





North Dakota

North Dakota Coaching Call
November 22, 2019

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Housekeeping



1. All lines are open, so please mute yourself until you would like to speak.
2. Please do NOT place this call on hold.
3. You may use the chat box to the bottom right to ask questions.
4. Call will be recorded for those who are missing this today – please forward to your team members, so everyone gets the same info.



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Ready to join the growing number of MUSIC & MEMORY® Certified Care Organizations?

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Why Get Certified

Leadership - Get the MUSIC & MEMORY...

SUSAN CORNELL
Administrator
Bayberry Commons, Pascoag, RI

...ory's personalized music program has been field-tested in thousands of care settings the US and around the world. As a MUSIC & MEMORY® Certified Care Organization, you rom best practices training, peer-to-peer advice and support, and a wealth of resources – from policies and procedures to evaluation tools and forms.

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New Live Certification Training Dates



<https://musicandmemory.org/training-publications/upcoming-webinar-dates/>

- Dec 10 & 11; 12:00-1:30 p.m. CT/11:00 a.m. – 12:30 p.m. MT
- Jan 21 & 22; 12:00-1:30 p.m. CT
- Feb 18 & 19; 12:00-1:30 p.m. CT
- Mar 24 & 25; 12:00-1:30 p.m. CT

Once your facility is certified, you may access the recorded certification training for any additional staff through Care Community.

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Being a “Music Detective”



From the Music & Memory Implementation Guide –
Action Plan Worksheets:

1. Activate a High-Functioning Team
2. Prepare
3. **Pilot Your Program*****
4. Launch Your Program Organization-Wide
5. Sustain

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Being a “Music Detective”



- Music Assessment Questionnaire:
 - Did you listen to music when you were young?
 - What's your favorite song?
 - Did anyone in your family play music? Did/Do you?
 - What song did you dance to at your wedding?
 - Do you have any favorite music from attending a place of worship?
- Matrix/Sample Playlists
 - By Artist
 - By Genre
- Considerations for Barriers:
 - Communication Barriers
 - Language Barriers
 - Memory Concerns

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Being a “Music Detective”



Use Age-Related Clues & ANY Bits & Pieces You Get:

- Age now vs. approximated age they seem attached to
- Where were they born?
- Where has the individual lived?
- What was his/her first language?
- Hobbies? Past-times? Sports interests?
- Radio stations/programs? TV programs?
- Language barriers –
 - Interpreters &
 - Internet searches; e.g. “top Norwegian singer of all time”

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Addressing Communication Barriers



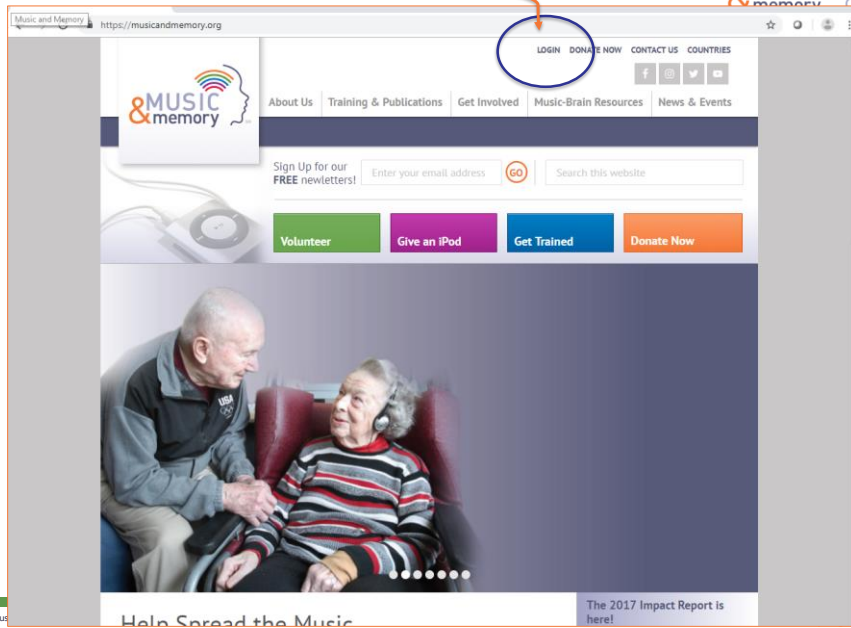
- Do not RUSH
- Approach from the front; Eye contact is very important.
- Try to get on the level of the person. If they are sitting, squat or sit.
- Visually impaired, verbally let them know you are there.
- Tone of voice
- Consider each moment of interaction a NEW one
- Always ask permission to touch individual (to put headphones on)
- "Hi, my name is _____, what is yours?" Is the best approach.
- Converse with simple cues. The average person with cognitive loss only hears a portion of the words spoken (3-5 words)
- Develop a method of patience or waiting
 - "Want to hear music?" PAUSE.....PAUSE..... Big Bands?.....PAUSE.....
- Yes and No questions are best. They are the easiest to process.
- Always say thank you.

