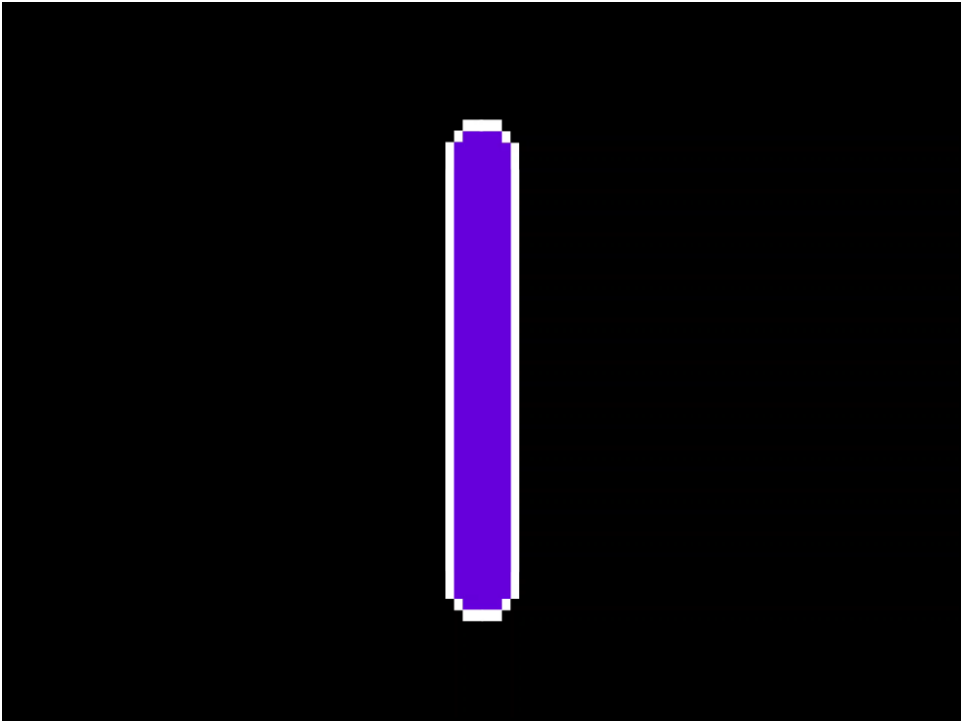


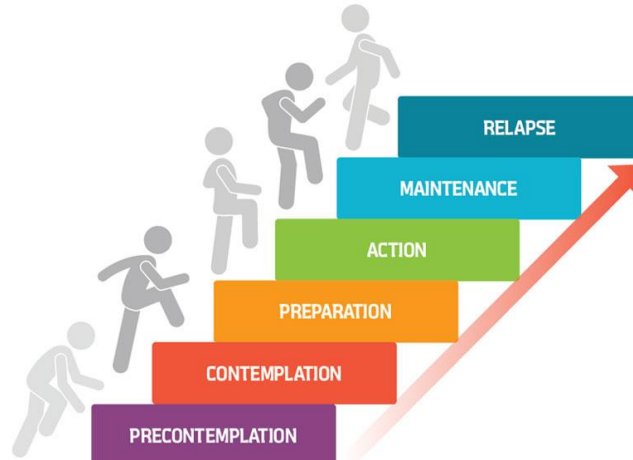


EMBRACING DIGITAL COMMUNICATIONS IN THE NEW NORMAL: EFFECTIVE IN-PERSON, VIRTUAL, AND HYBRID SERVICES

Trisha Witham, Dementia Care Specialist
*Aging & Disability Resource Center of Barron, Rusk &
Washburn Counties*



Stages of Change:



My Experience with Going Virtual:

- **January 2020:** I had no intention of starting virtual meetings/conferences in the foreseeable future.
- **April 2020:** Became aware I might have to be open to moving to virtual platforms.
- **May 2020:** Began researching virtual platforms, dabbled with Google Meet.
- **June 2020:** Utilized Google Meet for dementia consultations with families and other programs.



My Experience with Going Virtual:

- **July 2020:** Collaborated with the northwest dementia care specialists to offer virtual programs monthly.
- **August 2020 – Present:**
 - Regional virtual dementia programs offered monthly and open to anyone.
 - Connecting long-distance/working family members to family meetings.
 - Exploring hybrid models and finding resources to help older adults understand how to use virtual platforms.
 - ADRC purchased Zoom account. Utilize both Google Meet and Zoom.



