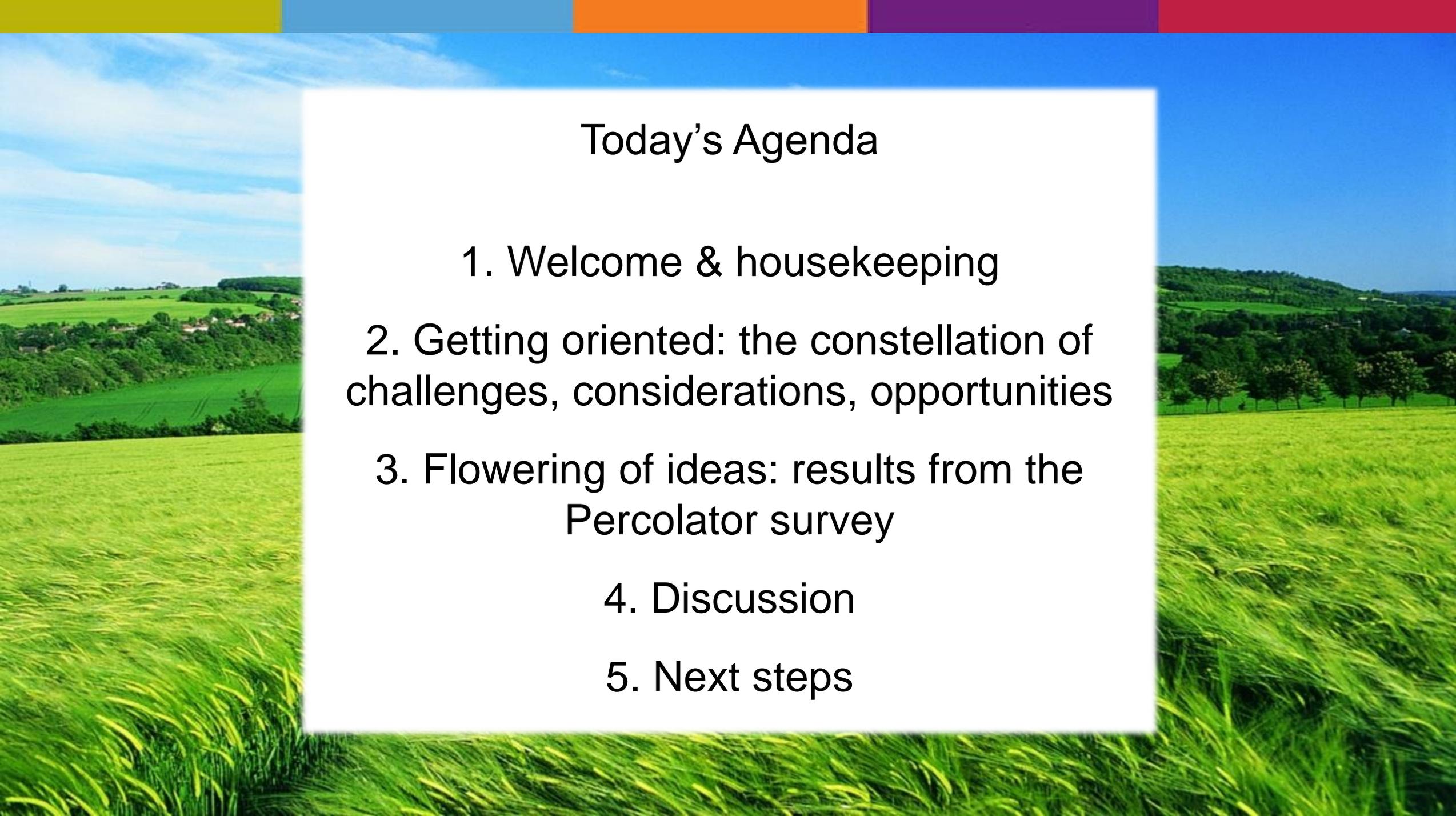


Memory Cafés in Massachusetts



**Percolator Memory Café Network
Cafés in the time of Coronavirus
March 24, 2020**



Today's Agenda

1. Welcome & housekeeping
2. Getting oriented: the constellation of challenges, considerations, opportunities
3. Flowering of ideas: results from the Percolator survey
 4. Discussion
 5. Next steps

Housekeeping



- This meeting is being recorded. The recording will be posted in the meeting archive at www.jfcsboston.org/Percolator
- **Everyone: please type your name and location into the Chat function NOW. This will be our attendance list.**
- Please make sure to choose one option for audio: EITHER your computer speakers, OR your phone.
- Please activate your video option if you have a web cam and would like us to see you.
- Please use the Chat function anytime to send your questions and comments.
- The nature photos you'll see in these slides are simply to make us happy.

