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Dementia Friendly Massachusetts Initiative Training Inventory

This document has been prepared by the Dementia Friendly Massachusetts Initiative to make it easier for organizations and communities to find appropriate training, and for trainers to collaborate. The trainings are not endorsed by DFMI, and this is not an exhaustive list. The information below has been submitted by the training entities, and questions should be directed to the contact person listed.

For questions about this inventory or to add a training, please contact Beth Soltzberg at bsoltzberg@jfcsboston.org or 781-693-5628. To learn more about DFMI, please visit www.jfcsboston.org/DementiaFriendlyMA

QUICK REFERENCE CHART

Name of Trainer/Organization	Target Participants	Summary Description	See for Details
Statewide			
Alzheimer's Association MA/NH Chapter	<ul style="list-style-type: none">General publicCommunity groupsPeople living with dementiaFamiliesFirst respondersHealthcare and elder service professionalsCustomer-facing business staffElder law and financial services staffWill customize trainings for larger groups	Trainings vary in length from 1 to 6 hours. Will provide educational sessions on research, as well as professional training, family/caregiver training, tips and strategies for individuals living with dementia, and training tailored to professional groups and sectors. Trainings are available in Spanish as well as English.	p. 5
Home Instead Senior Care	<ul style="list-style-type: none">Staff of customer-facing businessesCommunity members	15-30 minute free online training at http://www.helpforalzheimersfamilies.com/alzheim	p. 6



		ers-care-training/alzheimers-friendly-business-training/	
Second Wind Dreams	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Community organizations• Staff or management of customer-facing businesses• First responders• Law enforcement• Policy makers	VIRTUAL DEMENTIA TOUR®, a 1 hour simulation.	p. 7
Massachusetts Executive Office of Elder Affairs (Contact Adam Frank)	<ul style="list-style-type: none">• Police officers• 911 dispatchers	3 hour training on reporting and search procedures, strategies for interaction, preventive action	p. 8
Massachusetts Executive Office of Elder Affairs (Contact Annette Peele)	<ul style="list-style-type: none">• Professional caregivers	4 hour online training on the signs of dementia, and individualized approaches to managing it	p. 8
Massachusetts Executive Office of Elder Affairs (Contact Alec Graham)	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Community organizations• Staff or management of customer-facing businesses	One hour training on preventing and reporting financial exploitation of older adults	p. 9
Massachusetts Executive Office of Elder Affairs (Contact Leanne Winchester)	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Respite volunteers	Personal & Home Care Aide State Training (PHCAST): 60 hour training on provision of health care services to those living with Alzheimer's and related disorders	p. 10



University of Massachusetts Medical School (Contact Leanne Winchester)	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Respite volunteers	4 hour training on the fundamentals of Alzheimer's and related disorders	p. 10
Massachusetts Executive Office of Elder Affairs/ Elder Services of the Merrimack Valley - Healthy Living Center of Excellence (HLCE) (Contact Ana Karchmer)	<ul style="list-style-type: none">• Family caregivers	Savvy Caregiver: 2 hour weekly session for six weeks, to build knowledge, skills, and coping techniques	p. 11
All Saints Episcopal Church/ Episcopal Diocese of Massachusetts	<ul style="list-style-type: none">• Religious congregations• Professional caregivers• Family Caregivers• Community organizations• Staff of customer-facing businesses	2 to 4 hour workshop on creating dementia friendly congregations; spiritual care of those with Alzheimer's and dementia	p. 12
Pleasantries Adult Day and Consulting Services	<ul style="list-style-type: none">• Professional caregivers• Community organizations	2 to 8 hour trainings on basics, best practices, creating a habilitative environment, resident directed programming, sexuality, cultural competence, abuse and neglect, healthy caregiving	p. 12
Dementia Friendly Agawam	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Community organizations• Staff of customer-facing businesses	1, 4 and 8 hour training and dementia simulation	p. 13
Senior Living Residences	<ul style="list-style-type: none">• Community groups• Families	1 – 3.5 hour trainings on dementia basics, communication, loss of independence due to early	p. 14



