

## 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@ifcsboston.org](mailto:bsoltzberg@ifcsboston.org) or 781-693-5628. To learn more about DFMI, please visit [www.ifcsboston.org/DementiaFriendlyMA](http://www.ifcsboston.org/DementiaFriendlyMA)

### QUICK REFERENCE CHART

Name of Trainer/Organization	Target Participants	Summary Description	See for Details
<b>Statewide</b>			
Alzheimer's Association MA/NH Chapter	<ul style="list-style-type: none"> <li>• General public</li> <li>• Community groups</li> <li>• People living with dementia</li> <li>• Families</li> <li>• First responders</li> <li>• Healthcare and elder service professionals</li> <li>• Customer-facing business staff</li> <li>• Elder law and financial services staff</li> <li>• Will customize trainings for larger groups</li> </ul>	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.	<b>p. 5</b>
Home Instead Senior Care	<ul style="list-style-type: none"> <li>• Staff of customer-facing businesses</li> <li>• Community members</li> </ul>	15-30 minute free online training at <a href="http://www.helpforalzheimersfamilies.com/alzheim">http://www.helpforalzheimersfamilies.com/alzheim</a>	<b>p. 6</b>

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

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

	<ul style="list-style-type: none"> <li>• Professional caregivers, including hospital staff</li> <li>• Activities Professionals</li> <li>• Emergency Services Workers</li> <li>• Customer-facing business staff</li> <li>• Elder law and financial services staff</li> <li>• Municipal workers</li> </ul>	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"> <li>• Professional caregivers</li> <li>• Family caregivers</li> <li>• Community organizations</li> <li>• Staff of customer-facing businesses</li> </ul>	75 – 90 minute workshops on how to discuss and protect the end-of-life and healthcare wishes of individuals living with dementia	<b>p. 15</b>
<b>Cape &amp; The Islands, Southeastern Massachusetts</b>			
Alzheimer's Family Support Center	<ul style="list-style-type: none"> <li>• Professional caregivers</li> <li>• Family caregivers</li> <li>• Community organizations</li> <li>• Staff of customer-facing businesses</li> </ul>	90 minute training on fundamentals, and tips for communicating and managing dementia	<b>p. 16</b>
HopeHealth/ Hope Dementia & Alzheimer's Services	<ul style="list-style-type: none"> <li>• Professional caregivers</li> <li>• Family caregivers</li> <li>• Community organizations</li> <li>• Staff of customer-facing businesses</li> <li>• Specialized trainings offered upon request</li> </ul>	4 to 16 hours for various certifications	<b>p. 17</b>
<b>Middlesex County/Merrimack Valley</b>			
ComForCare Home Care- Westford	<ul style="list-style-type: none"> <li>• Professional caregivers</li> <li>• Family caregivers</li> <li>• Community organizations</li> <li>• Staff of customer-facing businesses</li> </ul>	30 minutes to 2 hours; variety of topics, including first responder, family caregiving, keeping friendships, and therapeutic music	<b>p. 18</b>

## DETAILED INFORMATION

### Statewide

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

**Contact Information:** Maura Moxley, [mmoxley@alz.org](mailto: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

**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](mailto: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

**Organization/Company: Second Wind Dreams****Contact Information:** Dayne DuVall, [info@secondwind.org](mailto:info@secondwind.org), 678-624-0500**Website:** [www.secondwind.org](http://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.

**Organization/Company: Massachusetts Executive Office of Elder Affairs****Contact Information:** Adam Frank, [adam.frank@state.ma.us](mailto:adam.frank@state.ma.us), 617-222-7428**Website:** [www.Mass.gov/elder](http://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](mailto:annette.v.peele@state.ma.us), 617-223-9901**Website:** [www.Mass.gov/elder](http://www.Mass.gov/elder)**Title of Training:** Basic Training in Alzheimer's Disease**Target Participants:** Professional caregivers**Major Topics:** Recognizing the disease & individual management



**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](mailto:alec.c.graham@state.ma.us) , 617-222-7495

**Website:** [www.Mass.gov/elder](http://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

**Fee Structure:** Free of charge

**Organization/Company:** Massachusetts Executive Office of Elder Affairs

**Contact Information:** Leanne Winchester, [Leanne.Winchester@State.ma.us](mailto:Leanne.Winchester@State.ma.us) , 617-573-1823

**Website:** [www.Mass.gov/elder](http://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](mailto: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

**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](mailto:ana.karchmer@state.ma.us) , 617-222-7490 or Crystal Polizzotti, [cpolizzotti@esmv.org](mailto:cpolizzotti@esmv.org)

**Website:** [www.healthyliving4me.org](http://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

**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](mailto: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](mailto:tammy@pleasantriesads.com), 508-335-1968

**Website:** [www.pleasantriesads.com](http://www.pleasantriesads.com)

**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](mailto:Melinda.Monasterski@genesishcc.com), 413-333-2251

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

**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](mailto:pmaloney@slr-usa.com); 508-308-2736

**Website:** [www.dementiafriendlymass.org](http://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

**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](mailto:rsmlloyd@ihi.org) or [zrubin@ihi.org](mailto:zrubin@ihi.org), 617-301-4807

**Website:** [www.theconversationproject.org](http://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

**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](mailto:alzheimerscapecod@gmail.com) , 508-896-5170

**Website:** [www.alzheimerscapecod.org](http://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.



**Organization/Company: HopeHealth/ Hope Dementia & Alzheimer's Services****Contact Information:** Suzanne Faith, [sfaith@hopedementia.org](mailto:sfaith@hopedementia.org), 508-775-5656**Website:** [www.hopedementia.org](http://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.

## Middlesex County/Merrimack Valley

### **Organization/Company: ComForCare Home Care - Westford**

**Contact Information:** Jenn Quinn, Owner/President, [jennquinn@comforcare.com](mailto:jennquinn@comforcare.com) , 978-256-2468

**Website:** [www.comforcare.com/massachusetts/westford](http://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