

MARKETING REQUEST

PAC Dementia catalog



Meet your Marketing team!

Our team helps communicate our mission, vision, and values through many touchpoints:

BRANDING

Purpose + Strategy + Positioning + Personality + Voice
Communications, messaging strategy, design, brand integrity

TV + RADIO + PRINT + DIGITAL

TV, radio, online ads, print ads, billboards
Facebook, Instagram, LinkedIn, YouTube, Twitter
Web + blogs

PRINT

Printed collateral (brochures, fliers, guidebooks, newsletters, etc.)

PUBLIC RELATIONS

Press releases and press events



Jan
BULLARD
SVP of Marketing
+ Public Relations



Audrey
CASSELL
Director of Marketing
+ Communication



Sydney
HALL
Graphic Designer



Amber
KORNREICH
Printing + Graphics
Coordinator

THINGS TO REMEMBER:

You are the face of Mountain Valley every day

Become familiar with our website and social media accounts

Use Form M06 located on Teams in Forms for your request.

Email marketingrequests@mtnvalleyhospice.org for any questions

Refer all media inquiries to the PR department at (888) 789-2922.
Employees are not to speak to media or schedule interviews under any circumstances.



PAGE OF contents

- brochures
- handouts
- poster
- support groups



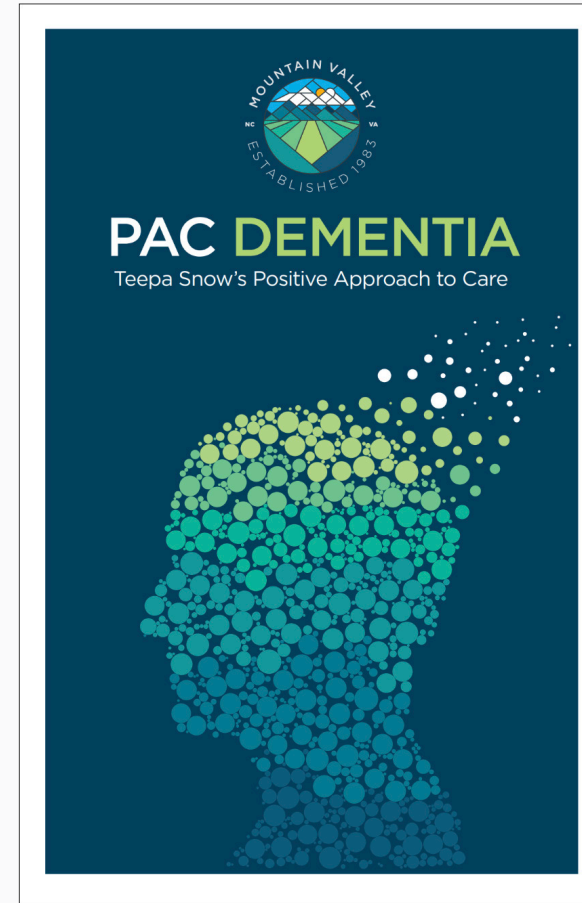
brochures



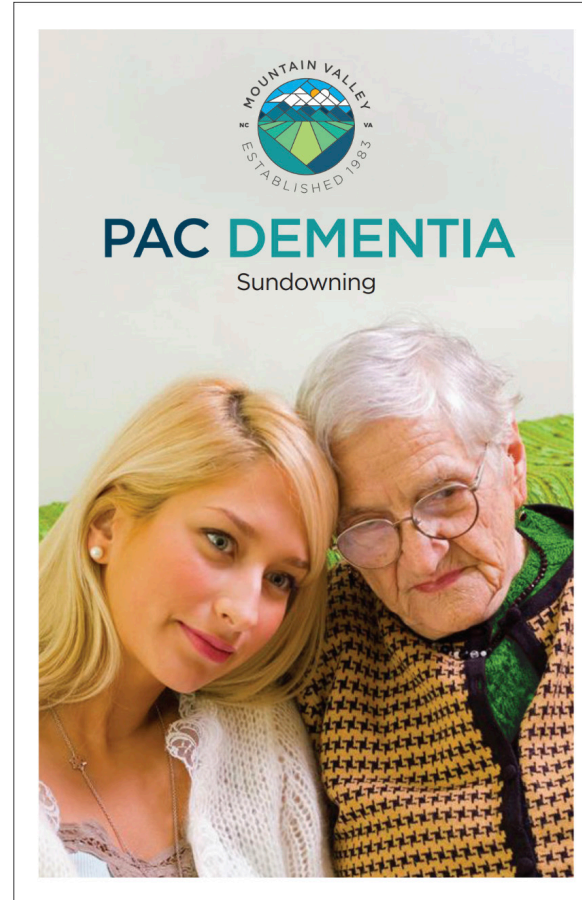
PAC dementia



PAC dementia sundowning



PAC DEMENTIA



PAC DEMENTIA SUNDOWNING

handouts

Challenging behaviors

Communication do's and don'ts

Hand under hand

Home safety tips

Navigating the holidays

Positive action starters

Quick facts


Sundowning


Tips for caregivers

6 tips for navigating the holidays

CHALLENGING BEHAVIORS

Front + back

 How to help with challenging behaviors



Refusals: What to do

- No logic, reason, or evidence
- Find the reason for refusing:
Physical issue? Wants control? Confused? Etc.
- Depending on the reason:
Physical: Propose a solution
Control: Bargain ("If you do this, you'll get [the thing you want].")
Confused: Break into easy steps

Accusations: What to say


- Don't defend yourself. Don't show evidence or use logic.
- Speak to the feelings behind the accusation
- Give space to cool off and then offer help if needed
- Offer to help with the problem. One example: Stolen keys. "Let's look for your keys together."


Repeating: What to say


- Nothing (if you can, ignore)
- Answer, if it's a question
- Replace the repeating with a different pattern (like a familiar song)

Exit-seeking: What to say

- Ask "What do you need at home?"
- Keep asking questions about home until you find the unmet need, then meet the real need

 **SCAN**
for the Mountain Valley dementia and Alzheimer's support page



 How to help (cont.)

Observe your loved one or client
