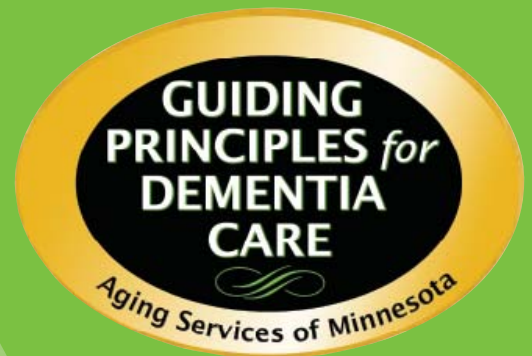




**Aging Services  
of Minnesota**

LEADING CHANGE ■ CHANGING LIVES



*Demonstrate your commitment to high standards of care and service delivery with respect and dignity for persons with dementia*



## What Does It Mean To Adopt the Guiding Principles for Dementia Care?

With the expansion of specialized programs to serve persons with Alzheimer's disease and other forms of dementia, regulators and consumers have voiced concerns that some programs that are promoted as providing dementia care services do not really offer any specially designed services or environments. Aging Services of Minnesota members who are experts in this specialized care urged the development of voluntary industry standards that identify the key components in a quality dementia care program. As part of Aging Services of Minnesota's Memory Care Committee, they developed these general standards, which are called the *Guiding Principles for Dementia Care*. By adopting these *Principles*, dementia care providers are pledging that their organizations' programs promote the highest quality services for the persons they serve and that their programs have been designed to address each of the applicable principles.

### An Ongoing Process

When your organization adopts the *Guiding Principles for Dementia Care* we hope that you will establish a process to regularly examine how you are addressing each principle. Because this will be an ongoing process of self-examination, Aging Services of Minnesota will ask organizations to adopt the *Principles* every two years. When your organization is preparing to re-adopt the *Principles*, you can use the workbook to help evaluate and review your program.

The regular re-adoption process will help your organization identify how your program has evolved to better address the needs of the individuals you serve.

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### Living the Guiding Principles for Dementia Care

Aging Services of Minnesota's *Guiding Principles for Dementia Care* is designed to provide a general framework for identifying the important aspects of care and services for persons with dementia. The *Principles* do not suggest specific ways of implementing each principle. Indeed, it is assumed that the way providers choose to address each principle will depend on the type of setting in which services are provided, the type of license the provider carries (home care, nursing home, adult day services), the

## Your Toolkit

Included in this packet is an interactive **workbook** that can be used with staff, volunteers and other groups to help individuals think about how their program addresses the Principles. Each organization may find different ways to implement the various parts of the Principles.

A **resolution** must be passed by your board/owner(s), signed by the chair or designated person, and returned to Aging Services of Minnesota indicating that you are committing to the Guiding Principles for Dementia Care. A sample resolution is included.

An **order form** has been included so that you may order a frame for your Guiding Principles for Dementia Care certificate and purchase additional materials.

Because it is important to use the **Guiding Principles for Dementia Care seal** in your advertising, brochures and on your business stationery, Aging Services of Minnesota will provide the Dementia Care seal in various printable formats for your use. Please note that use of the seal is for members during their initial two-year adoption period and subsequent two-year adoption terms only.

In order to help you announce your commitment to the Aging Services of Minnesota Guiding Principles for Dementia Care, we have supplied a template for a **news release**. Please feel free to customize it according to your needs.

To help organizations provide superior dementia care services, Educare in partnership with Aging Services of Minnesota offers training on dementia care customized for your organization. Go to [agingservicesmn.org](http://agingservicesmn.org), click on Store and select Staff Training from the list of Product Categories to learn more.

Aging Services of Minnesota staff is here to help you. If you have any questions about the Guiding Principles for Dementia Care or promoting your organization as a Guiding Principles for Dementia Care participant, please call us at 651.645.4545, or toll-free 800.462.5368.

functioning level of the people they serve and other provider-specific characteristics. Each organization that adopts the Guiding Principles for Dementia Care pledges that its program meets the general principles, and will have to develop distinct policies and procedures to address the training, activities-focused care, environment and other needs identified in the principles.

## Demonstrating Your Commitment to Consumers

The Guiding Principles for Dementia Care has been used as a basis of information for consumers on what to look for and what questions to ask when they are shopping for dementia care services for a loved one. Aging Services of Minnesota expects that as the public becomes aware of these important industry guidelines, consumers will begin to ask questions related to these principles and inquire whether programs they are considering have adopted the Guiding Principles for Dementia Care. All providers who adopt the *Principles* will receive certificate, suitable for framing and posting. They will be able to tell consumers that they are voluntarily following the Principles as part of their effort to provide excellent care.

