee/water/snack • Laptop/Projector/screen 	Create a comfortable, welcoming and informal environment As participants arrive, ask them to sign in and take a folder/packet.

Time	Subject/Information	Handouts/Materials	Notes
20 min	<p>Welcome Introductions</p> <p><i>Why are you interested in being an interview team member?</i></p> <p>Review the concept of a dementia-friendly community: <i>A dementia friendly community is informed, safe and respectful of individuals with the disease, their families and caregivers and provides supportive options that foster quality of life. Every community can take action to become dementia friendly.</i></p> <p>Overview of the 2-part training <i>The training is divided into two sessions. The first session is to acquaint you with the website, resource materials and how to prepare for an in-person interview. The second session will establish a plan for conducting the full community assessment.</i></p> <p>Session 1 Training Objectives <i>Today's objectives are:</i></p> <ul style="list-style-type: none"> • <i>To acquaint the Interview Team with the Assess Phase</i> • <i>To practice the interview process</i> <p>Review the Agenda and folder content <i>Let's begin by reviewing today's agenda and materials.</i></p>	<p>ACT Is Your Community Prepared? flyer Source: http://www.actonalz.org/assess Download under Step 3</p> <p>Folder or packet</p>	<p>This may be the first meeting for some people so sharing reasons why they want to be a part of this team helps build team spirit for a common cause.</p> <p>A short review sets the stage for why a community assessment is the first step to becoming dementia friendly and is a quick reminder for those who have heard it in previous meetings.</p> <p>Let participants know the training is divided into two sessions and both sessions engage them in the process.</p> <p>Set participants expectations and activities for Session 1.</p> <p>Provide an overview of the session and materials to be used.</p>

<p>10 min</p>	<p>The Assessment Phase: Provide an overview of the interview process <i>The Assess Phase of the Dementia Friendly Community Toolkit captures a picture of the community's strengths and gaps for meeting the community needs toward becoming dementia friendly.</i></p> <p>Timeline of the Assess Phase <i>The length of time spent in the Assess Phase depends upon the time and resources of the team members. Each community is different and unique. Your Action Team created the work plan with target dates by each of the activities. Let's review it.</i></p> <p>Job Descriptions <i>As a member of the interview team, you need to know what is expected so let's review your role and the role of the team lead.</i></p> <p>Your team lead is: _____</p>	<p>ACT on Alzheimer's Assess Phase Source: http://www.actonalz.org/assess</p> <p>Phase 1 – 4 work plan with dates added Source: http://www.actonalz.org/convene Download under Step 4</p> <p>Job Descriptions</p> <ul style="list-style-type: none"> • Team member • Team lead 	<p>Summarize Steps 1 – 6.</p> <p>This assumes that the Action Team reviewed the work plan and established target dates by the activities.</p> <p>If the team lead has not been identified, you should identify who will take on that role.</p>
<p>30 min</p>	<p>Interview Preparations <i>There are 11 different interviews based on the most common sectors that make up a community. We are going to look at one interview to learn how you can prepare to conduct the interview.</i></p> <p><i>The Community Member interview will be our example. Community members representing a variety of organizations often encounter people with dementia during the course of their work day. This could include: educational institutions, service clubs, volunteer service organizations, museums, libraries, and the</i></p>	<p>Handout: Community Member Interview Source: http://www.actonalz.org/assess Download under Step 1</p> <p>Action Resources: Dementia Friendly Communities Source: http://www.actonalz.org/community-resources ACT Is Your Community Prepared? flyer Source: http://www.actonalz.org/assess</p>	<p>Quickly review the ten steps on page 1 of the Community Member Interview.</p> <p>Show the dementia friendly community infographic/visual on the ACT website. Inform participants that each "cloud" represents a community sector. Behind each cloud are resources to assist the community sector in becoming dementia friendly. Click on a few clouds to show as examples. If</p>

