



OREGON CARE PARTNERS

Creating a Culture of Quality Care

Committee Testimony
Submitted to the Joint Ways and Means Subcommittee on Human Services

February 18, 2015

Topic: Oregon Care Partners caregiver training initiative

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Written Testimony:

I am a former police officer, and spent 15 years working with older adults and people with disabilities as a memory care assisted living administrator. I have a Master of Arts in Gerontological Counseling, and several years of experience training others on Alzheimer's disease and other dementias. I am testifying today to ask for continued funding for Oregon Care Partners' caregiver training initiative, share our successes to date, and illustrate the benefits of this important initiative for all Oregonians.

It is widely acknowledged that Oregon is preparing to care for a rapidly aging population. In fact, the number of Oregonians over the age of 65 by the year 2020 is expected to increase by 63 percent (Addendum A). Ensuring that aging Oregonians live with the dignity, respect, and care they deserve requires more than just a few dedicated health care providers. It often requires the support and care of whole communities – doctors, nurses, first responders, loved ones, and family members.

In 2014, the Oregon Legislature funded a caregiver training initiative to address the overwhelming need for specialized training on caring for aging Oregonians and to provide additional community resources for family caregivers. Oregon Care Partners' goal is to improve care for aging Oregonians by helping both professional and family members understand how to manage care, services and support for the people they care for and love.

The response to the initiative has been outstanding. Caregivers and community organizations across the state have expressed how needed this initiative is, and what a relief it is to be able to access high quality, no-cost caregiver training in their communities.

Trainings are free and open to the public, and are being held through June 30th both online and in communities across Oregon. Trainings specifically help the following groups:

- **Family Caregivers:** Thousands of Oregonians care for loved ones at home, often without specialized health care training or many resources to rely on. According to a 2009 report by AARP, there are nearly a half million (463,000) at-home caregivers in Oregon at any given time. More than eight in ten family caregivers are caring for a relative or friend age 50 or older, and the average family caregiver is a 49-year-old woman who works outside the home and spends nearly 20 hours per week providing unpaid care to a family member.
- **First Responders:** Police officers, sheriffs, and EMTs are often the first to respond to situations involving an aging Oregonian struggling with dementia or Alzheimer's, particularly in the case of a Silver Alert. According to a 2010 report by the Alzheimer's Association, 70 percent of people diagnosed with Alzheimer's disease live at home in the community, as opposed to long-term care communities. Responding effectively to situations where dementia is a factor requires new skillsets and training.
- **Professional Caregivers:** With more aging patients to care for than ever before, and a rising population of people coping with Alzheimer's disease, thousands of dedicated doctors, nurses, and long term care providers are often faced with new challenges that require specialized training and new skillsets.

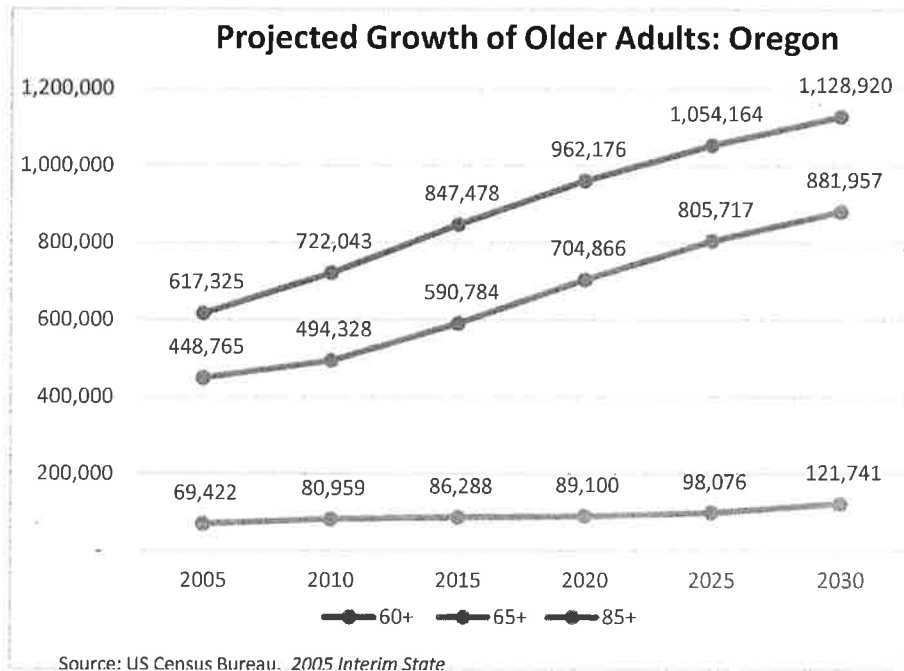
Training topics cover a variety of common challenges that many caregivers face when caring for an older adult, including:

- Ways to manage medications to improve health outcomes.
- How to care for older adults coping with Alzheimer's disease and dementia.
- Ways to navigate the challenging behaviors that caregivers often face in a care environment.
- Specialized training for public safety workers – including EMTs and police officers – who want to learn more about responding to older adults with Alzheimer's disease or dementia.