for these common triggers and use the products checklist for lighting, noise, safety, and the correlating shopping lists to help you make adjustments if needed.

Noises

- Slamming doors
- Loud TV
- Loud radio
- Repetitive noises

Lighting


- Shadows
- Bright lights
- Poor lighting (difficult to see)


Objects


- Keys (will try to leave if they see them)
- Wallet/purse (or lack of one, might trigger fight)
- Snacks or food sitting out (might trigger hoarding)
- All-white bathroom (poor depth perception)
- Work shoes (or lack of shoes)
- Clutter (tripping hazard and causing anxiety)

If you're experiencing changes or have concerns, we encourage you to reach out to your physician or a trusted friend to the conversation.


- Change in health
- Change in those around me
- Change in place or environment
- Change in how time is being spent
- Change in diet, exercise, hydration, medications, or sleep

 **SCAN**
for the Mountain Valley dementia and Alzheimer's support page






How to communicate with someone who has dementia





Communication can be hard for people with Alzheimer's and related dementias because they have trouble remembering things. They also can become agitated and anxious, even angry. In some forms of dementia, language abilities are affected such that people have trouble finding the right words or have difficulty speaking. You may feel frustrated or impatient, but it's important to understand that the disease is causing the change in communication skills. To help make communication easier, you can:

- Reassure the person. Speak calmly. Listen to his or her concerns and frustrations. Try to show that you understand if the person is angry or fearful
- Allow the person to keep as much control in his or her life as possible
- Respect the person's personal space
- Build quiet times into the day, along with activities
- Keep well-loved objects and photographs around the house to help the person feel more secure
- Remind the person who you are if he or she doesn't remember, but try not to say, "Don't you remember?"
- Encourage a two-way conversation for as long as possible
- Try distracting the person with an activity, such as a familiar book or photo album, if you are having trouble communicating with words



SCAN for the Mountain Valley dementia and Alzheimer's support page





How to communicate with someone who has dementia (cont)

“I DON'T WANT TO EAT THIS! I HATE CHICKEN!!”

Don't Respond negatively
"You just told me you wanted chicken. I'm not making you anything else, so you better eat it!"

Do Accept blame
"I'm so sorry, I forgot. I was in such a rush that it sloped my mind."

Do Respond positively
"Let me see what else we have available." Leave the room and try again.

“WHO ARE YOU? WHERE'S MY HUSBAND?!”

