Senior Choices is a program which strives to provide social interaction for seniors and helps them remain connected to their community and maintain independence at home. It also allows NorCal Services for Deaf and Hard of Hearing to expand services to the elderly population. A curriculum that includes PowerPoint slides will intertwine Deaf culture and Gerontology and is needed by NorCal for future training purposes for volunteers of the program. The curriculum project will act as an instructor guide that includes detailed information about the program as well as proper training materials. It will address a goal which includes an overview of the training and will be used as a resource to refer back to by any staff or community volunteer working with the program. Learning objectives and lesson topics during the training will be evident through different modules. The curriculum will display mock scenario interactions and exercises, assessment strategies, as well as key points and summaries of the program in order to perform an adequate training to volunteers. It will also incorporate a curriculum narrative and instructor’s notes. Lastly, the curriculum will contain forms needed to be filled out by the volunteers which will be kept on file. Training will be held for the volunteers before they can make phone calls to Deaf seniors. In support of the curriculum, the Self-Efficacy Theory supports this project by linking it to longevity, socialization, and successful aging of the participants who receive the program services. The need for this project goes hand in hand with NorCal’s mission statement which is to empower Deaf and Hard-of-Hearing individuals to live independently and productively, and to educate as well as advocate opportunities for Deaf and Hard-of-Hearing individuals. The student received positive feedback from NorCal staff and Deaf committee members with praise for an impressive job. The staff and committee members agreed that the curriculum is thorough, detailed, and organized. It was stated that the curriculum is a great guide for the operation of the program, and incorporates great information about working with the elderly population. The curriculum is now on file at NorCal to use for future training purpose.
8:50

**Building onto the Relationship Among Staff Members & Participants:**
*Using Reminiscence to Express Participants’ Life Stories*

Mai Vang

**Agency:** Triple R

**Agency and Faculty Supervisor:** Nina Moran & Dr. Osborne

Triple R Adult Day Program has several goals. Some of those goals are to provide a comfortable environment, to expand the experience of socialization, to support independence and to assist seniors to be physically active. This reminiscence project allowed the Triple R participants to express their life stories in the form of a scrapbook. By tapping into their wisdom, participants can recognize that they possess something to pass down to the next generation. This allows caregivers and staff members to build a stronger relationship after learning about their life stories. The importance of the participants’ life stories is the purpose and meaning. This project is titled **Building onto the Relationship Among Staff Members & Participants: Using Reminiscence to Express Participants’ Life Stories.** The content in the scrapbook includes aspects of the participants’ life such as background, previous occupation, their family, hobbies and interests. Also, the participants will find pictures from magazines and the Internet that are related to them. They will choose a scrapbook paper and the participants will cut up the pictures to design their own page that reflects who they are with the participants’ picture. The scrapbook will highlight each participant’s significant moments in his or her life. The project was evaluated by the supervisor and staff members for content, ease of use, and the overall impression. The results of the evaluation agreed that the scrapbook would benefit both staff and volunteers at Triple R. The result will be used as a tool to remind the staff team that they are doing a good job providing the therapy participants need to slow their disease. In addition, it is a great way for caregivers to appreciate and see what their loved ones are doing at the program while they are away from home.