Who is with us at today's meeting:

- Café coordinators
- Providers of other dementia friendly programs
- Teaching artists and other activity facilitators
- *If you haven't already, please type your name and location into the Chat box!*



Virtual Cafés: Constellation of Challenges, Considerations and Opportunities

Café guests

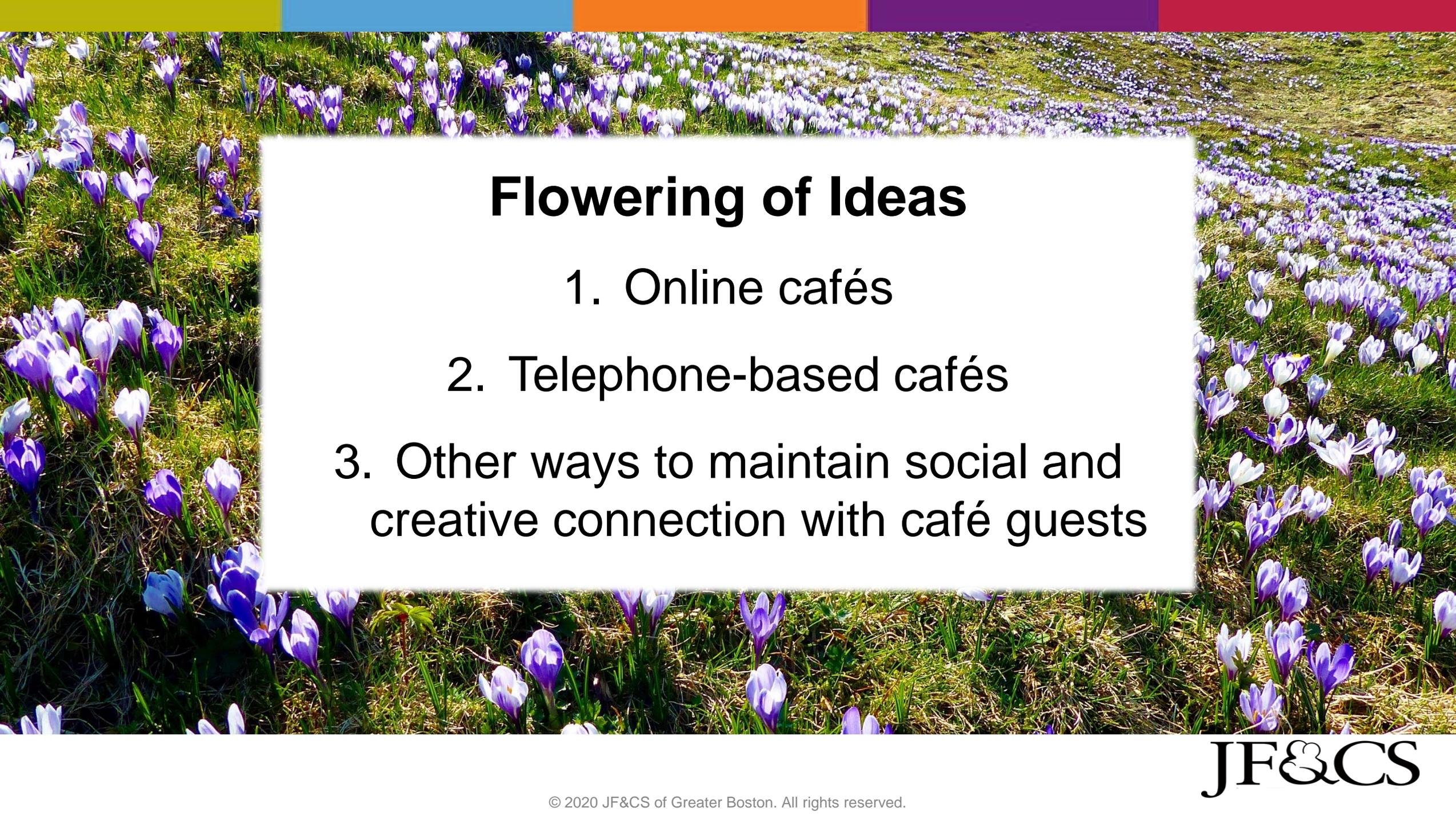
- Do they have computer and internet?
- Do they feel comfortable going online?
- Will they join in faraway cafés, or is it too hard to feel connected with people they haven't met in person?

Café host organizations and coordinators

- Do they have capacity now to develop systems for virtual programs?
- How will they handle confidentiality?
- Are funds still available for (more) snail mailings?
- Are funds available to pay guest facilitators?