	<p><i>food shelf.</i></p> <p><i>Let's look at the overall process of how to complete this interview.</i></p> <p>Become familiar with the community sector by reviewing Action Resources available on the website.</p> <p><i>It's important to familiarize yourself with resources for the community sector before conducting the interview. ACT on Alzheimer's has many resources available for you to reference.</i></p>	<p>Download under Step 3</p> <p>ACT sector specific tip sheets: Businesses, Faith Community, Health Care, Hospitals, Legal Services, Libraries</p>	<p>technology is not available ask participants to review page 2 of Is Your Community Prepared?, letting them know this visual and resources are on the ACT website. Print examples of ACT's sector specific tip sheets.</p>
5 min	<p>Schedule the Interview Appointment</p> <p><i>Once you have familiarized yourself with the sector and the interview content it's time to make the initial contact with the person and schedule a time and place to meet.</i></p> <p><i>A call script is available to use either for a phone call or an email message, if appropriate. Because this is a guide only, feel free to edit so the content fits your style.</i></p>	<p>Call Script Source:</p> <p>http://www.actonalz.org/assess</p> <p>Download under Step 3</p>	<p>Some have difficulty with the initial contact so including the call script is a valuable tool for them.</p>
5 min	<p>Thank You Letter for Interviewees</p> <p><i>The person interviewed more than likely scheduled interview time during their work schedule or busy day. Make sure you reach out to them after the interview by sending a thank you letter either through the mail or an email message. A sample is included in your materials.</i></p>	<p>Thank You Letter for Interviewees</p> <p>Source: http://www.actonalz.org/assess</p> <p>Download under Step 5</p>	<p>This is an opportunity to let interviewees know that they will be invited to a community meeting once the assessment is complete. The results of the assessment will be identified along with major themes, strengths, gaps and priority goals.</p>
5 min	<p>Leave Behind Materials</p> <p>Is Your Community Prepared? flyer Know the</p>	<p>Is Your Community Prepared? Flyer</p>	<p>Have copies of Know the 10 Signs and Is Your</p>

	<p>10 Signs <i>Know the 10 Signs is a very powerful piece that can be left after the interview. You may want to make a copy of some of the sector specific resources you reviewed in your preparation to share with the interviewee. Also, think about referencing the ACT website.</i></p>	<p>Source: http://www.actonalz.org/assess Download under Step 3</p> <p>Know the 10 Signs tri-fold brochure or flyer Source: http://www.actonalz.org/assess Download under Step 3</p>	<p>Community Prepared? available for participants to take with them.</p>
10 min	BREAK (if appropriate)		<p>A break may be necessary if a partner is needed for the role play interview activity.</p>
10 min	<p>Role Play: The Interview Using the Community Member Interview the Lead and a team member role play, going through the interview questions.</p> <p>Questions/Comments</p>	<p>Community Member Interview Source: http://www.actonalz.org/assess Download under Step 1</p>	<p>Prior to the meeting the Interview Lead or another member agree to participate in the role play and preferably completed it prior to the meeting.</p> <p>The purpose is to demonstrate that the interview questions may lead to additional conversation relevant to the full assessment.</p>
10 min	<p>Practice an Interview <i>It is important for you to become comfortable with the interview process. Your task is to choose one interview from a sector of your choice and conduct an interview with someone you know. You should prepare for the interview by reviewing the interview questions and researching the sector using the Action Resources from the ACT website. You may also use the call script for the initial contact and the thank you letter template after the interview. Your experience will be a positive and successful one with all the resources available. We will meet in two weeks so you can share your experience and discuss the next steps.</i></p>	<p>Handouts: Several copies of the interviews Source: http://www.actonalz.org/assess</p>	<p>Having at least three printed copies of each sector interview is enough for the group. Experience says each participant should only take one interview to practice. There will be many opportunities after the practice to conduct several interviews in a short time frame. The purpose of this exercise is to have participants prepare themselves using the resources available and establishing a comfort level with the interviews and the interview process.</p>

<p>10 min</p>	<p>Next meeting information Set the meeting date, time and location. It should be about 10-14 days later to keep up the momentum.</p> <p>Questions/Comments <i>How are you feeling about the session and/or conducting your first interview?</i></p>		<p>Participants are anxious to conduct their own interview. Allowing a short timeframe keeps their enthusiasm going and creates a deadline for those who need one.</p> <p>It's important to get feedback from the group prior to ending the meeting. Everyone should be positive and looking forward to completing their interview.</p>
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Session 2: Implementing the Community Assessment (2 hours)

Session two opens with a debriefing of the completed interviews focusing on lessons learned and resources used. During this session, the team establishes the process that will be followed as they conduct the full community assessment. At the end of the session, each team member will select up to five interviews to complete.

