

109 年度失智友善資源整合計畫 11 月份文獻摘譯

文章	<p>DEMENTIA FRIENDLY COMMUNITIES: Municipal Toolkit 失智友善社區:城市工具包</p>
文獻出處	<p>The Alzheimer Society of Saskatchewan. (2017). <i>DEMENTIA FRIENDLY COMMUNITIES: Municipal Toolkit</i> [Brochure]. Regina, Canada: The Alzheimer Society of Saskatchewan</p>
執行摘要	<p>此工具包的目的是為，協助在加拿大薩斯喀徹溫省市政單位和地方政府，提供失智者更多社區中的支持。</p> <p>為確保每個社區可朝向對失智者重要且有意義的共同目標前進，建立失智友善社區可參照以下幾個步驟：</p> <ol style="list-style-type: none"> 1. 在社區中，建立提供失智相關教育的夥伴 2. 形成失智友善的工作小組 3. 發展失智友善行動計畫 4. 執行失智友善行動計畫 5. 持續與薩斯喀徹溫省的失智協會溝通聯繫 <p>提倡失智友善社區可協助地方社區，創造清楚的方法來支持失智者，包含：</p> <ol style="list-style-type: none"> 1. 資源：教育訓練、對失智症的資訊和溝通技巧、失智友善行動計畫的諮詢。 2. 資源連結和督導：協助發掘社區中的重要參與者、提供給失智同住者資源連結的方法。此外，提供督導和資訊交流的機會，使得社區之間可以互相學習經驗。 3. 活動整合：將現有的高齡友善經費或計畫整合。失智友善社區雖注重失智者的需求，但失智友善行動計畫也可以作為朝向健康社區邁進的方法，並加入原有的計畫中。
介紹	<p>薩斯喀徹溫省失智症協會提倡失智友善社區的目的於：在政府政策、專業建議、社區團體和社會大眾的層面，給予支持、教育和跨界合作，降低失智者的社交孤獨情形。</p> <p>目標和願景：薩斯喀徹溫省失智症協會的遠程目標為，在全省建立足以提供失智者支持的社區，讓他們的生活更好，可以參與有意義日常生活的每一天。而願景為，使社區更認識失智症，了解失智者不同的生活經驗。藉由失智友善社區，期待可讓大家了解失智症、減少汙名化和社交孤獨、確保失智者在社會上的參與度。</p> <p>何謂失智症？ 失智症背後蘊含一些可能的症狀，包含記憶問題、理解困難、問題解決和判斷力困難、或語言障礙。</p> <p>警訊：可簡單分類為能力(A, Ability)、行為(B, Behavior)、溝通(C, Communication)三類。每人的警訊會因他們的特質有所不同，例如因不同失智症、不同腦區受影響而有不同的表現。以下有十項常見的警訊： 記憶問題而影響日常生活、對熟悉的活動產生困難、對時間和地點感到混</p>

