



dementia care specialists  
a CPI specialized offering



## Total Consulting Solutions For Memory Care

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## WHO WE ARE

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Dementia Care Specialists (DCS) is a team within CPI that is committed to advancing person-centered, abilities-based care for those living with Alzheimer's and related dementias. We offer total solutions for dementia care, helping clients and their families experience a higher quality of life, caregivers find more job satisfaction, and providers improve their business results.

## WHAT WE BELIEVE

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**We believe people can successfully coexist with Alzheimer's/dementia if we have the appropriate supports in place.**

Our vision is to create a dementia capable society that is supported by networks of dementia capable professionals (physicians, therapists, and care partners) and dementia capable health care environments (long-term care, hospitals and transitional care, and home health care) to facilitate maximum quality of life through all stages of the disease.

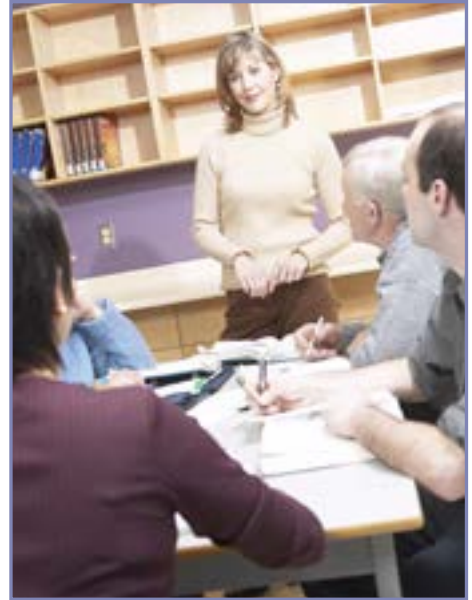
## PARTNERSHIPS

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Our consulting team is very involved with the Allen Cognitive Network. As active members, we serve the network in a variety of leadership roles, including current president and former and current board members.

In addition, we continually partner with like-minded organizations, including:

- American Association of Nurse Assessment Coordination
- Alzheimer's Association
- Architectural firms
- Contract therapy agencies
- Colleges/Universities
- Satori Pathway



## TOTAL SOLUTIONS FOR DEMENTIA CARE PROVIDERS

### ▪ **Training**

Our *Dementia Capable Care* training empowers the entire dementia care team to work together more cohesively and consistently to deliver a higher standard of dementia care. We offer one- and two-day training options for therapists and care partners, and a three-day train-the-trainer program. When this compassionate, results-oriented approach is embraced and implemented, staff attitudes shift, confidence soars, and the culture of care deepens.

### ▪ **Consulting**

With extensive experience in memory care and cognitive habilitation, we provide expertise to help long-term care communities, therapy providers, dementia care professionals, and other providers across the eldercare spectrum achieve their goals.

Our memory care team consults with clients who provide varying levels of service, including those who:

- **Have memory care in place**, but would like to enhance their existing program with activities or behavior management protocols.
- **Are interested in adding a memory care program or neighborhood** to an assisted living or long-term care environment.
- **Want to launch a whole new community** from the ground up that features memory care as a significant component.

The total solutions we provide include:

- Memory care program model definition, infrastructure, process/system, and delivery tools
- Floor plan design and interior/exterior therapeutic design
- Financial modeling, feasibility study/market analysis, and staff modeling
- Human resource recommendations, including key elements of job descriptions and organizational chart
- Staff training
- Marketing guidance

### ▪ **Recognition Programs**

We offer valuable industry recognition for individuals and organizations who demonstrate excellence in dementia care. Our recognition programs motivate, celebrate, and publicly acknowledge high levels of memory care expertise.



*The total solutions we offer can transform the dementia care experience.*

## MEET OUR MEMORY CARE CONSULTING TEAM

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**Kim Warchol,  
OTR/L, DCCT**

Our lead consultant, Kim has been an occupational therapist for over 25 years. She founded Dementia Care Specialists in 1999 and has educated over 5,000 therapists and other health care professionals on the best-abilities approach to dementia evaluation, treatment, and programming. Kim has set up many dementia living environments and care programs using the Allen Cognitive Disabilities Model.



