

Memorandum of Understanding between:
SafeCare BC Health and Safety Association
&
Alzheimer Society of B.C.

Date: April 21, 2016

This Memorandum of Understanding (MOU) sets forward the terms and understanding between SafeCare BC Health and Safety Association (SafeCare BC) and the Alzheimer Society of B.C. to collaboratively offer education workshops on dementia for health care providers throughout the province of B.C.

BACKGROUND

Both organizations recognize the importance of person-centred care in delivering safe, quality care. Person-centred care "...emphasizes the uniqueness of the person with dementia, flexible care routines respectful of residents' values, preferences and needs, the development of consistent and caring relationships, and an enriched social environment."¹ Current research recognizes the link between person-centred care and safer work environments for care providers². Organizations that promote person-centred care report fewer incidents of staff being struck or verbally abused by residents³. Moreover, staff that work in person-centred care environments report higher levels of job satisfaction⁴. Encouraging a shift away from task-focused to person-centred care is therefore integral to improving the quality of life of people with dementia, and improving workplace safety for care providers.

There is a recognized need to promote a better understanding of dementia among care providers. A pilot project conducted by WorkSafeBC and the Alzheimer Society of B.C. in 2012-2013 identified an overwhelming demand for dementia education among care providers. Care providers reported having a lack of education when it came to understanding dementia and how best to provide care. Workshop participant feedback was extremely positive for both the pilot project and the first year of collaboration between SafeCare BC and the Alzheimer Society of B.C., and demand for additional courses highlights the critical shortage of dementia programming among care providers in B.C.

¹ Alzheimer Society of B.C. (2011). *New study seeks to improve understanding of dementia care practices*. Retrieved from <http://www.alzheimer.ca/bc/~media/Files/bc/Research/2011-09-20%20Heather%20Cooke%20research.pdf>

² Pulsford, D., Duxbury, J. (2010). A survey of staff attitudes and responses to people with dementia who are aggressive in residential care setting. *Journal of Psychiatric and Mental Health Nursing*, 18, 2, 97-104.

³ Chrzescijanski, D., Moyle, W., Creedy, D. (2007). Reducing dementia-related aggression through a staff education intervention. *Dementia*, 6, 2, 271-286.

⁴ Edvardsson, D., Per-Olof, S., Nay, R., Karlsson, S. (2009). Predictors of job strain in residential dementia care nursing staff. *Journal of Nursing Management*, 17, 1, 59-65

PURPOSE

This MOU will outline the terms of agreement between SafeCare BC and the Alzheimer Society of B.C. to collaboratively offer person-centred dementia education to care providers in B.C.

SafeCare BC

SafeCare BC agrees to provide both in-kind and financial support to facilitate the promotion, development, and delivery of education workshops across B.C. Specifically, SafeCare BC agrees to:

- Facilitate on-site workshop location logistics, including: room bookings, AV equipment, room layout, parking arrangements, flip charts, pens, and catering.
- Register workshop participants, including answering questions and managing waitlists.
- Event marketing, including designing / delivering e-blasts, social media marketing, leveraging partner channels, direct communication with potential participants, etc. Materials incorporating the Alzheimer Society of B.C. logo / society name that follow a mutually agreed-upon branding format will not require pre-approval. Should the proposed format deviate from the mutually agreed-upon branding format, SafeCare BC agrees to obtain permission from the Alzheimer Society of B.C. prior to the materials' dissemination.
- Communicate cancellation policy in promotional materials and to potential workshop participants.
- Analyze participant evaluation forms and surveys, produce summary reports, and share the results with the Alzheimer Society of B.C. (including both immediate post-workshop evaluation forms and follow-up surveys).
- Reimburse the workshop facilitator for reasonable hotel, airfare, ferry, parking, cab, meal and other incidental expenses in accordance with current SafeCare BC Board Policies on travel expenditures.
- Pay costs associated with room bookings, catering, and equipment rentals.
- Provide give-aways to participants for completing course evaluation forms at end of each workshop.
- Where feasible, supply an on-site representative to facilitate day-of workshop logistics.
- Provide SafeCare BC member organizations with priority access/notification of workshop events.
- Hold responsibility for safety of workshop participants and all applicable insurance requirements.

Alzheimer Society of B.C.

The Alzheimer Society of B.C. agrees to provide in-kind support to facilitate the promotion, development, and delivery of workshops across B.C. Specifically, the Alzheimer Society of B.C. agrees to:

- Provide workshop facilitators to prepare and deliver workshop.
- Bring a back-up laptop computer and projector to each workshop.
- Arrange facilitator travel and where needed, accommodation, and invoice SafeCare BC for the amount owing within one month of the travel.
- Cover costs to ship Alzheimer Society of B.C. materials to the workshop location (when necessary).
- Ship workshop and supplementary Alzheimer Society of B.C. material to the workshop location (when necessary).
- Forward workshop information to local Alzheimer Society of B.C. Resource Centres for further dissemination.
- Promote upcoming workshops through Society social media, online channels and networks, as appropriate.