Teaching artists/activity facilitators

- Do they offer online or phone-based programs, and/or recorded programs?
- What are their fee requirements? (less travel time, but more prep time)

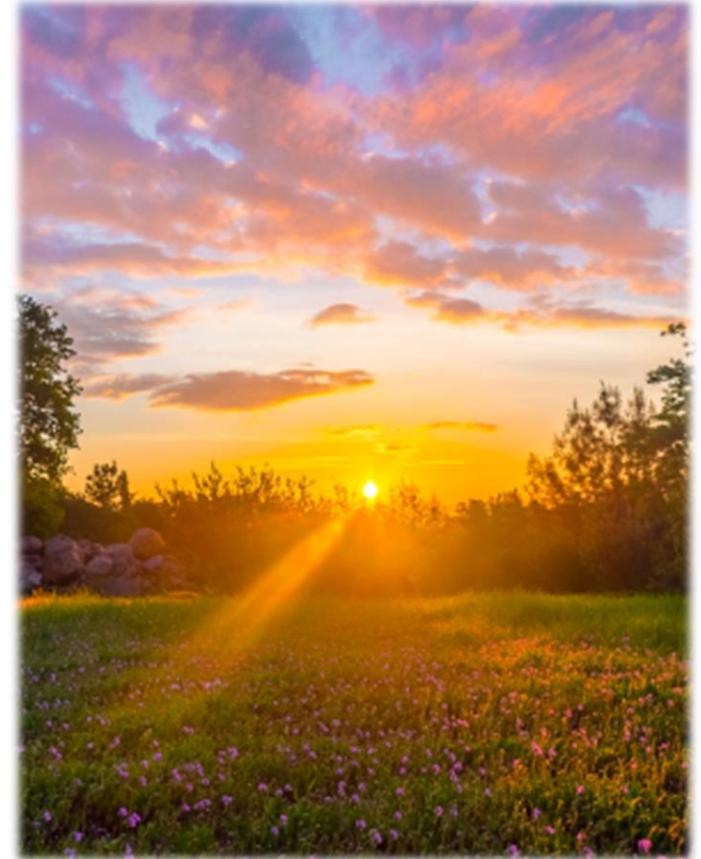


Flowering of Ideas

1. Online cafés
2. Telephone-based cafés
3. Other ways to maintain social and creative connection with café guests

Benefits of Virtual Cafes

- Guests could participate from any location.
- We could reach community members who have not been able to get to our cafés in the past.
- You have the option of recording the café (with everyone's agreement), and then sharing it.
- When we return to in-person programs, we may want to maintain a virtual option.





Consider Confidentiality



Organizations that host memory cafés will have their own rules to follow.

What to consider:

- The organization cannot guarantee confidentiality when people participate via an online or (to a lesser extent) via a phone-based platform. For example, you cannot control whether someone else walks through the room where your guest is participating.
- If you want to record and share an online program, you need to make sure that is okay with participants/facilitator.
- Note: HIPAA guidelines have been made much more flexible to allow tele-health activities.
- Again: each café needs to explore its own confidentiality guidelines and decide if a waiver is needed, etc.

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1. Online Cafés



First steps:

- The café host must explore and address confidentiality concerns.
- The café host or guest facilitator must set up an online meeting with a platform such as Zoom, Facebook Live, Microsoft Teams, etc.
- Make sure you know if the platform limits how many people can attend or how long the meeting can last.
- Are you comfortable using the platform? Learn to use it by watching video tutorials and then setting up test meetings with colleagues or friends.



1. Online Cafés



Next steps:

- The café host must provide guests with the link and instructions on how to connect.
- Will café guests also need instruments, art materials, song sheets, etc.?
- Participants must have a computer/tablet/smart phone, internet, and a reasonable level of comfort with using them.
- Consider sending them a link to a video tutorial about joining a meeting.



Examples

- Dementia Mentors' Virtual Memory Cafés

<https://www.dementiamentors.org/virtual-memory-cafes.html> (watch a 12-minute demo)

- Passaic, NJ: weekly 2-hour cafe, exercise, memory word games.
Questions: Rebecca Schochet at 862-233-1598 or r.schochet@jfsclifton.org





Examples

- **Fox Valley Memory Project** in Wisconsin is working with Kairos Alive's Dancing Heart program, using ZOOM. They have tested it with participants in their Mindworks program, older adults and younger adults with a disability who are living in low-income housing, and older adults in an isolated rural community.
- Watch a 2-minute video about Kairos' online dance program: https://www.youtube.com/watch?v=_UUvIWA45FE
- **Questions?** Contact Susan at susan.h.mcfadden@gmail.com



What platform to use?