Don't Take it personally
"What do you mean, 'who's your husband?' I am!"

Do Go with the flow, reassure
"He'll be here for dinner."

Do Distract
"How about some milk and cookies?"
Would you like chocolate chip or oatmeal?"


“NOBODY'S GOING TO MAKE DECISIONS FOR ME. YOU CAN GO NOW — AND DON'T COME BACK!!”

Don't Confront
"I'm not going anywhere, and you can't remember enough to make your own decisions!"

Do Accept blame or respond to feelings
"I'm sorry this is a tough time."

Reassure
"I love you and we're going to get through this together."

Distract
"You know what? Don has a new job. He's really excited about it."





Building connections

Purpose/Being needed

- "Could you help me?"
- "Could you show me (how to do) x?"

Fun/Connection

- "Do this with me?"
- "Join me?"

Reassurance

- "You are safe."
- "You are in a safe place."
- "I will always be there for you."

Listened to/Autonomy

- "Do you think this looks good?"
- "Could I get your opinion (thoughts) on this?"


Appreciation

- "I couldn't have done it without you."
- "Thank you so much!"
- "You're really good at this."

Decisions/Choices

- "X, Y, or do you want me to pick?"
- "Now or in specific time?"
- "Coffee?" (or whatever item you're offering)





SCAN for the Mountain Valley dementia and Alzheimer's support page



COMMUNICATION DO'S AND DON'TS

Front + back
Page 2



Hand-under-Hand

Developed by dementia expert Teepa Snow, Hand-under-Hand (HuH) is an evidence-based technique to support and assist a person living with dementia with tasks like eating, drinking, bathing, getting dressed, and more.

HuH places pressure to the palm of the hand, NOT around the top of the hand, side, or base of the digits, thus protecting both people from injury.

Benefits of Hand-under-Hand

- Lets the person maintain a feeling of control and independence
- Utilizes remaining muscle memory to help the brain process the situation
- Reduces resistant behaviors
- Increases meal intake

Positive Physical Approach (PPA)

- Get into their visual range, pausing approximately six feet away
- Place your hand next to your face, smile, and greet by name
- Offer your hand in a handshake position
- If they extend their hand, approach slowly with your hand extended
- Move from handshake to Hand-under-Hand position
- Move from the front to their dominant side, getting into a supportive stance
- Get at or below their eye level by kneeling or squatting, don't lean in

* Hand-under-Hand is a registered trademark of Teepa Snow

HAND UNDER HAND



Dementia home safety tips



As a caregiver or family member of a person with Alzheimer's or related dementias, you can take steps to make the home a safer place. Removing hazards and adding safety features around the home can help give the person more freedom to move around independently and safely.

Try these tips:

- If you have stairs, make sure there's at least one handrail. Put carpet or grip strips on stairs, or mark the edges of steps with brightly colored tape so they're more visible
- Insert safety plugs into unused electrical outlets and consider safety latches on cabinet doors
- Clear away unused items and remove small rugs, electrical cords, and other items the person may trip over
- Make sure all rooms and outdoor areas the person visits have good lighting
- Remove curtains and rugs with busy patterns that may confuse the person
- Remove or lock up cleaning and household products, including paint thinner and matches



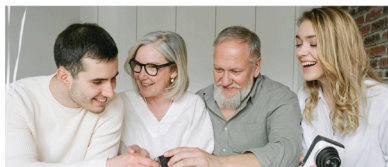
SCAN
for the Mountain Valley
dementia and Alzheimer's
support page



HOME SAFETY TIPS



Navigating the holidays when a loved one has dementia



The holidays are often filled with sharing, laughter and memories. But they can also bring stress, disappointment or sadness, particularly for families affected by dementia. Preparing ahead of time can help.

Adjust expectations

The stress of care giving responsibilities plus holiday traditions can take a toll. During this time of year, it is especially important that you take care of yourself - mentally, physically and emotionally.

Communicate realistic expectations about what you can and cannot do. Sometimes this can create a sense of loss if you must give up a role you always had, such as making the turkey, brislet or sweet potato pie, but think of it as a chance for another family member to start a new tradition.

Have a conversation with family beforehand about changes they might notice in the person living with dementia.

Some people living with Alzheimer's become confused or agitated in the evenings (this is known as "sundowning"). Consider celebrating earlier in the day to work around this or make other arrangements.

