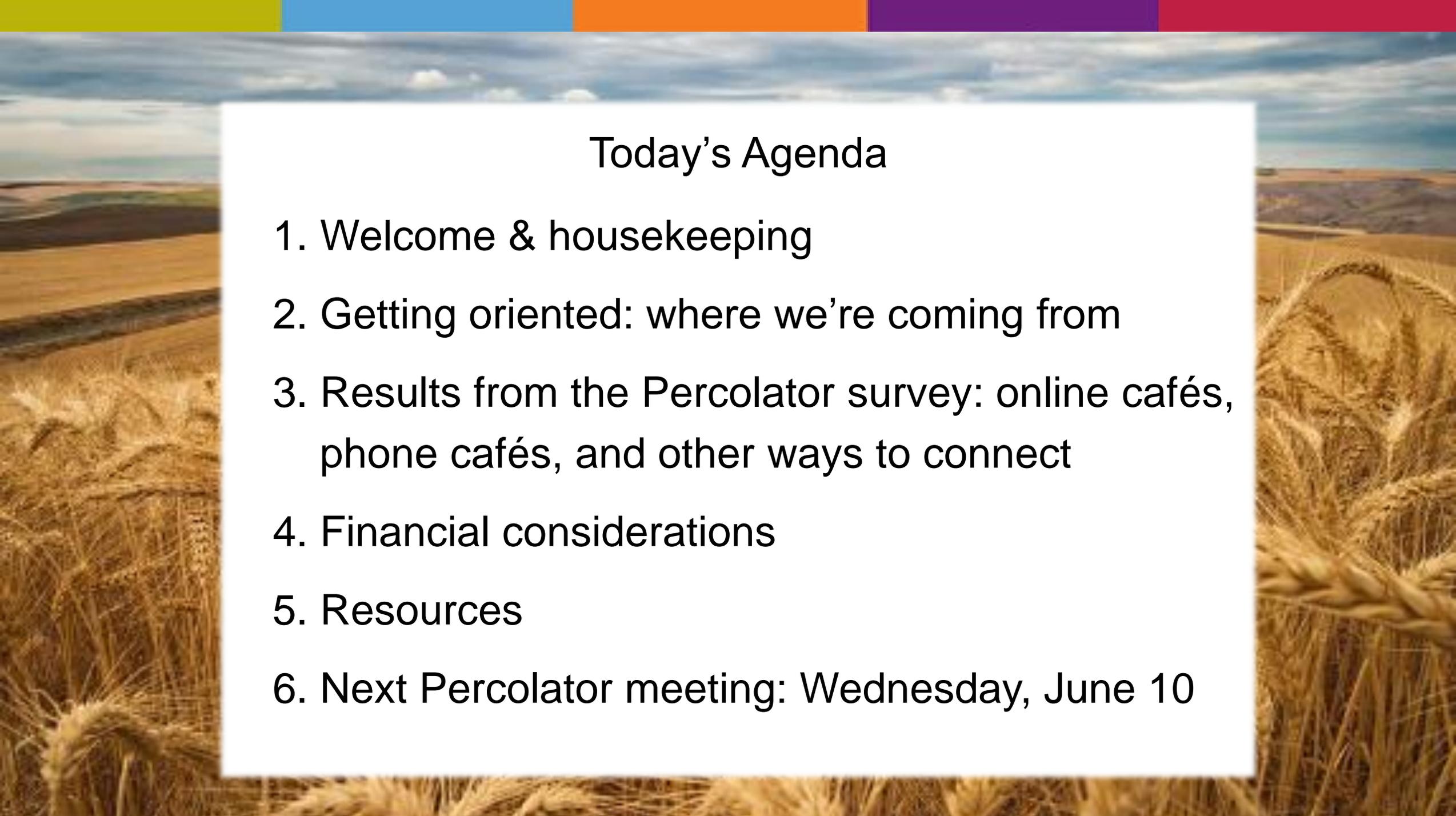


Memory Cafés in Massachusetts



Percolator Memory Café Network
Cafés in the time of Coronavirus, Part II
April 28, 2020



