

Dementia Friendly Community Standards La Crosse County



WHAT DOES BECOMING A DEMENTIA-FRIENDLY BUSINESS INVOLVE?

People

- Training and awareness
- Supporting staff affected by dementia

Process

- Customer and Client Support
- Information provision and signposting

Place

- Physical environment
- Community Engagement

The benefits of becoming a dementia friendly business include a Competitive Advantage, Increased Revenue, and Improved Customer Service!

DEMENTIA FRIENDLY BUSINESS STANDARDS

People

- ✓ Designate a “Dementia Champion” for the business
 - This person will be the main contact between the DCS and the business
- ✓ At any given time, 80% of staff must be trained in Dementia Friendly Business Practices
 - This includes a plan for training new staff yearly
- ✓ Support for staff affected by dementia must be available through human resources or the “Dementia Champion”
- ✓ Support for staff caring for someone with dementia must be available through human resources or the “Dementia Champion”

Process

- ✓ Complete a dementia-friendly assessment of processes, procedures, and support mechanisms within the business
- ✓ Information and signposting for persons with dementia must be present within business

Place

- ✓ Complete a dementia-friendly assessment of spaces and buildings
 - Spaces to consider include parking and entrances, main areas, and restrooms
- ✓ Engage in the dementia friendly community by participating in at least one dementia friendly campaign, volunteer, or fundraising opportunity each year
- ✓ Advertise the businesses dementia friendly status to customers and clients

DEMENTIA FRIENDLY CHECK LIST

Please complete the checklist and return to DCS Kelsey Flock

- Champion Designated
- Staff Training Complete and Plan for Future Training
- Advertise Dementia Friendly Business
- Six Month Follow Up Plan Complete
- Support for Staff with Dementia Available and Advertised ([Find Materials HERE](#))
- Support for Caregivers Available and Advertised ([Find Materials HERE](#))
- Information for Customers with Dementia Available and Advertised ([Find Materials HERE](#))

DEMENTIA FRIENDLY CHAMPION

Name:

Position:

Phone Number:

Email:

Business General Email (ex. info@business.com):

Assistant Champion (in case of turnover):

STAFF TRAINING PLAN

Staff will complete initial training with Kelsey Flock on ____ / ____ / ____

Plan for Training New Staff: _____

ADVERTISE AS A DEMENTIA FRIENDLY BUSINESS

- Window Cling
 - Resources available for caregivers, employees, and customers with dementia
 - Engage in Dementia Friendly Community (Dementia Awareness Week: June 20-26)
 - Refer One Additional Business
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FOLLOW UP

Six Month Follow Up Meeting Scheduled for ____ / ____ / ____

**Businesses are expected to follow up every six months to ensure the business maintains its dementia friendly status. Follow up can include additional trainings, newsletter articles, lunch and learn topics for employees, presentations offered for public via business networks, joining the Dementia Friendly Coalition, etc.*