Although the program just got started a few months ago, we've trained hundreds of Oregonians on how to best manage the care, services and support for the people they care for and love. The following is a brief report on the initiative's progress to-date:

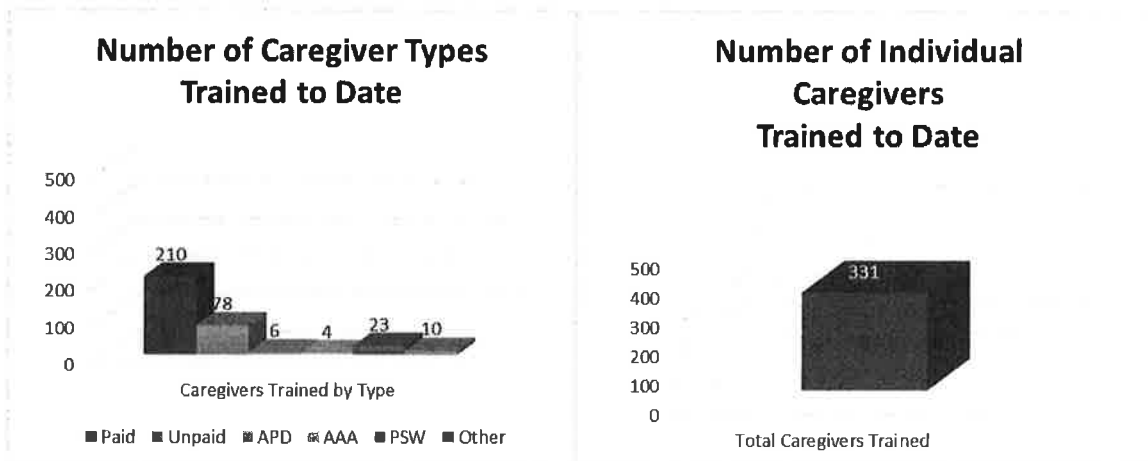
- As of December 31, 2014, 482 in person and online Oregon Care Partners classes have been completed. 67 percent of caregivers who have attended training have done so in-person, and 33 percent have taken a training course online. (See Addendum B)
- www.OregonCarePartners.com is online and fully functional.
- Curriculum is completed and fully developed the majority of caregiver trainings.
- Trainings are taking place across Oregon every week, and registration is growing rapidly.
- We are working diligently to reach out to community organizations and dozens of locations across the state to share training opportunities with more Oregonians.
- Oregon Care Partners is making public a Request for Proposals for communications and advertising. The process is expected to be completed in mid-March.

Addendum A:



Source: US Census Bureau, 2005

Addendum B:



Source: Oregon Care Partners



OREGONCAREPARTNERS
Creating a Culture of Quality Care

Oregon Care Partners

Legislative Overview

Prepared on February 18, 2015

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About Oregon Care Partners

Oregon Care Partners helps caregivers improve the lives and care for aging Oregonians by providing access to no-cost, high quality trainings in all corners of the state.

Oregon Care Partners' caregiver training initiative offers no-cost in-person and online classes on topics including:

- Medication management to improve health outcomes and quality of life for aging Oregonians;
- Best care practices to care for persons with Alzheimer's and related dementias;
- Care and support strategies for older adults with mental health and challenging behaviors, and;
- Specialized training for public safety workers on Alzheimer's and related dementias.

Established in 2014, Oregon Care Partners is a quality training consortium made up of lead organizations, facilitators and collaborators including Acumentra Health, the Alzheimer's Association, Consonus Healthcare, the Institute for Professional Care Education, the Oregon Health Care Association, Oregon Department of Human Services, Positive Approach, LLC, SEIU Local 503, and William Simonson, PharmD, CGP, FASCP.

Professional and family caregivers, administrators, and members of the public are encouraged to sign up for free classes and learn more at www.OregonCarePartners.com.

Class Descriptions

Learn more and sign up for classes at www.OregonCarePartners.com

Approaching Alzheimer's First Responders Training

Presented by the Alzheimer's Association®

This important training program is designed for law enforcement officers, paramedics, firefighters, disaster relief personnel and other first responders. The Alzheimer's Association® Approaching Alzheimer's: First Responder Training will help prepare you to respond to common calls involving a person with Alzheimer's or related dementias.

Best Practices in Dementia Care: Learning to Give Care, Without the "Fight"

Presented by Teepa L. Snow, MS, OTR/L, FAOTA

This in-depth intensive workshop will help learners use effective strategies for helping people with dementia during interactions, care delivery, and daily engagement. The goal is to help reduce resistance to care and foster participation and use of preserved skills.

Challenging Behaviors: Effective Approaches to Common Behaviors in the Non-dementia Adult Population

Presented by SEIU Local 503

This four-hour, instructor-led seminar is designed for long term care workers in community-based care settings including adult foster homes, assisted living, and in-home settings. The course reviews common challenging behaviors seen in adult populations and guides the student through methods to appropriately intervene. The course is interactive, with many opportunities for students to role-play, brainstorm, discuss, and interact with one another in an effort to enhance skills and knowledge.

Living with Alzheimer's: Early Stage

Presented by the Alzheimer's Association®

In the early stage of Alzheimer's disease, families face new questions as they adjust. What does the diagnosis mean? What kinds of plans need to be made? What resources are available to help? Join us for this three-part series to hear practical answers to the questions that arise in the early stage. Hear from those directly affected and learn what you can do to cope with the changes that come with an early-stage diagnosis.

Living with Alzheimer's: Middle Stage

Presented by the Alzheimer's Association®

In the middle stage of Alzheimer's disease, those who were care partners now become hands-on caregivers. Join us for this three-part series and hear caregivers and professionals discuss helpful strategies to provide safe, effective and comfortable care in the middle stage of Alzheimer's.

Living with Alzheimer's: Late Stage

Presented by the Alzheimer's Association®

In the late stage of Alzheimer's disease, caregiving typically involves new ways of connecting

and interacting with the person with the disease. Join us for this two-part series and hear from caregivers and professionals about resources, monitoring care and providing meaningful connection for the person with late-stage Alzheimer's and their families.

