CSUS Gerontology Program

Culminating Community Project Presentations
Fall 2011 ~ December 9th
Benicia Hall 1029 ~ 8:30-1:00

Undergraduate Student Presentations

8:30 ~ Introductions
Cheryl Osborne, Teri Tift, & Barbara Grigg

8:35 ~ Understanding Memory Loss & Communication with the Non-verbal Patient
Katrina Currie

8:55 ~ Volunteer’s Guide to a Successful Older Adult Computer Program
Pattie Riley

9:15 ~ Life Story Photo Album
Xuo Saeyang

9:35 ~ Break

9:50 ~ An Intergenerational Program with Benefits
Gero Moua

10:10 ~ Experiencing Culture Change
Chantel Mattson

10:30 ~ A Guide to College Success
Stefanie Bullock

10:50 ~ Assisted Living or Skilled Nursing: A Marketing Brochure
Josh Mabie

11:10 ~ Break

Graduate Student Lessons Learned Panel Presentations

11:25 ~ Client Care On Call Resources & An In-service: Client Care/Self Care: Pursuing Balance
Felicia Juntunen

11:45 ~ A Calling to Compassionate Care: The Need for Gerontology Education in the Seminary
Diane Walsh

12:05 ~ Senior Center Innovations Project
Suzanne Anderson

12:25 ~ Opportunities To Advance Old Age Social Policies
Christin Hemann
12:45 ~ Questions & Conclusions

Undergraduate Student Presentations

8:35

Understanding Memory Loss & Communication with the Non-verbal Patient

Katrina Currie
Agency: UCD Hospice
Agency & Faculty Supervisors: Don Lewis/Professor Grigg

The University of California, Davis, Health System’s Hospice Program, is a non-profit agency committed to providing compassionate end-of-life care to the dying. It is the agency’s mission to provide exemplary care that supports the diverse physical, emotional, spiritual and cultural needs of the patients and families that it serves. Volunteers are a valued and integral part of the hospice team and are provided ongoing support to assist them in serving patients. The student intern identified that communication is a barrier in persons with memory loss and diminishing verbal skills and that the agency had no literature available to volunteers. To reduce this barrier, the student created an educational tool in the form of a PowerPoint presentation and care sheet with effective communication strategies. The goal is that volunteers will be more supported and comfortable engaging with persons with dementia. The final product was reviewed by faculty and site supervisors, as well as volunteers, who agreed that this tool will be useful in supporting volunteers.

8:55

Volunteer’s Guide to a Successful Older Adult Computer Program

Pattie Riley
Agency: Hart Senior Center
Agency & Faculty Supervisors: Roseanne Bernardy/Dr. Cheryl Osborne

Ethel MacLeod Hart Multipurpose Senior Center serves as the heart of operations for Older Adult Services in Sacramento. It is the mission of the staff and policies of the Ethel MacLeod Hart Multipurpose Senior Center to create an environment, which welcomes older people, supports their independence, and affirms their dignity. The mission is accomplished by a commitment to positive personal interactions and the highest quality services and activities possible. All activities that are offered at Ethel Hart Senior Center are instructed and led by volunteers. Ethel Hart Senior Center offers SeniorNet, which is a computer program, that offers a variety of meaningful and beneficial computer classes to individuals over the age of fifty. Learning how to operate a computer is instrumental to one’s quality of life. Volunteer instructors play a crucial role in the dynamics of SeniorNet. The student intern identified that the SeniorNet program lacked an informative learning pamphlet for the volunteer instructors on working with older adults. It was also observed that volunteer instructors have a vast amount of computer knowledge but may have little to no formal experience working with the aging population. This project created a Volunteer’s Guide to Working with Older Adults on Computers which includes helpful tips, suggestions, and information that pertains to age related factors that impact the learning process. Implementing such a pamphlet fundamentally enhances the values embedded in the Center’s mission statement. The outcome of using the pamphlet will be useful in supporting volunteers, enhancing the quality of SeniorNet courses, and providing a better learning experience for the elder students.
Life Story Photo Album  
Xuo Saeyang  
Agency: Asian Community Center  
Agency & Faculty Supervisors: ACC Nursing Home Jane Rowe  
ACC Respite Tisha Arzaluz /Dr. Teri Tift

The purpose of this project was to create a photo album of the older adults at the Asian Community Center Respite program and incorporate their life story and experiences recalled from their memory as far as possible. Notably, the ACC Respite program wanted to maintain a record of special events by taking photos of the events and activities. This project included photos of the events and activities, and important events in the life of the individual older adults. It began with a survey, a signup sheet, and a confidentially waiver designed to recruit older adults to share their life story. It would also help older adults to narrate their life story in words and photos. It is important and enlightening to understand the older adults' position in life. The students, staff, and other intern at ACC Respite Program can also learn about the unique strengths and positive aspects in the life of older adults. The agency will keep the older adults' photos and life stories as a significant piece of legacy. The project acted as a therapeutic activity which fulfills the community mission and benefits the older adults.

