**Sacramento State University**

**Department of Gerontology**

**GERO 131 Spring 2021 Project Abstracts**

**May 14, 2021: 9:00am – 12:15pm**

**9:00-9:30am General Session: Welcome & Overview of Presentation Format**

Zoom Link: <https://csus.zoom.us/j/83878869887>

**Group 1 Professor Abah’s Section**

Zoom Link: <https://csus.zoom.us/j/81901871811>

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| GROUP #: 1 Faculty: Theresa Abah |
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| Time | Student Name | Presentation Name |
| 9:35-9:47 | Nicole Touchette | SOAR at Francis House |
| 9:48-10:00 | Abeel Mujaddidi | Don’t Die of Doubt |
| 10:01-10:13 | Rebecca Iyigun | Eat Fit Plan |
| 10:14-10:26 | Curleene Langman | Low-Income Housing Programs for Older Adults in Yolo County |
| 10:27-10:39 | Alisara Padua | Veterans Resource Guide |
| 10:40-10:52 | Leanne Calata | Getting Involved |
| 10:53-11:05 | Jacqueline Nnamata | Neo Life: Organize, Design, and Lead Community Projects & Seminars to Create Awareness on the Significance of Wellness and Healthy Lifestyle |
| 11:06-11:18 | Morgan Kincaid | Age-Friendly University, AFU |
| 11:19-11:31 | Tamia Lindsay | Exercises with Tamia |
| 11:32-11:44 | Kai Domingo | Rise Above |
| 11:45-11:57 | Vianne Vitug | COVID-19 Preparedness & Feedback |
| 11:57-12:15 | Remaining Questions, Closing Remarks |

**9:35-9:47**

**SOAR at Francis House**

Nicole Touchette

Agency: Francis House Center

Agency Supervisor: Benjamin Uhlenhop

Faculty Advisors: Therese Ten Brinke (Fall 2020) & Theresa Abah (Spring 2021)

Francis House Center (FHC) located in Sacramento, California provides direct services to individuals at risk of or experiencing homelessness. In addition to current services, one item on the list to bring to FHC soon is an SSI/SSDI Outreach, Access, and Recovery (SOAR) program. SOAR is a national initiative that trains case managers to aid clients in successfully completing the applications for SSI and/or SSDI benefits. Individuals at risk of or experiencing homelessness may not have the access to medical records and providers. This project looked at the Health Access theory to address the issue of improving access to SSI/SSDI benefit programs by breaking the barriers applicants face during the application process that are put in place by the application process itself. In an effort to ready the staff at FHC for beginning a SOAR program, the student researched what an agency would need to do and compiled a list of tasks and other documents that will aid in the process. To evaluate the project, the student presented the information to the program manager and case managers from an associated permanent supportive housing program. The tangible product left with the agency was a Google Drive folder the agency can access that contains information about SOAR, information for starting a SOAR program in the future, and all the necessary forms and checklists needed to aid in completing applications.

**9:48-10:00**

**Don’t Die of Doubt**

Abeel Mujaddidi

Agency: American Heart and Stroke Association

Agency Supervisor: Donna Duldulao

Faculty Advisor: Theresa Abah

American Heart and Stroke Association located in Sacramento is an organization that provides health promotion information on cardiovascular and nervous systems. Their mission is mainly to help families and communities live healthier and happier lives through the different activities, events, as well as a website that has a variety of health education topics. Don’t Die of Doubt project used Health Belief Model to address the issue of people not taking charge of their own health, including a lack of knowledge about how to care for their heart. The theory suggests that when individuals take charge of their own health, the benefit is a longer lifespan. The student produced a presentation to create awareness about cardiovascular disease, the risks of the disease, causes, available treatment options, as well heart health preventive measures. The project was evaluated through the project leader and agency supervisor. Some key results of the project include, there is a need to reach out to people about the dangers of heart disease – one of the top 10 causes of death worldwide. The tangible product left with the agency is a power point presentation on healthy lifestyle choices and ways to prevent a heart attack – a tool to be utilized for training clients, interns and health care professionals who serve the communities. The final product is domiciled at the agency’s archives for informational and knowledge dissemination purposes.

**10:01-10:13**

**Eat Fit Plan**

Rebecca Iyigun

Agency: American Heart Association

Agency Supervisor: Donna Duldulao

Faculty Advisor: Theresa Abah

American Heart Association is located here in Sacramento. There are various offices in different states. This organization’s main goal is to ensure that everyone is living a healthier lifestyle and aware of certain signs when it comes to heart health. My project is on helping older adults eat better and making sure they have all the right resources, as well as getting active. The Stages of Change Theory was chosen for this project, it explains that as people age, it’s harder for them to exercise, eat better and do their normal activities. Some issues I came across while conducting my research would have to be finding the right resources and information, there are so many different articles and helpful resources. The way I evaluated my project is by looking at the older population and figuring out why some older adults are having a harder time with eating healthier and doing more activities, some of the articles I found discussed this issue is due to chronic illness, and afraid of not having enough time/resources. Some of the outcomes of my project deals with increasing the number of older adults adding some greens to their diet, as well as getting out for some exercises. I left American Heart with a brochure on how to prevent high blood pressure, it’s a very informative brochure and talks about key point on how to measure your blood pressure, healthy foods, as well as how to exercise.

**10:14-10:26**

**Low-Income Housing Programs for Older Adults in Yolo County**

Curleene Langman

Yolo Healthy Aging Alliance

Agency Supervisor: Sheila Allen

Faculty Supervisor: Catheryn Koss (Fall 2020) & Theresa Abah (Spring 2021)

Yolo Healthy Aging Alliance is located in Davis, California. The organization’s primary goal is to “promote the well-being of older adults through education, collaboration, and advocacy, and to serve as “The Unified Voice for Older Adults in Yolo County.” This project used the Social Ecological Model of Aging to identify how system structures impact the choices older adult participants in need of affordable housing have at their disposal. The housing program policies, structures, and award system puts older adults at a disadvantage and cause further digital divide, housing insecurity, long waits and potential homelessness in unsafe and unhealthy conditions; putting physical and mental health at a great risk. The Voucher Programs are open to public every 3-6 years and accept only digital applications, making it impossible for older adults to participate in healthy aging activities when they live in unsafe and unhealthy environments. The evaluation covered multiple websites, reports and assistance from Housing and County supervisors. Results show that 686 older adults have vouchers, yet over 2000 older adults are waitlisted for assistance. Budget constraints limit the number of vouchers issued. Recommendations with solutions to fix these problems was presented to the Advocacy Committee. A digital brochure with color coded diagram summarizing the voucher process, the presentation slides, and a verified list of affordable housing properties in Yolo County will be pinned to YHAA website.