**Person Centered Dementia Care: Leading Your Team to Success
Presented by Oregon Care Partners**

In this two day leadership training, administrators and leaders will learn how to translate person centered dementia care practice models and strategies into day to day community operations. The course content includes elements of Teepa Snow's Positive Approaches to Care and the Best Friends Approach to Dementia Care philosophies. Participants will gain knowledge on how to implement person centered programming in all long term care settings including Endorsed Memory Care Communities. This in-depth training includes practices in care partnering, communication, care provision behaviors, and environmental and programming support for community, facility, or agency based models.

**Positive Approach to Care (PAC) Workshops
Presented by Certified PAC Trainers for Oregon Care Partners**

"Normal Aging/ Not Normal Aging"

This workshop helps learners understand and recognize the differences in "normal" and "not normal" aging. The learner will develop better observational skills to recognize and intervene effectively when behavioral challenges occur. Learners will also develop new skills related to approach, cueing, and ability to connect with people affected by dementia. The workshop emphasizes the value of matching helping behaviors to the person's needs and retained abilities to promote a sense of control and self-direction. The workshop will also address typical issues that occur from early stages of the condition, through mid-disease, and into the final care concerns that are part of the progression.

Video and Training Materials developed by: Teepa L. Snow, MS, OTR/L, FAOTA, Dementia Care and Training Specialist -Positive Approach, LLC

"Positive Physical Approach™ (PPA) and Hand Under Hand™ (HUH)"

This workshop focuses on Positive Approach to Care "care partnering" techniques, including Positive Physical Approach™ (PPA) and Hand Under Hand™ (HUH). These newly learned skills enable care partners to shift from simply "dealing with the behaviors" to creating a positive and caring environment. Learners develop observational skills needed to recognize signals of "unmet needs and growing distress" in the person they care for and respond in a way that reduces anxiety and improves quality of life.

Video and Training Materials developed by: Teepa L. Snow, MS, OTR/L, FAOTA, Dementia Care and Training Specialist -Positive Approach, LLC

"Teepa's GEMS™; Using Skills that Make a Difference"

The GEMS™ workshop offers an overview Teepa Snow's dementia classification model (developed from the basic structure of Allen Cognitive Disability Levels). The GEMS model compares different states of being and ability to the characteristics of precious jewels. This dignified metaphor defines normal aging as well as the many appearances, behavioral changes, skill sets and needs of those living with the effects of neurocognitive failure (dementia) or other brain changes. They should be considered indicators and a guide toward understanding an

individual's current state of ability and brain function. Understanding them will lead to an adjustment of expectations, modification of cues and support, and more accurate communication and 'hands-on' care behaviors to better meet ever-changing needs. The GEMS™ advocate that people living with dementia, when done with rather than done to and provided with the just right care and setting, can still shine.

Video and Training Materials developed by: Teepa L. Snow, MS, OTR/L, FAOTA, Dementia Care and Training Specialist -Positive Approach, LLC

**Understanding Medicines in Older Adults Part 1: General Principles
Presented by Oregon Care Partners**

Oregon Care Partners presents this two part educational program offering a practical and understandable review of drug therapy in older adults. Part one of the program will discuss why older adults take medicines, how medicines affect older adults differently from younger people and how we can be on the lookout for adverse drug effects. An important part of this program will be a review of the important steps that we can all take to improve drug therapy by asking the right questions and observing the effects of medicines. The program will show you that you don't have to be a doctor to be involved in an older adults drug therapy – everyone, from nurse to aide to direct care worker can play an important role in monitoring and improving the drug therapy of older adults.

**Understanding Medicines in Older Adults Part 2: Care Team Principles
Presented by Oregon Care Partners**

In conjunction with the principles presented in part one, part two of the program is designed to familiarize the participant with the role of the interdisciplinary care team as it relates to safe medication and person-centered care practices. Part one is not a prerequisite to part two of this program. The best practice principles and tools presented in part two will be applicable to all learners.

Class Schedule

Learn more and sign up for classes at www.OregonCarePartners.com

February 19, 2015

Challenging Behaviors: Effective Approaches to Common Behaviors in the Non-dementia Adult Population

12:30pm to 5:15pm – Phoenix Inn, 3410 Spicer Road SE, Albany, OR 97322

February 19 & 20, 2015

Person Centered Dementia Care: Leading Your Team to Success

9:00am to 4:30pm – OMEF Event Center, 11740 SW 68th Parkway, Portland, OR 97223

February 20, 2015

Living with Alzheimer's for Caregivers - Early Stage

1:30pm to 5:00pm - Hood River Valley Adult Center, 2010 Sterling Place, Hood River, OR 97031

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Bob Chisholm Community Center, 1225 Avenue A, Seaside, OR 97138

February 25, 2015

Challenging Behaviors: Effective Approaches to Common Behaviors in the Non-dementia Adult Population

12:30pm to 5:15pm – HASL Center for Independent Living, 305 NE "E" Street, Grants Pass, OR 97526

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Chemeketa Eola, 215 Doakes Ferry Road NW, Salem, OR 97304

February 26, 2015

Challenging Behaviors: Effective Approaches to Common Behaviors in the Non-dementia Adult Population

11:30am to 4:30pm – Shilo Inn, 2500 Almond Street, Klamath Falls, OR 97601

March 4, 2015

Living with Alzheimer's for Caregivers - Early Stage

3:00pm to 4:30pm - First United Methodist Church, 607 W Main Street, Medford, OR 97501

March 9, 2015

Approaching Alzheimer's First Responder Training

9:00am to 12:00pm - Southwestern Oregon Community College, 1988 Newark Avenue, Coos Bay, OR 97420

