

Dementia Capable Care Questions and Answers

What does the DCC program deliver to each participant?

At completion of session one, which will always be delivered on line via the DCC website and session two which can either be delivered as a live presentation or a live presentation via zoom each participant will be eligible for 6.5 hours of dementia instruction.

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 that one could participate. Please pay close attention to the content of our program on our flyer as it directly reflects the expectations and learning objectives they want met.

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

Yes, in order to meet the objectives, receive your CEU's and your "Blue Card" for DCC, you need to complete both sessions. Both sessions must be completed within a one-month period. For example, if you sign up for session one in the month of May, you will need to complete session two in either of the scheduled sessions for May. 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.

How Do I take session one?

One you register for your sessions, one of our team members will add your name to the "seat list" at DCC. When enrolling you will need to provide an email address, as registration, will generate an email with instructions on how to access your on-line training.

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 3 hours. You will get 3 CEU's for completion of these on-line courses.

Do I have to take all of these on-line programs at once?

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 posttest 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 2 weeks to complete this online session.

Dementia Capable Care Questions and Answers

What happens if I cannot make the session two, I have enrolled in.

If this should occur, our team will consider alternative options that best fit your situation. However, please note that unless it is a reasonable issue, you would need to retake the program at your own cost.

Will the book for session two be provided?

Yes, a participant book is provided and 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 on the “live” session two, the book will be waiting for you on the day of training! If you are enrolling in the LIVE Zoom session, as soon as you register, the book will be mailed to an address you provide. The book should arrive about a week prior to your training, but if it does not, please reach out to Elderwerks and let us know, so we can make arrangements.

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

Not to worry, you can retake the test!

What happens when I have completed the course?

Once your sessions have been input into the DCC system and the Elderwerk system, it will generate a certificate of completion, including date and hours of CEU’s. Unless necessary by your employee, a hardcopy printed certificate will not be provided.

How long is my training good for?

Dementia training needs to be completed annually. Depending on the area you 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. Topics such as Abuse & Neglect, Cultural Diversity in Dementia Care, Working with Challenging Behaviors and many more all include CEUs and are an affordable way to obtain them.

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

To find out what is on other Elderwerks schedule, please make sure you are on our mailing list!

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

www.ilga.gov/commission/jcar/admincode/077/077009730001400R.html