Golden Pond has been providing excellent service to seniors for over seventeen years in the Sacramento Area. Without compromising quality, Golden Pond provides wonderful apartments at very affordable rates. While Golden Pond has many great intentions for the community, there are some areas that have been neglected. Dining room servers are faced with expectation confusion due to the lack of a training program and manual; the intern created a training manual in order to provide clarity. The goal of this project was to give the servers proper tools necessary to be successful in the dining room, allowing them to provide professional service to the residents. The intern developed a lasting training manual that Golden Pond can use, making necessary changes and adjustments when appropriate. Golden Pond will supply the training manual to newly employed employees during their New Hire Orientation, which occurs once a month. The training manual includes basic server training, hospitality training and etiquette training. Additionally, it includes the requirements for the employees as well as a chapter on health and safety, hand washing techniques, elder abuse, wheelchair etiquette, physical changes associated with aging, and general tips for working with older adults. The intent is that after an in-depth training, the servers of Golden Pond will have the necessary tools and training to provide better service, which will overall, create a more positive environment for the residents. The manual was evaluated using two surveys and a quiz for the servers- one survey for the residents, and a second survey for the servers. The results from these evaluations showed that the student’s training manual was extremely helpful as it promotes great customer service and professionalism, the manual is laid out and enjoyable to follow with the addition of color, pictures and quotes, and it encourages the necessity of accountability.
Intergenerational Connections
Joana DeSousa
Agency: Golden Pond Senior Living
Agency & Faculty Supervisors: Lupe Ramirez & Dr. Donna Jensen

Golden Pond Senior Living is an assisted living community that provides a home to 114 residents. The intern has worked with the life enhancement director in creating an intergenerational program called Intergenerational Connections. The Intergenerational Connections program consists of sporting activities and other events that are hosted by Golden Pond or Capital Christian High School, in which residents and students will attend. The high school students will have the chance to engage with Golden Pond residents through the activities provided by the life enhancement program at Golden Pond and the residents will engage with the students through the athletic program. The first event residents attended was a play hosted by Capital Christian High School called “Once Upon a Mattress”. The Intergenerational Connections program was provided with seven tickets for the play and seven residents attended. The participants’ experience was evaluated. Residents shared that they enjoyed the play and look forward to future events. Intergenerational Connections is encouraging residents to attend the sports programs at Capital Christian at no cost. A survey was conducted to analyze the residents’ sports preferences. The participants’ favorite choice is baseball and reported that this new program was of interest to them.

The Sacramento Heart Beat
Brooke Martin
Agency: The American Heart & Stroke Association
Agency & Faculty Supervisors: Ashley Goforth & Dr. Cheryl Osborne

The American Heart Association was founded in 1924 by six cardiologists. It is the nation’s largest voluntary organization devoted, “to build healthier lives, free of cardiovascular diseases and stroke”. Today, the organization has more than 22.5 million volunteers and supporters who work hard to help the American Heart Association reach its goal of improving cardiovascular health of all Americans by 20 percent, and reducing deaths from cardiovascular disease and stroke by 20 percent by the year 2020. Volunteers are a huge part of the American Heart Association, and it would be impossible to meet this goal and carry out the mission statement without them. In order to promote volunteering within the Sacramento local office of the organization, and retain current volunteers, the student intern created a newsletter called The Sacramento Heart Beat that is keeping volunteers involved in what is happening within the organization. Keeping volunteers involved and engaged is the key to retaining volunteers, and attracting new ones. The Sacramento Heart Beat was designed to highlight the monthly themes of the American Heart Association, and highlight a hard working volunteer in every month’s newsletter. The Sacramento Heart Beat has begun retaining volunteers by keeping them interested and engaged, has reached out to older adults and encouraged volunteering, and increased social media awareness. The Sacramento Heart Beat has been sent out once a month, and has included information about what is new in the American Heart Association, volunteering opportunities, educational information, inspirational stories, and a volunteer spotlight. The effectiveness of The Sacramento Heart Beat has been evaluated by a survey. Surveys were out via email to the volunteers who have been receiving the newsletter. It was specifically geared toward obtaining information about volunteer’s satisfaction with their volunteering experiences, and whether or not The Sacramento Heart Beat was enjoyable, informational, and motivating to keep volunteering. 54 surveys were sent via email to those who have been receiving The Sacramento Heart Beat. Out of the 54 surveys, one survey was filled out and returned. Ideally a bigger survey return was hoped for, however that was out of the student’s control. The individual who returned the survey was satisfied overall with the American Heart Association’s volunteer program. She has volunteered her time quarterly usually spending 5-10 hours helping the organization, and will continue to volunteer in the future. She was extremely satisfied with the level of communication, quality of communication and assistance by staff members. She was also satisfied with the volunteer orientation and training and newsletter, and would recommend her friends to volunteer for the American Heart Association.
10:05

