

# Dementia Capable Care Questions and Answers

## Please Read Carefully

### Special Requirements for Session One:

- You will need to log onto an iPad, laptop, or Desktop computer.
- Once you receive a link to access the modules, you will need to log onto the Dementia Capable Care (DCC) website and create an account in your name. Please do this right after you receive the link to ensure that you can get into the DCC website without any technical difficulties.

### Special requirements for Session Two:

- You will need to log on to an iPad, laptop, or Desktop computer with a webcam. The program does not work well on an iPhone.
- You will need to be in attendance for the entire program with your camera on.
- You will need to arrive on time and stay for the entire class.
- You will need to have your workbook with you. It is used throughout the class.
- If you come to session two without your workbook, or if you are more than 10 minutes late, or if you are using Zoom on your phone, you will be denied access to class. To be reassigned to the following month's program will be at an additional cost of \$75.

### What does the DCC program deliver to each participant?

At completion of session one and session two, each participant will receive a certificate of completion from DCC for session one along with a certificate of completion with 4 CE credits from Elderwerks. You will also receive the DCC blue card after session two is complete. If you would like to receive CEU's for part one of the program, please go onto the CPI website and search "CEU's".

### Does the DCC program align with the dementia guidelines set forth by IDPH?

Yes, after several discussions with those involved at the IDPH, it was stated that any program that meets the requirements for dementia training set forth by IDPH is an acceptable program. It was also noted that those listed providing training on the IDPH website were merely suggestions of programs. Please pay close attention to the content of our program on our flyer as it directly reflects the expectations and learning objectives which they want met through dementia training.

### Do I have to sign up for both session one and two?

Yes, to meet the objectives, receive your CEU's and your "Blue Card" for DCC, you need to complete both sessions. This process is strongly encouraged for the appropriate learning environment, particularly for your second session. We want you to gain the most and best information and be able apply it to your setting.



251 E. Northwest Highway | Palatine, IL 60067

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## **How do I take session one?**

When enrolling you will need to provide an email address at registration. When the session one window opens, you will receive an email with a link to register on the Dementia Capable Care website. Once you receive a link to access the modules, you will need to log onto the Dementia Capable Care (DCC) website and create an account in your name. Your email will already be registered in their system. You will need to create a password.

## **What if I haven't received the link to get into Session one on the Dementia Capable Care website?**

Please verify that the session one window has opened. This is usually about two weeks prior to session two. If it has started, please log in to [www.cpilearning.com](http://www.cpilearning.com). Click on "Create Password/Forgot Password". Enter the email you used when you registered for the class. You will receive a link via email to set up your password. Once you do that, you will be granted access to the modules for session one. If you are still having issues, please call 888-426-2184 to speak with a representative from CPI. Please note that the CPI helpline is open Monday-Friday 8am-4pm. This is not a 24-hour help line, so please keep that in mind if you plan to start this program during the weekend.

## **How long will it take me to complete session one?**

Session one, which is comprised of several videos, power points and vignettes will take approximately 6 hours. It is highly suggested that you begin the online modules as soon as you receive the link. We want to ensure you have time to resolve any technical difficulties that may arise.

## **Do I have to take all these online modules in one sitting?**

No, you can work at your own speed. You can also stop and resume a video, or playback a video. Each video will have pop quiz questions, that will help you retain all the information necessary to complete the post test.

## **Do I have to complete the programs in session one and post test prior to session two?**

Yes, everything in session one, and the post test MUST be completed before you are allowed into session two. Your progress with your session will be tracked by your instructor, and they will let you know if you are falling behind. You are given two weeks to complete this online session.

## **What happens if I cannot attend session two?**

If this should occur, our team will consider alternative options that best fit your situation. Our team will evaluate your situation and sign you up for the following class. This will be at a cost of \$75 processing fee. If you request to reschedule the class more than once, you will need to pay the full amount for the class. These fees are non-refundable.



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## **Will the book for session two be provided?**

Yes, a participant workbook is provided, and it is very important to have with you on the day of your session two training. This book will help you get the most out of your training and is a great reference for you in the future. If you are enrolled for the in-person session two, the book will be waiting for you on the day of training! If you are enrolling in the live Zoom session, the book will be mailed to the address you provide during registration. The book should arrive at least a week prior to your training, but if it does not, please reach out to Elderwerks at 847-462-0885 and let us know, so we can make arrangements. If you arrive at session two without your book, you will not be allowed in the class, and will need to reschedule and pay a \$75 processing fee.

## **What if I fail my test in either session one or session two?**

Not to worry, you can retake the test!

## **How long is my training good for?**

Dementia training needs to be completed annually. Depending on your area of work, your annual hours for training are either 6 or 12 hours.

## **If necessary, how can I get more dementia training hours I might need?**

Whether you just want to enhance your caregiving role, learn more about dementia to improve your practice, or need to complete necessary hours mandated by the state, you will find various dementia training programs through the year presented by Elderwerks. Elderwerks offers a variety of topics such as Abuse & Neglect, Cultural Diversity in Dementia Care, Working with Challenging Behaviors and many more. They all include CEUs at an affordable price.

Beyond dementia, we have many other relevant topics for those working in the Healthcare field.

## **Link to IDPH Guidelines for Alzheimer's Disease and Related Dementia Services Code Staff Training:**

**[www.ilga.gov/commission/jcar/admincode/077/077009730001400R.html](http://www.ilga.gov/commission/jcar/admincode/077/077009730001400R.html)**



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