March 10, 2015

Approaching Alzheimer's First Responder Training

9:00am to 12:00pm - Newport Rec Center, 225 SE Avery Street, Newport, OR 97365

March 11, 2015

Living with Alzheimer's for Caregivers - Early Stage

3:00pm to 4:30pm - First United Methodist Church, 607 W Main Street, Medford, OR 97501

Understanding Medicines in Older Adults Part 1: General Principles

9:00am to 4:00pm - Eastern Oregon University, 1 University Blvd., La Grande, OR 97850

March 12, 2015

Living with Alzheimer's for Caregivers - Mid Stage

9:30am to 3:30pm - Newport 60+ Activity Center, 20 SE 2nd Street, Newport, OR 97365

March 14, 2015

Living with Alzheimer's for Caregivers - Early Stage

10:00am to 2:00pm - Clatsop Community College, 1651 Lexington Ave, Columbia Hall, Room 219, Astoria, OR 97103

March 18, 2015

Living with Alzheimer's for Caregivers - Early Stage

3:00pm to 4:30pm - First United Methodist Church, 607 W Main Street, Medford, OR 97501

Living with Alzheimer's for Caregivers - Mid Stage

1:00pm to 6:00pm - McMinnville Senior Center, 2250 McDaniel Lane, McMinnville, OR 97128

March 18 & 19, 2015

Person Centered Dementia Care: Leading Your Team to Success

9:00am to 4:30pm - Shilo Newport Oceanfront Hotel, 536 SW Elizabeth Street, Newport, OR 97365

March 19, 2015

Living with Alzheimer's for Caregivers - Mid Stage

1:30pm to 4:00pm - Jefferson County Senior Center, 860 SW Madison Ave, Madras, OR 97741

March 20, 2015

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Red Lion Hotel Bend, 1415 NE 3rd Street, Bend, OR 97701

March 21, 2015

Living with Alzheimer's for Caregivers - Late Stage

2:00pm to 4:30pm - OHSU Center for Health & Healing, 3303 SW Bond Ave, Room 3171 (3rd Floor), Portland, OR 97239

March 24, 2015

Positive Approach to Care (PAC) Workshop

9:00am to 4:00pm - TBD, Salem, OR

March 25, 2015

Living with Alzheimer's for Caregivers - Mid Stage

1:00pm to 4:30pm - Mid-Columbia Senior Center, 1112 W 9th Street, The Dalles, OR 97058

Positive Approach to Care (PAC) Workshop

9:00am to 4:00pm - TBD, Albany, OR

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Smullin Health Education Center, 2825 E. Barnett Road, Medford, OR 97504

March 26, 2015

Living with Alzheimer's for Caregivers - Mid Stage

1:30pm to 4:00pm - Jefferson County Senior Center, 860 SW Madison Ave, Madras, OR 97741

April 7, 2015

Living with Alzheimer's for Caregivers - Early Stage

6:00pm to 8:00pm - Hillsboro Community Senior Center, 750 SE 8th Ave, Hillsboro, OR 97123

April 8, 2015

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - La Quinta Inn, 155 Day Island Road, Eugene, OR 97401

April 14, 2015

Living with Alzheimer's for Caregivers - Early Stage

6:00pm to 8:00pm - Hillsboro Community Senior Center, 750 SE 8th Ave, Hillsboro, OR 97123

April 15, 2015

Approaching Alzheimer's First Responder Training

9:00am to 12:00pm - Umatilla County Criminal Justice Center, 4700 NW Pioneer Place, Pendleton, OR 97801

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Shilo Newport Oceanfront Hotel, 536 SW Elizabeth St., Newport, OR 97365

April 18, 2015

Living with Alzheimer's for Caregivers - Mid Stage

9:30am to 3:30pm - Clatsop Community College, 1651 Lexington Ave, Columbia Hall, Room 219, Astoria, OR 97103

April 20 & 21, 2015

Person Centered Dementia Care: Leading Your Team to Success

9:00am to 4:30pm - Clackamas Community College, 29353 SW Town Center Loop E, Wilsonville, OR, 97070

April 21, 2015

Living with Alzheimer's for Caregivers - Early Stage

6:00pm to 8:00pm - Hillsboro Community Senior Center, 750 SE 8th Ave, Hillsboro, OR 97123

April 22, 2015

Approaching Alzheimer's First Responder Training

9:00am to 12:00pm - Deschutes County Sheriff's Office, 63333 West Hwy 20, Bend, OR 97701

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Holiday Inn (Troutdale), 477 NW Phoenix Dr., Troutdale, OR 97060

April 28, 2015

Living with Alzheimer's for Caregivers - Mid Stage

9:30am to 3:30pm - St. Alphonsus Medical Center, 1050 SW 3rd Ave, Ontario, OR 97914

April 29, 2015

Living with Alzheimer's for Caregivers - Mid Stage

3:00pm to 5:30pm - Lake District Hospital, 700 South J Street, Lakeview, OR 97630

April 30, 2015

Living with Alzheimer's for Caregivers - Mid Stage

10:00am to 12:30pm - Lake District Hospital, 700 South J Street, Lakeview, OR 97630

Living with Alzheimer's for Caregivers - Mid Stage

9:30am to 3:30pm - NE Public Transit Building, 2204 E Penn Avenue, La Grande, OR 97850

May 6, 2015

Living with Alzheimer's for Caregivers - Late Stage

1:00pm to 2:30pm - Partners in Care, 2075 NE Wyatt Court, Bend, OR 97701

May 6, 2015

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Larkspur Landing Hillsboro, 3133 NE Shute Rd., Hillsboro, OR 97124