- Does your organization have a professional account for a particular platform?
- If possible, use Zoom. Why?
 - Simplicity.
 - Consistency. It will be easier for our guests to join multiple cafés if they don't have to learn multiple systems.
- The best way to learn: watch the video tutorials, and then host an online meeting with a couple of friends or colleagues!



Virtual café facilitation tips

- Make sure that participants either use their phone OR their computer for audio, not both.
- Be prepared to mute everyone in case you get an echo.
- Plan to spend 10-15 minutes at the beginning to get everyone connected and comfortable.
- Go over housekeeping with your guests (how to use the chat function, if it is being recorded, etc.)
- It is helpful if you can have a second person to monitor the chat box.



Do you need to know who attended?

- The platform may have a registration function.
- You could ask participants to type their name in the chat box.
- Make sure to save the chat log!



Finding programming for your virtual café

Reach out to teaching artists and facilitators in your area, and work together to make the transition to online!

Guest facilitators need to get paid! Travel time is eliminated, but prep time may increase. For your planning purposes, assume roughly the same fee. Discuss fee requirements together!

Resource for teaching artists:

<https://covid19freelanceartistresource.wordpress.com/working-gathering-teaching-online/>



Massachusetts Guest Artist/Activity Facilitator Directory

- The Massachusetts guest artist/facilitator directory is being updated – many participants are offering virtual and/or recorded programs!
- You could hire and work with these artists even if you are far away from Massachusetts!
- Find the directory at www.jfcsboston.org/Percolator
- See the last two columns in the Google sheet



Tips for those without a device or with poor Internet speed

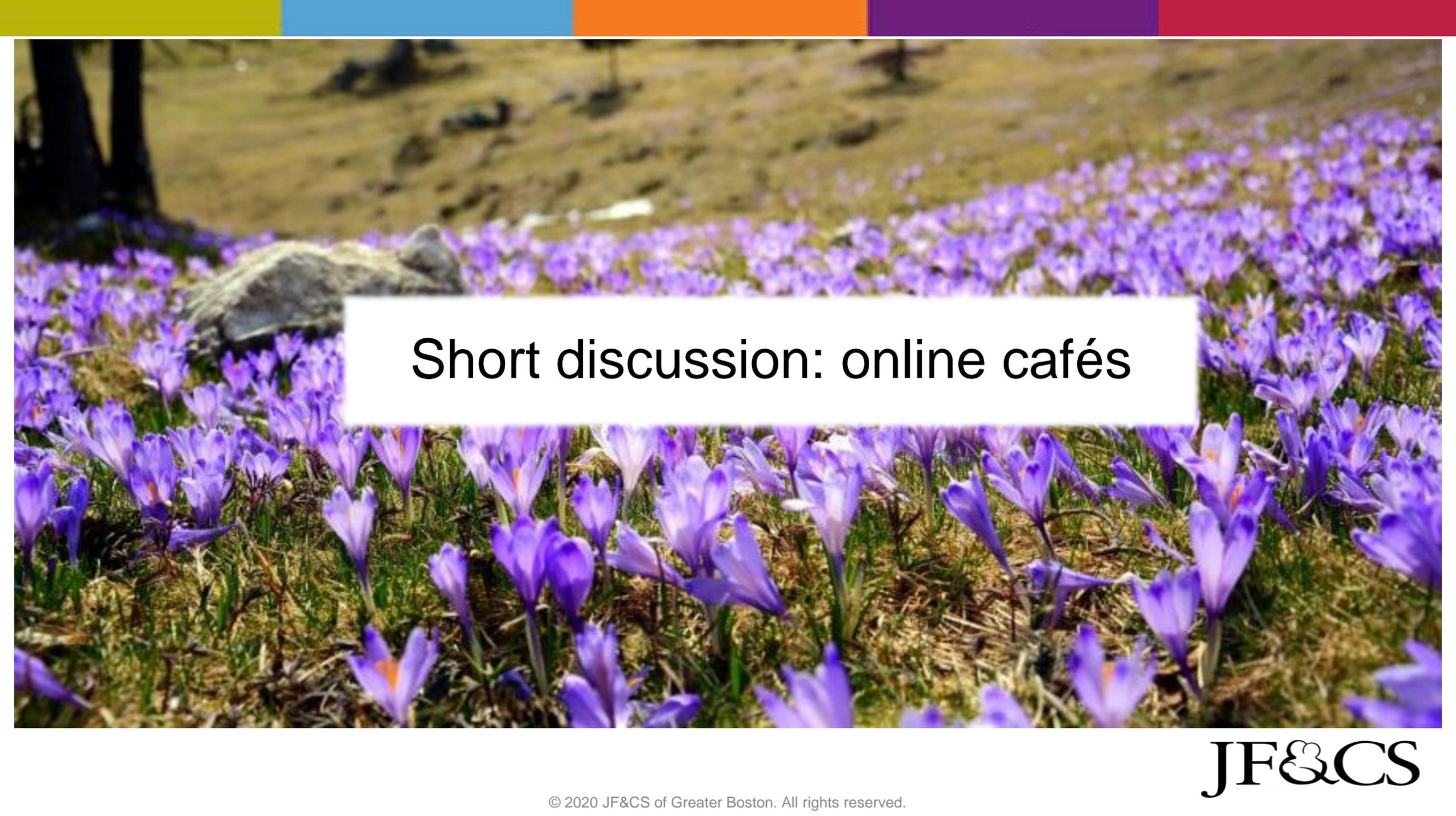
- “We've discovered that you can buy an Amazon FIRE for about \$80 for those who don't have a tablet or other device. Money could be available from local foundations, etc.”
- The public library in Marquette, MI, has placed its router in a window and thus anyone parked (for free) in their parking lot can use it. Libraries that do memory cafes could consider doing this.