**Chris Ebell,  
OT/L, DCCT**

Dementia care consultant Chris Ebell is the lead DCS trainer and an Allen Authorized Instructor. She earned her B.A. degree in Psychology at the University of Dayton and her B.S. degree in Occupational Therapy at Chicago State University. Chris has extensive experience in various geriatric settings, including psychiatry, hospital rehabilitation, skilled nursing, and home health.



**Sharon R. Host,  
OTR/L, DCCT**

Sharon earned her B.S. degree in Occupational Therapy at the University of Alabama at Birmingham. Specializing in geriatrics, she has many years of experience in the long-term care setting, the home health care industry, and as a dementia care consultant. She began her journey using the Allen Cognitive Disabilities Model in 1999 and completed the Dementia Therapy Master Clinician Program in 2009.



**Sharon Jackson,  
COTA/L**

Dementia consultant Sharon Jackson is the president of the Allen Cognitive Network. With a degree in Occupational Therapy Assistant Technology, she has worked in long-term care/skilled rehab since 1998. Her professional experience includes working as a program designer to integrate the Allen tool into nursing to enhance the care of residents with dementia.

## OUR DEMENITA-CARE PHILOSOPHY

Facilities that utilize our consulting services implement or add the *Warchol Best-Abilities Care Model*<sup>SM</sup> with great success. This care model, developed by Kim Warchol, is rooted in the belief that every resident with Alzheimer's/ dementia is unique. It provides the positive perspective and support to discover remaining abilities, engage personality and interests, nurture the soul, and cultivate quality of life.

Throughout her years as a dementia care trainer, activist, and consultant, Kim has heard from countless professionals who have said that integrating the *Warchol Best-Abilities Care Model*<sup>SM</sup> into their culture of care is "transformational." They proudly embrace the model to make life better for their residents, themselves, their coworkers, and their communities. The model also supports our vision for facilitating a network of dementia capable health care environments.

### Warchol Best-Abilities Care Model<sup>SM</sup>



<p><b>Helps clients or residents:</b></p> <ul style="list-style-type: none"> <li>• Enjoy greater independence.</li> <li>• Maintain better safety, health, and mobility.</li> <li>• Maintain social relationships.</li> <li>• Participate in meaningful life activities.</li> <li>• Live to their true potential.</li> <li>• Retain quality of life, purpose, and dignity.</li> </ul>	<p><b>Helps families:</b></p> <ul style="list-style-type: none"> <li>• Feel peace of mind.</li> <li>• Know that their loved one is safe.</li> <li>• Be assured that their loved one is treated with respect.</li> <li>• Feel supported throughout their journey.</li> <li>• Maintain a quality relationship with their loved one.</li> <li>• Be confident that their loved one's individuality, preferences, and needs are being met each day.</li> </ul>	<p><b>Empowers staff to:</b></p> <ul style="list-style-type: none"> <li>• Learn and value each client's or resident's life story.</li> <li>• Recognize remaining abilities.</li> <li>• Tailor activities to offer the just-right level of challenge.</li> <li>• Discover the potential that lies within.</li> <li>• Provide person-centered care.</li> <li>• Enable clients and residents to thrive.</li> </ul>	<p><b>Enhances level of service to:</b></p> <ul style="list-style-type: none"> <li>• Gain a competitive advantage.</li> <li>• Become the area's premier provider of memory care.</li> <li>• Position the facility as a true market leader.</li> <li>• Be viewed as the provider of choice for families seeking the best possible care.</li> <li>• Be considered the best-in-class memory care provider.</li> </ul>
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## PROJECT TYPE: ENHANCING AN EXISTING MEMORY CARE UNIT

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This type of project is ideal for those who already offer memory care. There's no need to overhaul the whole program, but due to census or staff retention issues, less than desirable state or family survey feedback, or a change in leadership, it's time to adjust or enhance part of the program. This type of engagement can also help clients who just want to stay competitive within their market.



## REAL CLIENT EXAMPLE

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### About the Client

A skilled nursing facility with an existing memory care unit and established model of care.

### Client Goals

This owner wanted to design and implement a best-in-class activities program (leisure + activities of daily living) in accordance with an overall performance improvement initiative for their existing memory care division.

### Consultation Provided

DCS partnered with this client on a phased approach, which included staff training and on-site consulting.