Delivering Preventative Health Care Information to Older Adults

Perla Aguayo

Agency: The American Heart & Stroke Association
Agency & Faculty Supervisors: Ashley Goforth & Dr. Cheryl Osborne

The American Heart Association / American Stroke Association (AHA/ASA) continually provides free updated evidence-based information to the public. However, accessing that information may seem overwhelming to the average consumer. For example, a search on heart health may yield an endless array of information containing the words, "heart" and "health". Consumers who call the AHA/ASA to obtain handouts may not necessarily understand the document, especially if the language is medically inclined. In order to help alleviate this information acquisition and understanding disparity, the intern created a program to bring the information as well as a nurse who can explain the information to the public. The process begins by replying to existing requests for speakers. Available nurses were matched up according to dates and topics requested. Next, patient education sheets were printed according to requested topics. Common topics include high blood pressure, high cholesterol, heart disease, diabetes, stress management and exercise. The nurses addressed the topics and answered questions. Attendees were given red dress pins with booklets delineating signs and symptoms of heart attacks in both women and men. After the presentation, evaluation forms were given to all attendees. Feedback suggested the presentations were informational and engaging. Furthermore, one of the groups requested information on signing up for group CPR and kindly promised to donate $50.00 to the American Heart Association. The step by step process for future presentations has been documented by the intern, and is available for future reference.

10:25

Green Book

Lizette Alvarez

Agency: Alzheimer’s Aid Society
Agency & Faculty Supervisors: Sheryl Ashby & Dr. Donna Jenson

For many years the Alzheimer’s Aid Society has been offering support to patients and caregivers in their service area in order to spread awareness and assistance to those impacted by Alzheimer’s disease. They offer weekly group meetings, support, counseling, and legal guidance for the greater Sacramento area. They also provide many informative brochures, books, and their most popular resource, a caregiver manual for anyone who is caring for an individual who has Alzheimer’s. The purpose of the project was to expand their groups and provide knowledge to the Hispanic population. The project included translating and editing the caregiver manual to fit the language and cultural needs of the Hispanic population. The project provided knowledge, tips, advice, and guidance through this booklet in order to bring awareness of the drastic and important changes this disease brings. The Hispanic population is not very aware of this disease that affects all cultures and ethnicities. In terms of project outcomes, the manual was distributed to four locations serving Spanish-speaking individuals. The manual was distributed to Univision, Eskaton Senior Housing, California Department on Aging, and Sierra Sacramento Valley Medical Society. This assures that information on Alzheimer’s is available to monolingual Spanish speakers who need further information and support. Prior to this project, there was no comprehensive resource on Alzheimer’s disease that was available to Spanish speakers.