Adapt gift giving

Provide people with suggestions for useful and enjoyable gifts for the person, such as an identification bracelet or membership in an adult daycare or suggest comfortable, easy-to-remove clothing, favorite music, photo albums of family and friends, or favorite treats.

Advise people not to give gifts such as: dangerous tools or instruments, utensils, challenging board games, complicated electronic equipment or pets.

Depending on their abilities and preferences, involve the person in gift giving. For example, someone who once enjoyed baking may enjoy helping to make cookies and pack them in tins or boxes. Or you may want to buy the gift so that the person can wrap it.

Suggest to friends and family that they get you gift certificates or something that will help make things easier, like house cleaning, lawn or home maintenance; laundry services; restaurants or food delivery gift cards.

Familiarize others with the situation. The holidays are full of emotions, so it can help to let friends and family members know what to expect. If the person is in the early stages of dementia, relatives and friends might not notice any changes.



Navigating the holidays (cont.)

If the person is experiencing moderate or severe symptoms, though, there may be significant changes since their last interactions with some family members.

Make sure friends and family understand that changes in behavior and memory are caused by the disease and not the person. People can help with communication by being patient, not interrupting or correcting, and giving the person time to finish their thoughts.

Involve the person living with dementia
Ask them to help prepare food, wrap packages, decorate or set the table. Involve the person living with dementia.

Avoid using candles, artificial fruits and vegetables as decorations because a person with dementia might confuse them with real food. Lots of blinking lights may also confuse the person.

When making holiday plans, consider what will be most comfortable and enjoyable for the person living with dementia. Maintain the person's normal routine as much as possible so that holiday preparations don't become disruptive or confusing.

Focus on the things that bring happiness and let go of activities that seem overwhelming, stressful or too risky. Taking on too many tasks can wear on both of you.

Build on traditions and memories while experimenting with new traditions that might be less stressful or a better fit with your care giving responsibilities, such as watching seasonal movies together.

Remember
They are not crazy or lazy. They are saying and doing things that are normal for a person with dementia. If they were doing or saying things to

deliberately aggravate you, they would have a different diagnosis. Their reality is now different than yours, and you cannot change them. You cannot control the disease. You can only control your reaction to their symptoms.

They cannot remember - and they cannot remember that they can't remember. They will ask the same question over and over - thinking it is the first time they have asked it.

They are likely frightened and confused all the time. Each person reacts differently to fear. They may become passive, hostile, angry, uncooperative, agitated, verbally or physically combative. Their anxiety may compel them to shadow you. They cannot remember your reassurances, so you will have to repeat them.

Don't

- Argue
- Try to reason
- Confront
- Remind them that they forget
- Question their recent memory
- Take it personally

Do

- Give short, one sentence explanations
- Repeat instructions or sentences
- Allow plenty of time for comprehension
- Agree with them and redirect them to another subject or activity
- Accede the blame when something's wrong (even if it's a fantasy). Leave the room, if necessary, to avoid confrontations
- Respond to the feelings rather than the words they say
- Be patient, cheerful and reassuring
- Go with the flow
- Elevate your level of generosity and graciousness



SCAN
for Mountain Valley's Dementia
and Alzheimer's support!



NAVIGATING THE HOLIDAYS

Front + back



Positive Action Starters (PAS)



Greet Introduce yourself and your preferred name
"Hi (preferred name), I'm (your name)."
"I'm (your name), and you are?"

Compliment Indicate something about them of value
"You're looking really colorful today!"

Share First about you, then leave a blank
"I'm from (state) and you're from?"

Notice Point out something in the environment
"You must love (item) seeing how well you care for it."

Seek Explore a possible unmet like, want, or need
"It's a bit chilly in here, a hot drink would be nice."
"Do you prefer coffee or tea?"



Alzheimer's quick facts



If you notice any of these signs, don't ignore them. Schedule an appointment with your doctor.