Virtual Dementia Education Programs

Serving Northwest Wisconsin - March 2022

Programs:

Dementia and Safety

Tuesday, March 1st, 3:00 - 4:00 pm
Carla Berscheit, cberscheit@co.chippewa.wi.us
715-944-8091

Dementia Live Virtual Simulation

Wednesday, March 9th, 3:00 - 4:00 pm
Chelsea Thompson, chelsea.thompson@douglascountywv.org
715-395-1322

Dementia and Sundowning

Tuesday, March 15th, 1:00 - 2:00 pm
Tuesday, March 29th, 3:00 - 4:00 pm
Carla Berscheit, cberscheit@co.chippewa.wi.us
715-944-8091

Boost Your Brain & Memory Class

Monday, March 21st - May 9th, 1:00 - 2:00 pm
Kim Bauer, kimberly.bauer@scwv.gov, 715-381-4411

Savvy Caregiver Class

Monday, March 21st - April 25th, 5:00 - 7:00 pm
Trisha Witham, www.adrconnections.org, 715-537-6225

Wits Workout

Wednesday, March 23rd, 11:00 am- Noon
Trisha Witham, www.adrconnections.org, 715-537-6225

Grandpa and Lucy

Thursday, March 24th, 3:30 - 4:30 pm or 5:30 - 6:30 pm
Trisha Witham, www.adrconnections.org, 715-537-6225

Coordinated by the
Dementia Care Specialists Serving:
Ashland, Barron, Bayfield, Burnett, Chippewa,
Douglas, Dunn, Eau Claire, Iron, Pepin, Polk, Price,
St. Croix, Sawyer, Trempealeau, and Washburn counties

To locate your local Dementia Care Specialist, visit
<https://bit.ly/dementiacarespecialist>
Local Tribal Dementia Care Specialist, visit
<https://dpi.wi.gov/amind/tribalnationsai>

Program Descriptions:

Dementia and Safety

Learn ways to avoid potential hazards and safe guards available for a person living with dementia in the home.

Dementia Live Virtual Simulation

A simulation experience that immerses participants into life with dementia, resulting in a deeper understanding of what it's like to live with cognitive impairment and sensory changes.

Dementia and Sundowning

Sundowning is increased confusion in a person with dementia in the early evening. Learn why it happens and how to limit sundowning behaviors.

Boost Your Brain & Memory Class

A unique program that takes on a holistic approach to improving brain health in older adults. Participants will learn new habits to maintain cognitive health while also practicing new skills for better memory performance.

Savvy Caregiver Class (6 weeks)

Proven curriculum grounded in research, this educational series is designed to teach strategies and practical real-world skills that helps to reduce stress, both in the caregiver and person living with dementia.

Wits Workout

An engaging, interactive, and educational brain health program. Based on the research that intellectual challenge and social connectedness are two of several factors that contribute to brain health throughout life.

Grandpa and Lucy

Inspired by a children's book written by a high school student, *Grandpa and Lucy: An intergenerational Virtual Experience*, will feature the animated adaptation of this book. Join us young and old, as we view a story about love and dementia from the eyes of a grandchild.





Barron, Rusk, & Washburn Residents!

Are you caring for a family member or friend and want more training? Would you like to add additional hours and income? Want to learn more about how you can earn money while getting to create meaningful moments in the lives of family caregivers and care recipients in their homes?

Learn how you can become an independent respite care provider and earn an average of \$12-20/hr.

***Earn a \$100 gas card incentive! ***

*with the completion of RCAW's FREE Respite Care Certificate Program (RCCP) and registering as a provider on the Wisconsin Respite Care Registry

Virtually join us to learn more!
Register for a session by visiting www.adrcconnections.org

Questions?
Contact Trisha Witham
Dementia Care Specialist
1-888-538-3031
trisha.witham@co.barron.wi.us

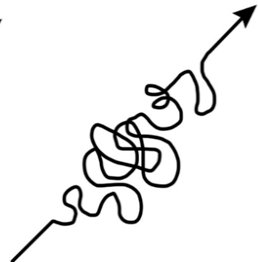
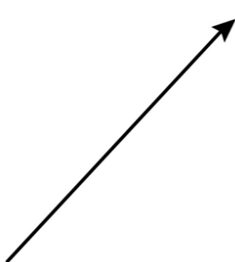
- Thursday April 15, 6:00-6:30 p.m.
- Friday April 16, 10:00- 10:30 a.m



Success = Don't Give Up!

SUCCESS

SUCCESS



what people think it looks like

what it really looks like



Challenges:

- County IT departments typically “chose” which virtual platform to use.
- Learning the ins/outs of how to use your chosen platform. Then getting comfortable with it and having to learn a new one.
- Zoom platform (free version) limited meetings to 40 minutes.
- Sharing screen/presenting when you can’t see the participants.
- Combining in-person and virtual.



And of course the biggest challenge of all:

- Helping participants learn how to use video conferencing technology, with no tech degree, training, and limited experience.
- Facilitating conversation...you are mute...do you see the microphone button?...it’s at the bottom. Everyone staring at each other waiting for someone to speak and then speaking on top of each other.