10:45

BREAK
Oakmont of Carmichael is a new community that opened in September of 2014 in which 53 residents moved in within the first few months. The community currently has a basic move-in process that was adapted from their sister community but as more residents move-in the need for an efficient move-in process becomes more crucial. To develop such a process feedback had to be collected from the residents. This gave the survey first hand data to be used in support of a new process. The created survey will tell if the current process is effective or if a new process needs to be implemented. The newly developed survey contains questions regarding the resident's move in experience and how Oakmont can perfect it, questions regarding their first week of residency and knowledge of services offered in the community. The surveys were conducted one-on-one in the community, the survey took 10-30 minutes per person. They were completed in April 2015. Out of the 53 assisted living residents 13 of them did not participate. Of the 40 residents; 9 residents felt that the current move-in process i.e. contract signing needed to be more through, 3 residents felt that Oakmont was not being accommodating to their needs, and 6 residents said the contract signing was too lengthy and needed to be shortened. 5 residents expressed the need for food quality to change, and lastly 6 people requested a resident advocate to help with all that was previously stated. The overall conclusion is that the current move-in process needs some adjustment that will be discussed with the community.

Hank Fisher Senior Communities are well known for their quality care, respect that they provide, and the special life-enhancement programs that meet the specific needs of the seniors. The Chateau on Capitol Avenue is one of the four communities that the Hank Fisher owns. This particular facility is a very elegant and engaging community. This facility’s top priorities are respect, compassionate care, and a dedication to quality. The residents in this facility come from several different areas and are of all ages. Some residents are healthy and fit while others are on hospice. Hank Fisher properties tries to meet certain needs for seniors, but they are lacking in physical activities. After doing much research, this student learned that being physically active is the most important part of aging well. Before the classes were designed, the student intern verbally took surveys from residents to see what type of physical activities they liked to do. Based on those surveys, new classes for doing creative exercises were developed, led, and tested by the student intern. The student brought new ideas for the classes every morning, so the residents would stay interested and engaged in the classes. After giving out a survey to see what the residents thought about the classes, almost all of them said they enjoyed them and thought they were a great way to start their morning. The student intern left behind a guide for the residents and staff so they can use it to further the knowledge of the residents on the importance of physical activities.
Updated an Electronic Copy of Family Consultant Operation Manual

Mario Turner

Agency: Del Oro Caregiver Resource Center
Agency & Faculty Supervisor: Anne Spaller & Dr. Donna Jensen

Del Oro Caregiver Resource Center has been serving 13 counties in Northern California and providing support to unpaid and family caregivers since 1987. The agency was in dire need of an updated version of their resource/operation manual to properly train new family consultants as well as have updated resources and information for existing staff. This project provides family consultants an organized reference tool that is more concise than the previous manual and also has the most up-to-date information to provide to their clients. After conducting a review of the literature, it was found that electronic versions of operation manuals are becoming much more common in professional agencies due to it being easier to access, easier to search for specific information, and also easier to maintain and keep information current. As part of the student’s senior project he gathered, organized, and transcribed updated documents, then uploaded them on the agency’s computer server. The family consultants have access to the electronic version at all times. Use of the electronic manual was tested and evaluated through a survey comparing it to the prior manual. This survey was completed by four of Del Oro’s staff members, and they all concluded the update to the operation manual was crucial to the agency and the electronic version of the manual is much more organized, accessible, and easier to update information compared to the previous manual. This update to Del Oro’s training manual is very important and will help the family consultants provide the best and most reliable service for the caregivers and seniors they serve.

How to Be Tech Savvy

Adina Delpasen

Agency: Eskaton Adult Day Health Center
Agency & Faculty Supervisors: Daisy Absolm & Dr. Donna Jenson