Today's Agenda

1. Welcome & housekeeping
2. Getting oriented: where we're coming from
3. Results from the Percolator survey: online cafés, phone cafés, and other ways to connect
4. Financial considerations
5. Resources
6. Next Percolator meeting: Wednesday, June 10

Today's comforting images: bread and other baked goods



Housekeeping

- This meeting is being recorded. The recording will be posted in the meeting archive at www.jfcsboston.org/Percolator
- Please mute yourself if you are not speaking.
- 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.
- Visit www.jfcsboston.org/Percolator to join our mailing list and see resources.



Who is with us at today's meeting:

- Memory café coordinators
- Providers of other dementia friendly programs
- Teaching artists and other activity facilitators
- Feel free to say hello and share your resource links in the chat box



Where we are coming from

- Some have always done virtual programs
- Some have gone virtual for a month or so
- Some are just learning what the ingredients are



Where we are coming from

- Most are transitioning an existing café to virtual gatherings
- Some are starting from scratch with a new café
 - Do you have a mailing list and/or outreach capacity?
 - Decide now whether you will continue to offer a way to take part virtually, when we eventually go back to in-person programs



What is arising



- Access has decreased ↓
 - No internet, device and/or lack of comfort in using them
 - Programming and visits limited in residences
- Access has increased ↑
 - No need to travel
 - Geography is no longer a barrier (example: Memory Café Brazil Online)

Questions that are arising

- How much will guests bond with people whom they have only met virtually?
- Could how we experience togetherness evolve over time?
- When physical distancing ends or is reduced, can we maintain a virtual option?





Online cafés

Raw Ingredients



- Host needs a platform and level of comfort using it
- Guests need:
 - Device (smart phone, tablet, computer)
 - Internet
 - Level of comfort using device, internet, platform
 - Any materials needed for activity
- Guest facilitator (if any) needs:
 - A virtual way to facilitate
 - Level of comfort with the platform

Considerations



- Security (learn how to keep your platform secure)
- Confidentiality (during live program; in a recording)
- Presenter(s) must have a stable internet connection and reasonably good audio quality
- Audio lag (mute guests if you are singing together)
- How will you “take attendance?”
- Closed captions: automated captioning is available on some platforms; guests can call into Zoom on a Captioncall phone or a phone with a Captioncall app

Recording all or part of your cafe

Recording can make the fun last longer!



Considerations:

- Privacy of guests (learn how to hide their video)
- Copyright considerations of guest facilitator
- YouTube or other website where you can upload video

“One person said his wife watched the video 29 times in just a couple of days!”

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Survey results (n=25)



- Most virtual cafés are using Zoom. Other platforms: GoToMeeting, Facebook Live, Bluejeans
- Who participates: people living with dementia, people with I/DD, care partners, bereaved care partners, volunteers
- Virtual cafés seem to be shorter and meet more frequently than in-person cafés. (Most common: 1-1.5 hours, 2 x month. Several are weekly)

Survey results: activities

- Casual conversation: how we're coping; reminiscing
- Timeslips.org "Beautiful Questions"
- Games: trivia, bingo, Headbanz (using chat box), Wheel of Fortune (using white board function)
- Zumba, Ageless Grace, BeSoul, dancing, exercise
- Self-Reiki, relaxation
- Slide presentation and discussion, e.g. Tales & Travel literacy activities, bird talk, art education, nature photos
- Singing, drumming
- Musical concerts
- Open mic poetry
- Easter bonnet parade



Mary Beth Riedner is developing online versions of several Tales & Travel Memories excursions!