To help organizations provide superior dementia care services and have the tools they need to continually improve their services, Aging Services' Memory Care Committee developed a list of resources and/or examples for each of the seven areas covered by the Principles. These provider resources are posted on Aging Services of Minnesota's Web site at [www.agingervicesmn.org](http://www.agingervicesmn.org). Aging Services encourages providers to notify Aging Services' staff whenever they find additional helpful resources or materials that should be added to this list. Aging Services also has created an online community for dementia care providers to use to ask questions of their peers and to share resources and ideas. This entire effort is intended to assist specialized dementia care providers so

they can provide the best possible care for the people they serve. Go to [www.agingervicesmn.org](http://www.agingervicesmn.org), log in and click on Online Communities.

The Guiding Principles were designed to provide general guidelines for key areas of dementia care programs. They have been developed by a group of providers with years of experience serving persons with dementia. By adopting these Principles, your organization is pledging to consumers that your program will adhere to these principles and provide the best possible care for the people you serve.

Aging Services of Minnesota has developed a formal process by which dementia care providers can endorse these principles and notify the public that their dementia care program is consistent with these Principles. The Guiding Principles for Dementia Care has now been incorporated as a key component in Aging Services of Minnesota's Confident Choices in Senior Living Program. The ultimate goal of this process is to give providers practical tools and resources to help them provide the best dementia care services possible and to give consumers and their families information about what they should expect from an excellent dementia care program.

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## How Were the Guiding Principles for Dementia Care Developed?

Aging Services of Minnesota's Memory Care Committee began working in 2002 to identify voluntary standards that superior dementia care programs should address. This committee was composed of dementia care experts working in a variety of housing-with-services settings in Minnesota. In addition to the careful drafting of the Guiding Principles for Dementia Care, the committee members worked to develop a list of examples and useful resources that would be helpful to dementia care providers. After the Principles were developed, they were reviewed by many other providers and several committees before the Aging Services of Minnesota Board approved in March 2004 a process for all types of dementia care providers to voluntarily adopt these Principles.



## For Boards of Directors or Owners

Attached is a sample resolution for your organization's Board of Directors to consider as you adopt Aging Services of Minnesota's *Guiding Principles for Dementia Care*. The board may wish to use this resolution as it is stated, or may wish to make some change that better fits the unique style of your organization. Either way is welcome.

You may ask why the board or owner(s) should adopt a resolution. The response is that Aging Services of Minnesota's *Guiding Principles for Dementia Care* reflects your values and mission and identifies key quality components to your dementia care programs. The *Principles* are general enough that your organization can design the details of your program to best meet the needs of your client population as well as work within the distinctiveness of your organization. However, it is important that your entire organization understands that adoption of the *Principles* is the board's way of saying, "This is what we believe is right and acceptable for our community." The board can then delegate the program design and implementation to the staff of professionals upon whose expertise they depend. For staff members, these *Principles* provide a framework to work within that allows creativity, but also provides a touchstone to measure how their work meets the expectations of the organization.

Finally, these *Principles* were developed to help you continue to build and maintain the trust of the people you serve and those that care for them. The board of directors/owner(s) of your organization and others are the front line of that trust relationship, in that they are responsible to oversee the ongoing efforts of the organization and ensure its viability over time. Aging Services of Minnesota's *Guiding Principles for Dementia Care* is an organization-wide tool for success.



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## Sample Board of Directors/Owner(s) Resolution to Adopt the Aging Services of Minnesota Guiding Principles for Dementia Care

Whereas, the (name of organization) Board of Directors/Owner(s) is committed to providing quality services to the citizens of (name of community or region);

Whereas, our mission statement and overall philosophy of care and service reflect our commitment to providing quality dementia care for the people we serve;

Whereas, our dementia care program has been carefully designed to address the preferences and functioning level of the persons we serve and to provide them a sense of usefulness, pleasure and success while maximizing functional abilities, promoting safety and encouraging independence;

Whereas, we believe that if all people employed by or volunteering for (name of organization), as well as the family members understand the significance of focusing on the individual, the resulting services we provide will be sensitive, caring and of superior quality;

Whereas, as a member of Aging Services of Minnesota, we have a compact with our peer provider community to strive always to offer quality services;

Therefore, we, the Board of Directors/Owner(s) of (name of organization) do hereby adopt Aging Services of Minnesota's Guiding Principles for Dementia Care (list all buildings or programs to which this applies) and direct our employees and volunteers to adhere to the Principles in all that they do as a member of this organization.

Signed \_\_\_\_\_ Date \_\_\_\_\_  
Chair of the Board/Owner(s)

Signed \_\_\_\_\_ Date \_\_\_\_\_  
CEO/Manager





## Aging Services of Minnesota GUIDING PRINCIPLES FOR DEMENTIA CARE

**PREAMBLE:** The *Guiding Principles for Dementia Care* guides our decisions and leads us to create a community of quality dementia care providers and informed consumers.