An Intergenerational Program with Benefits  
Ger Moua  
Agency: Asian Community Center Nursing Home  
Agency & Faculty Supervisors: Jane Rowe/Dr. Teri Tift

The Asian Community Center Nursing Home (ACCNH) has adopted the concept of culture-change. The Eden Alternative advocated that residents should interact with children, pets and plants to reduce loneliness, helplessness and boredom (Rahman & Schenelle, 2008). The purpose of this project is to incorporate an intergenerational program into ACCNH’s activity offerings as advocated by the Eden Alternative to reduce loneliness and improve residents’ quality of life. The project began by getting input from staff through survey, researching different levels of arts and crafts for the residents and children, and determining the appropriate age of children to participate. The anticipated project outcome was that residents would experience an improvement in their quality of life related to acceptance, self-esteem, socialization and intellectual development. Additionally, children who participated in the program would be educated about aging, value the characteristics and qualities of the residents and develop a good relationship regarding generational differences.
10:10

**Experiencing Culture Change**  
*Chantel Mattson*

**Agency:** Eskaton Care Center Greenhaven  
**Agency & Faculty Supervisors:** Julie McQueen/Professor Barbara Grigg

Culture change is a very important movement in the future of long term care nursing facilities (SNFs). Culture change is not just the culture of the people at these SNFs but the way they are organized to create a more resident-centered environment that is more “home like” and less institutional. There are many ways to change the culture of a skilled nursing facility and there are many levels of change. Eskaton Greenhaven is striving to make these changes by having a culture change committee where staff meets every week to discuss culture change and exchange ideas. It was part of the student’s project to assist Greenhaven and this committee with two ideas for culture change. One of them was to improve and dignify the dining experience for the residents by assisting with sewing for the residents, colorful “dining scarves” as clothing protectors to replace the adult bibs. The other idea was to create “shadow boxes”, which hang outside the residents rooms to make Greenhaven more “home like” and to help residents with dementia find their rooms. The shadow boxes are filled with pictures and mementos for each resident and this promotes a review of their memories which can be shared with others. The project of creating the shadow boxes and dining scarves fits in with Greenhaven's mission of transforming the aging experience. Many of the shadow boxes have been completed, but the SNF staff will continue to work with families and residents until each resident has one. The informal survey the student conducted concerning the two projects show the residents’ attitudes on how the new shadow boxes and dining scarves personally affected them.

10:30

**A Guide to College Success**  
*Stefanie Bullock*

**Agency:** CSUS Gerontology Programs  
**Agency & Faculty Supervisors:** Dr. Cheryl Osborne/Dr. Teri Tift

The Gerontology Program at California State University, Sacramento is dedicated to providing education and preparation for their students, upholding to the highest standards. As the student population grows, so does the program. It is important that the Gerontology Program stays up to date on current student issues. A component of the Gerontology Program that has been of particular interest is transfer students. It is the recommendation of this project that the greater Sacramento State community of administrators, faculty, and staff address the needs of transfer students. Therefore, the intent of this project is to offer information of services and resources to new and existing students at Sacramento State through a training workshop. The training workshop includes, but is not limited to, issues that deal with college success; financial aid options, stress management techniques, courses that count, etc. Through conclusions of data from student surveys and evidence-based research, this project will educate university professionals about the specific needs and be an available tool to use. This tool will better ensure the success of students on campus and in the classroom.
Assisted Living or Skilled Nursing: A Marketing Brochure

Joshua Mabie

Agency: Chateau at Carmichael Park
Agency & Faculty Supervisors: Rob Wangler/Professor Grigg

Does the public understand the differences between assisted living communities and skilled nursing facilities? There is a consensus among the public that all retirement communities for the elderly are considered "skilled nursing facilities". This project is based off an internship in Administration at an assisted living community while studying Gerontology and Business Marketing. It is essential to create a marketing tool which differentiates The Chateau at Carmichael Park’s, Hank Fisher Property, assisted living community from skilled nursing facilities. The purpose of this project is to create a tool that anyone can use in determining where an older adult should live based on their current physical and medical conditions. The main participants of this project are the Executive Director at The Chateau at Carmichael Park, the Marketing Director at The Chateau at Carmichael Park, the Program Director of The Club at The Chateau at Carmichael Park, and the Administrator at Woodside Healthcare (skilled nursing facility). The factors to be determined are: medical care/regulations, funding, staffing, and rehabilitation. The findings of this study revealed that some of the same services are offered at both although skilled nursing facilities provide a higher level of medical care with more health care professionals leading to higher monthly bills to the resident/patient. This brochure is a first of its kind and will be a great marketing tool for Hank Fisher Properties.