May 6 & 7, 2015

Person Centered Dementia Care: Leading Your Team to Success

9:00am to 4:30pm - TBD, Eugene, OR

May 11 & 12, 2015

Person Centered Dementia Care: Leading Your Team to Success

9:00am to 4:30pm - Smullin Center, 2825 E Barnett Road, Medford, OR 97504

May 13, 2015

Living with Alzheimer's for Caregivers - Late Stage

1:00pm to 2:30pm - Partners in Care, 2075 NE Wyatt Court, Bend, OR 97701

Understanding Medicines in Older Adults Part 2: Application of Principles

9:00am to 4:00pm - Eastern Oregon University, 1 University Blvd., La Grande, OR 97850

May 14, 2015

Living with Alzheimer's for Caregivers - Mid Stage

4:00pm to 6:00pm - Lake Oswego Adult Community Center, 505 G Avenue, Lake Oswego, OR 97034

May 16, 2015

Living with Alzheimer's for Caregivers - Late Stage

10:00am to 2:00pm - Clatsop Community College, 1651 Lexington Ave, Columbia Hall, Room 219, Astoria, OR 97103

May 21, 2015

Living with Alzheimer's for Caregivers - Mid Stage

4:00pm to 6:00pm - Lake Oswego Adult Community Center, 505 G Avenue, Lake Oswego, OR 97034

May 28, 2015

Living with Alzheimer's for Caregivers - Mid Stage

4:00pm to 6:00pm - Lake Oswego Adult Community Center, 505 G Avenue, Lake Oswego, OR 97034

June 5, 2015

Living with Alzheimer's for Caregivers - Late Stage

1:30pm to 4:00pm - Hood River Valley Adult Center, 2010 Sterling Place, Hood River, OR 97031

June 8 & 9, 2015

Person Centered Dementia Care: Leading Your Team to Success

9:00am to 4:30pm - Red Lion Hotel Pendleton, 304 Southeast Nye Avenue, Pendleton, OR 97801

June 18, 2015

Living with Alzheimer's for Caregivers - Late Stage

4:00pm to 6:00pm - Lake Oswego Adult Community Center, 505 G Avenue, Lake Oswego, OR 97034

June 24, 2015

Best Practices in Dementia Care: Learning to Give Care, Without the "Fight" - Presented by Teepa L. Snow, MS, OTR/L, FAOTA

9:00am to 4:15pm - TBD, Portland, OR

June 25, 2015

Living with Alzheimer's for Caregivers - Late Stage

4:00pm to 6:00pm - Lake Oswego Adult Community Center, 505 G Avenue, Lake Oswego, OR 97034

Online Classes by Topic

Learn more and sign up for classes at www.OregonCarePartners.com

Topic: Alzheimer's & Dementia

Activities for Meaningful Dementia Care

This course teaches how to develop activities and enrichment programs that have meaning to people with dementia.

Activities: Creating a well-rounded program

Learn the benefits of involving your clients in activities that encourage them to be social and energetic as well as mentally and physically stimulated.

Activities: Stimulating Memories and Interaction

Learn how well developed activities can make even common household chores fun and stimulating for an individual with dementia.

Alzheimer's and Dementia: Signs and Symptoms

This course describes the signs and symptoms of Alzheimer's disease and how it affects the individual as well as friends and family.

Appraisals and Care Planning

This course teaches proper documentation procedures and the importance of timely regular evaluations of a person's capabilities.

Approaching Alzheimer's First Responder Training:

Presented by the Alzheimer's Association®

This important online training program is designed for law enforcement officers, paramedics, firefighters, disaster relief personnel and other first responders. The Alzheimer's Association® Approaching Alzheimer's: First Responder Training will help prepare you to respond to common calls involving a person with Alzheimer's or related dementias.

CARES® Dementia Basics:

Presented by the Alzheimer's Association®

This course is a 4-module (4-hour) online training program that provides professional caregivers with the core or "basic" information needed for dementia care. Topics include: providing person-centered care; overview of dementia; how to understand behavior as communication; and the CARES® Approach, an easy-to-learn approach to caring for anyone with dementia. CARES Dementia Basics incorporates the latest evidence-based research from the Alzheimer's Association Dementia Care Practice Recommendations and is the only dementia-related online training recommended by CMS. Get trained and get certified! Once you complete CARES Dementia Basics, take and pass the Alzheimer's Association essentiALZ® certification exam, and become certified. EssentiALZ certification allows you to be prepared, demonstrate knowledge, and feel confident in the care of people with dementia.

Care Planning and Setting Care Goals

This course teaches the special steps needed for designing a good care plan for a person with dementia as well as proper documentation techniques.

Caring for Someone with Early to Mid-Stage Alzheimer's Disease

This lesson will help you understand the early stages of Alzheimer's disease. You will learn tips and techniques for dealing with repetitive questions, doing chores, aggressive behavior, and how to communicate more effectively.

Caring for Someone with Mid to Late Stage Alzheimer's Disease

This lesson will provide information on how to care for a person as Alzheimer's disease progresses. Topics include: changes that occur as the condition advances, core principles in Alzheimer's care, activities, tolerance levels and more.

Challenging Behaviors: A Framework for Action

This course teaches effective communication and intervention skills when dealing with difficult situations involving people with dementia.

Challenging Behaviors: Diffusing Dangerous Behaviors

This course focuses on building skills for handling violent and aggressive behavior.

Challenging Behaviors: Intervention and Follow up

Learn simple steps to handling challenging behavior as well as what action to take when the confrontation is over.

Challenging Behaviors: Prevention through Acceptance & Communication

This course teaches how to manage unpredictable behavior and maintain a healthy and safe environment.

Challenging Behaviors: Considerations for Client Rights

It's important to consider the rights of the people in your care when dealing with challenging behavior. This course teaches communication techniques to make coping with difficult situations easier.