	<ul style="list-style-type: none">• Professional caregivers, including hospital staff• Activities Professionals• Emergency Services Workers• Customer-facing business staff• Elder law and financial services staff• Municipal workers	symptoms of cognitive impairment; and The Dementia Experience, an immersive sensory training designed to build empathy and understanding of how dementia impacts activities of daily living, the dangers of medication mismanagement, poor nutrition and senior phishing scams, and the importance of preserving dignity.	
The Conversation Project	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Community organizations• Staff of customer-facing businesses	75 – 90 minute workshops on how to discuss and protect the end-of-life and healthcare wishes of individuals living with dementia	p. 15
Cape & The Islands, Southeastern Massachusetts			
Alzheimer's Family Support Center	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Community organizations• Staff of customer-facing businesses	90 minute training on fundamentals, and tips for communicating and managing dementia	p. 16
HopeHealth/ Hope Dementia & Alzheimer's Services	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Community organizations• Staff of customer-facing businesses• Specialized trainings offered upon request	4 to 16 hours for various certifications	p. 17
Middlesex County/Merrimack Valley			
ComForCare Home Care- Westford	<ul style="list-style-type: none">• Professional caregivers• Family caregivers• Community organizations• Staff of customer-facing businesses	30 minutes to 2 hours; variety of topics, including first responder, family caregiving, keeping friendships, and therapeutic music	p. 18



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DETAILED INFORMATION

Statewide

Organization/Company: Alzheimer's Association MA/NH Chapter

Contact Information: Maura Moxley, mmoxley@alz.org; 617-868-6718

Website: <http://alz.org/manh/>

Title of Training: We have programs for raising public awareness, community members, families, and people living with the disease. We also have first responder trainings, trainings for professionals in elder services, healthcare professional trainings, customer-facing business training, elder law and financial staff trainings. We will customize trainings for larger audiences. We also do education regarding research.

Target Participants: General public; Community groups; People living with dementia; Families; First responders; Healthcare and elder service professionals; Customer-facing business staff; Elder law and financial services staff; Will customize trainings for larger groups

Major Topics: Public Awareness, Training for people living with dementia (tips and strategies) Caregiver support, Professional Healthcare trainings, First Responder trainings

Length of Training: Varies from 60 minutes to 6 hours

Format: in-person and online

Languages other than English: Spanish

CEUs Offered? Yes, for healthcare trainings, for all disciplines

MA Mandates Fulfilled? Our train the trainer for First Responders (Silver Alert Legislation) as well as our Train the Trainer for Healthcare Facility Staff (Special Care Unit Legislation)

Train-the-Trainer Option: Yes



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Can training materials be used/adapted by other organizations or individuals? No

Fee Structure: All community and Family programs are free. We do charge for some of our trainings for Healthcare Professionals

Organization/Company: Home Instead Senior Care

Contact Information: Wendy Nollman, wendy.nollman@homeinstead.com, 508-393-8338

Website: <http://www.helpforalzheimersfamilies.com/alzheimers-care-training/alzheimers-friendly-business-training/>

Title of Training: Alzheimer's Friendly Business Training

Target Participants: Staff or managers of customer-facing businesses; Community members

Major Topics: Disease overview, disease behaviors and causes, interaction strategies to employ in multiple business and public scenarios with supporting explanations

Length of Training: 15 – 30 minutes

Format: Online, self-paced

CEUs Offered? No. Certificate of Education is delivered via email upon completion of course.

MA Mandates Fulfilled? No

Train-the-Trainer Option: No

Can training materials be used/adapted by other organizations or individuals? Yes

Fee Structure: Free of charge



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Organization/Company: Second Wind Dreams

Contact Information: Dayne DuVall, info@secondwind.org, 678-624-0500

Website: www.secondwind.org

Title of Training: VIRTUAL DEMENTIA TOUR®

Target Participants: Professional caregivers; Family caregivers; Community organizations; Staff or management of customer-facing businesses; First responders; Law enforcement; Policy makers

Major Topics: Dementia simulation, tips on providing better care

Length of Training: 1 hour

Format: In-person experiential learning

CEUs Offered? Yes, for Activity Directors; NAB-approved for Administrators

MA Mandates Fulfilled? Continuing Education for Administrators, direct care workers and supervisors, activity directors [DPH 105 CMR 150.024]

Train-the-Trainer Option: Yes

Can training materials be used/adapted by other organizations or individuals? No

Fee Structure: Please contact for pricing.

Additional Information: The Virtual Dementia Tour is designed for educating health care professionals, staff in elder care, families of people with dementia, first responders, policy makers, and the general public. It is a patented, scientifically proven learning experience that helps sensitize those who interact with our elders to help change the way we connect with and care for people with dementia.