**10:27-10:39**

**Veterans Resource Guide**

Alisara Padua

Agency: Yolo Healthy Aging Alliance

Agency Supervisor: Sheila Allen

Faculty Supervisor: Catheryn Koss (Fall 2020) & Theresa Abah (Spring 2021)

Yolo Healthy Aging Alliance, located in Davis, CA, is a nonprofit organization that focuses on promoting and advocating for the well-being of the aging community and their caregivers. This organization serves as “The Unified Voice for Older Adults in Yolo County”. The agency’s mission is to promote the well-being of older adults through education, collaboration, and advocacy. This projected used Continuity Theory, which focuses on explaining how older adults adapt to changes as they grow older. This project addresses the issue by compiling the needed resources and programs provided to veterans to help them age successfully. The student researched extensively on services provided to veterans, and how they could be obtained. The project was evaluated by telephone interviews to assess participants’ view about the resource guide. Responses were recorded after each interview, and the results were presented to the agency’s committee members for feedback. The outcome of the project were positive comments from the participants and agency supervisor about the included resources. The tangible product left with the agency is a resource guide for veterans, which had a list of important resources, services, and programs available for their use. This project will improve the lives of veterans, help them get the extra assistance they need and help to ease the financial burden of medical care or other expenses.

**10:40-10:52**

**Getting Involved!**

Leanne Calata

Agency: CSUS Cardiovascular Wellness Program

Agency Supervisor: Linda Paumer

Faculty Advisor: Theresa Abah

The Cardiovascular Wellness Program (CWP) at California State University, Sacramento provides affordable and comprehensive applied health, wellness, and education programs to individuals interested in improving their cardiovascular health. The Cardiovascular Wellness Program is for those with cardiovascular disease or at risk. The goal is to help participants develop and maintain a heart healthy lifestyle. In designing my project, I used Social Cognitive Theory which explains how both the individual and relationship levels help improve self-efficacy by including activities that encourage improving physical, mental, and emotional health. This project was guided by this theory to facilitate learning. To address the difficulty of navigating the CWP program website, the student updated and reorganized wellness activities in high demand to be more accessible and engaging to current and potential clients. The student educated herself about website designs. She created a survey to assess CWP participants’ website usage amongst current clients. She hosted a tech-talk class to educate clients on how to find content on the website. She created a survey to review the performance of the updated website. The project contents were evaluated by the program coordinator, and the current participants of the CWP. Some key results of the project are reorganized website accessible to current and potential participants easy access to the services that are being provided by CWP and the teck-talk recording.

**10:53-11:05**

**Neo Life: Organize, Design, and Lead Community Projects & Seminars to Create Awareness on the Significance of Wellness and Healthy Lifestyle**

Jacqueline S Nnamata

Agency: Sacramento State University’s Cardiovascular Wellness Program

Agency Supervisor: Linda Paumer

Faculty Advisor: Theresa Abah

The Cardiovascular Wellness Program located at Sacramento State is a non-profit organization that provides a wide-ranging exercise, nutrition, and educational program for older adults looking to maintain and improve their cardiovascular health. Since the COVID-19 pandemic, there has not been in-person physical or social interactions among the older adult participants due to the modification of the programs from in-person to virtual platforms. The “Neo Life project” is a student presentation for an audience of veterans, who need a secondary cardiovascular wellness and prevention program to support successful aging. The target audience - veteran patients, most of whom have heart disease will benefit from this project, which would help to inform them on ways to maintain a healthy lifestyle. The Neo life project used Motivational Theory of Lifespan Development. The theory proposes two control mechanisms that can be used to promote successful aging – perceived support and received support. The project was evaluated by an open discussion on the topic. Some key results of the project were that most of the participants were interested in checking out the CWP compared to what the student projected. Participants displayed flexibility and interest in maintaining healthy lifestyle even though all activities are virtual. This project will provide new participants with information and the benefits of engaging in the CWP.

**11:06-11:18**

**Age Friendly University**

Morgan Kincaid

Agency: California State University, Sacramento

Agency Supervisor: Donna Jensen

Faculty Advisor: Theresa Abah

The student interned at Sac State Gerontology department. The project involved starting the process for Sac State to endorse the 10 principles of the Age Friendly University (AFU). The AFU network consists of institutions of higher education around the world that strive to improve age friendly programs and policies and align with the 10 AFU principles. This project used the Activity Theory which emphasizes the importance of ongoing social activity. Older adults that have more active social roles maintain a more positive sense of self. Sac State does align with the 10 principles of the AFU, but there was no advocate to get the process started. The student researched and gathered the information to present to the Deans of the College of Social Sciences and Interdisciplinary Studies (SSIS). The project was evaluated by the chair of the gerontology department. The project was well received by the Deans and they want to move forward in submitting endorsement request to the Provosts and President. The tangible product that was left behind was the power point used in the presentation to the Deans which can be used to present to the Provosts and President.

**11:19-11:31**

**Exercises with Tamia**

Tamia Lindsay

Agency: CSUS Cardiovascular Wellness Program

Agency Supervisor: Linda Paumer

Faculty Advisor: Theresa Abah

The California State University of Sacramento’s Cardiovascular Wellness Program located at Folsom Hall at the Sacramento State campus is an affordable and comprehensive applied exercise and education program for individuals looking to improve their cardiovascular health. This project used a life-span theory of social support in health and aging to address the issue of the lack of variety in the exercise routines provided by the program as it affects those that participate in the sessions every day. The student observed and interacted in Zoom sessions and created an exercise guide to create a student intern guided exercise video. The project was evaluated by observing the Zoom sessions and assisting in the classes provided. Some key results of the project were learning adaptive ways of interacting with clients while being remote, being able to join Zoom sessions to follow the program activities to assist with the product of my project, and being comfortable using technology to make the project. The participants enjoyed the demonstration performed by a student intern and the availability is gives. The tangible product left with the agency was four 15-minute exercise videos that would be available on the program’s website.

**11:32-11:44**

**Rise Above**

Kai Domingo

Agency: Eskaton Quality and Compliance

Agency Supervisor: Jennifer Marlette

Faculty Advisor: Theresa Abah

Eskaton’s Quality and Compliance is located at the Support Center in Carmichael They provide support for older adults at the Greater Sacramento area communities. Certified quality and compliance team members inspect all the different senior communities to ensure compliance with National standards for senior care communities. Rise Above used Successful Aging Theory to help better understand new admitted residents’ perspectives on COVID -19. The student created a questionnaire that assessed Post-Covid - 19 anxiety and fear experienced by residents for programmatic intervention by the management. The project was evaluated by summarizing residents’ feelings on COVID- 19, based on what their preferences were in moving forward. Some key results of the project were that some residents did not have any fear of COVID- 19, but preferred that the restrictions placed on residents based on COVID- 19 policy to be over. Some disliked wearing masks because of difficulty breathing, and some were sad that they were not allowed to have visitors such as, family members. The tangible product left with the agency was a questionnaire template they can use to assess newly admitted residents. A way to obtain their responses and preferences on the activities they would like to participate in to better accommodate them.