Getting over the hump

- You CAN do this!
- Your café guests CAN do this!
- Ask the kids or grandkids to help!
- Watch video tutorials.
- Test your platform with friends.
- Keep the first café(s) simple. If you would like to have a guest facilitator, work with someone you know.
- Expect to spend 10-15 minutes getting everyone connected at the beginning.



A photograph of a vast field of purple crocuses in bloom, stretching towards a hazy background. A white rectangular text box is centered over the middle of the image.

Short discussion: online cafés



2. Phone-Based Cafés



- Simpler to access than online cafés, and most people have the needed equipment
- Some services may enable outgoing calls (may cost money)
- The café host must explore and address confidentiality concerns.
- The café host or guest facilitator must set up a conference call.
- The café host must provide the call-in number and instructions to café guests.
- Will café guests also need instruments, art materials, song sheets, etc.?



Examples

- **Telephone Topics:** a well-established program where older adults call in on a toll-free number and participate in facilitated group activities through the phone. AgeOptions (Area Agency on Aging for Suburban Cook County, IL) has now partnered with Telephone Topics to connect them with more program facilitators. Activities include mindfulness/meditation, chair yoga, book clubs, music therapy sessions, brain teaser activities, and sessions in languages other than English. Visit <https://www.mather.com/neighborhood-programs/telephone-topics>
- **Questions?** You can contact amanda.wojan@ageoptions.org



Examples

- **Well-Connect:** an established national phone-based engagement program that calls pre-registered participants when the café begins. Activities have included: discussion of favorite holidays, reading and discussing a short story together, and dementia education. Visit <https://covia.org/wp-content/uploads/2019/12/Well-Connected-Winter2020-FINAL.pdf>
- **Questions?** You can contact Rebecca at rhafner@eastersealsnh.org