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9:05

**Paquete Confort Atención**

Jacqueline Hedlund

**Agency:** Eskaton Fair Oaks

**Agency and Faculty Supervisor:** John Mueggenburg & Dr. Osborne

Eskaton Care Center of Fair Oaks offers hospice and believes in comfort and quality of life of all their patients. Currently they offer a comfort care packet to patients on hospice and their family members. This packet offers end-of-life information, common signs and symptoms, bereavement and grief counseling referrals and other helpful information. I decided to translate this packet into Spanish so it is available for this demographic as well. This project identifies that there is a need for clear communication between Spanish speakers, and English speaking professionals regarding death, dying, grieving, coping, and information on hospice during end-of-life care, while also providing comfort and resources to them during this difficult time. This project is an extension and an adjustment to the current comfort care packet. It has been translated into Spanish in order to create clear communication between the patient receiving comfort care and the family members involved. Autonomy and integration are the goals of the clear communication and resources that this comfort care packet provides. The social identity theory created in 1979 by Henri Tajfel and John Turner, which says that group identification creates a sense of belonging and self esteem, was applied while translating this packet in order to understand how communicating in one’s native language creates a feeling of inclusion and comfort, which ultimately determines the choices made in life. After implementing this project and presenting it to the nurses who will be using it, it was evaluated by four members of staff and said to be a very valuable and useful tool.
Eskaton Foundation is the philanthropic arm of Eskaton, a nonprofit that provides community living and home-based support to enhance the independence and quality of life of more than 14,000 older adults annually throughout Northern California. Its full spectrum of aging services includes residential living with services (including rehabilitative and skilled nursing care centers), home healthcare, adult day healthcare, care management and multiple other special programs. Affirmation and the support of independence is a vital aspect of self-efficacy for any individual. Self-Efficacy is defined as how a person views their ability to complete certain tasks and how these beliefs can influence their lives. Eskaton Foundation provides an art program for older adults at an Eskaton facility in Grass Valley, California. The art program is more than just arts and crafts to alleviate boredom of the clients. The student will elevate the residents’ self-efficacy by using their paintings and creating a calendar to display their art. The calendar will be for Eskaton Foundation to distribute as part of a gift for future philanthropic partners. Moreover, the calendars will be available for the painters and their family and friends to showcase their work. The student saw the need to share and remind Eskaton Foundation the importance of maintaining funds for the art program and the need to fund similar programs to more facilities. The student met with each resident (painter) and heard their story behind each painting. The goal of Art Through Their Eyes was to showcase each painting in the form of a calendar to share with family, friends, and future philanthropic partners of Eskaton Foundation. A survey was given to participants to evaluate and give their opinions regarding the art program funded by Eskaton Foundation. The student received positive feedback from staff and participants through favorable comments and positive feedback. The final project was reviewed by the site supervisors and was found to be a valuable tool for the promotion of the art program.

The American Heart & Stroke Association was founded in 1915 in New York with one goal in mind, to increase awareness and education about heart disease. Today, the American Heart & Stroke Association also engages in public programs, education, advocacy, and research. The American Heart & Stroke Association relies heavily on volunteers and interns to help assist with major events and in-office duties. Because they rely heavily on volunteers and interns, there is a high volume of over-turn. This means that every time someone new comes in, they must be trained and learn their responsibilities in the office. Teaching numerous individuals the same thing constantly, with high turn out rates can become very time-consuming. Another issue the American Heart and Stroke Association had was there was so much information for volunteers and interns to learn, that a training manual would be beneficial. The goal of the Volunteer & Internship Training Manual: The Importance of Volunteering is to help train new interns and volunteers due to the high influx. The manual is to be used as a training tool and a reference for questions volunteers and interns might have while donating their time. This not only cuts down on employees having to re-explain things, but also gives volunteers and interns a reference to look at for information pertaining directly to them. For some older adults, volunteering is their way of staying socially connected, without having to commit to a job or set schedule. The finished manual was shared and reviewed with staff and volunteers before the final printing. Electronic versions of the content were also created for future modifications if needed.
The Program of All Inclusive Care (PACE) is an extraordinary health care program that provides services to the frail elderly who live in the community. Many of their clients (participants) qualify for nursing home care but remain independent because of the services provided by this program. PACE programs are funded by Medicare and Medicaid receiving a flat dollar amount for each participant in the program. PACE becomes their health insurance provider responsible for ALL their participants’ health care costs. Sutter SeniorCare (SSC) became a PACE provider for the Sacramento region. Like all PACE programs SSC has a limited budget. Costly services such as emergency room visits and hospitalization significantly impact their budget. Such services are often used when a participant falls or becomes ill. Preventative care is extremely important to managing this populations’ health and to the agency’s success. SSC takes a holistic approach. An important component of this holistic model is the Adult Day Health Center (ADHC). The ADHC provides a variety of activities and social opportunities to help keep participants active and engaged in life. The ADHC is also the only place many participants get exercise. Opportunities for real exercise are limited for frail older adults with chronic illnesses. Walking is one of the few activities that provides an array of psychosocial benefits and is also a great physical exercise. Getting more people to walk when they came to the ADHC became the goal. To facilitate this goal we started a Walking Club. The club started March first and I started recording participant data (distance walked) on March 24th. Success was measured by observing if the club would have an impact on the number participants going for walks. The increase in the number of walkers has been dramatic. As of May 6th forty-six participants have taken walks with the club. Nineteen participants walked more than a mile. Five participants walked more than two miles, one more than five miles, and one has walked 23 miles so far. Fourteen participants are consistently taking part in the program. Before the club started, only a few participants were walking at all.