**11:45-11:57**

**COVID-19 Preparedness & Feedback**

Vianne Vitug

Agency: Eskaton, Quality & Compliance

Agency Supervisor: Teri Tift

Faculty Advisor: Theresa Abah

Eskaton, with facilities located mainly in the Sacramento region, is a community-based nonprofit that includes assisted living and senior living communities, with its purpose being to transform the way aging is experienced by providing award-winning care and services to its residents. This project focused on understanding how COVID-19 disproportionately affected the older adult community, and to provide guidance on how to help Eskaton management and residents identify the key interventions needed to return the community to pre-pandemic status. This project used the Knowles’ Adult Learning Theory of Androgyny to address the overall review Eskaton requires in moving forward from the pandemic challenges. Examples include, disease outbreaks, changing mitigation strategies, and lack overall support system during the COVID19 pandemic. Surveys conducted through email were sent out to assisted living Executive Directors and Resident Care Coordinators. After collecting all the surveys, the student proceeded to do one-on-one interviews, both virtually and in person, with the EDs and RCCs, to put together a PowerPoint presentation with relevant strategies and suggestions to transition to normalcy. This was sent to all Eskaton locations to address key problems experienced, with information on, what will work best for the facilities, and what can best benefit residents and the facility. The final presentation includes the student’s analysis of the problem supported by data collected from the surveys, to recommend strategies to serve as a reference point for Eskaton.

**Group 2 Professors Marlette and Sewell Sections**

Zoom link: <https://csus.zoom.us/j/84874837513>

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| GROUP #: 2 Faculty: Marlette and Sewell |
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| Time | Student Name | Presentation Name |
| 9:35-9:47 | Dianne Atienza | Making of a Memoir |
| 9:48-10:00 | Xena Phomsopha | Common Misconceptions and Facts About Hospice |
| 10:01-10:13 | Shanelle Ponciano | Volunteering and Making a Difference in a Patient’s Life |
| 10:14-10:26 | Yazmin Cruz | Adventure Begins |
| 10:27-10:39 | Kendra Braida | Memory Care Directors Training Program |
| 10:40-10:52 | Vianny Tabinas | Music and Memory |
| 10:53-11:05 | Jazmin Gonzalez | Pandemic Preparedness |
| 11:06-11:18 | Jordan Moore | Traumatic Brain Injury |
| 11:19-11:31 | Edgar Morfin | Operation Elder Scam Prevention |
| 11:32-11:44 | Miguel Victorino | The Right Message |
| 11:45-11:57 | David Jese | Welcome to the Program: Eskaton Telephone Reassurance Program |
| 11:57-12:15 | Remaining Questions, Closing Remarks |

**9:35-9:47**

**Making of a Memoir**

Dianne Atienza

Agency: Oakmont of Carmichael

Agency Supervisor: Yuliya Chmil

Faculty Advisor: Jennifer L. Marlette

Oakmont of Carmichael is a luxurious assisted, independent and memory care senior living community. Oakmont offers services such as 24 - hour care, chauffeur services, fine dining, and a variety of activities for residents to engage in. The project was supported by the Activity Theory, which is focused on positive aging, achieving greater life satisfaction through active engagement and social interaction, and facilitate activities to give residents a sense of purpose and promote physical and mental health, especially if they have been experiencing social isolation during the COVID-19 pandemic. The student created a two-part project of reminiscence activities for the Memory Care residents. The first part, she decided to interview a couple residents individually about their life histories and create a crafty memoir box about their life. These memoir boxes included their own simple, but meaningful personalized 6-word memoirs. The second part includes the student co-facilitating an activity called “What’s in the Box?” where residents would place their hands in a box and guess what object they are holding, then facilitate discussion about the nostalgic object from their youth. The project will be evaluated with a survey completed by staff members and the student’s agency supervisor. The outcome was the residents enjoyed reminiscing about their prominent moments in their life, their outlook on life, and the legacy they would like to leave for their families. The tangible product left with the agency to refer to was a binder full of “What’s in the Box?” activity directions, its materials, and the series of questions asked to the residents from their memoir box interviews.

**9:48-10:00**

**Common Misconceptions and Facts About Hospice**

Xena Phomsopha

Agency: Bristol Hospice

Agency Supervisor: Katherine Dolan

Faculty Advisor: Jennifer L. Marlette

Bristol Hospice, located in Roseville, is an agency that strives to provide care for terminally ill patients who choose to discontinue the use of treatments. Bristol Hospice strive to provide care and comfort to patients using nonpharmaceutical methods through various programs that are offered through Bristol. Bristol Hospice gives patients a comfortable environment as they start to transition towards the end of life with little to no pain and with dignity. Many people have heard about hospice, but they do not understand what hospice actually is. This project used the stereotype embodiment theory to address the issues of common misconceptions about hospice care. The student created a booklet that gave information about Bristol Hospice, what services are provided by Bristol Hospice, common misconceptions about hospice, and the facts about hospice. Unfortunately, the pandemic prevented the student from being able to properly evaluate this project. However, the project would have been evaluated by having Bristol Hospice volunteers complete a survey before becoming a volunteer and completing a survey after they have received their booklet to record their knowledge about hospice before and after. The tangible product left with the agency was physical copies of the booklet as well as an electronic copy, so the agency will be able to produce more copies.

**10:01-10:13**

**Volunteering and Making a Difference in a Patient’s Life**

Shanelle Ponciano

Agency: Bristol Hospice - Sacramento, LLC

Agency Supervisor: Katherine Dolan

Faculty Advisor: Jennifer L. Marlette

Bristol Hospice provides hospice services to meet the physical, psychosocial, and spiritual needs of patients, families, and caregivers during their final stages of life. Bristol “is graciously committed to our mission that all patients and families entrusted to our care will be treated with the highest level of compassion, respect, and quality of care” (Bristol Hospice, 2006). Due to the COVID-19 pandemic, volunteering has been impacted for Bristol Hospice. Prior to COVID -19, it was required that hospice volunteers see patients, but due to the pandemic, there have been new restrictions. Bristol Hospice strictly follows the CDC regulations and requires that all staff, including volunteers, follow new guidelines to ensure safety measures. The safety measures and guidelines have impacted patients and families creating a challenging environment in which to provide support. The social exchange theory allows volunteers to give as well as receive from patients. The benefit of this theory is both participants feel they are socially engaged through a mutual exchange of information. There are also benefits that prove volunteering can give a sense of fulfillment. This brochure has been created so that new volunteers will gain a new perspective on volunteering and will have a desire to contribute to the hospice community. This project was evaluated by having a questionnaire that determines the effectiveness of the brochure for new hospice volunteers. Through this, Bristol will be able to evaluate the effectiveness of the brochure through these responses.