Materials Needed:

- Sign-in sheet that includes name, phone number and email address
- Coffee/water/snack
- Folder or packet for each participant that includes the following:
 - Agenda; source: <http://www.actonalz.org/assess>
 - Sector Chart; source: <http://www.actonalz.org/assess>
 - Know the 10 Signs tri-fold brochure or flyer; source: <http://www.actonalz.org/assess> Download under Step 3
 - Is Your Community Prepared? flyer; source: <http://www.actonalz.org/assess> Download under Step 3
 - Several copies of the sector interviews; source: <http://www.actonalz.org/assess>
- Laptop/Projector/Screen
ACT on Alzheimer’s website; source: <http://www.actonalz.org>

Time	Subject/Information	Handouts/Materials	Notes
15 min	Room Set up <ul style="list-style-type: none"> • Arrange room so participants can face each other • Arrange food/beverage area • Project http://www.actonalz.org website on screen or wall 	<ul style="list-style-type: none"> • Sign-in sheet that includes name, phone number and email address • Coffee/water/snack • Laptop/Projector/screen 	<p>Create a comfortable, welcoming and informal environment</p> <p>As participants arrive, ask them to sign in and give them a folder.</p>
5 min	Welcome Recap of Session 1		A short review sets the stage for what was

Time	Subject/Information	Handouts/Materials	Notes
	<p><i>In Session 1 we learned about resources available on the ACT website and how to prepare for an in-person interview. In this session we will identify a plan to implement the community assessment.</i></p> <p>Session 2 Training Objectives <i>Today's objectives are:</i></p> <ul style="list-style-type: none"> • To identify potential interviewees • To pair interviewers with interviewees • To clarify the information gathering process <p>Review the Agenda and packet content <i>Let's begin by reviewing today's agenda and materials.</i></p>	Folder or packet	<p>covered in Session 1 and what will be covered in Session 2.</p> <p>Set participants expectations and activities for Session 2.</p> <p>Provide an overview of the session and materials to be used.</p>
20 min	<p>Debrief the in-person interviews <i>We are anxious to hear how the in-person interviews went. Please share the following:</i></p> <ul style="list-style-type: none"> • <i>Who you interviewed</i> • <i>Highlights of the interview</i> • <i>How you prepared</i> • <i>What you would do differently</i> 		<p>It's important to let team members share their experience. Focus on how they prepared, the resources used from the website and what they would do differently in future interviews. Establish a comfort level for each participant.</p> <p>Take time for a group discussion of overall thoughts and comments.</p>
30 min	<p>Review the Sector Chart <i>The next step is to identify what agencies, organizations and key contacts will be interviewed. Let's work through the chart to list a few in each sector. We can start with a few and add more as we go.</i></p>	Sector Chart	Some of the chart may already be completed from previous Action Team meetings. Work through each sector so that there are a few suggestions in each.
30 min	Assign Interviews		

Time	Subject/Information	Handouts/Materials	Notes
	<p><i>Now we need to determine who will complete which interviews. Looking at the work we just completed on the sector chart, choose at least three and no more than five people to interview.</i></p>	<p>Several copies of the sector interviews Source: http://www.actonalz.org/assess</p>	<p>Encourage the group to choose a number of interviews that each participant will complete within the next two weeks. Usually 3-5 is a good range. Let participants go through the interviews to pick their choices.</p> <p>Each participant shares their choices with the group. Team lead needs to record them.</p>
20 min	<p>Establish the process Pairs or individuals? <i>Feedback from other communities who have completed their assessment say they find value in a two-member approach to interviews because one person can focus on the questions while the other records the high points of the conversation. A few members have shared they preferred working on their own. What would you like to do?</i></p> <p>Completed Interviews and Obtaining New Ones <i>What will the process be when the interviews are completed? What will the process be to conduct additional interviews?</i></p> <p>Keeping the Team Lead Informed <i>How will you keep the team lead informed about the interviews and people you are interviewing to avoid duplicate contacts?</i></p>		<p>Some members like to interview in pairs and others like to conduct them on their own. Establish what works for each member. Some will pair up at this point.</p> <p>The group will need to decide if there will be a single source to obtain printed copies of blank interviews or will they print what they need on their own. Some coordinators chose to print copies and made them available to those who didn't have access to the website. Other members printed their own when they needed them.</p> <p>Part of the lead's responsibility is to track the interviews. It's important to keep the team lead informed of who is completing what interviews and the people being interviewed. The group needs to decide how this will be done.</p>
10 min	<p>Wrap Up Next meeting information</p>		<p>Participants should select a time frame that</p>

Time	Subject/Information	Handouts/Materials	Notes
	<p>Set the meeting date, time and location. It should be about 10-14 days later to keep up the momentum.</p> <p>Questions/Comments <i>How are you feeling about the session and/or conducting the next set of interviews?</i></p>		<p>keeps the momentum but gives them enough time to complete the number of interviews selected earlier.</p> <p>It's important to get feedback from the group prior to ending the meeting. Everyone should be positive and looking forward to completing the next set of interviews.</p>