Benefits:

- ❑ Long-distance family members brought in virtually are able to be a part of and contribute in dementia care consultations.
- ❑ Socialization and connection.
- ❑ Opens opportunities for local residents to participate in programs when it fits in their schedule, access to new programs, and not worrying about finding respite care for their person living with dementia.
- ❑ Increases brain health in both participants any myself:
Learning Something New!

Lessons Learned & Tips

- Providing opportunity for participants to practice with the video conferencing beforehand.
- Engage with participants when they come on early...helps to establish rapport.
- Embrace time flexibility. Relationship with participants more important.
- Establish group rules (i.e. video on, confidentiality, etc.)
- Acknowledge awkwardness, tech issues, kids/pets climbing on you etc.



Exploring Hybrid Models:

- Current goal for 2022: experimenting with offering both in-person and virtual programs using “Meeting Owl Pro”.
- \$1,000
- 360 degree camera, automatic zoom on person talking.
- 18 ft audio pickup radius
- Easy-to-use, integrates with multiple video conferencing platforms



The Aging and Disability Resource Center Presents

Wits Works for Brain Health

Have fun building your brain health!

Did you know developing social connections and giving your brain a "workout" are lifestyle activities that can improve your brain health?

Simply put, getting together and learning new things is good for your noggin! Join the Wits Works group in all kinds of interactive puzzles and games. Learn what you can do in your daily life to keep your brain healthy!

You are never too young or too old to get started "training" your brain, so join the ADRC for this fun and interesting brain "workout" class.

Since each month's free session is different material, you can attend whenever it works for you. All Wits Workout sessions will be available both **in-person** and **virtually**.

Sessions are free and will be held and virtually and in-person at the same time. Registration required one week before each session. To register visit www.adrcconnections.org/registrations or contact Trisha Witham at trisha.witham@co.barron.wi.us or (715) 537-6225.



2022 Sessions

Wednesdays,

11:00 a.m. - Noon.

*** In-person: Barron County Government Center, Room 108, Barron, WI or Virtual**

Register for and attend as many sessions as you like!

- | | |
|------------------|---------------------|
| March 23 | September 28 |
| April 27 | October 26 |
| May 25 | November 23 |
| June 22 | December 28 |
| July 27 | |
| August 24 | |



Resources:

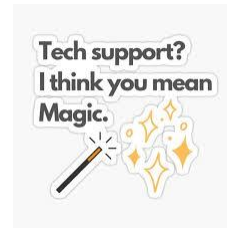
	Zoom	Meet	GoToMeeting	BlueJeans	Webex	Free Online
PERFORMANCE WITH:	★★★★★					
Overall Rating	4.5 STARS (20 reviews)	4.3 STARS (19 reviews)	4.2 STARS (20 reviews)	4.2 STARS (20 reviews)	4.1 STARS (20 reviews)	4.1 STARS (20 reviews)
Performance & Reliability Rating	6%	8%	8%	8%	6%	8%
BASIC FUNCTIONS	★★★★★					
Supports Large Interactive Meetings	✓	✗	✓	✓	✓	✓
Supports Streaming/ Webinar Events	✓	✗	✓	✓	✓	✓
Includes Analytics Portal	✓	✗	✓	✓	✓	✓
Presents in Widescreen	✓	✓	✓	✓	✓	✓
FEATURES	★★★★★					
Room Software with One-Touch Join	✓	✗	✓	✓	✗	✗
Record Video Meetings	✓	✓	✓	✓	✓	✓
Screenshare	✓	✓	✓	✓	✓	✓
Whiteboard/Annotation	✓	✗	✓	✗	✗	✓
Social Media Streaming	✓	✗	✗	✓	✗	✗
INTEGRATIONS	★★★★★					
Connect to Legacy Video Systems	✓	✗	✓	✓	✗	✗
Calendar Integration	✓	✓	✓	✓	✓	✓
Telephone Dial-In	✓	✓	✓	✓	✓	✓
Slack Integration	✓	✗	✓	✓	✓	✗
AVAILABILITY / PRICING	★★★★★					
Host Meeting on Company's Local Server	✓	✗	✗	✓	✓	✓
No Download/ Browser Based Meetings	✓	✓	✓	✓	✓	✗
AVAILABILITY / PRICING	Free Trial vs. Premium	FREE TRIAL	FREE TRIAL	FREE TRIAL	FREE TRIAL	FREE TRIAL



<https://owllabs.com/>

<https://seniorplanet.org/>

Ask Your Tech Support for Help!



Let's Hear From You: Zoom Poll

- What methods do you use to do education/trainings with clients/general public?
- What methods do you use for support groups with clients/general public?
- What methods do you use to interact individually with clients/families?
- What methods do you use to interact with colleagues?
- What are the top barriers for digital communications (virtual platforms, cell phone, texting, Facetime, email...)?



Questions? Thank you!

Trisha Witham, Dementia Care Specialist

715-537-6226

trisha.witham@co.barron.wi.us

The end of every zoom meeting