Challenging Behaviors: Considerations for Client Rights

It's important to consider the rights of the people in your care when dealing with challenging behavior. This course teaches communication techniques to make coping with difficult situations easier.

Communication with People Who Have Dementia

Dementia can make it hard for a person to communicate clearly. This course examines the impact of the disease and teaches how to interact more effectively with the people in your care.

Considerations for Care: Families and the Environment

Learn how to make the person in your care's surrounding as comfortable as possible and how to include their family and friends in the decision-making process.

Daily Care: Bathing and Dressing

This course describes the best ways to assist people with Alzheimer's disease or dementia in daily care routines such as bathing and dressing, while maintaining their independence.

Daily Care: Toileting and Grooming

This course focuses on how you can assist with toileting and grooming while helping a person maintain their dignity and individuality

Dementia from the Person's Perspective

This course explores the challenges of dementia and Alzheimer's disease through the experiences of one family, and the role of the caregiver through this traumatic experience.

Diagnosis and Progression

This lesson discusses how Alzheimer's disease and dementia are diagnosed, some common causes, and what early warning signs everyone should watch for.

Diagnosis and the Caregiver's Role

This course discusses the caregiver's role in the life of a person with Alzheimer's disease or dementia and how to help a person preserve their personal identity and dignity.

Differing Dementias

This course covers the various diseases which may seem like dementia or have dementia-like symptoms.

Environment: Creating a Sense of Calm

Learn how to use color and room design to create a stimulating and calm environment for a person suffering from Alzheimer's or dementia.

Environment: Routines and Consistency for Comfort

This course teaches how familiar patterns and a homey atmosphere can relieve stress for a person suffering with dementia and help bring a sense of calm and safety to their lives.

Hallucinations and Delusions with Dementia

Learn the differences and similarities between hallucinations and delusions in people with dementia.

Helping Families Cope

This course discusses the best ways to help families cope with the effects of Alzheimer's disease on their family as well as their loved one.

Managing Pain in the Client with Communication Challenges

This course teaches you how to read non-verbal signs from people who may have trouble expressing themselves to distinguish between different forms of pain.

Medications and Dementia

This course teaches basic skills for identifying common medicines and cautions that should be used when working with medications.

Nutritional Goals and therapeutic approaches

This course teaches methods for improving nutrition and preventing weight loss in people with dementia, and explains how to spot changes in eating habits that could be signs of more serious health problems.

Preventing Weight Loss and Aspiration

This course describes possible causes for weight loss in individuals suffering from Alzheimer's disease and memory loss and outlines strategies for preventing weight loss and improving nutrition.

Promoting Independence in Daily Living

Independence is an important part of maintaining dignity. In this lesson, you will learn methods to assist the person in your care with each activity of daily living.

Self-Care for Dementia Caregivers

This course teaches caregivers how to better care for themselves, increase self-esteem, and identify signs of stress.

Sexuality and Dementia

This course explores the ongoing sexual feelings, behaviors and needs of the person with dementia.

Stages of Alzheimer's

This course will teach you about the different stages of Alzheimer's disease, and how the person with the condition will face language and communication challenges as the disease progresses.

Supporting Families of Individuals with Dementia

This course focuses on understanding the family experience and providing support and resources to these families.

Theories of Care

This course explains some of the most common theories regarding dementia care and how to use them in daily work.

Understanding Alzheimer's and Related Disorders

Alzheimer's disease is just one form of dementia. In this lesson you'll learn how to tell the difference between many forms of memory loss and how to get the person in your care the help they need.

Wandering and Exit Seeking

Wandering is a very real risk for anyone with dementia. This course teaches some of the reasons which cause exit seeking and strategies for keeping the person in your care safe.

Topic: Medication Management

A Vital Part of Your Client's Wellbeing

This course focuses on understanding the importance of medications, the challenges of medicating older adults and actions you can take to ensure your client's or family member's wellbeing.

Documentation of Medication Handling

In this lesson, you will learn how to understand the components of medication labels and how to properly review, verify and document medication information and changes, and how to identify and properly handle controlled substances.

Introduction to Medication Management

This course teaches the importance of medications, understanding the challenges faced in medicating older adults, and how to take actions to make sure medication is taken correctly.

Managing and Assisting with Medication

Learn basic routes of taking medication and how to create and review a medication management checklist while following proper procedures of medication administration.

Medication Documentation and Safety

In this lesson you will learn necessary documentation and safety procedures for medication management in a facility setting.

Medication Dosage and Basic Math

Learn dosage terminology and review the basic math necessary to correctly and safely administer medication in a facility setting.

Medication Self Administration Training

The course teaches caregivers correct management of self-administration medication - how to assist and monitor someone who handles their own medication, make sure they are doing it safely, and watching for medication side effects.

Providing Medication Assistance

This course teaches the importance of the caregiver's role in medication administration and promoting medication safety. Learn to take proper steps to medication delivery, store and track medications and employ the six "rights" of medication management.

Safely Monitoring the Medication

In this lesson you will learn how to understand medication instructions and how to identify medications by their many names. Learn to understand possible complications from medication use and how to monitor and cope with potential adverse side effects.

Understanding Medication Procedures

This course teaches how to organize the medication workstation and how to assist with different types of medications for older adults in a facility setting.

Understanding the Prescription

Learn how to locate the name of the client's drug on their prescription and the basics of dosage. Understand the frequency of administration, the route of administration and how to look for signs of medication effectiveness.