	<p>淆、判斷力下降、情緒行為的改變、語言表達困難、主動性下降、個性改變、錯放東西擺放的位置、抽象思考的困難。</p> <p>溝通策略：在失智症的歷程中，理解他人肢體語言的能力通常可以留存很長的時間，所以在溝通時須注意我們的手勢、表情，維持正向的態度。若需要做筆記，可暫停一下、並注意維持與對方的眼神接觸。</p> <p>請勿假設每位失智者都有視覺或聽覺的障礙。</p> <p>請避免使用針對小孩或老人的用語，須讓對方感受到尊嚴和尊重。</p>
<p>內文</p>	<p>失智友善社區的概念可為高齡友善社區的設置增添了更多巧思，展現對失智者及其照顧夥伴的尊重和支持。在為失智症作考量時，須將肢體和認知的障礙納入考慮。例如：在戶外空間加裝座位可視為高齡友善的設施，但若座椅設計很抽象、讓人不易理解其功能時，則不可視為一項失智友善設施。</p> <p>另外，需注意高齡者與失智者的不同，而應同時推動此兩項友善設施。其中共通的概念，可發揮高齡友善設施的效用，並確保所有成員都可從中受益減低受傷或孤獨。當失智者有遊走或定向感障礙時，若社區成員可以適應回應，則將有很大的幫助。失智者及其家人皆有社交孤獨的風險，若他們處於社交孤獨中，很可能會加速退化。而要改善此現象，則需要失智友善社區的地方社交支持。</p> <p>在加拿大的薩斯喀徹溫省，高齡友善社區的設置遵循世界衛生組織(WHO)的標準。但是，對於失智者的需求，卻沒有特別的準則可以參照。對失智友善的倡議，不僅需將物理可近性(physical accessibility)、神經退化而產生的認知變化納入考量，也需要顧及隨之產生的污名化問題。我們應時時具備「失智友善的眼光」，應用於計畫、政策、企劃活動和設計中。</p>
<p>計畫執行</p>	<p>失智友善社區：地方政府的考量</p> <ol style="list-style-type: none"> 1. 社交因素： <p>失智友善社區的成員須了解：失智症僅為一個診斷名詞，失智者可能因能力、行為、溝通方法的不同，而與他人的生活經驗不同。而人人都應視失智者為社區中的一員，接納和支持他們的安全性、獨立性和價值。</p> 2. 外在環境： <ul style="list-style-type: none"> ■ 失智友善的外在環境為平而寬廣、沒有障礙物、不會反光、不易滑倒的人行道。 ■ 在公共場所，需有清楚標明的家庭友善廁所，使照顧者有空間足以協助失智者。 ■ 在地標、建築物中，需足夠的開放空間供活動和休息。 ■ 應採用簡易使用而且常見的街道家具，讓人清楚了解如何使用。模糊抽象的設計和使用方法，可能會使失智者感到困難。 3. 失智友善設計的重要要素：包容(Inclusion)、可近性(Accessibility)、獨特性(Distinctiveness)、安全(Safety)、熟悉度(Familiarity)、舒適度(Comfort)。 <p>建立失智友善社區的步驟：</p> <ol style="list-style-type: none"> 1. 第一步：提供失智友善教育 <ul style="list-style-type: none"> ■ 對市長及地方政府提供失智友善社區的教育報告 ■ 協助辦理針對一般大眾的失智友善社區教育活動，並鼓勵其參加失智之

	<p>友，以利學習更多相關知能</p> <ul style="list-style-type: none"> ■ 指派一人作為與薩斯喀徹溫省失智症協會聯繫的聯絡人 <p>2. 第二步：組成失智友善工作小組</p> <ul style="list-style-type: none"> ■ 將重要的參與者及決策者、社區成員加入工作小組中，提供對失智友善行動計畫的建議。其中，失智者應作為工作小組的成員，提供對社區中失智友善工作的建議。 <p>3. 第三步：形成失智友善行動計畫</p> <ul style="list-style-type: none"> ■ 與薩斯喀徹溫省失智症協會、地方政府機關、失智友善工作小組一同完成失智友善行動計畫，可參考原文中失智友善行動計畫工作單(Dementia Friendly Action Plan worksheet)。 ■ 失智者、照顧者和失智友善工作小組將共同討論失智友善行動計畫的重點。 ■ 與市政工作人員及失智友善工作小組合作，建立在社區中與民眾溝通的渠道。 <p>4. 第四步：執行失智友善行動計畫</p> <ul style="list-style-type: none"> ■ 將行動計畫上呈至失智症協會審查 ■ 若與政府單位合作，失智友善社區行動計畫則需取得合作同意及簽署 ■ 持續與工作小組和失智者溝通、執行計畫 ■ 持續與失智症協會溝通，確保審查的過程及進展 <p>5. 第五步：持續運行及溝通</p> <ul style="list-style-type: none"> ■ 參考失智者在社區內對現行目標及行動的回饋 ■ 每年繳交至多一頁的近況概述或年度報告，讓失智症協會了解社區的近況 ■ 進行每年的自我檢核，確保社區的進程
<p style="text-align: center;">發展 行動計畫</p>	<p>行動計畫為一綜覽計畫的文件，可以幫助社區更好的排定計畫、列出優先順序。行動計畫是為了社區的發展而生，但是當在討論或執行過程中，仍可能再做修改及改善，不應因行動計畫而綁手綁腳，而是應以社區的需求作為最大重點。</p> <p>執行行動計畫的小技巧：</p> <ul style="list-style-type: none"> ■ 提名一位有意願的社區成員作為失智友善社區與失智症協會的聯絡窗口。 ■ 將失智者加入工作小組中，鼓勵面對面的溝通討論，而盡量減少視訊會議等。 ■ 將其他相關者、私人組織、非營利組織都納入行動計畫中。 ■ 考慮更多口耳相傳的方法來傳播失智友善社區的概念，例如舉辦社區講座、與當地老年團體或社區中心合作。 ■ 與當地高齡友善委員會聯繫，了解他們成功的策略和未來的合作機會。此舉可以減少不必要重複的活動，並與社區內的參與成員有所連結。
<p style="text-align: center;">工具 和 檢核表</p>	<p>內文包含失智友善戶外環境的檢核表，以及溝通技巧</p> <p>例如：(1)記憶問題：當失智者有記憶問題、容易忘記最近的事情，他們可能忘記與他人有約，忘記活動的細節，也可能忘記付稅金帳單等。(2)溝通策略：切勿爭辯，若失智者忘記先前的對話內容，是因為腦部變化而使他們難以將記憶儲存。失智者可能難以調整自己配合他人，但是，我們可以試著調整自己，回應他們的感受、但不與之爭辯。</p>