The Chateau at Rivers Edge is a senior living community with assisted living, independent living, and memory care. The Chateau furnished some computers for the seniors use but few took advantage of this technology. It may be that they did not know how to use them. There were even some seniors there who had their own computers and were not using them. There were even a few seniors who had i phones and i pads who needed continued technical help with them. A needs survey was passed out in the beginning to all the seniors at the Chateau to see if they were interested in computers and what they wanted to learn. The survey results showed that the senior residents from assisted living and independent living wanted to learn about languages, making cards, e-mailing, searching in the internet, finding brain games, using Skype, looking up restaurants, and printing. During the workshop, the student provided knowledge on computers, including i pads, i phones, kindles, and cameras as well as technical assistance and practicing of skills often on a one to one basis. Workshops in these residential facilities are challenging because often the computer labs are small, there can be technical problems with the internet and a group of residents may all need help at the same time. Additionally, the student created an informational Binder of instructions on how to use computers. This Binder provided the basic steps to understanding computer use and it provided information on all the skills that the residents identified as wanting to learn in the needs survey. After the workshop was competed, the student asked for resident feedback and had them rate it on a scale of 1 to 5 with 5 being the best score, to show how helpful the workshops were. The results were based on the 8 participants who participated. The results were all “5”s except one who gave it a lower rating because the internet was not working on the day she came. The positive feedback indicated seniors want to learn new skills and keep active about learning new technologies and the Binder will be available to help them and staff to continue these workshops.
**10:30**

*Hmong Community Outreach of Hospice Awareness*

Yeng Yang  
Agency: Sutter Hospice  
Agency and Faculty Supervisor: Cindy Dunning & Dr. Osborne

Everyday something new will occur and people can never predict where the future is going to take us. As the population is growing older and living longer, there will be an increase of chronic and terminal illness. Who will care for these people when their family does not have enough medical information regarding the illness? The population’s ethnic minorities are growing bigger each year, and these groups may more help because of their cultural norms. Family members may try to do things by themselves and not seek outside assistance. Society needs to do something to help these people know that there are services that are available for them when in caring for their terminally ill loved one. The Hmong community is one of the groups that need to understand the services that are available. Therefore the main focus of this outreach project is to the Hmong community. Hospice is primarily the unknown support agency for the Hmong population when it comes to death and dying. It is the project’s goals to build a strong relationship with this community and provide an in-service to understand the services that Hospice can provide. The student found information about the Hmong culture and presented it to Hospice staff so that they will have a better understanding of the culture when serving this population. After this the student and a Hospice staff outreached to three Hmong community and provided an in-service about Hospice and the services that it provides. The student then followed-up with the three communities about the in-service and reported back to the entire Hospice staff about her experiences. One hundred plus Hmong people gained some more knowledge of the Hospice program and its services; one hundred plus Hospice staff and volunteers also gained information about the Hmong culture. This project was a success at outreaching to the Hmong community and is a sample for future outreach projects to other minority groups such as Chinese, Native American, Russian, other South East Asian, and etc.