Frequently Asked Questions

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Questions about in-person classes:

1. [Why didn't I receive an email confirmation for my Oregon Care Partners in-person class registration?](#)
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Questions about resources:

1. [I am caring for someone with challenging behaviors associated with Alzheimer's disease or dementia. Are there resources to help me?](#)

Questions about Oregon Care Partners:

1. Who is Oregon Care Partners?

[Oregon Care Partners](#) was established in 2014 to help caregivers improve the lives and care for aging Oregonians by providing access to no-cost, high quality trainings in all corners of the state. Oregon Care Partners, LLC is a

consortium of lead organizations working closely with older adults including the Alzheimer's Association, SEIU Local 503, Oregon Health Care Association, plus a wide array of affiliated health care organizations and collaborating experts. Caregivers, public safety workers, state workers and members of the public are encouraged to sign up for free classes and learn more at www.OregonCarePartners.com.

2. What does it cost to take an Oregon Care Partners class?

There is No Cost to take a class from Oregon Care Partners! All trainings offered through Oregon Care Partners are free.

3. Why are the Oregon Care Partners trainings free?

Oregon Care Partners is funded through a contract with the State of Oregon and in collaboration with the Oregon Department of Human Services. Funding was approved to provide a broad scale caregiver training initiative designed to provide consistent, standardized, evidence-based caregiver training which is currently not available to all caregiver segments or areas of the state.

4. Who is eligible to register for an Oregon Care Partners class?

Only Oregon residents living in the state of Oregon are eligible to register for Oregon Care Partners classes including:

- Oregon residents caring for a family member in another state
- Oregon residents who are not currently caregivers
- Oregon residents who are students

Classes are offered at no cost to all Oregonians, but have been designed specifically for long term care professionals and family members including:

- Family caregivers
- Professional caregivers
- CNA's, CMA's, LPN's & RN's
- Administrators
- Public Safety Workers
- Social Workers
- Pharmacists

5. Will I be able to earn Certified Educational Units (CEUs)?

Yes. Oregon Care Partners is an automatically approved sponsor for Assisted Living Facilities (ALF), Residential Care Facilities (RCF), Adult Foster Home Aging and People with Disabilities (APD) and memory care unit credits by Oregon Department of Human Services (DHS)/Office of Licensing and Regulatory Oversight (OLRO). Oregon Care Partners trainings are individually approved for Nursing Facilities (NF) by the Oregon Health Licensing Agency, Oregon Nursing Home Administrators Board (ONHAB).

6. Who do I contact if I have questions?

If you have any additional questions or need technical assistance, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

Questions about creating an account and class registration:

1. How do I create an account and register for a class?

Class Registration Instructions

Before you can register for free training with Oregon Care Partners, you must first create an account and complete the Registration Form.

There are three simple steps to sign up for a free training on www.OregonCarePartners.com:

1. Create an account
2. Complete a Registration Form
3. Register for a class

Step 1: Creating your Account

Creating an account is simple and can be done from several locations:

1. [Home Page](#) top navigation bar - Click on "Login"
2. [Classes Page](#) - Click to "Sign up to Register" on your class of choice

Choose one of these locations to begin creating your account, then follow these steps:

- ✓ Complete the Create an Account form and click the "Sign Up" button at the bottom of the page
- ✓ Go to your email inbox
- ✓ In the email confirmation, select "click here" to activate your account
- ✓ Login at www.OregonCarePartners.com

Note: If it appears your activation email did not arrive, please be sure to check your junk or spam folder in your email.

Step 2: Complete a Registration Form

Login from the home page with your Oregon Care Partners email address and password, then follow these steps:

1. [Home page](#) top navigation bar – Click "Login"
2. In the drop down list, select "Registration Form"
3. Complete the registration form and click "Save Registration"

You will only have to complete the registration form once and you may edit the information in the form at any time. If you skip this step, you will be asked to complete the Registration Form before registering for your first class.

Step 3: Register for a Class

Login at www.OregonCarePartners.com with your Oregon Care Partners email address and password, then follow these steps:

1. Go to the "[Classes](#)" page
2. Select the class of your choice and click "Register for Class"
3. Registration is complete and you will receive a confirmation email with all of the class details

Important Note: Registration for classes presented by the Alzheimer's Association is different from these instructions. Please see "How do I register for an Oregon Care Partners class presented by the Alzheimer's Association?" for more information.

2. What is my Oregon Care Partners username?

Your username is the email address you used to create your account.

3. How do I register multiple caregivers for an Oregon Care Partners class?

An account and registration form must be created for each individual caregiver on www.OregonCarePartners.com. If you need assistance, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

4. Why didn't I receive my email confirmation with the activation link?

If it appears your email confirmation did not arrive, please be sure to check your junk mail and/or spam folder. Please add info@oregoncarepartners.com to your safe sender list to make sure you don't miss any confirmations or upcoming no cost training opportunities. If you still need assistance, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

5. Why did I receive an activation error when I clicked the activation link in my email confirmation?

If you received an "activation error" message when you clicked the activation link in your email confirmation, your Oregon Care Partners account may already be activated. Please attempt to login at [Oregon Care Partners](#). If you still need assistance, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

6. How do I know if my class registration was completed correctly?

Once you register for a class with Oregon Care Partners, you will instantly receive an email confirmation with important class details such as class date, start time, location and check-in time for in-person classes or the link to the Oregon Care Partners Online Learning Portal for online classes. If it appears your email confirmation did not arrive, please be sure to check your junk mail and/or spam folder. Please add info@oregoncarepartners.com to your safe sender list to make sure you don't miss any confirmations or upcoming no cost training opportunities. If you still need assistance, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

7. How do I register an Oregon Care Partners class presented by the Alzheimer's Association?

CARES® Dementia Basics Online Course: Once you click "Register" from the Oregon Care Partners website, you will be redirected to Oregon Care Partners' HealthCareInteractive® Learning Portal to complete registration. From the learning portal, you will create a login, take the class and print your certificate. Please also consider bookmarking the [Oregon Care Partners' HealthCareInteractive® Learning Portal](#) for easy access.