Study	DEMENTIA FRIENDLY COMMUNITIES: Municipal Toolkit
Author	The Alzheimer Society of Saskatchewan. (2017). <i>DEMENTIA FRIENDLY COMMUNITIES: Municipal Toolkit</i> [Brochure]. Regina, Canada: The Alzheimer Society of Saskatchewan
Executive Summary	<p>This Toolkit aims to support municipalities and local governments in Saskatchewan in their efforts to make their communities more supportive of people with dementia. Dementia is a term describing a set of symptoms that are caused by disorders affecting the brain. Dementia is not a specific disease. Symptoms may include memory loss and difficulties with comprehension, problem-solving, judgement, or language. Dementia is not a normal part of aging. There are many different types of dementia, Alzheimer’s disease is just one type.</p> <p>The steps listed here ensure that communities are able to work towards a common vision based on what is important and meaningful to people affected by dementia. Becoming dementia friendly includes the following key steps:</p> <ol style="list-style-type: none"> 1. Partner in providing dementia education in your community, 2. Create a dementia friendly working group, 3. Develop a Dementia Friendly Action Plan, 4. Implement your Dementia Friendly Action Plan, 5. Stay accountable by maintaining communication with the Alzheimer Society of Saskatchewan. <p>The Dementia Friendly Communities initiative assists communities in developing tailored approaches to support people living with dementia through:</p> <ol style="list-style-type: none"> 1. Resources: Education sessions, information on dementia and communication strategies, as well as consultation on the local Dementia Friendly Action Plan. 2. Networks and Mentorship: Support to identify key stakeholders in the community and ideas for collaborating to maximize resources for community members living with dementia. Additionally, connecting with others can provide mentorship opportunities and information sharing amongst communities that have already made strides to become more dementia-friendly. 3. Program integration: Integration with an existing age-friendly grant or project. The Dementia Friendly Communities initiative adds nuance and emphasizes the needs of people with dementia. A Dementia Friendly Action Plan could be part of a healthy community strategy and included in existing work.
Introduction	The Alzheimer Society of Saskatchewan’s Dementia Friendly Communities initiative exists to reduce the social isolation of seniors with dementia by supporting municipalities, the professional sector, community

groups and the general public to become dementia-friendly through tools, education and strategic partnerships.