Alzheimer's disease quick facts

- Alzheimer's kills more Americans than breast cancer and prostate cancer combined
- One in three seniors dies of Alzheimer's or another dementia
- Of the total U.S. population, about one in nine people, age 65 or older, is living with Alzheimer's dementia
- Almost two-thirds of Americans living with Alzheimer's are women
- Nearly seven million Americans are living with Alzheimer's

Warning signs of Alzheimer's disease

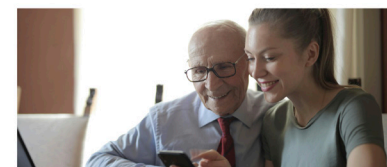
- Memory loss that disrupts daily life
- Challenges in planning or solving problems
○ Difficulty completing familiar tasks at home, at work, or at leisure
- Confusion with time or place
- Trouble understanding visual images and spatial relationships
- New problems with words in speaking or writing
- Misplacing things and losing the ability to retrace steps
- Decreased or poor judgment
- Withdrawal from work or social activities
- Change in mood and personality



SCAN
for Mountain Valley's dementia
and Alzheimer's support



Positive Personal Connections (PPC)



Help Be sure to compliment his or her skill in this area, then ask for help with something.
"You're so good at _____, would you please help me?"

Try Hold up or point to the item you would like to use, possibly sharing in the dislike of the item or task.
"Could we try this?"

Choice Try using visual cues to offer two possibilities or one choice with something else as the other option.
"This or that"

Short and simple Give only the first piece of information, maybe offer a time frame of 1-5 minutes.
"It's about time to (first task)."

Step by step Only give a small part of the task first.
"Lean forward."



Other conditions that look like dementia

Acute delirium -

Acute metabolic disturbance

- Infections
- Inflammation
- Pain
- Dehydration
- Malnutrition
- Glucose issues
- Electrolyte issues
- Output issues (impactions, BOD, intestinal blockages, herniations, hyper or hypothermia)
- Absence/presence of someone who has been a strong emotional support/trigger by history
- Other possibilities exist as well

Anxiety, fear, or PTSD

Depression

Chronic health conditions with episodes or brain changes

- After head injury
- After stroke
- Arthritis
- Parkinson's disease
- MS

New or worsening illnesses

- Heart conditions
- Respiratory conditions
- Autoimmune conditions
- Movement conditions
- Pain-inducing conditions
- Mental health-illness conditions
- Other

Medication issues

- Medication changes
- Medication side effects
- Medication interactions
- Overdosing or underdosing
- Use of drugs or alcohol to try to manage distress or unmet needs
- Other

Stress and distress

- Coping strategy use
- Support missing
- Overexpectations
- Isolation or forced interactions
- Pain that isn't being addressed well (physical, emotional, or spiritual)
- Other



SCAN
for Mountain Valley's dementia
and Alzheimer's support



POSITIVE ACTION STARTERS

Page 1 + 2

QUICK FACTS

Front + back



Sundowning



“
**May every sunrise
hold more promise
and every sunset
hold more peace.”**

UMAIR SIDDIQUI

Sundowning as it pertains to dementia
It means that one of the five basic human
needs are not being met. Changes in the
brain's ability to communicate internally and
verbally due to dementia may make it hard
to express these needs.

- 1 Intake: fuel, fluids, medications,
vitamins, etc.
- 2 Energy use: circadian rhythm,
exercise, sleep, etc.
- 3 Output: waste, sweat, tears,
sweat, etc.
- 4 Comfort: temperature, contact,
muscles, etc.
- 5 Pain management: physical,
emotional, spiritual, etc.



Sundowning (cont.)

As the brain loses its ability to accurately
self-assess and shift or adapt, lives and wants
become needs – but the brain doesn't identify
what would make it better. This often happens
as the brain and body have either used up, or
need to get rid of, the fuel and energy in the
body. Since this happens for most around early
to late afternoon, this phenomenon got termed
sundowning. This is when we really need to
get curious.

When the sun goes down, or you start to notice
a shift in someone, check the five needs to see
what might be happening. Explore some of
the needs by going to the place where those
things happen by using visual cues to support
to verbal as communication becomes more
challenging.

Use fewer words and more actions
Try one of these three changes:

Change the environment

Sometimes changing rooms or setting
up an engagement opportunity in a new
place can give comfort or take away
the discomfort.

Doorways are powerful tools to shift
mindset. Just leaving the room and
coming back can help the brain make
the connection for what's needed.

Change the activity

Try a snack or drink that allows for finger
or whole-hand use, rather than utensils.
Consider dancing, walking, or bigger exercise
movements to get the whole body moving.
Consider a rest time that engages the brain
rather than the body, if that is enjoyable.