Tips for phone-based cafés

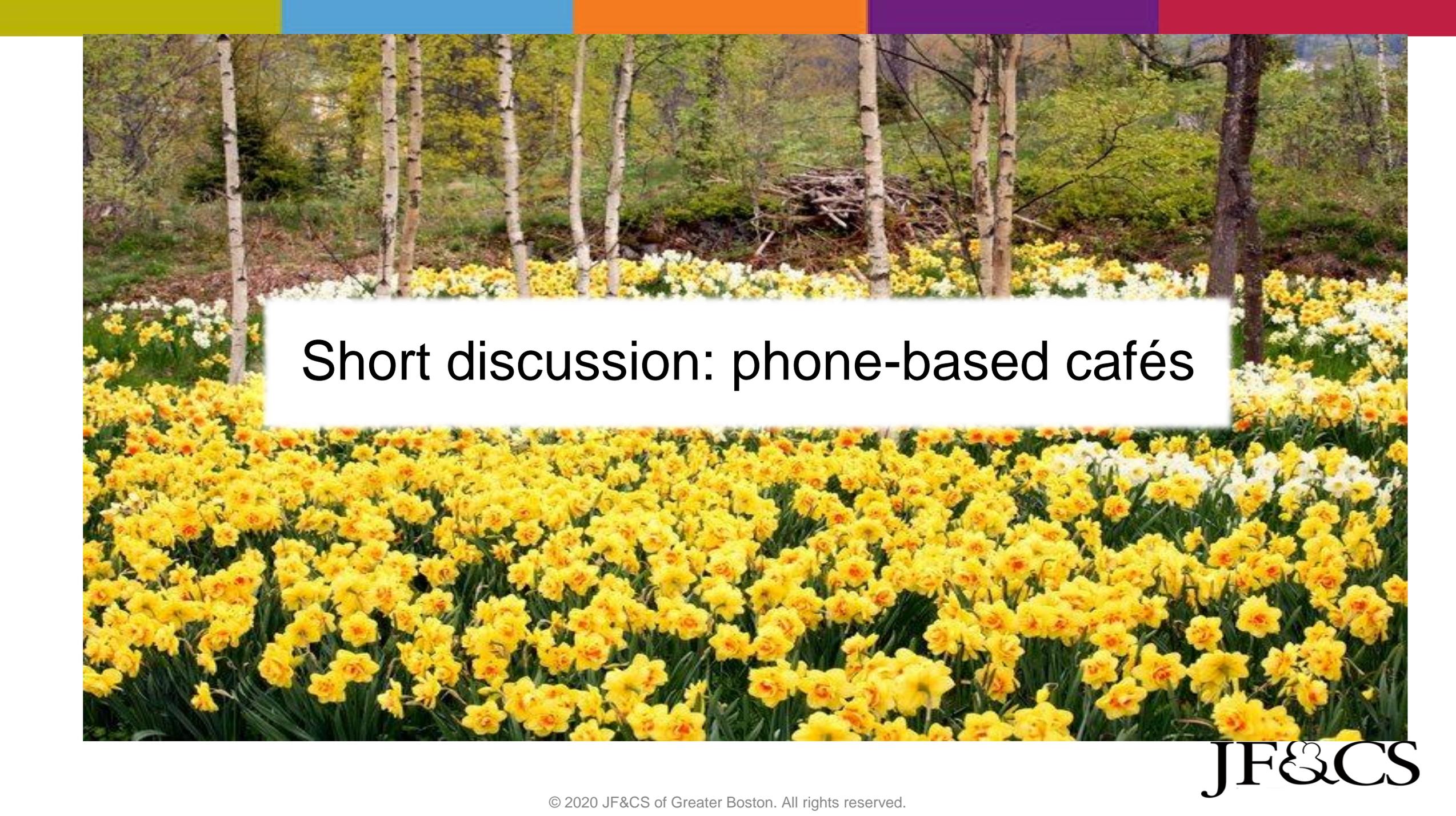
- Expect a bit of chaos – people may speak up at once.
- Establish house rules and go over them.
- Write down the names of everyone who has called in so you can interact with people directly.
- Make sure you are able to mute everyone to reduce background noise!
- If this is a new program, expect to put a lot of time into outreach – your participants may be isolated. Partner with Meals on Wheels, housing, faith communities, etc.



Some café activities could be accessed either online or by phone



- If the activity is primarily auditory (eg., singing) and you can mail out song sheets in advance, participants could either connect online OR call in.
- Be prepared to describe the action for those who are on the phone.

A photograph of a large field of daffodils in a forest. The foreground is filled with a dense carpet of bright yellow daffodils. In the middle ground, there are several white daffodils interspersed among the yellow ones. The background consists of a forest of birch trees with light-colored bark and green foliage. A white rectangular box is overlaid on the middle of the image, containing the text "Short discussion: phone-based cafés".

Short discussion: phone-based cafés

Combined directory of virtual cafés



<https://www.memorycafedirectory.com/cafe-connect/>

Submit your virtual café listing!

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3. Other ideas for staying connected



- Organize your café volunteers to write cards or make calls to café guests
- Some café guests may be able to make cards or calls to others
- Phone trees
- Compile and share lists of activities that guests can do at home, whether online or not: bake an old family recipe; take a virtual museum or zoo tour online
- See TimeSlips.org, Creativity Center: “Ask a Beautiful Question,” “Do a Mini-Project,” “Make up a Story”
- Share recorded videos of creative engagement activities

More ideas



- “We are putting together and mailing packets of brain games, song sheets (our participants all recently received kazoos at a cafe), jokes, links to online activities, and materials with instructions for making a memory box. We are currently collecting Facebook names to set up a group for keeping in touch.” Questions: Donna Dlugie, Paw Paw District Library, donna@pawpaw.lib.mi.us
- “On a Positive Note” chorus in Wisconsin is recording fun sing-a-long videos and providing lyrics for familiar songs:
<https://www.foxvalleymemoryproject.org/?s=on+a+positive+note>