**10:45**

*Streamlining the PACE Application Process*

Angela Frudakis  
Agency: LeadingAge  
Agency & Faculty Supervisors: Eric Dowdy & Dean Lascher

“In the 1970’s the federal and state governments became increasingly interested in community-based services. As a result, waivers of federal Medicaid requirements allowed state governments to experiment with fee-for-service programs for frail elderly and disabled beneficiaries” (CMS Manual System Pub. 100-11 Programs of All-Inclusive Care for the Elderly (PACE), 2011). Thus the Programs of All-Inclusive Care for the Elderly (PACE) began. In 2007, the Department of Health Services under the California Public Health Act of 2006 decided to split into two different departments; the Department of Health Care Services and the Department of Public Health (Please note effective July 1, 2007 Reorganization of the Department of Health Services, 2007). After the separation of these departments it became increasingly difficult and time consuming to become a PACE organization. In 2014 there are currently 8 PACE organizations located all over California out of a total of 15 allowed (per California state law). Since 2007 there have only been three additions to PACE, which is substantially lower as compared to other states who have also adopted PACE organizations (Program of All-Inclusive Care for the Elderly (PACE) Public Policy Issue Brief, 2007). Currently, there are two different agencies conducting application overview and licensing. The critical questions is whether any feasible means exists to make the application process to become a PACE organization easier. It appears that the ideal situation would be for the Department of Health Care Services (DHCS) to take over reviewing the license applications and issuing the licenses (K. Holkko, personal communication, February 20, 2014). I will investigate that possibility through the proposition of an intergovernmental agreement between the DHCS and the DPH.
11:00

**Art Walk: Art Therapy as a Source of Enhancing Mental & Emotional Well-Being**

**Isabel Lopez-Tellier**

**Agency:** Chateau at River’s Edge

**Agency & Faculty Supervisors:** Kim Adams & Professor Grigg

Creating art can be a very gratifying and rewarding experience. Art can give the creator the freedom to generate a piece of work that is personal to them through the stroke of a brush onto a canvas. With the use of art sessions the residents can be afforded the opportunity to escape into a world they once knew, a time where they once stood or a place where they would like to be. These art sessions can also serve as a tool to healing a void that the resident may have. For some it may serve as social support which they could receive while being around their peers, for others it may serve as a sense of purpose and the ability to rediscover a lost passion. A series of four art classes were conducted by the student. Different photos of art were passed around to the residents for inspiration. Everyone who was a participant was afforded the opportunity to create their own creative piece of artwork. At the end of the art sessions the student conducted an art walk. The resident’s artwork was displayed for everyone to see. Mozart’s music was also implemented into the art sessions, which was conducive for many, by enhancing their mood when creating their artwork. A survey asking the residents how the art sessions helped them was conducted after the art walk. The survey consists of a series of questions in terms of how well the art classes served them in socialization and in their overall well-being. Over 100 guests were in attendance for the art show and out of the 10 people surveyed, 9 said they enjoyed the art class and 8 people said they would continue to participate in future sessions. Throughout the entire process photos were taken and a book was created to leave behind for the residents to reminisce over, and to serve as a model for the purpose of conducting future classes.