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Community Assessment/Interview Team Training Session 1 Agenda

Objectives:		
<ul style="list-style-type: none"> To orient Interview Team Members on the ASSESS phase To practice the interview process 		
Time	Agenda	Materials Needed
20 min	Welcome Introductions Review the concept of a dementia friendly community Overview of the 2-part training	Agenda and materials
10 min	The Assessment Phase - Process - Timeline - Job descriptions	Work plan Team Lead and Team Member job descriptions
45 min	Preparations for conducting an effective interview - Look at an interview questionnaire Schedule the interview appointment Thank you letter for interviewees Leave behind materials	Community member interview Call script ACT Action Resources Thank you letter Is Your Community Prepared? flyer 10 Warning Signs
10 min	Role play the interview	Community member interview
10 min	Practice an interview	3 copies of each interview
10 min	Next meeting information: Date _____ Time _____ Location _____ Questions/Comments	



Community Assessment/Interview Team Training Session 2 Agenda

Objectives:		
<ul style="list-style-type: none"> To identify potential interviewees To match interviewers with interviewees To clarify the information gathering process 		
Time	Agenda	Materials Needed
5 min	Welcome	Agenda
20 min	Debrief the in-person interviews - Briefly describe your experience - Share lessons learned	
30 min	Review the sector chart - Identify potential interviewees	Sector chart
30 min	Assign interviews - Who will do which interviews	Sector interviews
20 min	Establish the interview process - Pairs, individual or both - Completed surveys, obtaining new ones - Keeping the team lead informed	
10 min	Wrap up Next meeting information: Date _____ Time _____ Location _____ Questions/Comments	



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Potential Community Participation

Geographic Area: _____

Sector-Based Interviews	Examples	Potential Interviewees (organizations, agencies, groups, specific individuals)	Interviewer(s)
Business	Banks, retail, restaurants, hair salons, dentists, vision and hearing professionals, chiropractors, pharmacies, insurance agents, grocery stores, medical supplies and equipment		
Caregiver Services and Supports	Adult day, support groups, respite care providers		
Community Members	Educational institutions (e.g., K-12 schools, colleges, universities), service clubs (e.g., Kiwanis; Knights of Columbus; Lions; Rotary International; Fraternal Order of Eagles; Optimist Club; Elk Club; veteran service organizations), volunteer service organizations (e.g., senior companions), museums, libraries, youth groups, food shelf		
Community Services and Supports	Alzheimer’s Association, Area Agency on Aging, wellness programs (e.g., fitness centers, YMCA/YWCA), meaningful engagement programs/activities (e.g., creative arts, music, group programs), services that support independence at home (e.g., chore, home safety, meal delivery), senior centers, community health workers		

Sector-Based Interviews	Examples	Potential Interviewees (organizations, agencies, groups, specific individuals)	Interviewer(s)
Faith	Ministerial associations, churches, synagogues, mosques, parish nurse groups, congregational groups		
Legal and Financial	Financial, legal and advanced care planning professionals		
Local Government	Adult protection, city council members, city inspectors, city planners, emergency responders, human services staff, police/sheriff, public health staff, public transportation workers		
Residential Settings	Independent living communities, assisted living residences, nursing homes		
Clinics			
Home Care Agencies			
Hospitals			



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Pre-Interview Email

Dear Fellow Community Member,

I'm involved with many community partners in a local project that is working to create supportive environments for people living with dementia and their family and friend caregivers. Your specific expertise and knowledge will provide great insight for this work.

Our action team for this project is made up of social service organizations, faith communities, law enforcement, city and county government, businesses, health care providers, and more.

Our next step is to interview and gather information from individuals, businesses and community groups to help determine what actions we will take toward creating a more dementia friendly community.

We will call you next week to arrange an interview, which will take about 30 minutes of your time. Please contact us with any questions or to learn more about this community-wide project.

Together, collaboratively, we can make a positive difference for people with dementia and their families so they can live well in the community.

Thank you,

[Jane Doe]



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Community Information Gathering – Call Script

Once you've identified the leaders and key stakeholders in your community, it's time to ask them about existing dementia-related activities in the community and learn their thoughts on resources, needs, and opportunities.

This call script is intended to help your team have fact-finding conversations so you can develop an accurate picture of your community's progress toward being dementia friendly. The script is only a guide. Change it to fit your needs.

Call Script

Hello <name>. My name is <your name and role> and I am calling about the [community name] action team that has come together to help make our community more supportive of people living with dementia. We are exploring what it means to be a dementia friendly community and how we can make it happen.