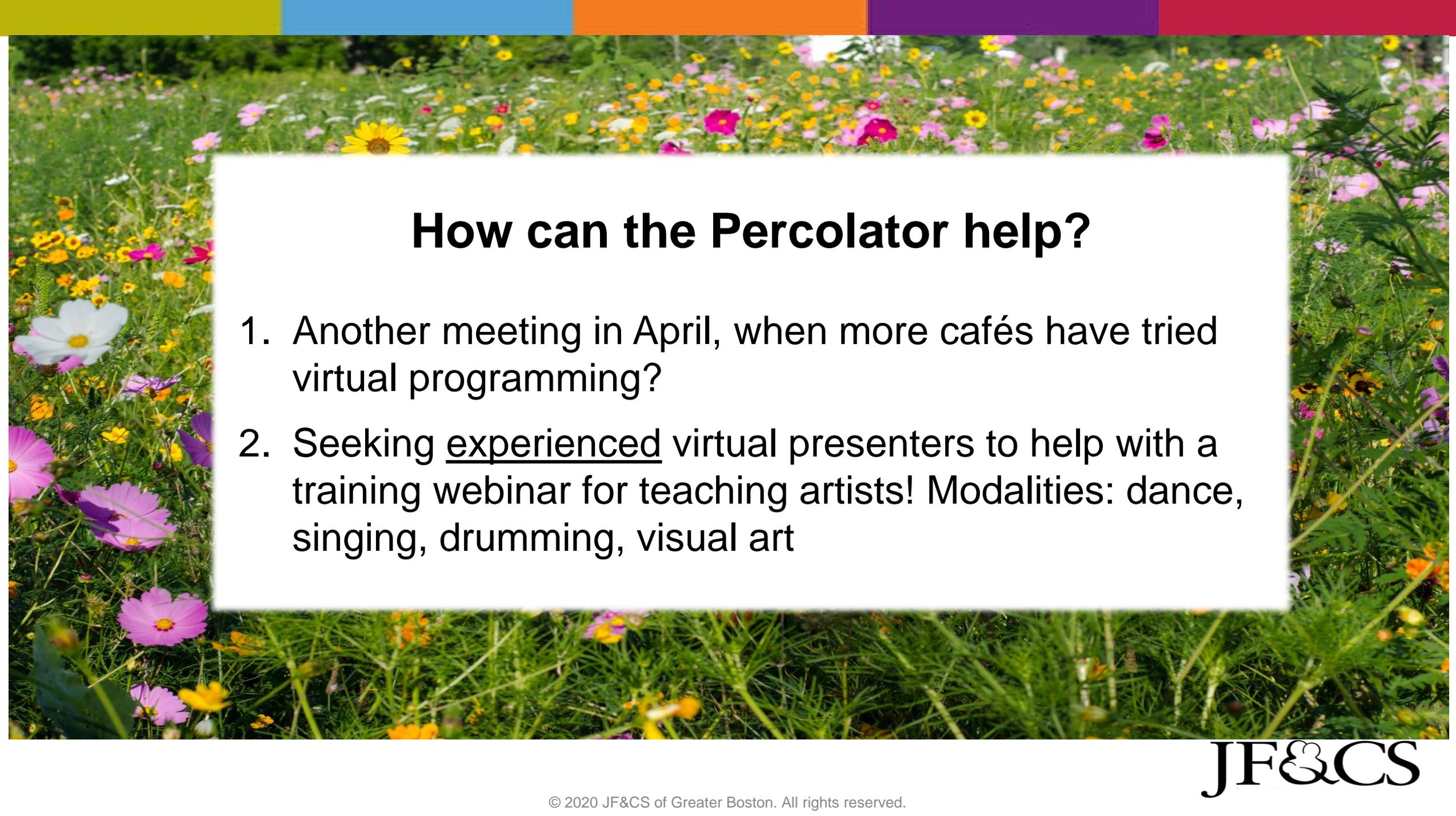
Consider Confidentiality



- Each organization has its own guidelines.
- Are you permitted to share contact information between volunteers and café guests? (Can you ensure that no one will be tempted to visit in person?)

A photograph of a garden path covered in a dense carpet of small blue flowers. The path is bordered on both sides by vibrant red flowers. The background shows lush green foliage and trees, suggesting a well-maintained garden setting.

Short discussion: other ways to stay
connected



How can the Percolator help?