Examples

- **Dementia Mentors' Virtual Memory Cafés**

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



- **WINDS Cafe**, 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 partnering with Kairos Alive's Dancing Heart program to offer Zoom dance programs for 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

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Examples

Dementia Friendly Communities of Northern Colorado is offering Virtual Variety Shows with live entertainment, including music, gardening, exercise, <https://dementiafriendlycommunitiesnoco.org/virtual-variety-show/>



Tips



- Prepare for challenges with technology!
 - Assume that not everyone can connect. Survey your guest to learn what their needs are?
 - Plan to help with tech as much as you can, to relieve care partners from an extra burden
 - Consider sending guests a video tutorial/instructions on how to join your meeting
 - Take time to orient guests to audio, video, chat functions at the beginning of the café – each time!
- Learning the technology is a potential opportunity for intergenerational sharing!

Tips



- Make all presenters/coordinators “co-hosts”
- Be ready to mute everyone, due to background noise
- If you can, have a second staff person to help manage the café
- Design the session to work for telephone participation as well as online participation
 - Verbally describe everything that’s important
 - Send out materials in advance, if needed

Tips



- Be aware that some guests with advanced dementia may find virtual programs confusing or disturbing
- If you can, be ready to stay in touch with your guests in a few different ways so that no one feels abandoned

“I'm doing phone calls to bridge the gap, and encouraging our guests to join the virtual meeting.”

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.”
- “We're also trying to get iPads to people. We're looking at iPads that cost \$279 and lining up contributions.”
- “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.”

Tips



Get yourself comfortable with the online platform:

- Watch tutorial videos
- Ask for help from a tech savvy friend or family member
- Run “test” meetings with colleagues, friends or relatives
- Ask a second person to help you during the café

Combined directory of virtual cafés



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

Submit your virtual café listing!

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Phone-based cafés

Raw ingredients

- Host needs a conference call service
- Guests need:
 - Phone
 - Phone plan with enough minutes
 - Call-in information
 - Any materials needed for activity
- Guest facilitator (if any) needs:
 - A virtual way to facilitate



Considerations



- Confidentiality
- Need to verbally describe everything important
- Choose activities that are based on sound rather than visuals: conversation, music
- If visual materials are needed, must send them in advance

Survey results



- Most respondents offer phone as an option to an online café
- Some participants have limited minutes on their phone plan
- Activities
 - General conversation, reminiscing
 - Trivia, Mad Libs, simple riddles, other games
 - Poetry writing exercises
 - singing, drumming, and dancing

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

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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

Examples

Poetry for Life is a 30-minute long show that sounds like an old-fashioned radio show.

Suitable for all ages! Funny Poems! Happy Poems! Poems that make you want to Dance.

Love Poems! Silly Poems! Won't you listen in and take a chance?

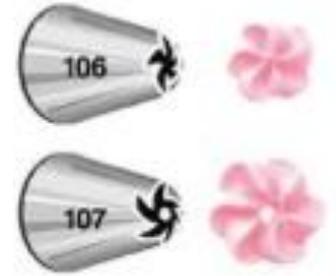
We create and perform poems together.

Contact Gary Glazner at garyglaznerpoet@gmail.com or 505-577-2250.

Visit alzpoetry.com



Tips



- 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 (perhaps call on participants)
- 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.



Other ways to stay connected
with your café guests

20 x 620

Hybrids



- Livestream without interaction, e.g. Somerville Cambridge Elder Services & 2Sisters [livestream chair yoga](#)
- Live program that you also record and share later, e.g. JF&CS Memory Café [recorded sing-a-long](#)
- Recorded program with “live” time to talk afterward

Other methods of programming



- 2Life Communities is partnering with cable stations to record and then push out content to their residents. They are also putting together a simple “TV guide.” More information: Kerri Schmidt at kschmidt@2lifecommunities.org
- Rest.Stop.Ranch is offering private garden time for those within driving distance: <https://rest-stop-ranch.org/>
- Poetry therapist Patti Russo offers this video blog: pirpoetry.wordpress.com

Other ways to stay in touch

- Phone calls and cards, made by café volunteers
- Frequent email and Facebook updates
- Phone trees of café participants
- 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
- See [TimeSlips.org](https://www.timeslips.org), Creativity Center: “Ask a Beautiful Question,” “Do a Mini-Project,” “Make up a Story”



Other ways to stay in touch



- “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 Dluge, 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>

Supporting basic needs and safety check-ins

- Dropping off masks, and materials for a baking or rock painting project
- Food drop-off coupled with physically-distant conversation in front of home with care partner
- "Curtain Calls" for two individuals living alone in the same town. They have an agreement that their living room curtains/blinds must be open by 9:30am. If they are not open by this time, a nearby neighbor is called to check on the participant. If no answer, family (or 911) is called to check on the individual. "Curtain Calls" are just a less invasive way to check on older friends and family members.