<Reference's name> thought we should talk with you to learn whether local <e.g., financial planners> are prepared to interact with people with dementia and their families and what improvements we can make.

Do you have a few minutes to talk? (Insert your own words here. For example, say why you are participating, why you think this work is important, what makes their input so valuable, or some other comment to personalize the call.)

Could we set up a time for a more complete interview? Your insight would be of great value.



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Community Resource Brochure/Flyer: Template

When you interview community members across all sectors during the assessment process, you will learn about existing community resources that can benefit people living with dementia and their family caregivers. Use your findings to create a user-friendly community resource brochure or flyer.

Best practices to consider:

- Include a quote about living with Alzheimer's or being a caregiver to someone living with Alzheimer's.
- Include a photo of some Action Team members because we all relate to seeing someone from our own community.
- Use a photo on the front panel that portrays a sense of hope and connectedness.
- Obtain and use the Know the 10 Signs template from the Alzheimer's Association; OR, for a softer approach, use an observation like Are you or someone you know "experiencing some memory problems?" OR, use some facts/statistics about the disease and include a link to the Alzheimer's Association.
- Use the ACT logo that includes your community name.
- Title: Alzheimer's & Dementia Resource Guide
Descriptor: Use this information to connect with local resources and people who understand and want to help. It's a starting point, not a complete listing of services available.

Resource areas to list include:

Assisted Living/Memory Care Facilities

Caregiver Services and Supports

[Consider: adult day, support groups, respite care providers]

Community Services and Supports

[Consider: wellness programs (e.g., fitness centers, YMCA/YWCA), meaningful engagement programs/activities (e.g., creative arts, music, group programs), services that support independence at home (e.g., chore, home safety, food shelf, meal delivery), support with home energy assistance/weatherization; senior centers; programs for diverse communities]

Education

[Consider: local library if they have books on Alzheimer's and dementia]

Home Care and Hospice

[Consider: county health and human services, home care, medical equipment/ technology-supported care at home, hospice]

Legal and Financial

[Consider: financial, legal, and advanced care planning professionals]

Safety

[Consider: city police, county sheriff, emergency response professionals]

Transportation

[Consider: public transportation, volunteer transportation]

Regional and State Resources

- Alzheimer's Association - MN-ND Chapter (800) 272-3900 (24/7 Helpline), alz.org/mnnd
- Area Agency on Aging (insert regional contact information)
- Commission of Deaf, DeafBlind and Hard of Hearing Minnesotans (651) 431-5961, www.mncdhh.org/
- Minnesota Legal Services (651) 228-9105, www.mnlegalservices.org
- Senior LinkAge Line® (800) 333-2433, MinnesotaHelp.info
- Veteran's Administration Caregiver Support 1-855-260-3274, www.caregiver.va.gov/

ACT on Alzheimer's is a volunteer-driven collaboration bringing Minnesotans together to create supportive environments for everyone touched by Alzheimer's disease and related dementias.

www.ACTonALZ.org



dementia friendly communities toolkit



Thank You Letter for Interviewees

(Date)

Interviewee Name

Address

City, MN Zip

RE: Dementia Friendly Community Interview

Dear (XXXXX),

Thank you very much for sharing your ideas, insight, and time with us for our dementia-friendly community project. Our team is moving forward collating the information gained from community-wide interviews to help us develop a community action plan .

Your interview comments will help us address gaps in our community. If you think of anything we did not discuss, please call us at the numbers listed below.

The results of the community-wide interviews will be shared at a community meeting scheduled for (date, time) at (place, address). We hope you can join us.

Thank you again for your willingness to participate and your interest in making our community dementia friendly.

Best regards,

(Jane Doe, 612-xxx-xxxx)

(Jane Smith, 218-xxx-xxxx)

Enclosures (if needed)



focus group guidelines

Organizing and conducting focus groups for people living with memory loss and for family caregivers

As a community works toward becoming dementia friendly, it's important that community members living with dementia and their family caregivers be involved in the work. Consider holding a focus group or community conversation to collect their views and insights.

Focus groups help us learn about opinions and needs. A focus group is typically 6 to 12 participants who usually don't know one another, but share a similar characteristic, experience or situation. A skilled facilitator guides the group by asking questions and stimulating discussion, and a note-taker records responses and general observations. Responses in a focus group are typically spoken, relatively broad, and qualitative in nature. Because focus groups are interactive, they can be effective in discovering what people really think and feel about a particular subject.