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To Get to Care Community webpage



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Care Community website

WELCOME TO THE MUSIC & MEMORY® Care Community

GET TRAINED
New to Music & Memory?
View [My Courses](#) to register for **Music & Memory Certification Training** and view other available courses.

INVITE OTHERS
Has your Music & Memory team expanded? Click here to [invite others](#) to the Care Community.

DOWNLOAD RESOURCES
Grab [key documents](#), watch [videos](#) or download [music](#) for your Music & Memory program.

REQUEST ASSISTANCE
Visit our Support page to access program [FAQs](#), [peer discussions](#) by topic, and to [contact Music & Memory](#) for assistance with your program.

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Select a category to browse or begin a [search](#) below.

Key Documents
New to Music & Memory? Download from our list of key documents for the latest best practices for running a Music & Memory program.
[VIEW](#)

Program Setup
Includes documents related to program administration - team management, purchasing music, and selecting program participants.
[VIEW](#)

Creating Playlists
Ready to become a Music Detective? We have all the documents you'll need, including assessment forms and tools, playlist guidance, and sample playlists.
[VIEW](#)

Evaluating Results
Manage and improve your playlists by tracking the results system-wide and integrating into care planning.
[VIEW](#)

Promoting Your Program
Looking to promote your Music & Memory program? We have an array of customizable flyers, fundraising materials, and logos available.
[VIEW](#)

Volunteers
For organizations that work with volunteers - Includes How to Work with Volunteers, fundraising information and consent forms.
[VIEW](#)

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Search

Key Documents

Program Setup

Creating Playlists

Becoming a Music Detective (5)
Assessment Tools (4)
Genre-based Playlists (6)
Examples (5)

Evaluating Results

Promoting Your Program

Volunteers

All More Popular Recently Added

Sample Playlist: Broadway [VIEW](#)

Sample Playlist: Doo Wop 50s and 60s [VIEW](#)

Expanded Artist Matrix [VIEW](#)

Sample Playlist: Folk [VIEW](#)

Sample Playlist: 1940's [VIEW](#)

Genre-Based vs Individualized Playlists [VIEW](#)

How to Approach a Person with Cognitive Loss [VIEW](#)

How to be a Music Detective [VIEW](#)

How to Create Personalized Playlist at Home [VIEW](#)

How to Introduce iPod to Alert Resident [VIEW](#)

Sample Playlist: Motown [VIEW](#)

Music Assessment Questionnaire [VIEW](#)

Sample Playlist [VIEW](#)

Music Assessment: Non-Verbal [VIEW](#)

Top Elder Music in 28 Languages [VIEW](#)

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Successes? Barriers? What's happening?





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Upcoming Events



- **Next ND Coaching call December 19 at 1pm CT/12n MT**
Topics?
- **ND/SD Combined Coaching call for January – date TBD**

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Thank You!



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