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Organization/Company: Massachusetts Executive Office of Elder Affairs

Contact Information: Adam Frank, adam.frank@state.ma.us, 617-222-7428

Website: www.Mass.gov/elder

Title of Training: Silver Alert Training for Veteran Police Officers, Silver Alert Training for 911 Dispatchers

Target Participants: Police officers; 911 Dispatchers

Major Topics: Reporting and search procedures, strategies for interaction, preventive action

Length of Training: 3 hours

Format: In-person

CEUs Offered? No

Train-the-Trainer Option: Yes

Fee Structure: Free of charge

Additional Information:

Organization/Company: Massachusetts Executive Office of Elder Affairs

Contact Information: Annette Peele, annette.v.peele@state.ma.us, 617-223-9901

Website: www.Mass.gov/elder

Title of Training: Basic Training in Alzheimer's Disease

Target Participants: Professional caregivers

Major Topics: Recognizing the disease & individual management



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Length of Training: 4 hours

Format: On-line self-paced

CEUs Offered? Yes; Social Work

Train-the-Trainer Option: No

Can training materials be used/adapted by other organizations or individuals? No

Fee Structure: Free of charge

Organization/Company: Massachusetts Executive Office of Elder Affairs

Contact Information: Alec Graham, alec.c.graham@state.ma.us, 617-222-7495

Website: www.Mass.gov/elder

Title of Training: Financial Exploitation Training

Target Participants: Professional caregivers; Family caregivers; Community organizations; Staff or management of customer-facing businesses

Major Topics: Preventing and reporting elder financial exploitation

Length of Training: 1 hour

Format: In-person

CEUs Offered? No

MA Mandates Fulfilled?

Train-the-Trainer Option: No

Can training materials be used/adapted by other organizations or individuals? Yes



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Fee Structure: Free of charge

Organization/Company: Massachusetts Executive Office of Elder Affairs

Contact Information: Leanne Winchester, Leanne.Winchester@State.ma.us , 617-573-1823

Website: www.Mass.gov/elder

Title of Training: Personal & Home Care Aide State Training (PHCAST)

Target Participants: Professional caregivers; Family caregivers; Respite volunteers

Major Topics: Health care support

Length of Training: 60 hours

Format: In-person

CEUs Offered? No

MA Mandates Fulfilled? Personal home care aide

Train-the-Trainer Option: Yes

Can training materials be used/adapted by other organizations or individuals? Yes; must attend a facilitator training first

Organization/Company: University of Massachusetts Medical School

Contact Information: Leanne Winchester, Leanne.Winchester@State.ma.us , 508-856-8421

Title of Training: Acquiring Basic Core Competencies for Direct Care Workers

Target Participants: Professional caregivers; Family caregivers; Respite volunteers



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Major Topics: Understanding Alzheimer's disease and other conditions causing dementia

Length of Training: 4 hours

Format: In-person

CEUs Offered? No

MA Mandates Fulfilled? Personal home care aide

Train-the-Trainer Option: Yes

Can training materials be used/adapted by other organizations or individuals? Yes; must attend a facilitator training first

Fee Structure: \$175

Organization/Company: Massachusetts Executive Office of Elder Affairs/ Elder Services of the Merrimack Valley -Healthy Living Center of Excellence (HLCE)

Contact Information: Ana Karchmer, ana.karchmer@state.ma.us , 617-222-7490 or Crystal Polizzotti, copolizzotti@esmv.org

Website: www.healthyliving4me.org

Title of Training: Savvy Caregiver

Target Participants: Family caregivers

Major Topics: Provides training on knowledge, skills and outlook

Length of Training: Two hour weekly session for six weeks

Format: In-person

CEUs Offered? No

Train-the-Trainer Option: Yes



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Can training materials be used/adapted by other organizations or individuals? No

Fee Structure: Free of charge to participants

Additional Information: This is an evidence-based program and cannot be adapted to be used for professional development or in any other way without permission from the developers.

Organization/Company: All Saints Episcopal Church/ Episcopal Diocese of Massachusetts

Contact Information: Reverend Colette Wood, colettewood@comcast.net, 617-922-9664

Title of Training: Creating dementia friendly congregations; spiritual care of those with Alzheimer's and dementia

Target Participants: Religious congregations; Professional caregivers; Family Caregivers; Community organizations; Staff of customer-facing businesses

Major Topics: Creating dementia friendly congregations; spiritual care of those with Alzheimer's and dementia

Length of Training: 2 – 4 hours

Format: In-person

CEUs Offered? No

Train-the-Trainer Option: Yes

Can training materials be used/adapted by other organizations or individuals? Yes; permission required; please speak with contact person.