Vision & Goals: The Alzheimer Society of Saskatchewan’s ultimate vision is to create communities throughout the province that are welcoming to people with dementia, support them to live well, and engage them meaningfully in everyday life. Our vision is that these communities will possess a better understanding of dementia and will recognize that a person with dementia may experience the world differently. These dementia friendly communities will be prepared to make a conscious effort to reduce stigma, social isolation and ensure the social-citizenship and participation of people with dementia.

What is dementia?-- Dementia is a term that describes a group of symptoms including memory loss and difficulties with comprehension, problem-solving, judgement, or language. It can be explained as an “umbrella term” because there are many different types of dementia.

Warning Signs--These warning signs can be summarized as the “ABC’s of Dementia” based on changes in Abilities, Behavior, and Communication. The warning signs a person may experience is dependent on the person’s unique characteristics, as well as the type of dementia they are experiencing, and the area of the brain affected. These ten warning signs include:

- Memory loss affecting day-to-day function
- Difficulty performing familiar tasks
- Disorientation of time and place
- Decreased judgment
- Changes in mood and behavior
- Problems with language
- Loss of initiative
- Changes in personality
- Misplacing things
- Problems with abstract thinking

Communication Strategies—

- A person’s capability to understand body language is often maintained for a long time along the dementia journey. Take note of your gestures, facial expressions and keep positive. If you are making notes, take a break and make sure to look at the person as you converse.
- Do not assume that every person with dementia has a visual or hearing impairment.
- Avoid using baby talk, or “elder-speak” (for example, “sweetie” or “dear”). Always speak to the person with dignity and respect.

<p>Context</p>	<p>Dementia friendly communities complement age friendly initiatives by adding nuance and depth with respect to the needs of people with dementia and their care partners. Working specifically with dementia in mind is more instructive and inclusive of both physical and cognitive impairments. For example, while adding more outdoor seating is age friendly, if the seating design is ambiguous or does not clearly indicate its function, it is not a dementia-friendly change.</p> <p>Dementia-friendly planning acknowledges care partners and the concepts of interdependence and reliance. It also recognizes people with other impairments who may feel excluded from the active aging framework guiding age-friendly work. It is important that older age not become equated with dementia, which is a reason for encouraging the use of two different initiatives.</p> <p>Overlapping areas of interest between age-friendly and dementia-friendly initiatives mean that already working to become age friendly can build on existing successes to increase support for dementia-friendly considerations that can extend benefits to all members. There is potential to reduce injury and isolation. Everyone benefits when community members can respond appropriately if a person with dementia is wandering or experiencing disorientation. People with dementia and their care partners are at risk of social isolation, and people with dementia who are socially isolated may experience faster rates of decline. Dementia friendly communities reduce social isolation by increasing locally based social supports.</p> <p>In Saskatchewan, Age-Friendly Communities follow the guidelines and milestones set out by the World Health Organization. However, these make no specific reference to meeting the needs of people with dementia. Dementia-friendly initiatives recognize not only to considerations for physical accessibility, but also address the cognitive changes that result from neurodegenerative conditions, and the stigma often associated with them. This “dementia lens” has applicability in planning, policy, programming, and design.</p>
<p>Implementation</p>	<p>Dementia Friendly Communities: Local government considerations</p> <ol style="list-style-type: none"> 1. Social environment: <ul style="list-style-type: none"> ■ A dementia friendly community member recognizes that: A person with dementia is more than their diagnosis, but may experience the world differently since dementia can affect a person’s abilities, behavior and communication. ■ Everyone has a role to play in seeing people with dementia as a part of their community and supporting their safety, independence, value and inclusion. 2. Built environment <ul style="list-style-type: none"> ■ A built environment that is welcoming to people with dementia includes: Flat, wide and unobstructed sidewalks with smooth, plain, non-slip, non-reflective paving. ■ Clearly marked accessible washrooms in public spaces with options for family

washrooms that can allow care partners to provide assistance if necessary.

- Landmarks, distinctive structures, open spaces and places of activity and rest.
- Easy-to-use street furniture in styles familiar to people. Preliminary studies indicate that style is less important than clarity of function and use. Ambiguity of design is challenging for persons living with dementia.