11:15

**A Guide to Effective Communication with Older Adults**

**Sharon Lehil**

**Agency:** Loaves & Fishes

**Agency & Faculty Supervisors:** Garen Bratcher & Professor Grigg

According to recent “point in time” surveys conducted over the past few years, homelessness has been identified as a social issue that affects more than 2,000 people in Sacramento County on any given night (Sacramento Bee, 2013). Of these 2,000 individuals, a substantial amount consists of a population of older adults that are either chronically or acutely homeless. Loaves and Fishes is a local faith-based Sacramento charity that has been providing survival services to the homeless and indigent poor since 1983. Loaves and Fishes’ mission is to nurture both the physical and spiritual needs of each person seeking services and they are committed to offering love, hospitality, and compassion to each person that they serve. They take a holistic approach to caring for guests, addressing the whole person, which helps to enhance the wellbeing and overall quality of life of individuals. Loaves and Fishes provide a number of educational and supportive programs, one of which is Friendship Park. Friendship Park is a private day shelter that provides activities, information, and restrooms facilities to guests, as well as a safe environment where they can be treated with love, kindness, respect, and dignity. Guests are exceptionally diverse in age, faith, health, and race/ethnicity; often having unique needs that must be addressed and met. To ensure that the specific challenges and issues of older adults are met, *A Guide to Effective Communication with Older Adults* was created through the use of research, collaboration, application, and subsequent analysis. The goal was to help staff and volunteers identify the many changes that older adults may experience, learn techniques and methods for improving communication, and facilitate more successful interventions that met the particular needs of each distinctive older adult in need of help. Effective communication helps staff and volunteers assess an older adult's needs, determine the older adult's interpretation of the problem, and identify possible solutions; eligibility criteria for local resources have been outlined in the guide to create one-stop-shopping for questions and answers related to potential opportunities. This project was presented to staff and volunteers at a monthly meeting, improving the skills of those that lacked experience and knowledge and enhancing/confirming the skills of others that do. The effectiveness of the Project was evaluated through the use of a survey, which was distributed to guests, staff, and volunteers; it received favorable reviews by them, as well as by faculty and the site supervisor.
11:30
**Reminiscence: Creating a Family Tree**
Shantea Simon

Currently at Health for All the participants who are there now are all over 18 years of age and the range up to their 90’s. Each participant has a story to tell and want to tell to the staff members or social workers or interns who are there. It is important that the clients have someone to listen and take what they are saying and do something with it. So the family tree is a good way for the clients to reminisce on past and current family members. It is also something they can give to their loved ones. Some clients do not necessary remember all their history so they can benefit from the intern doing some research on the clients family research on the internet. The intern plans to do this project for about 2 and ½ weeks for 30 minutes a day with clients. Intern will probably talk with 2 clients a day. There were a total of 6 clients who told their story and who will get a family tree. The intern tested the results of the projects by doing an evaluation based off of three questions the intern asked the clients who participated in the telling their story. One elder response to the evaluation was a simple hug and thank you and thanks for listening. It was very powering just knowing the intern made someone’s day.

11:45
**Lunch Break**

12:15
**A Strategy for Recruiting Hispanic Hospice Volunteers from Various Age Groups**
Jazmina Lopez

*Agency:* Mercy Hospice

*Agency and Faculty Supervisor:* Terry Stewart LCSW & Professor Barbara Grigg

Mercy Hospice is an agency that provides medical services and resources to patients experiencing a terminal illness. In addition, resources and support are provided to the patient’s family and caregivers. Hospice volunteers are part of the service that can be provided to the patient and their family. Volunteers play a vital role in serving patients and families and are considered part of the hospice team. The volunteers and hospice team work together to provide the best quality of care to patients and families. The goal of the Speaker’s Bureau outreach is “to educate as many people as possible about pressing issues that we will all face at some point of our lives.” The student recognized that the Speaker’s Bureau could support Mercy Hospice’s mission by expanding outreach presentations to minority populations. The student intern developed two power point presentations to serve as an educational tool. The primary objectives of the power point presentation are to educate Hispanic communities within the local Sacramento area regarding hospice services and to inform the community about volunteer opportunities. Evidence based research was reviewed and supports Mercy Hospice’s belief that there is tremendous value in educating the community about hospice. The final product was presented to the Hispanic student organizations on the California State University Sacramento campus, as well as to the Mercy Hospice supervisors and several members from the outreach committee. To determine the effectiveness of this power point presentation and the recruitment of Hispanic volunteers, both age-groups, the supervisors and students, were surveyed and the results compared. The student received positive feedback from both age-groups and the final product was found to be a valuable tool for the outreach committee.
Mercy Hospice serves the needs of clients with terminal diagnoses and offers support to their families and caregivers. Mercy’s interdisciplinary team members, consisting of social workers, nurses, physicians, physical therapists, chaplains and volunteers, strive to meet all of the client’s holistic needs. Elders nearing the end of life may be troubled by unresolved conflicts and regrets, which can cause depression and anxiety. Life review is the process of telling one’s life story, and in the process coming to terms with relationships and events that shaped the individual. This allows elders to let go of resentments and accept their present situation. Other benefits of life review include improved emotional well being, an enhanced sense of life meaning and even a more peaceful death. The goal of this project was to compose a resource manual that would provide hospice volunteers with the necessary information and resources to conduct life review with their patients. The result of the project was a booklet titled *Life Review Resource Manual* that included evidence based research on the benefits of life review for hospice patients, tips for getting started, a large question bank and suggestions on how to tailor life review to patients with dementia. The project furthers the Mercy Hospice purpose of helping clients attain peace, comfort and dignity. The site supervisor evaluated the final product and agreed that the booklet would benefit volunteers and patients at Mercy Hospice. To evaluate the success of the student’s project surveys were distributed at a volunteer meeting to obtain feedback and comments. Volunteers reported that the booklet was easy to read, in a convenient format and that it was a valuable resource. The student was also informed by the site supervisor that the *Life Review Resource Manual* will be included in the materials used by the Sacramento Hospice Consortium in training hospice volunteers.