As adults age it is crucial to continue to participate in stimulating activities so older adults are keeping their minds active. All of the participants at Eskaton Adult Day Health Care Center (ADHC) have a variety of interests, needs, and issues. At Eskaton ADHC, the older adults participate in activities such as painting, book club, morning exercise, sports, bingo and socialization. However, for some participants at the center there is not enough stimulating activity that they want to be engaged with or they are not interested in some of the activities that are being offered. Therefore, the project “How to be Tech Savvy” teaches older adults how to use the computer to find resources, read the news, access health information, and search personal interest topics. Most older adults who attend Eskaton ADHC live alone or in facilities such as assisted living, independent living or affordable housing and do not have access to a computer. In today’s society in an era where much of our communication is through the internet, utilizing the computer at ADHC will benefit the participants by promoting independence and well-being to the participants. Computers are found to be a powerful and essential tool for enhancing productivity and convenient for many lifelong purposes. Any activity involving knowledge or skills allows an individual to gain new expertise. ADHC volunteers will ultimately assist the participants utilizing the computer. Any of the attendees of the program at the center that are interested are able to participate in these sessions. The Project included creating simple instructions on how to use the computer/internet and, utilizes two different types of surveys to determine the participants’ interests and desires, so that the volunteers could run the sessions. This project was evaluated by taking formal surveys of the participants’ background knowledge of technology use. The participants’ feedback was very positive and they expressed that learning how to use the internet will be an exciting time in their lives and will enable them to keep in touch with society.
1:05
Senior Project Community Forum
Amina Farooqui
Agency: MAS Salam
Agency & Faculty Supervisors: Gulshan Yusufazi & Dr. Cheryl Osborne

Established in 1993 the Muslim American Society (MAS) as a non-profit 501(C)(3) organization, is a dynamic charitable, religious, social, cultural, and educational, organization. Over the two decades MAS has grown over 50 chapters across the United States provided services for the youth, parents, and the community. MAS- Sacramento has offered Individual, Marital, Teen, Parenting, and Family Counseling but is aiming to provide services for the senior community as well. At the forum, speakers from the community will be there to advocate the need and provide outreach. Through this project the intention of Muslim American Society Social Services Foundation, its leaders, and the intern is to develop and provide a place of social wellness for the older adults who are depressed, lonely, and/or isolated. The community forum will provide education on various topics such as adult day centers and the increased benefits that they have for the older adults, prevention on functional decline, falls prevention, and caregiver respite services. The intern along with the project leads collaborated with different agencies to come out and speak on behalf of the organization. Presenters such as Teresa Organ from California Health Collaborative and Najia Hamid from the Afghan Elderly Association will be there to present on topics such as the successes of adult day centers for seniors and managing health at an older age. The intern along with the project leads will carry out a needs assessment surveys to gather data. This survey will have questions varying from support services, ethnicity, and gender, barriers to community, health concerns, and skills they would like to share. The project will be evaluated using an evaluation survey in order to get feedback on how the community forum was in terms of comfort level, atmosphere, location, accessibility, and speaker's information. This will be a simple 10 question survey to gather data on the success of the community forum and how well the participant's understood the material and information. Overall the student and agency are excited to start on this venture and get feedback from the community about a diverse adult day center open to all race and ethnic groups. The goal of the agency was to have a large group of ethnic seniors present and not to discriminate against one group or the other.

1:25
Exploring Reminiscence through Technology and Theatre in an Assisted Living Community
Traci Mae Ducusin
Agency: Eskaton Village Roseville
Agency & Faculty Supervisors: Tammie Medlin & Professor Deon Batchelder