The client started by having two staff members become Certified Instructors of our *Dementia Capable Care* training program. Next, DCS and the new staff instructors co-taught the *Dementia Capable Care: Foundation Course* to 40 staff members.

DCS then assisted the client in integrating the training concepts into activities of daily living (ADLs) and leisure activities. This included creating guidelines and protocols for specific activities. We also trained two champions/leaders on how to implement and measure competency with the rest of the staff.

### Project Duration

Approximately six months. Services included on-site training, three consult visits (two to three days each), and four hours each month of distance reporting, planning, and consulting.

### Investment Range

\$35,000 to \$40,000 + travel expenses.

## PROJECT TYPE: ADDING OR RENOVATING TO INCLUDE A MEMORY CARE NEIGHBORHOOD

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This type of project is ideal for those who have explored memory care in the past, but now want to specialize, be a market leader, or gain a competitive advantage. In most cases, a mix of existing residents and new residents will move into the new memory care neighborhood. This type of change generally indicates a need to promote the model of care.

## REAL CLIENT EXAMPLE

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### About the Client

An assisted living facility owner who desired to attach a memory care specialized building to the existing facility.

### Client Goals

This owner wanted to build and create a homelike place for residents with memory care challenges to live and to offer excellent services to the community. In addition, the owner wanted the facility to be not only profitable, but also one in which staff felt empowered, enriched, and excited to work with those in their care.

### Consultation Provided

DCS partnered with this client at the point of idea conception and helped shape the idea into a successful business model that is reproducible at other facility locations under this company umbrella. The client also hired a therapy provider (identified by DCS) who was committed to the *Dementia Capable Care* model and to training their therapy staff. This was an essential component as the therapists and facility staff need to work together.

### Project Duration

A little over one year; included project involvement approximately 10 months prior to opening and four months after opening. Services included on-site training conducted two days each month and 10 hours each month of distance reporting, planning, consulting, etc.

### Investment Range

\$100,000 to \$150,000+ plus travel expenses (*Dementia Capable Care* training additional).





## PROJECT TYPE: IMPLEMENTING A FULL-SCALE MEMORY CARE PROGRAM

This type of engagement is for the owner/developer with a vision of completely owning the long-term care or memory care market in his or her area. DCS is involved from the very beginning, all the way through community opening or launch. We customize and implement the *Warchol Best-Abilities Care Model*<sup>SM</sup> through every part of the memory care residency.



## REAL CLIENT EXAMPLE

### About the Client

An owner/operator who is committed to creating the kind of senior living and memory care communities in which the residents flourish. This particular owner has a real drive to be the premier provider of memory care services in his market.

### Client Goals

The owner wanted to raise the standard of care. The safety and well-being of each resident have always come first, but he wanted to push that standard even further. He knew that meant partnering with someone on all aspects of the program—from the physical environment to the model of care and the staff development/training.

### Consultation Provided

DCS worked with the client to define the philosophy, goals, and objectives for the memory care program. This included market and financial analysis to assess needs and drive the pricing model. DCS shaped the findings into a customized model of care. The client received tools to allow staff to integrate each resident's life story and cognitive assessment information into day-to-day care.

DCS developed job descriptions and interview questions for finding candidates who share the client's passion for helping people thrive and provided staffing recommendations to support the memory care program. The client also received a framework for talking about the care they provide and for marketing their services to families in need of their care. DCS also armed the client with tools to measure and track program outcomes, and made recommendations for interior and exterior environmental modifications.

Finally, DCS helped the client build critical quality relationships with health care leaders, families, and referral sources to build their brand and establish a high-quality reputation in their primary market.

### Project Duration

Approximately 12 months. Services included 15 consult visits (three days each), plus distance reporting, planning, and consulting.

### Investment Range

\$175,000 to \$250,000 + travel expenses.



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## CONTACT US

Please contact us today for more information about DCS Consulting Services and how we can help you define and achieve your memory care goals.

Call **877.816.4524**

Email **[dcs@crisisprevention.com](mailto:dcs@crisisprevention.com)**

Visit **[crisisprevention.com/dcs](http://crisisprevention.com/dcs)**

Scan to watch a CEO talk about why *Dementia Capable Care* works in his facility.