1. Another meeting in April, when more cafés have tried virtual programming?
2. Seeking experienced virtual presenters to help with a training webinar for teaching artists! Modalities: dance, singing, drumming, visual art

Resources



Resources for café coordinators

- Visit the Percolator at www.jfcsboston.org/Percolator
- Percolator Google Group: ask each other questions!
- Watch the recent TimeSlips webinar, full of great tips for creative and social engagement, especially in residences: <https://timeslips.org/admin/news/28/edit>
- List your virtual café: <https://www.memorycafedirectory.com/cafe-connect/>

Resources for teaching artists

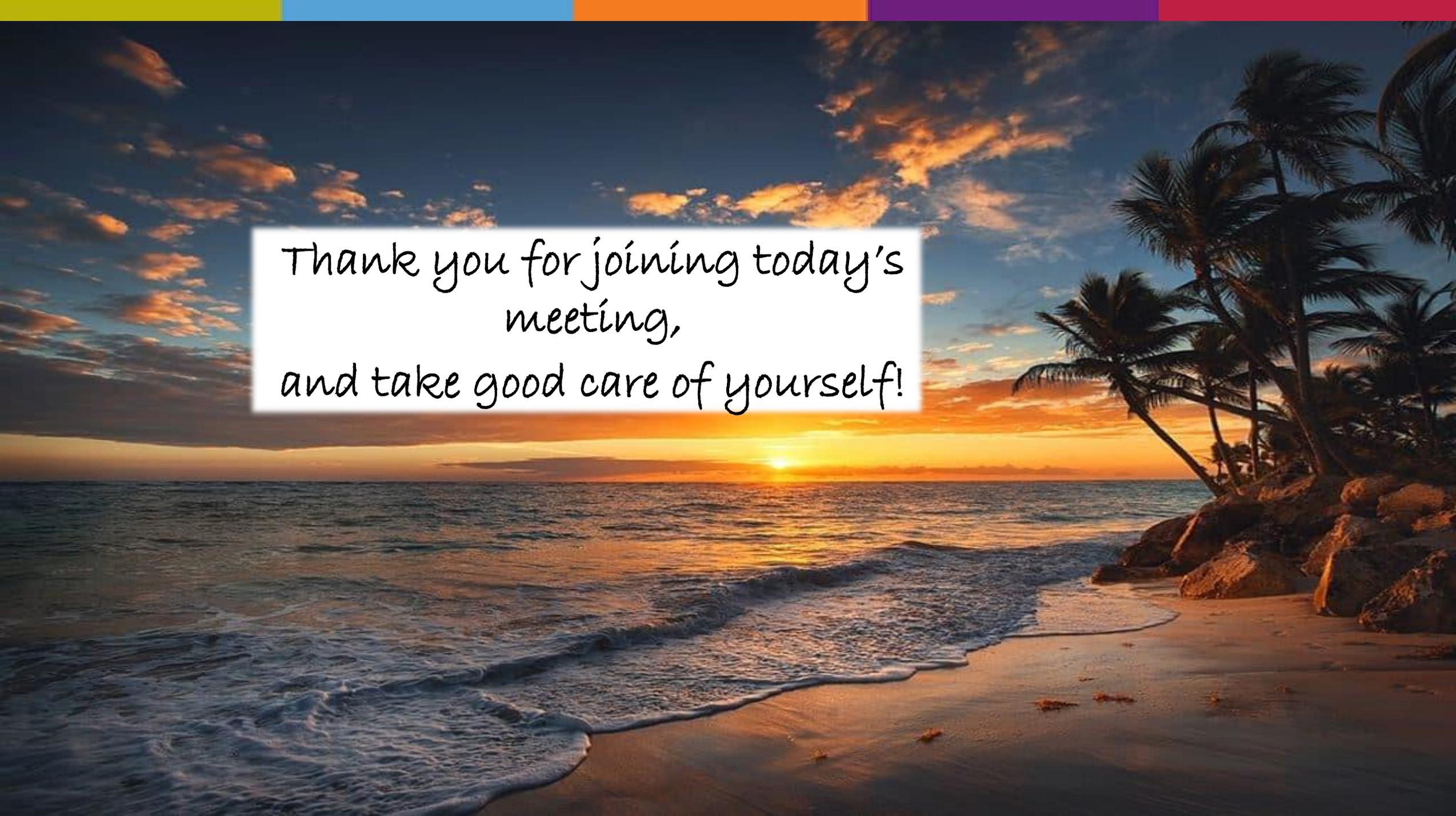
- <https://covid19freelanceartistresource.wordpress.com/working-gathering-teaching-online/>

Save the date for the next Percolator Quarterly meeting

**Wednesday, June 10,
1:30 – 3:30 pm EST**



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A tropical beach scene at sunset. The sun is low on the horizon, casting a golden glow over the ocean and sky. The sky is filled with scattered clouds, some of which are illuminated by the setting sun. In the foreground, the ocean waves are gently washing onto a sandy beach. To the right, several palm trees are silhouetted against the bright sky, standing on a rocky outcrop. A white rectangular text box is centered in the upper half of the image, containing the following text:

Thank you for joining today's
meeting,
and take good care of yourself!