A focus group is not:

- A debate
- A support group or group therapy
- An educational session
- A conflict resolution session
- A problem-solving session
- An opportunity to collaborate
- A promotional opportunity

Guidelines and recommendations for holding a focus group or community conversation are described below. This is done during Phase 2 (Assess) of the ACT on Alzheimer's community engagement process to supplement the results of the sector interviews. You could also hold focus groups during Phase 4 (ACT Together) to gain new ideas for your community.

Focus Group Messaging: Stigma is a real barrier!

Most communities are likely to experience the stigma associated with the word Alzheimer's and even the word dementia. When assembling a focus group, know that individuals and families living with the disease may not be ready to be public about their situation. Some recommendations:

- Consider not using the ACT on Alzheimer's logo or the word Alzheimer's or dementia on materials to recruit people for a focus group. Phrases like "memory loss" or "memory changes" might yield greater participation.
- Instead of a traditional focus group format, hold a community education event called "Worried about Memory Loss - What to Know, What to Do" or something similar, followed by a community conversation. The community conversation becomes the focus group.

- Discourage having action team members present at focus groups because it may cause participants to be less open with their feedback.

Recruiting Participants

- A personal invitation will increase the likelihood of focus group participation. Most action team members will likely know people in the community impacted by memory loss and can reach out to them and encourage participation in the focus group.
- In some communities, flyers or displays may work well. Consider posting flyers in pharmacies, assisted living residences, coffee shops, government offices, churches and hair salons. Share with county public health, adult day programs, local police, and county commissioners. Post on Facebook and Twitter and promote in the local newspaper. It is important to place messages about the focus group in a place where community residents both frequent and trust.

A successful recruitment example:

“For 2 weeks, we used a large ‘sandwich’ board outside the library to promote the community conversation on memory loss. It was a successful tactic because libraries are a trusted community partner and used by residents for various reasons. When people see that the library is involved in an issue, it lends higher credibility.”

- Use the interest and trust developed in a community conversation about memory loss as an opportunity to recruit focus group participants. Find recruiting flyer language on page 9.

Focus Group Logistics

Size: 6-7 participants is ideal. If the format is a community education event followed by a discussion, the group size may be larger. When possible, divide the group into smaller conversation groups if you have enough facilitators.

Time duration: 45 to 60 minutes. Adjust according to the needs of your group. It’s best to have one focus group for family caregivers and a separate focus group for people impacted by memory loss, but a mixed group can also work. When the group is mixed, focus your attention and questions to one group at a time (family caregivers or persons with memory loss.)

Environment: The focus group should be held in a comfortable space that is quiet and free of distractions. A neutral public space such as a library, school, or a government or other office building is a good choice. Places such as memory care facilities, hospitals, nursing homes or even churches may be perceived negatively and could limit participation. Seat a focus group around a square or round table that is not too large. Being able to see and hear one another is critical and sitting around a table reinforces a casual, conversational atmosphere.

Name tents/tags: Create name tents that include the participant's first name and a number placed in the corner of the tent. The number is used to identify documented responses.

Confidentiality: Names of focus group participants should not be shared other than for organizing purposes (registration, reminder calls, etc.) All analysis documents will have an ID number, not the participant's name.

Focus Group Facilitation

The Facilitator: Deciding who should facilitate the focus group is important; the more skilled the facilitation, the better information you will receive and the more likely the participants will have an overall positive experience. Facilitating a focus group takes thoughtful preparation and specific skills, especially for a group with dementia.

A good facilitator:

- Has experience facilitating groups
- Can listen attentively with sensitivity and empathy
- Can appropriately manage challenging group dynamics
- Is knowledgeable about memory loss and dementia (for community conversations, it's important to have a memory loss expert present to answer questions about the disease)
- Uses "dementia friendly" language
- Relates well to persons living with dementia and to caregivers
- Understands and uses good communication techniques when talking with people who have memory loss or dementia, including:
 - Good eye contact
 - Repeating questions tactfully
 - Offering cues without leading anyone to answers
 - Matching the pace of the conversation to the needs of the individual/group
 - Allowing time for participants to reply
 - Making participants feel valued and respected
 - Ensuring people feel included even when they aren't verbalizing or don't fully understand
 - Making each person feel at ease and feel they are contributing

Focus Group Note-Taker – Documentation

You want to make sure participants' ideas don't get lost. Someone should write down what is said. Arrange for this in advance and be sure the note-taker is not the facilitator. Another option is to tape-record the session, with the groups permission. This option will take more time – transcribing the tape and synthesizing the information – but it provides an accurate record of the session.