Let's talk about the other kind of “bread”



All are facing resource constraints



- Organizations that host cafés are facing budget shortfalls
 - You can often find volunteers to lead café activities
 - If you want professional quality programs, plan to pay for them
- Teaching artists/freelancers have lost sources of income
 - Start by assuming the same fee
 - It may be less due to no travel time
 - It may be more if video production/editing is involved
 - Discuss copyright issues first if you want to record the café

Let's talk



Percolator members who can share experiences leading online cafés

Colorado

- Cyndy Luzinski and Andrea Scandrett, DFCNOCO.org 970-305-5271 or Cyndy@dfcnoco.org, or Andrea@dfcnoco.org

Hawaii

- Patrick Toal, MSW, Hawaii, patoal@alz.org or (808) 518-6649

Maryland

Joyce Henderson, Prince George's County, MD; bjoyce.henderson@gmail.com

Massachusetts

- Emily Kearns, Andover, MA, emilykearns18@gmail.com
- Mary E. MacDonald, Rest.Stop.Ranch, Topsfield, MA, mary@marymacmissions.com, 978-887-4202 (online & phone)
- Donna Jackson, Falmouth, MA, 774-454-4290 or falmouthtogethermemorycafe@gmail.com
- Mary in Martha's Vineyard, MA, maryh@mvcenter4living.org or 508-560-6012

Rhode Island

- Laurie Mantz, Rhode Island Memory Cafes, laurie@dementiatraining4life.com or 603-264-1224

Texas

- Gail Snider, Fort Worth, TX, gsnider@dementiafriendlyfw.org or 817-994-3803
- Charlotte McDermott, Houston TX, cmcdermott@amazingplacehouston.org or 713 440 9578

Wisconsin

- Susan McFadden, 920-851-9885 or susan.h.mcfadden@gmail.com (email is best)
- Lori La Bey. Lori@AlzheimersSpeaks.com or 651-216-5413

Vermont

- Janet Nunziata, Burlington, VT, Janet.Nunziata@med.uvm.edu

Resources

For café coordinators

- Visit the Percolator at www.jfcsboston.org/Percolator
 - Massachusetts guest artist/facilitator directory: See the last two columns in the Google sheet
- Percolator Google Group: ask each other questions!
- Check out TimeSlips webinars and other resources: <https://www.timeslips.org/resources/webinars>
- List your virtual café: <https://www.memorycafedirectory.com/cafe-connect/>

Resources

For teaching artists/activity facilitators

- [Mark Morris *Dance for PD* guide to facilitating online classes](#) (thanks Art Sullivan)
- <https://covid19freelanceartistresource.wordpress.com/working-gathering-teaching-online/>

For everyone

- Choosing and learning to use a platform [Comparing & Contrasting Platforms for Music Lesson instruction](#) (thanks Tim Kane)
- Videos by Marcia Chadly, Creative Life Center:
 - Joining a Zoom Call for the First Time; Fun and Easy Online Connection (8 min):
<https://www.youtube.com/watch?v=9isp3qPeQ0E>
 - How to Host a Zoom Call for the First Time - Fun and Easy Online Connection (12 min):
<https://www.youtube.com/watch?v=hl32Xk2Va7M>
 - How to Use Zoom Safely - Simple Zoom Tips (18 min):
<https://www.youtube.com/watch?v=PGW6l2-KXZs>

Save the date for the next Percolator Quarterly meeting

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

- Virtual café presentation
- Discussion with experienced “virtual” teaching artists



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