**10:14-10:26**

**Adventure Begins**

Yazmin Cruz

Agency: Bristol Hospice

Agency Supervisor: Katherine Dolan

Faculty Advisor: Jennifer L. Marlette

Bristol Hospice is an organization located in Roseville, CA that provides hospice services to older adults, families, and the community. It includes an interdisciplinary team that focuses on comfort, pain and symptom control, and physical, emotional, and spiritual needs. With the current pandemic, patients have been isolated from family and friends to prevent the spread of the virus, however, this may increase the possibility of developing mental health issues. To assist in resolving this issue, the student developed a booklet that includes activities that may be done at the comforts of the patient’s home. The booklet includes mental exercises, daily goal settings, and community and online resources. Thus, the project used the Activity Theory, which outlines the importance of keeping older adults engaged in volunteer and leisure activities. Concentrating on the importance of creating activities that provide adults with a sense of purpose and fulfillment. Further, the project was evaluated by the agency supervisor and the student, through an open discussion, and evaluating the activities so it fits with the patients’ needs. Due to the pandemic, the outcome was limited but suggested that the booklet should provide fulfillment and keep the patients engaged. The final product will be an electronic version of the booklet, which will be left at the agency so patients can utilize it in the future.

**10:27-10:39**

**Memory Care Directors Training Program**

Kendra Braida

Agency: University of Assisted Living

Agency Supervisor: Steve Sarine

Faculty Supervisor: Carol Sewell

University of Assisted Living located in Sacramento is a training headquarters for people to be trained for a position working in RCFE facilities that prepares them for a guaranteed acceptance for the position they are applying for. This project used Social Exchange Theory to address the issue of lack of genuine and passionate caregivers and, more specifically, directors in memory care facilities. The student has done much research on what it takes to be a memory care director and what the duties of a memory care director are. The project was evaluated by working closely with the agency supervisor and partner student, we did hours of research to decide what is needed the most in this training program. Some key results of the project were the finished outline of the training program. This outline is a three-day training program that covers different tasks and duties of the job and how to be a good manager to staff and increase the resident’s quality of life. The tangible product left with the agency was the finished program outline and template that the agency can continue to use and make changes as time goes on.

**10:40-10:52**

**Music and Memory Program**

Vianny Gieng Tabinas

Agency: Eskaton Care Center Fair Oaks

Agency Supervisor: Karen Powell

Faculty Advisor: Carol Sewell

Eskaton Care Center Fair Oaks is nestled in the rolling hills of Fair Oaks. They provided short-term rehabilitation and long-term skilled nursing care. The professional team of Eskaton is dedicated to nurturing personal relationships, encouraging individual choices, and respecting the dignity of the diverse population they serve. This project uses the Reminiscence Theory, which is the process of remembering the past, in which memories can be triggered by different prompts, in this case by music to help with the reimplementing of their Music and Memory program. For the process of reimplementing their Music and Memory program, one had to gather information on the resident’s musical preference using a Music assessment questionnaire. When residents are unable to answer the questions, the questions are then redirected to a family member. The project was evaluated by monitoring residents’ facial expressions and reactions to the music. The outcome of this project was to ensure residents can enjoy listening to their preferred music. A retention flyer was created for staff to provide a visual overview of the different functions and status lights on an iPod as well as a step-by-step instruction on how to use the device. A copy of the retention flyer is saved in their Music and Memory laptop along with a list of different websites that can be used to convert YouTube videos into mp3s.

**10:53-11:05**

**Pandemic Preparedness / The Knowledge Pamphlet: An Informational Pamphlet for Caregivers**

Jazmin Gonzalez

Agency: Alzheimer’s Aid Society

Agency Supervisor: Max Perry

Faculty Advisor: Carrol Sewell

The Alzheimer’s Aid Society is an agency that provides resources such as support groups, caregiver tips, and resource counseling to its caregivers to alleviate the stressors they undergo. This project used Knowles’ Adult Learning Theory of Andragogy to address the issue of: “Does your presentation or educational material make clear the practical application of the information” and “Are you reaching people when they are ready for the information?” These two questions supported the vision for the educational material and greater emphasized the need for a pamphlet. This pamphlet contains the latest information on resources, policy, self-care tips, relaxation tips and ways to cope with COVID-19. This allows for better preparedness in case of another pandemic. The ultimate goal with this project is to have a more informed population especially those with loved ones that are older adults and have dementia. The student researched and put together a pamphlet which addresses pandemic preparedness. The project was evaluated by creating a survey to see if the pamphlet was useful and educational. The tangible product left with the agency is a pamphlet which can be used as a foundation for a new and updated product after the contents become outdated.

**11:06-11:18**

**Traumatic Brain Injury**

Jordan Moore

Agency: Del Oro Caregiver Resource Center

Agency Supervisor: Amber Henning

Faculty Supervisor: Carol Sewell

Del Oro Caregiver Resource Center located Sacramento, and providing services in 13 northern California counties, is a non-profit organization that provides support to individuals and families who are brain impaired or critically disabled. This support offered is achieved by educational opportunities, providing respite care, and offering consultations in regard to family and/or finances. This project used Person-Environment Fit theory to address the challenges that may be faced when a caregiver is caring for an older adult that has suffered a traumatic brain injury (TBI) and offers a sense of guidance and reassurance that they are not alone. The Person-Environment Fit theory is used because one of the main tasks of a caregiver is to help the survivor of a TBI help re-identify themselves after their injury. The student researched extensively on the subject of traumatic brain injuries in older adults. The project was evaluated by the employees at Del Oro Caregiver Resource Center for its educational value to caregivers of a loved one suffering from a traumatic brain injury. Some key results of the project were explaining what a traumatic brain injury is, the cause & effects of a traumatic brain injury, the recovery process, TBI awareness, resources for TBIs, and offering support to caregivers who are caring for a survivor of a TBI. The tangible product left with the agency was a brochure that provides information about traumatic brain injuries, what to expect from a TBI, tips for caregivers caring for a survivor of a TBI, and the recovery process from a TBI.

**11:19-11:31**

**Operation Elder Scam Prevention**

Edgar Morfin

Agency: Eskaton Administrative Center

Agency Supervisor: Therese ten Brinke & Jamie Sisco

Faculty Advisor: Carol Sewell

Eskaton is a community-based non-profit dedicated to enhancing the quality of life of seniors in the Sacramento region. Eskaton is transforming the aging experience with a diverse family of choices and options, ranging from home-based services to a variety of campus communities. This project used Knowles’ Adult Learning Theory of Andragogy to address the issue of how millions of elderly Americans fall victim to some type of elder scam and ways to identify, prevent, and report scams. The student created a digital brochure to help recognize common elder scam tactics which can help older adults to avoid falling into these con strategies. The importance of understanding elder scams that take place through the phone, internet, and mail and knowing what to do if falling prey to a scam was discussed so that others can avoid falling into the same trap. The project was evaluated through Eskaton’s Social Media team who helped to establish relatable content geared towards older adults. Some key results of the project intend to be an improved awareness to scams which will lead to less people becoming fraud victims, as well as understanding how to report a scam attempt or fraud. The tangible product left with the agency was a digital brochure that can be viewed or preserved as a reference if need be.