The note-taker should not use participant names in the notes, but instead identify each speaker with an ID number (such as the number written on the name tent). Similarly, if the focus group is recorded, identify people by a number on the transcript document. It is not necessary to document every word or every conversation. The goal is to capture the intent, not necessarily every word.

Both the note-taker and the facilitator need to identify common themes and key messages that emerge. This listening” is critical to synthesizing the results of the focus group.

A good note-taker:

- Makes each participant a name tent
- Takes notes throughout the focus group
- Runs a tape recorder during the session (optional)
- Notes/records body language or other subtle but relevant clues
- Allows the facilitator to do all the talking
- Provides a legible document at the end of the focus group

Focus Group Meeting – The Three Phases

Phase 1: Setting the Stage (5-10 minutes)

- Welcome and introduce yourself.
- Invite the participants to introduce themselves.
- Share a bit about the work that your community is engaged in (optional).
- Define what dementia friendly communities are and give some examples (optional).
- State that the purpose of the focus group/community discussion is to gather insights about memory loss and the role of community. Share that what you learn will influence the efforts of the community action team.
- Assure the participants that there is no right or wrong answer to the questions and that they do not have to answer every question.
- Inform the group that someone else will be taking notes (introduce the note-taker) or that the group will be audio-recorded for the purpose of summarizing key messages.
- Discuss confidentiality: You can modify these points to suit your needs or situation.
 - “What is said in this room is for the purpose of informing the action team on common themes that come out of the conversation.”
 - “We will not identify anyone by name in our report or when we share key findings. You will remain anonymous.”

Phase 2: The Conversation (45 minutes)

- Ask one question at a time (sample questions are found on pages 6-7), in any order, that makes sense to the flow of the conversation. You don't need to get to all your questions, but you may want to prioritize them based on what your action team is most interested in knowing.
- If no one responds to a question, first wait for 15 to 20 seconds and then repeat the question. If still no response, move on to another question.
- Ask good follow-up questions. This is a way to understand more deeply what the person is saying and often provides valuable information. Good follow-up questions may organically start to address other key questions and will feel more like a conversation than a question-and-answer session.
 - "Can you talk about that more?"
 - "Help me understand what you mean."
 - "Can you give an example?"
 - "Have others had a similar (or different) experience?"
- Before moving on to the next question, consider asking if anyone else has a comment on the question you are discussing (repeat the question). Look around the table and make brief eye contact with individuals who have not spoken. This may prompt a response.
- Ask your next question and proceed with other questions in the same general manner. The ordering and phrasing of the questions, the follow-ups, and how much time to spend on each one are decisions of the facilitator.
- When your key questions have been addressed, and before moving into the "Wrap up," ask if anyone has any other comments to make. This can be an effective way of gathering other opinions that have not yet been voiced.

Phase 3: Wrap Up (5-10 minutes)

- Summarize the common themes that emerged during the conversation.
- Reinforce that the key messages will be brought back to the action team and will influence actions that the community may take.
- Consider having a way for participants to privately share thoughts they did not bring up in the group. Provide a form and invite everyone to jot down any additional thoughts before they leave.
- If appropriate, invite members of the focus group to participate in the Community Action Team—share meeting dates.
- Thank each person for participating.

Focus Group Meeting Follow-up

- If you have contact information for participants, send each one either a handwritten or an email thank you.
- Invite participants to attend the Community Meeting in Phase 4 (ACT Together) to learn results of your community assessment and to help determine action items.

Sample Focus Group Questions for Community Members with Memory Loss

- Are there ways in which you feel your community is dementia friendly? In what ways?
OR
- Do you feel your community does a good job in supporting people who are living with memory loss?

Ask for specific examples they have experienced in a bank, grocery store, beauty/barber shop, restaurant, health club, church, public transportation, home improvement stores (e.g., Menards), or in accessing good information, using support groups, or other activities.

- Have you ever had a bad experience in your community where perhaps you felt lost or confused and no one seemed to help?

What happened, what could have made the situation better?

- Do you think your community treats you differently, or would treat you differently, if they knew you have memory loss?
- What do you want your community to know about people living with memory loss?
- Do you think there are enough opportunities for people living with memory loss to stay involved in community life?
AND/OR
- What do you see as the biggest obstacles to staying involved in your community?
- If I could wave a magic wand and make (your community name) a great place to live for those with memory loss, what would it look like?
AND/OR
- What is the most important thing your community could do over the next year to better meet your needs?