Fee Structure: Varies

Organization/Company: Pleasantries Adult Day and Consulting Services

Contact Information: Tammy Pozerycki, MA, CADDCT, CDP, tammy@pleasantriesads.com, 508-335-1968

Website: www.pleasantriesads.com



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Title of Training: Alternatives in Alzheimer's Care; Certified Dementia Practitioner

Target Participants: Professional caregivers; Community organizations

Major Topics: The Basics of Alzheimer's Disease and Other Dementia; Best Practices of ADL Care when working with a person with dementia; Feelings and Communication through Behavior; Creating a Habilitative and Therapeutic Environment; Resident Directed Programming; Sexuality and Cultural Competence when working with a person with dementia; Abuse and Neglect; Healthy Caregiving

Length of Training: 2 – 8 hours

Format: In-person

CEUs Offered? No

MA Mandates Fulfilled? In-person specialized dementia training fulfills requirement for staff training for long-term skilled nursing and rehab, assisted living, and adult day health

Train-the-Trainer Option: No

Can training materials be used/adapted by other organizations or individuals? NCCDP-Certified Dementia Practitioners may utilize the information to train staff at their organization.

Fee Structure: Alternatives in Alzheimer's Care cost is \$300.00/2 hours; \$450.00/3 hours; \$600.00/4 hours; each additional hour over 4 is \$125.00/hour. Required Seminar for Certified Dementia Practitioner cost is \$225.00.

Additional Information: Alternatives in Alzheimer's Care is a trademarked staff training program. Certified Dementia Practitioner training includes the required 8-hour seminar "Alzheimer's Disease and Dementia Care."

Organization/Company: Dementia Friendly Agawam

Contact Information: Melinda Monasterski, Melinda.Monasterski@genesishcc.com, 413-333-2251

Title of Trainings: 8-Hour Dementia Training; 4-Hour Dementia Training; Virtual Dementia Tour



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Caring for Generations
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Target Participants: Professional caregivers; Family caregivers; Community organizations; Staff of customer-facing businesses

Major Topics: Communication, engagement, anatomy, culture, types of dementia

Length of Training: 1 hour, 4 hour, 8 hour

Format: In-person

CEUs Offered? Yes; Social Work and Nursing

MA Mandates Fulfilled? DHP

Train-the-Trainer Option: Yes

Can training materials be used/adapted by other organizations or individuals? Yes; permission required, and source must be acknowledged

Fee Structure: Free of charge

Organization/Company: Senior Living Residences

Contact Information: Pamela Maloney, pmaloney@slr-usa.com; 508-308-2736

Website: www.dementiafriendlymass.org

Title of Trainings: Understanding Dementia in the Real World; The Dementia Experience

Target Participants: Community groups; Families; Professional caregivers, including hospital staff; Activities professionals; Emergency services workers; Customer-facing business staff; Elder law and financial services staff; Municipal workers

Major Topics: Public awareness, dementia overview, communications training, sensitivity training, dementia simulation

Length of Training: 1 – 3.5 hours

Format: In-person



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Of Elder Affairs

Caring for Generations
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CEUs Offered? Yes; Social Work and Nursing. Other professions receive certificate of completion to submit to their licensing board.

Train-the-Trainer Option: Yes; a train-the-trainer webinar is under development

Can training materials be used/adapted by other organizations or individuals? Yes. Participation in a train-the-trainer session is required before using The Dementia Experience. All other materials may be used with attribution.

Fee Structure: Free of charge

Organization/Company: The Conversation Project

Contact Information: Rosemary Lloyd or Zack Rubin, rsmlloyd@ihi.org or zrubin@ihi.org, 617-301-4807

Website: www.theconversationproject.org

Title of Training: Conversation Starter Kit Workshop for Families and Loved Ones of People with Alzheimer's Disease and Other Forms of Dementia (beginning in February, 2017)

Target Participants: Professional caregivers; Family caregivers; Community organizations; Staff of customer-facing businesses

Major Topics: How to enter into conversations about what matters most about the kind of care persons with dementia want to receive when they can no longer communicate that for themselves; How family, loved ones, and health care providers can broach the topic of end-of-life care wishes and help communicate those wishes to health care providers; How family members and health care providers can engage in a meaningful conversation about end-of-life care preferences for a person with advanced dementia.