**11:32-11:44**

**Sending the Right Message**

Miguel Victorino

Agency: Eskaton - Communications

Agency Supervisor: Stacy Robinson

Faculty Supervisor: Carol Sewell

The Communications department for Eskaton] is located [at the Eskaton Support Center in

Carmichael, California. [The communications department is responsible for all creative and

published works for all of Eskaton’s living communities, affordable housing apartment

communities, and home base care centers. All creative works including; Webpage designs,

published articles, video content, visual flyers and newsletters are produced by the

communications team. This project used the Diffusion of Innovation Therory to address the issue

of finding the most strategic way for the communications department to build collateral. The

student created a new communications model that utilizes all of Eskaton’s social media

platforms to reach multiple targeted demographics at once. The project was evaluated by

presenting my communications model to the communications department and other key staff

members for its efficiency and reliability. Some key results of the project were creating a new

communications strategy through digital media, and laying the foundation for a potential new

way of communicating with community members. The tangible product left with the agency was

my communications plan and template.

**11:45-11:57**

**Welcome to the Program: Eskaton Telephone Reassurance Program**

David Jese

Agency: Eskaton

Agency Supervisor: Christie Hebditch

Faculty Supervisor: Carol Sewell

Eskaton, located in Sacramento, is a community-based nonprofit dedicated to enhancing the quality of life of seniors. It offers a diverse family of choices and options that ranges from home-based services to a variety of campus communities. Eskaton has something for everyone. This project used the Diffusion of Innovation theory which outlines different factors that make it more or less likely that people will access services. Individuals who are living alone, are not taking advantage of the telephone reassurance program at Eskaton and their services even though they live in a neighborhood with other seniors. Getting first hand experiences from current participants can be really helpful for those undecided about the program. The student helped designed a letter to help attract new participants to the telephone reassurance program by discussing what the program is about and how building relationships between volunteer and client can be beneficial for their health. There was also a guide with a list of agencies and services that can be helpful for those that need information about services that are provided. The project was evaluated by supervisor of the agency through written questions and verbal comments. The tangible product left with the agency is a pdf copy of the welcome letter, a guide with information of agencies and services for the clients to use if they need anything, the days and time for your calls, and other information.

**Group 3 Professors Marroletti and Anderson Sections**

Zoom Link: <https://csus.zoom.us/j/89742328009>

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| --- |
| GROUP #: 3 Faculty: Suzanne Anderson & Janeth Marroletti |
|  |
| Time | Student Name | Presentation Name |
| 9:35-9:47 | Marcos Gomez | Virtual Freedom Innovation |
| 9:48-10:00 | Demetria Rivera | Aging Education: A Pilot Lesson Plan |
| 10:01-10:13 | Arbie Tanggol | First Call Cares; First Call Bears |
| 10:14-10:26 | Ashley Bradley | Job Discovery Club |
| 10:27-10:39 | Adriana Gallegos | Dead Curious |
| 10:40-10:52 | Caitlin Groark | Coping Strategies, Activities, and Resources Booklet |
| 10:53-11:05 | Jennifer Vargas | Recursos para nuevos cuidadores Latinos |
| 11:06-11:18 | Rachel Wells | Volunteers with A Voice |
| 11:19-11:31 | Brenda Cantero | I am not Alone |
| 11:32-11:44 | Ashley Sutton | Life Enrichment: Reminiscing Activity Booklet |
| 11:45-11:57 | Suhair Siraj | Down in Queerstory |
| 11:57-12:15 | Remaining Questions, Closing Remarks |

**9:35-9:47**

**Virtual Freedom Innovation**

Marcos Gomez

Agency: Sutter Care at Home: Hospice

Agency Supervisor: Melissa Levering-Clark

Faculty Advisor: Janeth Marroletti

Sutter Care at Home: Hospice provides palliative/hospice services to people in the northern California. This organization also provides bereavement support, respite care, end of life education, and many other services. While at the agency, the student helped implement a virtual reality (VR) program. VR can be enjoyed by patients, their families, and other staff members via a VR headset. While wearing the headset, users can travel to different countries, practice guided meditation, or play video games. This project used the Diffusion of Innovation theory, which promotes the adoption of new ideas. VR technology allows those who can no longer leave their homes to escape for a short period of time and experience a simulation of freedom. The student had to receive proper training in the use of the headsets to gain a clear understanding of what patients would be experiencing. After training, it was necessary to identify any obstacles that could impede the users from getting a safe and fun experience. Therefore, equipment cleaning guidelines and easy to understand user instructions were drawn up. The project was evaluated by staff members and patients who used the VR headset and provided direct feedback via surveys. Some key results of the project were positive experiences, distractions from reality, and improved mood. The tangible product left with the agency was the VR goggles which will continue to promote relaxation, improved mental health and an escape from reality.

**9:48-10:00**

**Aging Education: A Pilot Lesson Plan**

Demetria Rivera

Agency: California Commission on Aging

Agency Supervisor: Karol Swartzlander

Faculty Advisor: Janeth Marroletti

The California Commission on Aging, located in Sacramento California is made up of 25 commissioners appointed by The Governor, Speaker of Assembly and the Senate Rules Committee. The job of the commission is to advocate on behalf of California’s older adult. Also, to help advise legislation and regulations made by the state when relating to the older population. This project used the Activity Theory, to address the issue of healthy aging. Research is showing that early education on healthy aging can help people be better prepared as they age. Early aging education can also help to fight stereotypes and ageism. The student developed an Aging Education Lesson Plan for students to help get them thinking about what they can do now to help them age healthier. An interactive PowerPoint presentation was made for the lesson. The overall goal of aging education is to prepare students for a long and fulfilling life. The project was evaluated by built in interactive slides that the students could answer questions about aging before and during the lesson and then again after the lesson to record how their thoughts on aging has changed. An evaluation survey was also created for the instructors to fill out after giving the lesson for feedback they may have. The tangible product left with the agency was the PDF of the PowerPoint Lesson along with the research articles supporting the Lesson. This will make it possible for the Commission to get other schools involved and to adjust the lesson for different age.

