

SAN DIEGO COUNTY ALZHEIMER'S DISEASE AND RELATED DEMENTIAS

INFORMATION & RESOURCES FOR CAREGIVERS

Information & Resource Lines

- 211: County-wide info/resources, <http://211sandiego.org>
- Aging & Independence Services: (800) 510-2020, specific info/resources for older adults, including Adult Protective Services, <http://sandiegocounty.gov/hhsa/programs/ais/>
- Alzheimer's Association: (800) 272-3900, Alzheimer's disease specific <http://alz.org>
- Alzheimer's San Diego: (858) 492-4400, San Diego based resource organization; <http://alzsd.org>
- Southern Caregiver Resource Center: (800) 827-1008, Caregiver focused info/resources <http://caregivercenter.org/>

Alzheimer's-Specific Resources

- Alzheimer's Association: (800) 272-3900, Includes information on specific behavioral issues
- Alzheimer's San Diego: (858) 492-4400, <http://alzsd.org>
- Glenner Center: (619) 543-4700, <http://glenner.org>
- Southern Caregiver Resource Center: (800) 827-1008, <http://caregivercenter.org>
- UC San Diego Shiley-Marcos Alzheimer's Disease Research Center: (858) 822-4800, <http://adrc.ucsd.edu>

Common Needs Resources

- California Department of Aging, 916-322-5290, <http://www.aging.ca.gov>
- Caregiver Resources: Southern Caregiver Resource Center, (800) 827-1008, <http://caregivercenter.org>
- Health Insurance Resources: Health, Information, Counseling & Advocacy Program (HICAP), (858) 565-1392, <http://www.cahealthadvocates.org>
- In-Home Care Resources: In-Home Supportive Services, (800) 510-2020, <http://sandiegocounty.gov/hhsa/programs/ais/>
- Jewish Family Services Older Adult Helpline 858-637-3040, <http://www.jfssd.org>
- Legal Resources: Elder Law & Advocacy, (858) 565-1392, <http://www.seniorlaw-sd.org>
- SeniorHelp.org Directory for assisted living communities, in-home caregivers, etc. 866-333-5183.
- US Department of Health and Human Services Administration on Aging, <http://www.aoa.gov>
- VA San Diego Healthcare System Caregiver Support. www.caregiver.va.gov 619-497-8424.
- Getting to Know Dementia: A Patient's Guide to Diagnosis, Treatment and Care, Fourth Edition, 2011. UBC eHealth Strategy Office, 855 W 10th Avenue, Vancouver, British Columbia, Canada, V5Z http://www.iconproject.org/dnn_icon/Portals/0/Docs/2011-06-08-GTKDEnglish-Web.pdf
- Mace, N. & Rabins, P. The 36-Hour Day: A Family Guide to Caring for People with Alzheimer Disease, other Dementias, and Memory Loss in Later Life.

Conversation Project: http://theconversationproject.org/wp-content/uploads/2016/05/TCP_StarterKit_Alzheimers.pdf

Safety Resources

- Alzheimer's Association "Safe Return" program using identification products such as necklaces and bracelets, wallet cards, clothing labels with toll free 800 numbers on them. www.alz.org/SafeReturn
- Adult Protective Services: (800) 510-2020, for elder and disabled adult abuse reporting
- Sheriff's "Take Me Home" Program and You Are Not Alone Program: www.sdsheiff.net/tmh (info on registering)

EFFECTIVE COMMUNICATION WITH INDIVIDUAL WITH COGNITIVE ISSUES

Tips for improved communications:

- Make just one request at a time.
- Speak slowly with good diction.
- Allow time for the individual to respond to your question or request.
- Use many of the five senses with the individual: sight, smell, touch, taste, sound.
- Maintain eye contact.
- Assume a comfortable, relaxed posture to make the individual at ease.
- Identify and reflect the individual's concerns, "I see you are uncomfortable..."
- Use simple, direct statements or requests.

Using Redirection to Improve Communications

Redirection is an intention method of refocusing the individual to remain calm, cooperative, content and safe. Often, individuals with cognitive issues may be frustrated or agitated due to their inability to effectively communicate or have their needs met. It is key to enter the individual's reality, approach in a calm manner, and communicate your desire to help.

- Present options: "Would you like this or this?"
- Compliment: "My that's a beautiful sweater!"
- Request Help: "Can you please help me fold these towels?"
- Helpful Distractions: Food, drink, reminiscent stories, music, humor
- Validate: "You look worried."
- Distract: "Let's look over there..." "Let's plan to do that later. In the meantime, ..."
- Redirect: "That coffee smells good. Do you want a cup?"

Common Delusions in Individuals with Dementia

- Accusations of infidelity
- Persons or images from TV are real
- Fear of abandonment
- Accusations of theft of one's property
- Claims of impersonation (spouse is imposter)
- Current residence is not one's home
- Misidentification of familiar persons