Sample Focus Group Questions for Family Member, Relative or Friend Caring for Someone with Memory Loss

- Are there ways in which you feel your community is dementia friendly? In what ways?
OR
- Do you feel your community does a good job in supporting people who are living with memory loss?

Ask for specific examples they have experienced in a bank, grocery store, beauty/barber shop, restaurant, health club, church, public transportation, home improvement stores (e.g., Menards), or in accessing good information, using support groups, or other activities.

- Do you feel the community is well informed about memory loss and dementia?

Why do you feel this way?

- Do you feel YOU are well informed?
AND/OR
- Do you feel prepared for this role?

- Do you feel your community understands your role as a care partner?
AND/OR
- What do you want your community to understand about caring for a relative (spouse, loved one) with memory loss or dementia?

- What is something the community could do, or offer, that would help you in your role as a care partner?
AND/OR
- What caregiver resources would you like to see in your community?

- Are you concerned about your own health and well-being?
AND/OR
- In what ways could the community play a positive role in your health and well-being?

- Are there adequate opportunities for people living with memory loss and their family caregivers to stay involved and enjoy community life?

- If I could wave a magic wand and make (your community name) a great place to live for those caring for someone with memory loss, what would it look like?
AND/OR
- What is the most important thing your community could do over the next year to better meet your needs?

Real focus group comments of people with memory loss:

Give me more time, the community is impatient.

I am a person with feelings, emotions, and sensitivities.

I want to feel needed in my community.

Make it ok for me to ask for help.

If it looks like I need help, please ask me; the community needs to be educated on what a person looks like who might need help.

Please show kindness.

The most important thing I need from my community is to be needed.

Real focus group comments of care partners:

Information comes too late.

Community lacks the knowledge they need.

I want a community that offers empathy and understanding.

The community needs to understand that caregivers can't just walk away.

This role limits my ability to have the life I want.

I am not sure I am up for the job; this is so lonely.

I will be angry and irritable; please understand.

It is hard to ask for help but if I do, I hope my community is up for the job.

Synthesize and Analyze Focus Group Results

For all participant comments to be understood and useful, they must be narrowed down to essential information. If the focus group was recorded, you need to produce a written transcript. Eliminate any unnecessary words or comments. If the focus group was documented by a note-taker, he/she should clean up/organize the notes and create a legible, written summary of the session. To capture the most relevant information for your action team:

- Make one copy of the Synthesis Worksheet (found on page 10) for each question asked that received a response.
- Write each question on a separate Synthesis Worksheet.
- With your transcript and/or notes in hand, write the responses to each question in column B.
- Identify the person (ID number) giving the response in column A. Responses can be summarized or paraphrased as long as the point is not lost.
- After recording the responses on the Synthesis Worksheets, ask these questions of the facilitator, note-taker, and at least one person from the action team to gain consensus:
 - What are the common themes/responses?
 - What conclusions seem accurate?
 - Is there a key finding to take forward?
- The Key Findings are recorded in column C.
- Complete the Key Findings Summary (found on page 10).
- Share Key Findings with your action team.

Details to Include in Focus Group Recruitment Flyer

Some examples of information to use in recruiting focus group participants:

- What should a community that supports people with memory loss look and feel like?
- What should a community that takes care of family caregivers look and feel like?
- Be part of the discussion for our community. What matters to you? We welcome your participation in one of the following focus group discussions.

<p>Focus Group: Community Members Living with Memory Loss</p> <p>We're seeking people with mild or moderate memory loss who can verbally express thoughts and ideas.</p> <p>[Day and date] [Time]</p>	<p>Focus Group: Community Members in a Supporting or Caregiving Role</p> <p>We're seeking spouses, partners, or other family members living with a person who is experiencing mild or moderate memory loss.</p> <p>[Day and date] [Time]</p>
<p>The group discussions will be facilitated by [Name of person and/or organization]. Interested persons are asked to leave contact information (phone number and/or e-mail) with [Name]. [Name] will contact you to answer your questions, confirm your participation and share the location for the discussion.</p>	

Focus Group Synthesis Worksheet

Date of focus group: _____

Question #: _____

Type of group (circle one): Support partner Persons with memory loss Mixed group

Column A	Column B	Column C
Participant ID	Response	Is there a key finding to take forward?

Key Findings Summary

Review Column C from each Synthesis Worksheet. Identify up to 5 of the most common themes, ideas, needs, and/or recommendations that emerged from the focus group. Share with your action team.

Persons with Memory Loss

- 1.
- 2.
- 3.
- 4.
- 5.

Family Caregivers

- 1.
- 2.
- 3.
- 4.
- 5.