**10:01-10:13**

**First Call Cares: First Call Bears**

Arbie Julienne Marie Tanggol

Agency: First Call Hospice

Agency Supervisor: Rachele Doty

Faculty Advisor: Janeth Marroletti

First Call Hospice located in Citrus Heights provides individuals with a quality hospice care to meet each unique needs of patients with a limited life expectancy. First Call Hospice enhances the quality of life to those who are in hospice care and palliative care. Enhancing the quality of life is achieved through palliative care and supportive services designed to meet the physical, psychosocial, and spiritual needs of the patient, the family, and the caregivers. First Call Hospice is Medicare/Medical certified and is licensed by the state of California as a Hospice which contracts with other health care facilities and agencies for inpatient type services. Interning at First Call during these tough times and pandemic showed how older adults who are currently living in facilities are rapidly declining due to the fact that they have not had physical contact from their loved ones for over a year already. This project used the Person-Environment Fit theory to seek and understand aging in the context of the physical and social environments, and to address the issue of older adults in facilities, especially the ones in hospice care have been declining because of social isolation. The student and facility will provide older adults with a teddy bear called the First Call Bears that they can physically touch on special occasion or at random, to cheer them up, and provide a temporary replacement of physical contact from loved ones to steer them away from their rapid decline. The project was evaluated by the field supervisor and volunteer coordinator, the community liaison and marketing, and the Chief Operating Officer. Aside from the bears providing older adults with temporary replacement of physical touch, the marketing department at First Call Hospice will also be able to use the bears for marketing gifts to families and admitted patients. A binder with all of the information on prices, sizes, and where and how to get the bears online will be left in the office along with a flash drive where the First Call Cares logo is saved to attach when purchasing the bears.

 **10:14-10:26**

**Job Discovery Club**

Ashley N. Bradley

Agency: ACC Senior Services

Agency Supervisor: Jeri Shikuma

Faculty Advisor: Janeth Marroletti

ACC Senior Services provides social services for transportation, housing, and education to help older adults sustain their independent lifestyles. They have several funded programs including Meals on Wheels, Lifelong Learning and Wellness Program, and Senior Community Service Employment Program (SCSEP) to name a few. I led individual workshops with participants from SCSEP to assist older job seekers explore their career aspirations and improve their job readiness skills. I conducted outreach to gather guest speakers for group workshops. Workshops included individual introductions, career assessment, job search, networking, interviews/mock interviews, and volunteering. This project used the Diffusion of Innovation Theory which seeks to generate new procedures within the agency. The Job Discovery Club (JDC) would be a new ACC program with workshops designed to assist older job seekers prepare for re-entering employment. The participants had to attend the workshops in order to complete their training. Older job seekers often face self-doubt and anxiety from being out of work and from inexperience of not applying for jobs in a while. It was important to evaluate any barriers that may affect their progression. The project was evaluated by staff and participants who wrote their progression in activity logs that were monitored by ACC SCSEP staff. A survey is also administered to gather feedback on the participants experience and satisfactory. The tangible product left behind for ACC will be a new program, a Job Club that will assist participants overcome barriers, gain new knowledge and skills; and job readiness training to help participants re-enter employment.

**11:27-10:39**

**Dead Curious**

Adriana Gallegos

Agency: First Call Hospice

Agency Supervisor: Rachele Doty

Faculty Advisor: Janeth Marroletti

First Call Hospice located in Citrus Heights is a locally owned agency that was founded in 1993. This agency focuses on individualized hospice care for patients with a limited life expectancy. First Call Hospice strives to provide home and facility hospice care services. In addition, this agency aims to enhance the end of life process with a team that supports the patient’s physical, psychosocial, spiritual, and bereavement needs. First Call Hospice also supports the patient’s families with hands on care and respite services. This project used the 5 Stages of Grief Theory to address the issue of how people approach death and understand the process. I created Dead Curious to be an open space for people to come together and talk about their curiosities about death. As a society, we tend to give death a dark and scary stigma. I wanted to break that barrier, so people could accept the end of life process and understand the beauty of the concept. I conducted monthly meetings via zoom with participants like volunteers and staff from the agency and students from the gerontology department. After each meeting I would share a survey with the participants which allowed me to evaluate the project and gain feedback with future topics. Some key results of the project were learning different perspectives about death and grief from people in different age groups. The tangible product left with the agency was passing on the meeting information so the bereavement counselor could hold future meetings. Dead Curious exceeded my expectations and left me with knowledge that I’ll remember after my time at Sacramento State.

**10:40-10:52**

**Coping Strategies, Activities, and Resources Booklet**

Caitlin Groark

Agency: Eskaton

Agency Supervisor: Julie Sagastume

Faculty Advisor: Janeth Marroletti

Eskaton located in Sacramento is a community-based non-profit dedicated to enhancing the quality of life of seniors in the Sacramento region through home-based services and a variety of communities. This agency provides various programs to residents to improve their quality of life, but many of the residents were unaware of some if not all the programs. This project used Social Ecological Model of Aging to improve the resident’s behavior and quality of life while they are in the community. The student researched the programs that are available to residents at Eskaton, spoke with staff at Eskaton, and researched other coping strategies such as breathing and physical exercises to include in a booklet that the residents would be able to access anytime. The booklet was evaluated by residents at the facility through a questionnaire that had questions for before they read the booklet as well as after. The agency supervisor also commented on the contents of the booklet through email. The outcome of the project was that the residents were made aware of all the programs that are available to them and how to get involved in them. The residents also learned about breathing and physical exercise to improve their health. The booklet will be left with the residents who answered the initial questionnaire as well as at each nurse’s station in the community. A copy will also be given to the agency supervisor.

**10:53-11:05**

**Recursos para Cuidadores de Personas con Diagnosis de Alzheimer o Demencia**

***Resources for Caregivers of People with a Diagnosis of Alzheimer's or Dementia***

Jennifer Vargas

Agency: UC Davis Alzheimer’s Disease Research Center

Agency Supervisor: Jayne La Grande

Faculty Advisor: Janeth Marroletti

UC Davis Alzheimer’s Disease Research Center is located in downtown Sacramento. It is an agency that focuses on research and clinical trials for individuals with dementia specifically Alzheimer’s disease. They also offer diagnostic assessments for individuals that feel they are having memory loss or other cognitive symptoms. This includes assessments, lab test, and neuro imaging studies. Also offering their patients and caregivers to participate in research and have opportunities for caregivers, patients, family members etc. to educate themselves more on this Alzheimer’s topic through programs. This project used the mental health theory to address the issue of new Latino caregivers that may need new information when their loved one is diagnosed. The student participated in a variety of webinars and did research through scholarly articles in order to come up with the information that shows what Latino caregivers may be lacking and need more help on. The project was evaluated by sending out this short brochure to a variety of faculty at the UC Davis Alzheimer’s Disease Research Center that work directly with the Spanish speaking community and their caregivers when they have Alzheimer’s disease. The faculty was able to give back feedback as to what to take out and add onto the brochure. Some key results of the project were that the targeted audience was less likely to read something with a lot of small words. Therefore, it was made very simple to read and understand in Spanish so that they can effortlessly pick it up and read through it in five minutes and be able to pick up some information that will help the caregiver. The tangible product left with the agency was a brochure in Spanish on what to expect as a new Latino caregiver explaining what Alzheimer’s is, caregiver burnout, self-care, and local resources.

