



MEMORY CAFÉ GUIDE

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INTRODUCTION

Dementia Friendly Pennsylvania is a collaborative effort with Dementia Friends Pennsylvania, a program of the Jewish Healthcare Foundation, existing dementia friendly communities in Pennsylvania, and supported by the Pennsylvania Department of Aging. More than 400,000 people in Pennsylvania are living with dementia. For every person diagnosed with dementia there are at least three to four people, which may include family, friends, and colleagues, whose lives are profoundly affected. This initiative works to ensure communities across the state are equipped to support people living with dementia and their care partners.

One way to support people living with dementia and their care partners is to hold memory cafés. This guide was developed to help foster the development of memory cafés across Pennsylvania and to support individuals desiring to facilitate, host, or volunteer with a memory café. This guide will help you create and host a Memory Café in your community. Thank you for your efforts in making Pennsylvania and your local community more dementia friendly!



The Department of Aging is proud of its unwavering partnership with Dementia Friendly Pennsylvania and our joint commitment in supporting and serving Pennsylvanians living with Alzheimer's and Dementia-related disorders, their families, and caregivers. Working together is how we change and improve our system and services. Thanks to this collaboration we now have a Memory Café guide – a comprehensive resource with everything you need to start your own café. I hope this guide inspires everyone in the Commonwealth to have a conversation around Alzheimer's and Dementia-related disorders and discover how a Memory Café can become a welcoming, inclusive, and transformative space in their community.

– Jason Kavulich, Secretary of Aging



GLOSSARY

OF TERMS

*Please note that throughout this guide, we will use the term dementia and people living with dementia to include individuals living with any neurocognitive changes, mild cognitive impairment, or dementia.

Adult Day Program a community-based program that offers an interactive, safe, supervised environment for older adults and adults living with a dementia-related disease, Parkinson's Disease, or other organic brain syndromes. They provide personal care, nursing services, social services, therapeutic activities, nutrition, therapeutic diets, and emergency care.

Alzheimer's Disease a type of dementia that affects memory, thinking, and behavior. Symptoms eventually grow severe enough to interfere with daily tasks. Alzheimer's is the most common cause of dementia and accounts for 60-80% of dementia cases.

Care Partner a person who partners in another person's care, typically a family member or friend. You may also see the term professional care partner in this guide to refer to an individual paid to provide care.

Dementia is an overall term that describes a wide range of symptoms associated with a decline in memory or other thinking skills severe enough to reduce a person's ability to perform everyday activities. Alzheimer's disease is the most common type of dementia and accounts for 60-80% of cases. Other types of dementia include Dementia with Lewy Bodies, Frontotemporal, and Vascular, and there are over 100 different types of dementia.



Dementia Friends

an initiative that provides 60-minute interactive information sessions aimed at changing the way we think, act, and talk about dementia. After completing the session, attendees become a Dementia Friend, someone who learns about what it's like to live with dementia, five key messages about dementia, and then turns that understanding into action.

Home Care Agency

service agencies that provide non-medical care to individuals in need of assistance with personal care needs, such as bathing, dressing, and feeding, or other needs, like transportation, assistance with shopping, and supervision.

Long-Term Care Community

a residential setting offering a wide variety of support services to help people live as independently and safely as possible.

Mild Cognitive Impairment

an early stage of memory loss or other cognitive ability loss (such as language or visual/spatial perception) in individuals who maintain the ability to independently perform most activities of daily living.

Neurocognitive Changes

changes occurring in the brain due to a medical disease other than a psychiatric illness leading to decreased cognitive function.

Respite Care

a service that provides short-term relief for care partners, giving them time to rest, travel, or spend time with other family and friends. The care may last anywhere from a few hours to several weeks at a time. Respite care can take place at home, in a care community, or at an adult day service center.



ABOUT

MEMORY

CAFÉS

04

HISTORY

In 1997, Dutch clinical psychologist Dr. Bère Miesen came up with the unique idea to start the first Alzheimer's Café, a place with a welcoming atmosphere in an accessible location where all people changed by dementia could meet and feel at ease. The idea eventually came to the United States where it is known by many names, the most common being a Memory Café.

THE BENEFITS

- Memory cafés provide a safe and welcoming environment for individuals living with dementia and their care partners, family, and friends to join with others going through a similar journey.
- Memory cafés help reduce stigma that surrounds dementia by allowing people to be themselves in a non-judgmental, accepting social setting.
- Memory cafés help foster new friendships and connections for people living with dementia. Anecdotal reports suggest they have a positive impact on the quality of life of people living with dementia and their families, by reducing isolation many feel after diagnosis. One study in Australia demonstrated that dementia cafés can promote social inclusion and improve the social and emotional well-being of attendees.
- They can also offer a great volunteer opportunity for the community and allow for participation across community sectors.