- Deliver 6 to 8 workshops per calendar year, on dates and at times mutually agreed upon by the Alzheimer Society of B.C. and SafeCare BC.
- Provide paper copies of workshop materials to participants.
- Review completed participant evaluation forms and mail forms back to the SafeCare BC office for analysis.

Both organizations agree to:

- Jointly develop and review evaluation tools, including both post-workshop evaluation forms and follow-up surveys.
- Provide feedback and in-kind support (i.e. staff resources) regarding the updating and/or modification of workshop materials. Each organization is responsible for their respective workshop content.
- In addition to the workshop pertaining to this MOU, cross-promote one another's other resources and programs, as deemed appropriate by each organization.
- Include Alzheimer Society of B.C. and SafeCare BC logos on all workshop promotional materials (co-branded promotional materials to be approved in advance by both organizations).
- Inform and consult one another on the development and distribution of additional promotional materials related to the educational program above and beyond regular promotional activities (e.g. news releases, magazine articles, special social media campaigns, new website pages, etc.)
- Establish a workshop size range of 25 – 80 participants (min/max).
- Establish and adhere to a mutually agreed-upon Cancellation Policy for all workshops.
- Run the workshop as a single day event.
- Include e-mail sign-up lists or forms for each of the organizations at every workshop event.

Workshop Materials and Content

SafeCare BC and the Alzheimer Society of B.C. acknowledge the collaborative nature of this endeavour. In recognition of this, both organizations agree to the following:

- Include both the Alzheimer Society of B.C. and SafeCare BC logos on the workshop presentation introduction slides. Where content has been solely contributed by one organization, only that organization's logo will be included on the corresponding presentation slide.
- Both organizations may bring additional educational materials to the workshop that are not co-branded.
- Materials developed by one organization that incorporate resources from the other will acknowledge the source; organizations will inform one another of any new materials being developed which include this acknowledgement; organizations will have the opportunity to review materials incorporating their resources in advance.
- The Alzheimer Society of B.C. retains copyright of all workshop content that is Alzheimer Society of B.C. educational curricula.
- Both organizations agree to keep one another informed regarding changes to any workshop materials.
- Both organizations will jointly establish workshop title and description, in accordance with best practices and including person-centred language.
- Both organizations strive to work in a collaborative manner and make decisions by consensus regarding workshop content. Should either SafeCare BC or the Alzheimer Society of B.C. disagree with a proposed change, that change will not be incorporated into any material displaying the dissenting organization's logo, name, or other identifying information.

Other Projects

SafeCare BC and the Alzheimer Society of B.C. will also collaborate on other strategic initiatives to help reduce injury rates in the sector and improve the quality of care for seniors. More specifically, these efforts will focus on:

- Exploring the development of intermediate level educational programming to help facilitate the establishment of a network of designated dementia care mentors across the province
- SafeCare BC's proposed expansion into the home care sector

FUNDING

It is the intention that these workshops be provided at minimal cost to the participants. SafeCare BC reserves the right to charge and collect a nominal registration fee to participants to promote workshop attendance and ensure the sustainability of this initiative. Any associated fees will be cost-recovery only. SafeCare BC will inform the Alzheimer Society of B.C. and provide sufficient notice of any changes to workshop fees.

REPORTING:

A joint interim evaluation will be performed in December 2016 to evaluate the current agreement. This evaluation will look at this Memorandum of Understanding, adherence to the agreement including workshop Cancellation Policy, and feedback from workshop participants to determine whether the current arrangement is fulfilling the stated purpose, as identified above. Each organization will nominate a representative(s) to act as the primary liaison(s) between their two organizations to facilitate this process.

DURATION

This Memorandum of Understanding may be modified by mutual consent of authorized representatives from the Alzheimer Society of B.C. and SafeCare BC. This MOU shall become effective April 15th, 2016 upon signature by an authorized representative from the Alzheimer Society of B.C. and SafeCare BC and will remain in effect until modified or terminated by mutual consent. In the absence of mutual agreement by the authorized representatives from the Alzheimer Society of B.C. and SafeCare BC, this Memorandum shall end on April 15th, 2017. If it is the intention of either organization to let the agreement lapse on December 31st, 2016, both organizations agree to provide one another with no less than six months' notice.

CONTACT INFORMATION

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Maria Howard, Chief Executive Officer, Alzheimer Society of B.C.

Date: April 27, 2016



Bark Kong, Director, Finance & Administration, Alzheimer Society of B.C.

Date: April 27, 2016



David Hurford, Executive Director, SafeCare BC

Date: May 2, 2016