**11:06-11:18**

**Volunteers with A Voice Survey**

Rachel Wells

Agency: Eskaton, Quality and Compliance

Agency Supervisor: Terrence Ranjo

Faculty Advisor: Janeth Marroletti

Eskaton is an award-winning, non-profit assisted living and senior living retirement communities in the greater Sacramento area and across northern California. The student focused on the care of older adults struggling with isolation in a global pandemic. The student connected with Christie Hebditch who’s a program manager for the Eskaton Telephone-Reassurance program. She conducts surveys that continuously monitors the feedback from participants who receive the phone calls, but she had yet to come up with a way of analyzing feedback from the volunteers who make the phone calls out to the participants. The project was to come up with a tool to measure the volunteer’s satisfaction with using Eskaton’s Telephone-Reassurance phoneline. The student participated in the onboarding training to hear what Eskaton provides in this volunteer program; then met with the Quality & Compliance team to piece together what they would like to find out from the volunteers. The best way to have structured feedback was to create a survey for volunteers. The Diffusion of Innovation Theory was utilized as it seeks to explain how new ideas spread and adopted. The project was evaluated by analyzing the responses. This survey was created on an Eskaton account so they will have access to it, and it will live on through that outlet if they choose to continue to use it.

**11:19-11:31**

**I Am Not Alone**

Brenda Cantero

Agency: Eskaton Village Carmichael, Assisted Living Unit

Agency Supervisor: Angela Jackson

Faculty Advisor: Suzanne Anderson

Eskaton Village Carmichael, Assisted Living Unit (ALU) located in Carmichael, is a continuing care retirement community that offers personal care, health care and support services that are responsive to the needs of residents. This project used Successful Aging Theory to address the issue of social isolation which prevents successful aging. The student observed the decline of residents’ participation in activities due to COVID-19 social distancing restrictions. The student searched a way to decrease the residents’ feelings of social isolation by creating a cultural booklet which can help them socialize with their neighbors. The student worked with the activity coordinator to make sure the residents were involved in this project by having them select the ethnic group they would like to know more about. The activity coordinator scheduled a time for the student to present the cultural booklet to the residents and have the residents share any experiences or knowledge about the specific culture. The project was evaluated by the residents through a written survey, which was delivered to the residents by the student, asking them for feedback on the cultural booklet. The outcome of the survey showed that the residents enjoyed viewing the booklet with their neighbors and were intrigued to learn more about a culture. The agency was given a finalized cultural booklet as a tangible product, to give to new residents. Also, the student informed the activity coordinator that she is willing to create future cultural booklets and do presentations for the residents.

**11:32-11:44**

**Life Enrichment: Reminiscing Activity Booklet**

Ashley Sutton

Agency: Eskaton Village

Agency Supervisor: Nancy Charlet

Faculty Advisor: Suzanne Anderson

Eskaton Village located in Carmichael is a non-profit senior living and assisted living retirement community in Sacramento and across Northern California. This project used Reminiscence Theory to address the issue of the increased isolation, decreased socialization, and decline of the well-being of residents due to COVID-19, and the social restrictions that occurred. The student collaborated with her agency supervisor to come up with ideas for activities that could be created that embodied reminiscence. The student then researched, created, and facilitated many different activities with residents as a group. Each activity was created to be adaptable for the agency supervisor so that she can implement these activities in future, to fit different themes or topics of her choosing. The project was evaluated by the agency supervisor as she previewed each activity that the student created, and watched the student present them. The student acquired verbal evaluations from the residents and evaluated herself after each presentation to see how she could make the activities more enjoyable for the residents. Some key results of the project were: increased socialization amongst the residents, reflection on their past through commonalities that the residents share, and an increase of available activities that are offered to residents. The tangible product left with the agency was an instruction booklet of each activity that the student created and an explanation on how each activity could be adapted. Along with the booklet, the student left a thumb drive that included all the activities that she has presented during her time at Eskaton.

**11:45-11:57**

**Down in Queerstory**

Suhair Siraj

Agency: Sacramento LGBT Community Center

Agency Supervisor: Marcy Basila

Faculty Advisors: Catheryn Koss (Fall 2020) & Suzanne Anderson (Spring 2021)

The Sacramento LGBT Community Center, located in Midtown Sacramento, works to create a

region where LGBTQ+ people thrive. They support the health and wellness of the most

marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ+

community. This project used the Social Ecological Model of Aging Theory to address the issue

of the lack of representation of LGBT older adults and the barriers to accessing their services at

the Center. The student interviewed eight community members and compiled the interview

information to create a PowerPoint. The information will be used to post on the Center’s website,

highlighting senior services. The project was evaluated by staff members at the Center. The

outcome indicated that the participants enjoyed the interviews because they had a chance to

reflect back on their lives and talk about what they would like to see happen at the Center, giving

the student ideas on how to advocate for them. The tangible product left with the agency was a

PowerPoint of the interviews done with the participants that highlight their life stories, hobbies,

careers before retirement, and more. Additionally, a new tab has been created on the Center’s

website that provides the project itself and the senior services provided at the Center.

**Group 4 Professor Jensen’s Section**

Zoom Link:<https://csus.zoom.us/j/87138056195>

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| GROUP #: 4 Faculty: Donna Jensen |
|  |
| Time | Student Name | Presentation Name |
| 9:35-9:47 | Shelby Wagoner | The Oakmont Way of Filing |
| 9:48-10:00 | Katie Hill | Learning about Dementia Care Plans of Operations |
| 10:01-10:13 | Brittany Elliott | COVID-19 Fact Sheet for Older Adults Living in Long Term Care |
| 10:14-10:26 | Stephanie Tinoco | Cultural Respect & Dignity |
| 10:27-10:39 | Maria Vazquez | The Community Link Project |
| 10:40-10:52 | Naayliah Gayton | A Call a Day, May Brighten One’s Day |
| 10:52-11:05 | Remaining Questions, Closing Remarks |

**9:35-9:47**

**The Oakmont Way of Filing**

Shelby Wagoner

Agency: Oakmont of Roseville

Agency Supervisor: Terry Ervin

Faculty Advisors: Terrence Ranjo (Fall 2020) & Donna Jensen (Spring 2021)

Oakmont of Roseville is an all-inclusive retirement living community that provides independent living, assisted living, and memory support services. This project used the Diffusion of Innovation Theory which seeks to explain how new ideas are adopted based on advantages, complexity, compatibility, and observability. The student created a record-keeping system to improve the existing filing and office management systems in the Oakmont of Roseville business office. The student created a filing and tracking system addressing resident and staff information that paid particular attention to accessibility, functionality and protection of confidential staff and resident information. A positive unanticipated consequence is that the system also assists the health services director with admissions and discharges due to the easily accessed information. Creating this project meant learning Oakmont’s practices, the elements of running a business office, human resources, file management, and accounting. The project was evaluated by the business office director as well as the executive director. The tangible product left with the agency was a modernized filing system that is up to date with easy access and paperwork already loaded for all of 2021.

