



**COMMONWEALTH OF VIRGINIA**  
**DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES**

JAMES A. ROTHROCK  
Commissioner

**DIVISION FOR THE AGING**  
1610 Forest Avenue, Suite 100  
Henrico, VA 23229

ROBERT H. BRINK  
Deputy Commissioner  
Office (804) 662-9312  
Toll free (800) 552-3402  
TTY users dial 711  
Fax (804) 662-9354

Summer 2015

Care Transitions Coach:

Thank you for participating in the dementia-capable training initiative for Virginia's No Wrong Door (NWD) network to expand your knowledge of dementia. I hope you find the trainings and resources useful in your work as a Care Transitions Coach.

There are two options for obtaining the Dementia-Capable Training Certificate. You may view the virtual trainings and review the written supplementary resources listed on page 2. Once you have reviewed these documents, click on the quiz link. You will be directed to a Survey Monkey webpage where you can provide your information and complete the quiz. Or, if you have received training through another organization and feel comfortable that your knowledge will allow you to pass the quiz, you may proceed directly to the quiz link. Once you submit your quiz, your answers will be reviewed within 15 business days. All completers who score 80% or above will receive a Dementia-Capable Training Certificate from DARS.

Please note that some of the training materials for Care Transitions Coaches are used for the Information and Referral Specialists and Options Counselors. If you serve in multiple roles you do not need to view the trainings multiple times, but you will need to complete the quiz for each role-type in order to receive a certificate for each role.

Lastly, DARS requests that you track your interactions with individuals with dementia through the NWD system in PeerPlace. Please select Dementia from the CRIA drop-down menu if you work with an individual with dementia and/or their caregiver(s). By doing so, DARS is better able to track interactions and service needs, which can help guide policymaking and funding in the future.

If you have questions about this training module, please feel free to contact me. Thank you again for taking the time to complete the trainings and for helping Virginia be more responsive to the needs of individuals with dementia and their families.

Sincerely,

*Charlotte Arbogast*

Charlotte Arbogast, MS  
Dementia Services Coordinator

P: (804) 662-9154

E: [charlotte.arbogast@dars.virginia.gov](mailto:charlotte.arbogast@dars.virginia.gov)

[www.alzpossible.org](http://www.alzpossible.org)

---

## VIRTUAL TRAININGS

1. **General Dementia Knowledge:** 1 hour, <http://alzpossible.org/webinars-2/return-to-basics/general-dementia-knowledge/>
  2. **Act on Alz Module 9: Dementia as an Organizing Principle of Care:** slides and text
- 

## SUPPLEMENTAL DOCUMENTS

1. **Aging I&R/A Tips:** Communicating with People who Have Alzheimer's or other Dementia: National Aging Information and Referral Support Center, National Association of States United for Aging and Disabilities. Tip sheet developed to assist Aging Information and Referral staff with effective communication techniques when working with someone who has Alzheimer's disease or another dementia.
  2. **Duke I&R/A Toolkit:** Working with Family Caregivers of People with Memory Disorders: Information and Assistance Toolkit, Duke Family Support Program. An 88 page toolkit developed to help Information and Assistance specialists and care managers/family caregiver specialists provide resource information and enhance communication skills with family caregivers of people with dementia.
- 

## POST-TEST QUIZ

**Link:** <https://www.surveymonkey.com/r/ctcoach>

---

## DISCLAIMER

Please note that some of these materials have been developed by other organizations. Rather than re-invent the wheel, the review committee agreed that these would serve as quality resources for Information and Referral Specialists. Some information may have changed slightly or may vary for your area. If you would like additional trainings, resources or information on a specific topic, please feel free to contact Charlotte Arbogast at DARS to see if there is something available to meet your needs.