



Mission Dementia

Knowledge in communicating with persons with dementia

Markus Richter
Deputy Director of Federal Police Academy
Head of Resources Management and Corporate Quality Centre
E-Learning Centre
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Organization of the Austrian Federal Police

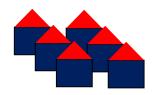
Federal Ministry of the Interior

Directorate General I - V

9 provincial police directorates

78 district commands of the Federal Police

26 city commands of the Federal Police



~ 800 police stations incl. 110 special police stations motorway – compensatory measures







Background

- Worldwide, around 50 million people suffer from dementia (130.000 in Austria)
- nearly every family will be directly or indirectly affected
- the police is an important partner for affected families
 often first contact in a situation of crisis
- training to give police officers action security in dealing with persons with dementia





Objectives

- "dementia competence" for the Austrian police
- empower police officers to identify situations with persons with dementia and act competent, lawful and empathetic within the official act
 - via e-learning (anyplace, anytime)
 - short and sustainable training (workplace learning)
- network with local partner organizations (care facilities, nursing homes)
 - > permanent exchange of knowledge and experience
- integrate persons with dementia into our society (free from taboos)







Partnership / stakeholder involvement

- co-creation with Danube-University Krems and MAS Alzheimerhilfe
- building focus groups to gather experiences and needs
- evaluation groups to ensure continuous development and improvement
- developing the online-training together with the target group
- advantage: training from police officers for police officers increases acceptance





Implementation

- collaborative and creativity supporting cooperation (no classic project structure > design thinking process)
- creation and implementation of 3 e-learning modules and the knowledge check
- accessible for all austrian police officers via learning platform of the ministry
- online training contains needful checklists, explaining videos, film-analyses





Success criteria

- "dementia friendly police station" initiates the networking with other organizations
- positive reports and evaluation by police officers
- positive feedback by persons with dementia, care givers and care providers
- multiplier of knowledge: 27.000 police officers use their knowledge also in private context > more awareness of dementia





Dementia friendly police station

 minimum 70% of police officers in a police station have finished the online training



- contact persons, that can be contacted by colleagues and act as link to care organizations, are nominated in the police station
- proof of a regional network with partner organizations (e.g. regular participation in regional meetings with care organizations/nursing homes)









Results

- 😝 ~ 11.000 police officers trained
- z ~ 10.000 achieved a certificate for passing the knowledge check
- 149 dementia friendly police stations (over 200 in December)
- WHO placed online training into its dementia toolbox





Adaptability

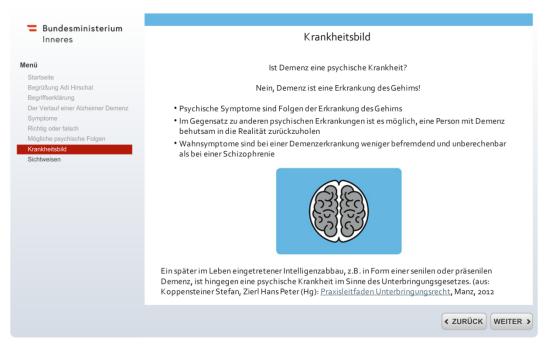
- adaptable on all levels of public life
 (trade, bank, emergency service and social organizations)
- e-learning modules can be adapted very easily and with nearly no costs to meet the needs of the specific target group
- lessons learnt: building focus groups and promotion of the online training is very important for the acceptance of the training
- follow-up project "dementia.active.municipality"

Module site of "Basic knowledge" clinical picture "dementia"







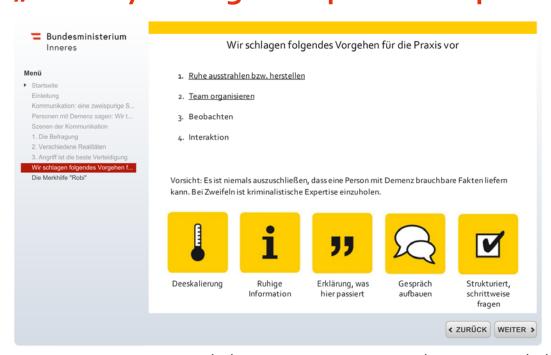


Is dementia a mental illness? No, it is a cerebral affection!

- mental symptoms possible
- persons with dementia can be gently brought back to reality
- delusions are less disconcerting as in schizophrenia



Module site of "Security through competence" - practical approach



mnemonic "ROBI"

R = radiate a sence of calm

O = organize team

B = observe

I = interaction

de-escalation
calm information
explain what happens
build a conversation
ask structured and step by step

Module site of "Security through competence" - ROBI





mnemonic "ROBI"

R = radiate a sence of calm

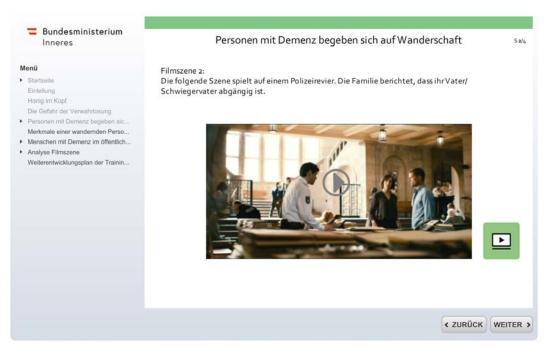
O = organize team

B = observe

I = interaction

VIVERS

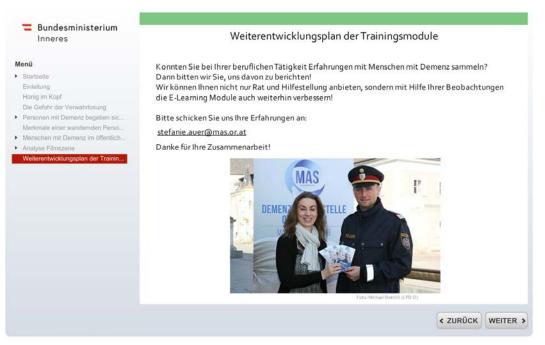
Module site of "Understanding persons with dementia" - film sequence "head full of honey"



scene on a police station

father with dementia is missing police officer acts wrong

Module site of "Understanding persons with dementia" - improvement of the training modules



call for experiences with persons with dementia

- advice and assistance for police officers
- improving the online training with experiences of police officers



Module site with a question of the knowledge check



Put the parts of the mnemonic "ROBI" into the correct order

Thank you for your attention!



Gefördert aus den Mitteln des Fonds Gesundes Österreich