Approaching Alzheimer's Online First Responder Training: Once you click "Register" from the Oregon Care Partners website, you will be redirected to the Oregon Care Partners' Alzheimer's Association Landing Page to complete registration. From landing page, you will create a login, take the class, and print your certificate. Please also consider bookmarking the [Oregon Care Partners' Alzheimer's Association Landing Page](#) for easy access.

Approaching Alzheimer's In-Person First Responder Training: To register, please call the Alzheimer's Association 24/7 help line at 1-800-272-3900.

Living with Alzheimer's In-Person Training: To register, please call the Alzheimer's Association 24/7 help line at 1-800-272-3900.

8. Who can I call for help creating an account and registering for an Oregon Care Partners class?

Oregon Care Partners has a team ready to walk you through the account set up and registration process or address any technical issues you may be having. For help, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

Questions about online classes:

1. How do I access an Oregon Care Partners online class?

After you register for an online class, you will receive an email confirmation with a link to the Oregon Care Partners Online Learning Portal. Click the link <https://training.ipced.com/ocp> and log in with your Oregon Care Partners email address and password to complete your online class and print certificates.

2. Why didn't I receive an email confirmation for my Oregon Care Partners online class registration?

If it appears your email confirmation did not arrive, please be sure to check your junk mail and/or spam folder. Please add info@oregoncarepartners.com to your safe sender list to make sure you don't miss any confirmations or upcoming no cost training opportunities. If you still need assistance, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

3. I accidentally deleted my online registration confirmation email, where can I access the Oregon Care Partners online classes?

If you have deleted your online registration confirmation email, go to the [Oregon Care Partners Online Learning Portal](#) and use your Oregon Care Partners email address and password to login. Please also consider bookmarking the Oregon Care Partners Online Learning Portal for easy access to your online classes.

4. Why doesn't my Oregon Care Partners password work on the Oregon Care Partners Online Learning Portal?

If you reset or change your password on the Oregon Care Partners Online Learning Portal, you will no longer be able to use your Oregon Care Partners password to login for online classes. Your email will still be your username for both Oregon Care Partners and the Oregon Care Partners Online Learning Portal, but your password will be different for each site. However, you can have the same password again on both sites by simply changing your password on [Oregon Care Partners](#).

5. If I change my password on the Oregon Care Partners website, what happens to my Oregon Care Partners Online Learning Portal login?

If you change your password on Oregon Care Partners, it will automatically change your password on the Oregon Care Partners Learning Portal. However, it is very important to note, if you change your password on the Oregon Care Partners Learning Portal, it WILL NOT change your password on Oregon Care Partners, so your password will be different for each site. To avoid this issue, we recommend only changing your password on Oregon Care Partners.

6. How long do I have to complete an online class once I have registered?

Enrollees will have until **June 30, 2015** to complete all online classes with Oregon Care Partners. After June 30, 2015, classes will no longer be available online.

7. How are Oregon Care Partners online classes structured?

All of the online classes through Oregon Care Partners are designed for self-study, which allows you to take the classes at a time that is most convenient for you and at your own pace. Enrollees will have until **June 30, 2015** to complete all online classes. After June 30, 2015, classes will no longer be available online.

8. How long do the online classes take to complete?

Most Oregon Care Partners online classes take one to two hours to complete. The CARES® Dementia Basics course takes four hours to complete. The duration of each class is included in the detailed class description available on the [Oregon Care Partners Classes Page](#).

9. I started my online class, but did not finish. Will my work be saved?

Yes. If you need to stop a class part way through, we recommend that you close the class and log out. Your work will be saved automatically so you can pick up where you left off when you return.

10. How do I cancel an Oregon Care Partners online class?

Login to your Oregon Care Partners account, find the course you registered for, and on the more details page click "cancel".

Questions about in-person classes:

1. Why didn't I receive an email confirmation for my Oregon Care Partners in-person class registration?

If it appears your email confirmation did not arrive, please be sure to check your junk mail and/or spam folder. Please add info@oregoncarepartners.com to your safe sender list to make sure you don't miss any confirmations or upcoming no cost training opportunities. If you still need assistance, please call Oregon Care Partners at 1-800-930-6851 toll free, or email us at info@oregoncarepartners.com.

2. What time should I arrive for my Oregon Care Partners in-person class?

Please arrive 30 minutes before class begins to check-in.

3. Will food and beverages be provided at my in-person class?

Food and beverages will not be provided at Oregon Care Partners in-person classes. You are welcome to bring your own lunch or pick up lunch from a number of local food options within walking or short driving distance.

4. How do I cancel an Oregon Care Partners in-person class registration?

Login to your Oregon Care Partners account, find the course you registered for, and on the more details page click "cancel".

Questions about resources:

1. I am caring for someone with challenging behaviors associated with Alzheimer's disease or dementia. Are there resources to help me?

Oregon Care Partners offers a number of online and in-person courses to help caregivers learn how to manage [challenging behaviors](#) and other behaviors related to [Alzheimer's and dementia](#). Additionally, the [Alzheimer's Association](#) offers 24/7 telephone support at 1-800-272-3900.

Contact Information

Oregon Care Partners, LLC
11740 SW 68th Parkway, Ste. 250
Portland, Oregon 97223
1-800-930-6851
info@oregoncarepartners.com

Questions or Technical Assistance

Oregon Care Partners
1-800-930-6851
info@oregoncarepartners.com