Change the person (giving space)

Everyone needs a break.

This time of day is hard for a lot of people,
not just those with dementia.

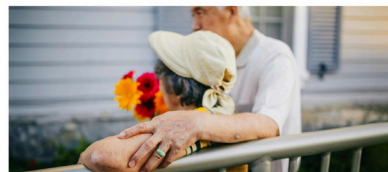
Try saying: "Do you want some alone time?"
or "I'll give you a little time to calm down;
I'll be back in five to 15 minutes."



SCAN
for the Mountain Valley
dementia and Alzheimer's
support page



How to prevent sundowning



“
**Every sunset
brings the promise
of a new dawn.”**

RALPH WALDO EMERSON

When you see signs of sundowning
like restlessness, the beginnings of
agitation, or an increase in any of their
existing dementia symptoms, here's
exactly what to say to prevent sundowning
and de-escalate sundowning when
it's happening.

Things to prevent sundowning

Inviting them into an activity

- "Loved one with dementia/client,
could you help me with X?"
- "Will you keep me company out here?"
- "Will you try/do X for me?"
- Something silly: singing the invitation/
what you want them to do.
- "Ok we are going X" and simply guide
them outside.



Sundowning

Things to deescalate sundowning

After each of these things, refer back to the
preventing sundowning savings to engage
them in an activity to get them completely
off of sundowning.

First, ask about basic needs

- "Water, snack, bathroom?"
- "Are you too hot/cold?"
- "Does something hurt?"
- "Want to take a nap?"

Second, take them outside or change rooms

- "Let's get some fresh air."
- "Let's go somewhere else."
- "Let's go for a walk."

Third, try an independent calming activity

- "Let's watch a TV show you like."
- "Let's turn on some calm music."
- "Let's relax in the quiet for a bit."

Fourth, give them space

- "Do you want some alone time?"
- "Do you want time for yourself?"
- "I'll give you a little time to calm down;
I'll be back in five to 15 minutes."



SCAN
for the Mountain Valley
dementia and Alzheimer's
support page



SUNDOWNING

Front + back

Page 2



Tips for caregivers: Taking care of yourself



- Being a caregiver can be extremely rewarding, but it can also be overwhelming. Caring for a person with Alzheimer's or a related dementia takes time and effort. It can feel lonely and frustrating. You might even feel angry, which could be a sign you're trying to take on too much. It's important to find time to take care of yourself. Here are some tips that may offer some relief:
- Join a caregiver support group online or in person. Meeting other caregivers will give you a chance to share stories and ideas which can help keep you from feeling isolated.
 - Take breaks each day. Try making a cup of tea or calling a friend.
 - Spend time with friends and keep up with hobbies.
 - Get exercise as often as you can.
 - Try doing yoga or going for a walk.
 - Try practicing meditation. Research suggests that practicing meditation may reduce blood pressure, anxiety, depression, and insomnia.
 - Consider seeking help from mental health professionals to help you cope with stress and anxiety. Talk with your doctor about finding treatment.
 - Ask for help when you need it. This could mean asking family or friends to help or reaching out to local services for additional care needs.
 - Eat nutritious foods, which can help keep you healthy and active longer.



SCAN
for the Mountain Valley
dementia and Alzheimer's
support page



TIPS FOR CAREGIVERS



Navigating the holidays with a loved one with dementia



“
It's about
moments of joy,
not whole-visit
joy.”

TEEPA SNOW

The holidays are approaching quickly. When your loved one is experiencing brain change due to Alzheimer's disease, Parkinson's, stroke, or other causes, considering key changes to family traditions can help make the holiday season more enjoyable.

It helps to know what disease stage your loved one is experiencing so you can adjust holiday plans accordingly. If symptoms are mild, small adjustments make a difference. In milder stages, many people with cognitive decline may be able to have an active role, such as planning and preparing for family activities. If symptoms are moderate to severe, more substantial changes are needed, and they may be able to have a smaller but no less valuable role.

Turn the page for six tips to help make the holiday season more enjoyable and comfortable.



Six steps to navigating the holidays

Ask and learn. When a loved one receives a diagnosis of dementia, it's your responsibility to understand the changes that have occurred. Have an open and direct — but loving — conversation about what your loved one feels comfortable doing for the upcoming holiday celebrations.