As our society becomes more technologically advanced, it is crucial for assisted living communities to keep up with the trends and continue to live by their mission statement. “Eskaton’s primary mission is to enhance the quality of life of seniors through innovative health, housing and social services.” (Eskaton Village Roseville, n.d.). Although Eskaton Village Roseville has started incorporating innovative activities such as their Xbox class and E-arcade: Fun learning with tablets and laptops, the intern wanted to provide an additional activity to stimulate the residents’ brains and get them involved. Exploring reminiscence through technology and theatre focused on increasing the residents’ quality of life by taking a holistic approach to creating and executing the activity. In this study, there were seven participants who read simplified scripts and alternated roles amongst each other from the movie, Wizard of Oz. The intern guided them through the process and recorded it line by line. Six scenes were divided up into three, forty-five minute activities throughout the course of the semester. The goal was to encourage reminiscence and participation in the activity while incorporating technology into Eskaton Village Roseville’s community. According to Stuckey & Nobel (2010), “enacting stories using emotional verbal and nonverbal expression (through body movement and posture) as well as social engagement with other actors has the potential to relieve stress, anxiety, and depression” (as cited in Yuen, Mueller, Mayor, & Azuero, 2011, pg. 202). Based on a five-question survey, ranging on a points system from one (very poor/not at all) to five (very good/completely), the residents revealed that the activity improved their outlook on their quality of life by an average of two to three points. Before the activity, the survey answers showed that technology did not play an important role in their lives. In the final results, it showed a small average increase of one point, but the residents expressed that they were definitely more accepting of it and willing to learn more.
Social support is vital to the well-being of individuals, especially those affected by Alzheimer’s disease. In order to provide support to individuals affected by the destructive disease of Alzheimer’s, the student planned, developed, and implemented support group presentations that combined educational outreach and social support. The student’s presentation provided support and education to the participants on the benefits of art, music, and reminiscence therapies. Utilizing valid and reliable evidence-based research, the student prepared and presented to the support group participants in hopes they could achieve a higher quality of life through the implementation of engaging recreational techniques. The project culminated with a thorough evaluation of the presentations. The presentations were well-received by the support group participants. Participants reported feeling “motivated, encouraged, and excited” to utilize these non-pharmacological techniques in their own lives. The student presented the Alzheimer’s Association with a booklet detailing the information in the presentations, as well as resources available in the community so the project can continue to be utilized in the future.

The move into a skilled nursing facility (SNF) is one of the most challenging and overwhelming events in an older adult’s life, because it can be marked by the loss of identity, home, independence, and lifestyle. It is important for staff to guide new residents in their move, because they play a big role in assisting new residents with a successful transition into their new living situation. In collaboration with another Gerontology intern, Margarita Guslistov, a New Resident Program for Eskaton Care Center Fair Oaks (ECCFO) was created to aid in a more successful transition of new residents in their community. As a component of the New Resident Program, this intern developed a Resident Resource Guide, which is distributed upon admission to provide information about ECCFO and inform the components of the New Resident Program activities that Guslistov has implemented. The intern evaluated the project by conducting pre- and post-surveys via interviews with new residents and staff. The residents who participated in the New Resident Program expressed appreciation for the resource guide, because it assisted them in becoming more familiar with community life. Staff commented that there is a need for the Resident Resource Guide and the New Resident Program activities, because it is an innovative way to improve the quality of life of new residents.
New Resident Program for Eskaton Care Center Fair Oaks
Margarita Gustlistov
Agency: Eskaton Fair Oaks Center
Agency & Faculty Supervisors: Danijela Stroud & Dr. Donna Jensen

The permanent relocation into a Skilled Nursing Facility (SNF) can be one of the most overwhelming events in an older adult's life and is typically marked by loss of self-identity and independence. Research has shown than on average, it takes six to twelve months for residents to adjust to nursing home life and that it is necessary for staff to play a role in assisting new residents with their move into a SNF. The New Resident Program for Eskaton Care Center Fair Oaks (ECCFO) was developed to help residents avoid maladaptive outcomes of their transition. In collaboration with Gerontology intern Therese Valenzona, a New Resident Program was created, which includes a Welcome Orientation, Resident Resource Guide, Pen Pal Program, support groups, and Mentor Program. While Valenzona created the Resident Resource Guide, this intern developed the other ancillary activities to assist new residents with a successful transition. In addition to implementing the above components of the program, the intern focused on creating an instructive manual for the staff of ECCFO so they may also facilitate the program. The intern and Therese Valenzona presented the project to the Eskaton Board of Directors for its approval to become a community wide Eskaton Signature Program. Evaluation interview were conducted with residents and staff prior to and upon completion of the orientations. The residents expressed appreciation for the program and staff manual because it aided them in their initial orientation and transition into the SNF. Eskaton staff noted that after reviewing the New Resident Orientation manual their interactions with the residents grew to be more personal, trusting, and overall more positive.