**(Name of Provider)'s Dementia Care Program** strives toward these goals:

- Our program has a written statement of its mission and overall philosophy that reflects the needs of persons with dementia.
- Our program promotes the involvement of the people being served, their families, and staff in the development, implementation, and evaluation of care and service delivery, including education and support. The program has an effective assessment and care planning process that responds to the ongoing and changing needs of those being served.
- All staff, including management, direct care, and other staff, who work with persons with dementia and their families in our program receive **initial training** that covers the following key components:
  - The organization's mission statement and overall philosophy
  - Basic information about dementia and its various types, including common symptoms
  - Philosophy and implementation of activity-focused care and services
  - Practical approaches for providing care and/or services for those with dementia in a specialized environment
  - Communicating with persons with dementia and their support circle
  - Problem solving and accommodating challenging behavior and understanding it as a form of communication. In addition to dementia-specific training, direct care staff members receive additional initial training as required by any applicable requirements.
- All staff members have ongoing opportunities for **continuing education and support** relating to dementia. For direct care staff, any in-service training should integrate topics focusing on dementia and the needs of those we serve whenever appropriate.
- Our program provides activity-focused care and specialized programming that are fundamental to the daily experience of those we serve and should reflect the individual's preferred lifestyle and functioning level, while providing a sense of usefulness, pleasure and success. A balanced dementia care program includes:
  - Productive and useful activities
  - Self-care activities
  - Leisure and life-enriching activities
- Our program's physical environment and design features support the functioning of those with dementia, accommodate behaviors, maximize functional abilities, promote safety, and encourage independence. The setting also provides a method for monitoring unescorted exiting. If our program is in a residential setting, we monitor and respond to the needs of the people being served on a 24-hour basis.
- Our program complies with all applicable local, state and federal laws and regulations, such as applicable licensing requirements, the Vulnerable Adults Act, the Housing-with-Services Contract Act, the Dementia Disclosure law and the Dementia Training law.
- Our program, if in a housing-with-services setting, supports and endorses Aging Services of Minnesota's *Code of Ethics*. The *Code of Ethics* guides our decisions and leads us to create a culture of mutual respect, understanding and trust with the people we serve and those who support them.

This certifies Aging Services of Minnesota has on file a resolution of the Board of Directors of (name of provider), which adopted and agreed that their organization and staff will adhere to the *Guiding Principles for Dementia Care*.

Wayne Olson, Board Chair

Gayle M. Kvenvold, President/CEO



Effective for two years  
from date of adoption



Make the most of your adoption of the Aging Services of Minnesota *Guiding Principles for Dementia Care*.

By demonstrating your commitment to the *Guiding Principles for Dementia Care* you have become part of an elite group of organizations serving older adults. The next step is to tell your story to the public, through the news media. Here is a template for a news release to get you started, however you will want to customize it by adding information about your services and facility.

## News Release

(Name of Organization) has reinforced its commitment to open communication, fairness, confidentiality and a high standard of service by adopting Aging Services of Minnesota's *Guiding Principles for Dementia Care*.

Aging Services of Minnesota is a statewide member organization of providers dedicated to promoting excellence and innovation in older adult services. *Guiding Principles for Dementia Care* was developed by consumers and providers to focus on ethical issues in older adult services. Its goal is to help establish and maintain trust in the relationship between these providers and consumers.

(Name of Organization)'s management, board of directors/owner(s) and staff participated in completing their resolution to adopt the *Guiding Principles for Dementia Care*, which involved a self-examination of (Name of Organization's) ethical standards and commitment to the standards of conduct shared by quality providers in Minnesota.

Visitors to (Name of Organization) will see the Aging Services of Minnesota *Guiding Principles for Dementia Care* certificate proudly posted at our entrance.

"By earning the *Guiding Principles for Dementia Care* seal, (Name of Organization) has shown that we strive for the standards of quality, open communication and respect that residents and their families expect. We have pledged to provide innovative and supportive housing in a well-maintained setting that reflects the values of our community and with a well-trained staff," according to (Organization spokesperson).

Choosing the right services and provider can be a daunting challenge, however, looking for providers that display the Aging Services of Minnesota *Guiding Principles for Dementia Care* seal can help refine the search, according to Aging Services of Minnesota.

In addition to the *Guiding Principles for Dementia Care* program, the association offers consumer information on a range of older adult services in Minnesota online at <http://www.agingservicesmn.org>, click on Consumers. There you'll find tips on planning for your needs and information about the many types of services available to older Minnesotans.

### ***For renewing members***

(Name of Organization) first adopted the *Guiding Principles for Dementia Care* on \_\_\_\_\_ and has renewed this commitment every two years since that date.

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## Resources

To obtain a copy of the **Guiding Principles for Dementia Care seal** for use in your advertising brochures, Web site and/or business stationery, contact Jenny Mims, [jmims@agingservicesmn.org](mailto:jmims@agingservicesmn.org) or further information.

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**Guiding Principles for Dementia Care materials are available from the Aging Services of Minnesota Web site at no charge. Go to [www.agingservicesmn.org](http://www.agingservicesmn.org), log in and click on About Us, then Quality Initiatives; look in the sidebar for a packet of information to download and print.**

Provider: \_\_\_\_\_

Address: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Please fax this form to 651.645.0002 or call Alecia Crumpler at 651.645.4545 or 800.462.5368.

**For additional information on Aging Services of Minnesota, please visit our web site at [www.agingservicesmn.org](http://www.agingservicesmn.org).**