As more research continues to be conducted to help treat symptoms associated with Alzheimer’s disease and dementia, there becomes an increasing need for evidence-based research to assist with communication and recreational activities suitable for those living with this disease. However, evidence based research is not only limited to the clinical use by professionals such as nurses and doctors, it is also needed by caregivers, friends, and most importantly volunteers. Volunteers specifically working in hospice can use this research to better acquaint themselves with patients and their diagnosis, create a stronger bond, and assist the families by decreasing their stress and improving the quality of life of their family members. The Guidebook was created for the volunteers of Mercy Hospice to aid them through their challenging visits with patients diagnosed with A.D. The Guidebook includes a biographical sketch worksheet, which would help volunteers focus on the patient’s personal preferences, a section on communication that is meant to assist volunteers on communication skills that are effective in different types of patient scenarios, and a section on various activities that is organized to fit the needs of different patient personalities and capabilities. The Guidebook’s content is derived from evidence-based sources and from Alzheimer’s disease focused organizations in Sacramento. The utilization of this Guidebook will allow future and seasoned volunteers to effectively bring comfort to patients and families by enhancing their communication skills and providing diversional activities. The Guidebook was evaluated and reviewed by the volunteer supervisor of Mercy Hospice for effectiveness and design improvement and was well received with positive feedback.
Having volunteers in an agency such as Mercy Hospice is very important. Care givers can get overwhelmed with the daily task of taking care of a loved one and they may need outside support. Volunteers can lend a helping hand and can be a sign of relief for the caregiver. The one on one interaction is good for the patients as well, and it can give them something to look forward to on a regular basis. There are different forms of volunteering and dogs can be volunteers as well. There have been studies that have shown that pets can aid in relaxation, lower blood pressure, promote health, and extend one’s life. Animals such as dogs supply a nurturing quality by giving affection and attention. They can bring joy into the patient’s life and offer a source of companionship. Volunteers who bring the therapy dogs (SOUL dogs) to the hospice patients asked if they could have biographical information and a picture for each dog that would be visiting a hospice patient. After meeting with some of these SOUL volunteers, it was decided that a Project was now needed that would produce baseball size cards that would have pictures of all the volunteer SOUL dogs, and information about each dog such as name, breed, favorite activity, and different experiences the dog may have had with helping hospice patients. After several picture taking sessions where the volunteers brought their SOUL dogs to be photographed, these special cards were produced. The Agency supervisor, volunteers and other staff evaluated the Project favorably and were grateful to have this new pictorial aid to take to hospice patients who would be getting visits from volunteers and their therapy SOUL dogs.