**9:48-10:00**

**Learning All About: Dementia Care Plans of Operations**

Katelynn Hill

Agency: The University of Assisted Living

Agency Supervisor: Steve Sarine

Faculty Advisor: Minoo Pakgohar (Fall 2020) & Donna Jensen (Spring 2021)

The University of Assisted Living located in Rancho Cordova is a program that helps people receive training to start working in assisted-living and other care communities. The UAL assists those who are currently working in long-term care communities reach their employment goals. This project used Knowles’ Adult Learning Theory to develop a training program for employees who desire to become a memory care director. The student did extensive research to plan a section of the training on care plans and operations for memory care communities which discusses daily rosters of procedures and programs. The project was evaluated by Steve Sarine, as well as many other assisted living communities such as Oakmont, Sunrise Senior Living, Rivers Edge. Some key results of the project were developing detailed examples of the plans of operations, how to address resident’s care and behaviors, and having emergency and disaster plans prepared. This section helps educate employees on what goes into becoming a memory care director. The tangible product left with the agency was a PowerPoint that went step-by-step discussing dementia care plans of operations.

**10:01-10:13**

**COVID-19 Fact Sheet for Older Adults Living in Long Term Care**

Brittany Elliott

Agency: The Alzheimer’s Association

Agency Supervisor: Bonnie Rea, MSW

Faculty Advisor: Donna Jensen

The Alzheimer’s Association is a non-profit organization that seeks to see a world without Alzheimer’s or any other kind of dementia through research, risk reduction and early detection, and enhancing care and support. This project used Structural Lag Theory to address the issue of keeping up with constant changing COVID-19 guidelines for long-term care visitations and other policies. The student attended webinars on COVID-19 and caregiving sponsored by the Alzheimer’s Association, researched the California Department of Public Health and the Centers for Disease Control and Prevention’s website, then created an editable document with current guidelines and links so it can be used and updated as needed throughout the pandemic. The project was evaluated by reviewing the rough draft with two supervisors at the Alzheimer’s Association. The project created a centralized document the Sacramento office could reference to help constituents calling the Helpline for current COVID-19 guidelines. The electronic document contains links relevant websites where staff could obtain the latest information. The tangible product left with the agency was the editable Google Document the Sacramento Office can use as a reference and edit as the impact of COVID-19 changes.

**10:14-10:26**

**Cultural Dignity and Respect**

Stephanie Tinoco

Agency: Golden Pond Retirement Community

Agency Supervisor: Tandy Bowman

Faculty Advisor: Minoo Pakgohar (Fall 2020) & Donna Jensen (Spring 2021)

Golden Pond Retirement Community, located in Sacramento near Rosemont Community Park, is a family-owned business that provides long-term care assistance in activities of daily living and comprehensive memory support programming. This project used Respect and Dignity as the concepts of cultural values to address the needs of residents during COVID-19 who were not able to express themselves with their community. The student created a pamphlet which addressed the definition of Cultural Dignity and Respect. This creates an environment that respects the dignity of residents and where opportunities are available to build skills. Tips of Dignity and Respect from the resident's point of view are given. It included positive aspects of how they individually were shown Respect and Dignity. The pamphlet will be used for residents and staff at Golden Pond to remind them how simple words can make a difference. This also includes affirmations which will uplift and give both residents and staff a positive view on their outlook. The project was evaluated by a survey completed by the residents and staff. Some key results of the project were the positive experiences the residents have shared at Golden Pond. This allowed staff to be informed with the resident's definition of Respect and Dignity as well as their appreciation for them. The tangible product left with the agency are pamphlets of current residents who shared experiences on how they have encountered Respect and Dignity at Golden Pond providing more knowledge for staff, residents, and new members entering the community.

**10:27-10:39**

**The Community Link Project**

Maria Vazquez

Agency: Eskaton Telephone Reassurance Program

Agency Supervisor: Christie Hebditch

Faculty Advisor: Minoo Pakgohar (Fall 2020) & Donna Jensen (Spring 2021)

The Eskaton Telephone Reassurance Program works to ensure the well-being of its participants through friendly phone calls. They understand the need for human connection as an integral part of one’s physical and emotional health and is why they offer calls 365 days a year. In addition to providing their participants with the opportunity to engage in friendly phone conversation they also help participants access community resources as needed. Using the Diffusion of Innovation Theory that seeks to explain how new ideas are spread and adapted the student has developed The Community Link Project. This project helps increase volunteers' low compliance rates in reporting call outcomes upon completion of their shifts. Reporting call outcomes can be done via email, by calling the message line, or speaking directly to program staff members. Failure to comply with this protocol jeopardizes both participant safety and the program's future funding. The project consisted of two easily implementable, testable, and measurable steps, (1) creating and distributing a volunteer survey to help the TR staff gain insight on how volunteers currently report their call outcomes and how to improve these numbers and (2) designing a postcard that is mailed out as a friendly reminder to report call outcomes. This project was evaluated by the agency supervisor who provided feedback and suggestions on the survey and postcard in addition to the volunteers who have participated in the survey. The overall effectiveness of this project however will be measured long-term by the TR Program. The product I will leave behind is a PDF file of the survey that can be edited as needed along with two postcard designs that can be mailed out as staff sees necessary.

**10:40-10:52**

**A Call a Day, May Brighten One’s Day**

Naayliah Gayton

Agency: Eskaton Telephone Reassurance Program

Agency Supervisor: Christie Hebditch

Faculty Advisor: Minoo Pakgohar (Fall 2020) & Donna Jensen (Spring 2021)

Through their knowledgeable volunteers, the Eskaton Telephone Reassurance Program places thousands of support calls a month to older adults. To ensure a better quality of life for older adults, their program positively impacts our community in making over 60,000 annually. To reach more individuals that the program can benefit, the student created a welcome letter, with information about Eskaton’s Telephone Reassurance Program, to reach out to those older adults living in affordable senior housing locations. The goal of “A Call a Day May Brighten One’s Day,” is to ensure that older adults residing in affordable housing are provided with helpful resources. Using the Person-Environment Theory influenced the project by targeting older adults who may be at risk of increased anxiety and depression due to isolation and lack of human engagement. The welcoming letter was evaluated by peers and Eskaton’s Telephone Reassurance Program’s supervisor Christie Hebditch. This letter will assist in outreach to affordable senior housing sites.