It's important that your loved one feels involved in preparing for the holidays in a way that's meaningful. Simply asking, “What can we do to make the holiday easier for you?” is important. It's critical to understand that people with cognitive change may need extra time to gather their thoughts, process information, and to respond. It's very important to know that some may not fully understand their limitations, which means a crucial change in your approaches.

Delegate, delegate, delegate. If the person with dementia normally hosts the holiday celebration, it may be better to rethink the event. Your loved one may feel they can no longer prepare their home in a way that makes them feel ready. Or they may feel they can do it but need help. Don't be afraid to ask family, friends, and neighbors to help prepare meals or do shopping, and to help in ways big and small.

Keep tabs on overload. People with dementia find it overwhelming to be in large groups because they feel they can't follow conversations well. This causes them to withdraw, and family members may not understand. If you've noticed this in your loved one, your family may choose to have smaller gatherings more often.

Build the day around what your loved one's body needs. Plan activities at a time of day

when the person feels the most energetic. For example, if your loved one feels better in the morning consider a Thanksgiving breakfast, with small visiting groups later in the day.

Make travel easier. Cognitive decline often adds a layer of complexity if your family normally travels for the holidays. People with cognitive impairment rely heavily on routine to get through the day. Travel by its very nature can disrupt their routine. A loved one who has trouble adjusting to small changes in the daily routine will most likely not adjust well to travel. If the person is experiencing significant cognitive decline, it may be best to avoid all travel.

Build in time to rest. Sleep disruption can cause problems for people with dementia, possibly creating an increase in confusion and emotional upset. Ensure ample opportunity for rest and relaxation throughout the day during the holiday excitement.

Provide physical care. Make sure your loved one is eating nutritious, easy-to-eat options on a regular schedule that caters to their taste buds. Make sure they stay hydrated if they're out and about in town or during busy family gatherings. Set medication alarms to make sure to remember to provide medicines during activities.

Caring for a loved one with dementia is a challenge any time. Look for the joy in the present moment and don't focus on what was or what may come. Laugh together, sing songs together. Create a warm, comforting, and enjoyable experience for your loved one while providing the support needed.