11:10
Break

Graduate Student Lessons Learned Panel Presentations

11:25
Client Care On Call Resources & An In-service: Client Care/Self Care: Pursuing Balance
Felicia Juntunen
Agency: Senior Care Solutions/Elder XXXX
Supervisor: Dr. Cheryl Osborne

The project involves the creation and assembly of a resource to maintain readily available, up-to-date information for each client with the goal of improving communication regarding client status for on-call staff. An improved system will allow smoother transitions, and agency staff will benefit from the assurance that clients will be well served in after-hour emergencies, and thus experience a better result of time away from their work responsibilities. The development and presentation of an in-service on the importance of self-care will enhance employee wellbeing. Both strategies provide support for geriatric care managers, who must practice preventive self-care, including adequate and protected time off, to safeguard against occupational stress and burnout.
A Calling to Compassionate Care: The Need for Gerontological Education in the Seminary

Diane Walsh

Thesis Advisors: Dr. Cheryl Osborne & Professor Joe Rodrigues

An understanding of all aspects of aging is crucial for those who work with elders. Parish priests minister to elder parishioners on a regular basis. The intent of this research is to determine to what extent Catholic seminaries offer adequate gerontology instruction and training for those who are preparing for the priesthood. It also looks at whether seminarians and recently ordained priests believe they are adequately trained and prepared to serve elder parishioners. It looks at what experiences they have in ministering to elders and examines what seminarians and priests express they want and need to have taught in the seminary on age-related topics. Most information is gathered through a survey created by the researcher. The survey is made up of 13 open-ended questions. Secondary research methods are observations, shadowing, and the examination of seminary curricula and library content. The data from these secondary methods are used to supplement the information gathered through the survey. The research of the seminary curricula studied shows gerontology courses are not being offered in the seminaries and participants report not having courses related to aging. The majority report not feeling fully prepared to work with elders. The survey responses indicate participants have a wide range of experiences with elders; yet, when experiences prove challenging, many are not confident and comfortable. Many participants request a wide range of age-related topics to be taught. Responses clearly demonstrate a consensus from both seminarians and priests for gerontology instruction to better prepare them for ministering to elders.

Senior Center Innovations Project

Suzanne Anderson

Agency: California Commission on Aging

Agency/Faculty Supervisors: Carol Sewell & Sandi Fitzpatrick/Dr. Cheryl Osborne

Senior centers play a vital role in the continuum of care for older adults. Senior Centers in California are currently facing unprecedented challenges in funding, changing demographics and shifts in participation. In spite of these difficulties, the resiliency of California’s senior centers continues to be evident in their resourcefulness, innovation, creativity and unwavering commitment to their clients. In recognition of these efforts, the California Commission on Aging (CCoA) produced and distributed a publication, Innovation, Resourcefulness, Persistence: How California’s Senior Centers are Meeting Today’s Challenge, containing outstanding ideas that demonstrate how some centers are meeting current challenges. The publication is part of the CCoA’s ongoing Senior Center Initiative and is viewed as a tool for center directors to use for future planning and marketing of their centers. Emergent themes from the research include increased awareness for health and wellness programming; formation of new partnerships and collaborations; new governance models demonstrated with independent foundations developed to augment more traditional, yet dwindling, funding streams; ability to keep aging issues at the forefront of public thought by the development of advocacy groups; fostering civic engagement and leadership within the client base; understanding the complexity of diversity within a community and creating environments that are safe and welcoming to all members.
Opportunities to Advance Old Age Social Policies

Christin Hemann

Agency: California Assembly member Richard Gordon
Faculty Supervisor: Dr. Cheryl Osborne

In order to ensure that aging and long-term care services are policy priorities in California over the next 20 years, policy makers will need to reevaluate current policies and systems of delivering services to meet the needs of the growing aging population. Policy briefs often guide policymakers in developing comprehensive and meaningful legislative agendas to address the issues surrounding the needs of their constituencies. For this independent study course, three legislative proposals relating to aging and healthcare policy were developed. The first proposal implements a consumer-protection standard when selling Long-Term Care Insurance. The second proposal provides affordable colon cancer screening tests to uninsured older adults. And, the third proposal creates a strategic plan on the geriatric health care workforce.

Questions & Conclusions