**Graduate Student Thesis & Projects**

**1:15**

**PERSON-CENTERED CARE AND THE RESIDENT-CARE AIDE**

Katrina Kym Pimentel  
Thesis Chair: Dr. Porfirio Loeza Second Reader: Dr. Cheryl Osborne

This thesis focuses on the person-centered care approach delivered to older adults residing in assisted living with an emphasis on dementia-care. Of particular importance in the provision quality of dementia-care is the critical role of the Resident-Care Aide (R.C.A) and the challenges and opportunities within the organization was highlighted using Albert Bandura’s self-efficacy theory juxtaposed leadership. The research design used methods of ethnography which included participant-observation visits, a survey, and informal interviews with staff at an assisted living community with Memory Care in Northern California. The participants of this study included (N=7) R.C.A’s and the residents they cared for in the Memory Care neighborhood. Five substantive themes emerged from the research findings which include: consistent assignment equates to greater resident-knowledge and relationship; understanding the dining program improves the dining experience; embracing emergent leaders within the organization; ambiguity leads to lower family and staff satisfaction; and Resident-Care Aides find meaning in their work.
Reminiscence in Assisted Living: Memory Sharing Life in the 1950’s
Misha DeAngelo
Thesis Chair: Dr. Cheryl Osborne  Second Reader: Dr. Teri Tift

The need to provide quality mental health care for elders in long term care settings has been a critical issue, as the aging population grows rapidly and long term residential care becomes a necessity for some elders. There is a current need for cost effective, non-pharmacological, and convenient ways to improve the health and well-being of older adults in long term care facilities (Burnside, 1990). Elders living in long term care facilities have a high rate of depression, loneliness, and negative psychological well-being, and generally research has shown reminiscence therapy significantly improves these conditions (Jones, 2003; Stinson & Kirk, 2006; Chiang, 2010). Residents at an assisted living community (ALC) in Northern California expressed an interest in obtaining a way to share and document their memories. Three reminiscence focus groups were proposed, approved, and carried out. Five female residents between the ages of 75 and 95 years old participated and had their memories documented with the goal of improving their health, well-being, and quality of life. Group evaluations analyzed and summarized for the activity director confirmed the effectiveness of this project in accomplishing the goal of improving the health, well-being, and quality of life of the ALC residents through sharing and documenting their memories. This project confirms current research findings on reminiscence therapy as a means of improving the health, well-being, and quality of life of older adults. The reminiscence group model created here can serve as a reference for future application in residential long term care settings.

How People aged Sixty and Older Perceive Prejudice and Discrimination:
Analysis of the Factors that Affect People’s Attitudes Towards Growing Older
Christin O. Hemann
Thesis Chair: Dr. Cheryl Osborne  Second Reader: Professor Joe Rodrigues

This study explores older adults’ (aged 60 and up) perceptions about prejudiced attitudes and discriminatory behaviors as they move through the aging process. The purpose of this study is to understand the factors that affect how older adults perceive prejudice and discrimination, and whether the characteristics of old-ageism can have much in common with those characteristics surrounding prejudice and discrimination. The methodology followed in this study was phenomenology. The objective of this study was to understand the personal experience and feelings of the subjects about experiencing (or not experiencing) prejudice and discrimination based on their age. Literature reviewed in this paper focused on several main factors relating to stereotyping and discriminating against individuals or groups because of their age. These factors included employment, ageist words and aging stereotypes, mass media and advertising. The literature review established that elderly people are often targets of prejudice, and that the factors listed above reinforced the explicit and implicit attitudes and beliefs toward older people and old age. The literature also demonstrated a link between the effects of these factors, and how they perpetuate the negative image of aging. Participants in this study included 15 residents aged sixty and older living in an affordable, independent housing complex for seniors in Northern California. Findings from this study were sought to expand current knowledge regarding prejudicial attitudes towards older people, discriminating practices against older people, and how institutional practices and policies can perpetuate stereotypes about older people. The results from this study may strengthen the current understanding about what kinds of prejudice and discrimination elderly people may face because of their age.