3. The key principles listed below that are fundamental to dementia friendly design: Inclusion, Accessibility, Distinctiveness, Safety, Similarity, and Comfort.

Becoming a Dementia Friendly Community

Step 1. Partner in providing dementia friendly education.

- Hold a Dementia Friendly Communities presentation for the Mayor and the local government council.
- Co-host a Dementia Friendly Communities presentation for the general public and encourage participants to sign up as Dementia Friends to continue learning more.
- Appoint a point-person to be the Alzheimer Society of Saskatchewan's contact.

Step 2. Set up a Dementia Friendly Working Group.

- Identify key stakeholders and community members to join a working group responsible for advising on your local government's Dementia Friendly Action Plan. People with dementia should be included as a core part of this working group and should consult on dementia-friendly work in the community.

Step 3. Develop a Dementia Friendly Action Plan.

- Work with the Alzheimer Society of Saskatchewan, local government staff and the DF working group to create a Dementia Friendly Action Plan tailored to your community. See the Dementia Friendly Action Plan worksheet at the back of this toolkit.
- Focus the Dementia Friendly Action Plan on key areas identified locally by people with dementia, care partners and the DF working group.
- Develop a strategy to communicate the dementia-friendly work being taken in the community with the general public. This should be created in partnership with city staff and the DF working group.

Step 4. Implement your Dementia Friendly Action Plan.

- Present the Dementia Friendly Action Plan to the Society for review.
- If endorsed, share with City Council, and request an endorsement or a resolution to work towards becoming dementia-friendly.
- Continue to meet with the DF working group regularly and include people with dementia to work on the Dementia Friendly Action Plan.
- Continue to work with the Society to review Dementia Friendly Action Plan progress and ongoing efforts.

Step 5. Stay accountable.

- Engage people with dementia on an ongoing basis in guiding and consulting on dementia-friendly goals and actions.

	<ul style="list-style-type: none"> ■ Provide a maximum one-page brief each year, or organize a short update meeting annually with the Alzheimer Society of Saskatchewan. ■ Complete an annual self-assessment (worksheet provided by the Society) on your community's progress.
<p>Developing an Action Plan</p>	<p>The Action Plan can be a high-level overview document to help organize your priorities and commence the discussion about dementia friendly communities. It should be tailored to the needs of each community's context. As your community moves forward in its work, your actions may change or develop. You are not bound by your Action Plan, only encouraged to accomplish what is determined as feasible by your community.</p> <p>Tips for successful implementation of your Dementia Friendly Action Plan:</p> <ul style="list-style-type: none"> ■ Nominate a willing point-person in the community to be the Society's contact person for dementia friendly communities. ■ Convene a working group that includes people with dementia. Support communication amongst group members by conducting meetings face to face, rather than via teleconference whenever possible. ■ Engage with the private as well non-profit sector: the private sector can be just as important for people living with dementia as it is for the rest of the community. ■ Consider ways to promote your efforts to become more dementia-friendly through word-of-mouth, by hosting a community forum, or by connecting with local senior's groups and community centers. ■ Connect with local Age Friendly Communities committees to learn about their successful strategies and opportunities to work together. This reduces unnecessary duplication and can help to engage key community stakeholders and members.
<p>Tools & Checklists</p>	<p>The original content includes Dementia Friendly Outdoor Environment Checklist and Communication Strategies. For example:</p> <p>Signs: Problems with memory.</p> <p>As the disease progresses a person with dementia may forget things more often and not remember them later, especially more recent experiences. A person living with dementia may forget an appointment, or the sequence or details of an event. They may forget to pay for their dog license or may have lost a tax bill.</p> <p>Communication strategies</p> <p>Do not argue. If a person with dementia does not remember a discussion you had previously, for example, it is because he or she is no longer able to properly store that memory due to changes in their brain. When at all possible try to adjust to a person with dementia's reality because they may no longer be able to adjust to yours. You can do this by responding to feelings not necessarily the stories the person shares.</p>