SCAN
for the Mountain Valley
dementia and Alzheimer's
support page

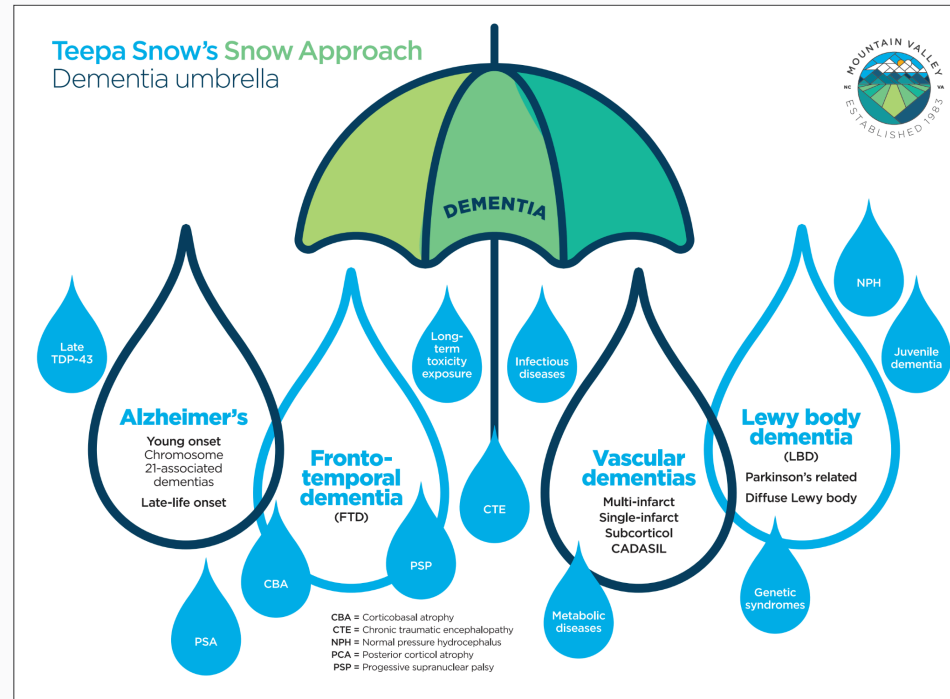


6 TIPS FOR NAVIGATING THE HOLIDAYS

Front + back

poster


● Dementia umbrella



DEMENTIA UMBRELLA

support groups

 Support group flier

 Cancellation flier

 Sign-in sheet

 Survey

PAC dementia
caregiver support group

As a Positive Approach to Care (PAC) certified independent trainer, Kelley Tolbert-Holbrook implements the Teepa Snow and PAC training about dementia. While based on the educational content from Teepa, and inspired by Kelley's certification, views or opinions expressed — and additional content offered — are representative of Kelley, independent of the PAC organization.



Contact Kelley Tolbert-Holbrook at (888) 789-2922 with any questions.

Second Tuesday of each month • 11am
Joan & Howard Woltz Hospice Home, 945 Zephyr Road, Dobson, NC 27017

Second Thursday of each month • 11am
SECU Hospice Care Center, N Lee Avenue, Yadkinville, NC 27055

Fourth Tuesday of each month • 6pm
Joan & Howard Woltz Hospice Home, 945 Zephyr Road, Dobson, NC 27017

Fourth Thursday of each month • 6pm
SECU Hospice Care Center, N Lee Avenue, Yadkinville, NC 27055

 Every moment matters 

 **PAC dementia**

Positive Approach to Care (PAC) skills, which are the foundation of the Snow Approach™, are a series of immediately useful care techniques. Unlike other dementia care programs, PAC skills offer the why but also the how, empowering caregivers with practical, hands-on techniques to improve their daily interactions.

These skills put the person and your relationship first, so you can work together to experience the most dignified and meaningful dementia care journey.

Instead of focusing on what has been lost, PAC skills utilize the abilities that remain. They empower you to do things with the person instead of to, allowing you to form a genuine partnership that is proven to reduce friction and increase positive care outcomes.

Curious who teaches these skills in your area?
Kelley Tolbert-Holbrook
(888) 789-2922

Who is Teepa?
teepasnow.com/about/about-teepa-snow/

Teepa Snow's Positive Approach to Care's mission is to transform the experience of dementia - worldwide. This means transforming the dementia experience for families, care communities, home care agencies, corporate organizations, governments, and all individuals currently working with a dementia or brain change diagnosis.

Whatever category you are in, PAC has workable solutions, skills, and approaches to bring real hope, possibility, and significant shifts to your experience of dementia and dementia care.

We are currently working with governments, individual families, agencies, facilities, hospital, systems, and academic institutions around the US and internationally to implement PAC's Snow Approach.

 **SCAN**
for Mountain Valley's Dementia and Alzheimer's support! 

SUPPORT
GROUP FLIER

Front + back

PAC dementia

caregiver support group



CANCELLED

Sorry for any inconvenience

Second Tuesday of each month • 11am
Joan & Howard Woltz Hospice Home, 945 Zephyr Road, Dobson, NC 27017

Second Thursday of each month • 11am
SECU Hospice Care Center, N Lee Avenue, Yadkinville, NC 27055

Fourth Tuesday of each month • 6pm
Joan & Howard Woltz Hospice Home, 945 Zephyr Road, Dobson, NC 27017

Fourth Thursday of each month • 6pm
SECU Hospice Care Center, N Lee Avenue, Yadkinville, NC 27055




Every
moment
matters

SIGN-IN SHEET

[illegible]

SURVEY



PAC trainer survey and evaluation

Workshop title: _____

Facilitator: Kelley Tolbert-Holbrook Participant name: _____

Training location: _____ Training date: _____

Questions	Excellent	Good	Fair	Poor
1. Explained what PAC and who Teepa Snow are	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How Mountain Valley can partner with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Educated on the value of consistent positive reinforcement to promote well-being and reduce challenging behaviors throughout the disease process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The trainer was well prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The trainer was knowledgeable about the material presented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The trainer encouraged participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The trainer facilitated my own learning in this training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Please rate your trainer's overall performance in this training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Please rate audiovisuals and handouts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. What would you like more info/training on? _____				
11. Was the training easy to follow and understand? _____				
12. What was your favorite part of training? _____				
13. What was your least favorite part of training? _____				
Additional comments: _____				