Length of Training: 75 - 90 minutes

Format: In-person

CEUs Offered? No

Train-the-Trainer Option: Yes; a train-the-trainer webinar is under development



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Of Elder Affairs

Caring for Generations
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Can training materials be used/adapted by other organizations or individuals? Yes; must agree to not change the format of the Conversation Starter Kit that is available free, online from our website. Organizations can request permission to co-brand the Conversation Starter Kit using a template we provide.

Fee Structure: Starter Kit materials and webinar trainings are free. If TCP staff or volunteers lead the workshop, we request a modest honorarium (\$250-500).

Cape & The Islands; Southeastern Massachusetts

Organization/Company: Alzheimer's Family Support Center

Contact Information: Melanie Braverman, alzheimerscapecod@gmail.com , 508-896-5170

Website: www.alzheimerscapecod.org

Title of Training: Demystifying Dementia

Target Participants: Professional caregivers; Family caregivers; Community organizations; Staff of customer-facing businesses

Major Topics: Basic facts about Alzheimer's disease/dementia, tools for managing communication and behavior, questions and answers with dementia professional

Length of Training: 90 minutes

Format: In-person

CEUs Offered? No

Train-the-Trainer Option: No

Can training materials be used/adapted by other organizations or individuals? Policy for this is under development.

Fee Structure: Free of charge

Additional Information: The AFSC has an ongoing roster of workshops and classes. Call to inquire.



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Organization/Company: HopeHealth/ Hope Dementia & Alzheimer's Services

Contact Information: Suzanne Faith, sfaith@hopedementia.org, 508-775-5656

Website: www.hopedementia.org

Title of Trainings: Dementia certificate Training Level I (8 hrs, 8 CE's), Dementia certificate training Level II Managing Challenging Behaviors and Medications (4 hrs, 4 CE's), Dementia Certificate Training level III Advanced Problem Solving (4hrs, 4 CE's) Certificate in Alzheimer's Care Management (16 hrs, 16 CE's)

Target Participants: Professional caregivers; Family caregivers; Community organizations; Staff of customer-facing businesses; Specialized trainings offered upon request

Major Topics: Dementia Certificate Level I (Massachusetts State Mandated training); Dementia Level II (Managing Challenging Behaviors/Medication Management); Dementia Level III (Advanced Problem Solving); Certificate in Alzheimer's Case Management

Length of Training: Level I - 8 hours, Level II - 4 hours, Level III - 4 hours, Care Management - 16 hours

Format: In-person

CEUs Offered? Yes; RN, LPN, LMHC, LICSW, Psychologist, CNA, HHA; All other professions receive certificate of completion to submit to their licensing board.

MA Mandates Fulfilled? Dementia Certificate level I - 8 hours Massachusetts state mandated curriculum.

Train-the-Trainer Option: No

Can training materials be used/adapted by other organizations or individuals? No

Fee Structure: Level I - \$160.00; Level II - \$100.00; Level III -\$100.00; Alzheimer's Care Management Certificate (level I, II, & III) \$320.00

Additional Information: 3-part Family Caregiver Education Series (1.5 hours X 3 days) available in certain communities upon request. Topics (subject to availability): Understanding the disease, managing challenging behaviors, learning new communication techniques.



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Of Elder Affairs

Caring for Generations
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Organization/Company: ComForCare Home Care - Westford

Contact Information: Jenn Quinn, Owner/President, jennquinn@comforcare.com , 978-256-2468

Website: www.comforcare.com/massachusetts/westford

Title of Training: First Responders Dementia Training; Dementia and the Holidays; How to Keep Lasting Friendships with Dementia; Westford Memory Café; 5-Week Family Caregiver Training Course (only for active caregivers); Joyful Memories - Therapeutic Music Program for Dementia Clients; Topic-specific webinars

Target Participants: Professional caregivers; Family caregivers; Community organizations; Staff of customer-facing businesses

Major Topics: Best Practices for Effective Communication

Length of Training: 30 minutes – 2 hours

Format: In-person, webinars, YouTube videos

CEUs Offered? Infrequently, for approved courses only

Train-the-Trainer Option: No

Can training materials be used/adapted by other organizations or individuals? Please speak with contact person. May be possible in some cases. Some material is proprietary.

Fee Structure: Free for most community events. If fees are mandated, typically I make a donation back to the cause.

Additional Information: Member of the Dementia Friendly Billerica planning team