WHAT IT IS AND WHAT IT IS NOT

05

A MEMORY CAFÉ IS:

- ✓ For people living with dementia and their care partners. Attendees can also include professional care partners, friends, and other family members. Others from the community who have an interest in dementia, wish to learn more, or want to support those living with dementia are also welcome to join.
- ✓ Inclusive, accepting, fun, and welcoming. It is a place for people living with dementia and their care partners to join in the community and be active participants.
- ✓ Independently run and designed to fit its community. No organization owns the concept of “memory cafés” and there is no “one” way to hold a memory café. These guidelines can help you develop a memory café best fit for your community.

A MEMORY CAFÉ IS NOT:

- ✗ A day service for care partners to leave the person living with dementia, nor is it respite. The care partner is still responsible for supporting them, but this allows them the opportunity to socialize.
- ✗ A formal support group, although some attendees gain support through their conversations with others or by connecting with others in a similar situation. Diagnoses are not discussed nor are they a requirement for individuals to attend.
- ✗ A marketing opportunity for sponsors or hosts to promote their business, organization, or products.



TYPES OF CAFÉS

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IN-PERSON

Pro:

Offer the ability to socialize with others in the same physical environment and to participate in face-to-face conversation.

Allow attendees to get out and experience their community and attend fun outings.

Con:

May be harder to attend for some who don't have reliable transportation, if the event is too far of a distance to travel, or in the event of poor weather. However, traveling or mobile memory cafés can also bring socialization and activities directly to individuals living with dementia.



VIRTUAL

Pro:

Can be held on platforms such as Zoom, Microsoft Teams, Webex, etc. and therefore can be a more affordable option without having to pay for a venue, even with the yearly subscription fee for some videoconferencing platforms.

A great option for those who live in rural communities and don't have access to public or private transportation options to still connect with others.

Enables expansion of your reach in the community.

People do not have to get themselves ready to leave the house.

Con:

May present challenges with broadband and equipment access.

Some attendees may not be familiar with technology.

It may be challenging to maintain an individual's attention and engagement during the café while ensuring they have continued interaction.

TYPES OF CAFÉS

07

SOCIAL

Simple gathering to talk and socialize with others, oftentimes over food and beverage.

ACTIVITY-BASED

Includes planned activities done together, such as sing-a-longs, karaoke, bingo, painting, gardening, themed trivia, creative writing, and mad libs.

OUTINGS

Gathering for socialization and/or education at varying locations in the community, such as seeing a baseball game, going to a museum for a guided tour, and visiting local gardens.

EDUCATIONAL

Bringing in a speaker to provide education either about dementia- or care partner-related topics (i.e. different types of dementia, local resources/services in the community, mood changes that can occur, care partner stress management) or non-dementia or -care partner related topics (i.e. art history, how to create an above-ground garden, photography).

COMBINATION

A combination of the above types of cafés, for example, starting the café with time for socialization and then doing an activity, or starting with a presentation/education and then giving time at the end for people to socialize and share.



PLANNING YOUR CAFÉ



Considerations when planning your café:

Understand the Need

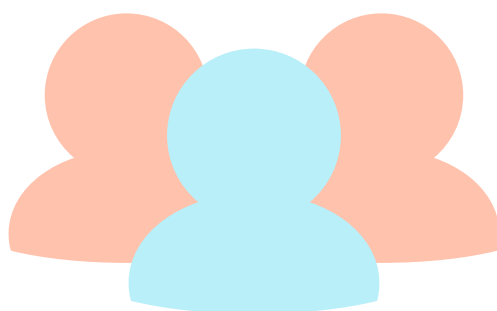
Understand what is already happening in your community—is there a need? If there are other cafés in your community, think about when they meet, as you don't want to compete with them. Consider partnering with other community groups and organizations that serve people living with dementia such as your local Dementia Friendly community.

Café Name

Some people living with dementia do not respond well to the word “memory” so consider calling it a Community Café, Friendship Club, or Coffee Connect Club. Others may want to challenge the stigma by calling it a “Memory Café” or “Alzheimer’s Café”, but for some it may be a barrier to participate if they don't accept their diagnosis or haven't been diagnosed yet. Keep in mind, not everyone has Alzheimer's disease and calling it an Alzheimer's Café may unintentionally exclude others who are living with a different type of dementia.

Group Size

What is the best group size? We recommend having at least 3 dyads (person living with dementia and care partner) in addition to the facilitators to begin and then you can grow from there. Memory cafés typically do not have to have a restriction as to the number of people who can attend. The ideal size of your café group may depend on several factors, such as available facilitators and staffing, capacity of venues or whether planned outings may have restrictions on the number of people who can attend, the format of your café, and financial cost.



Language and Specific Populations

Be sure to use person-first and positive language around dementia to help foster a welcoming and inclusive environment. Please check out our Communication Tips in the appendix and review [The Positive Language Guide to Talking About Dementia](#).

Think about if there will be a focus on a specific diagnosis/suspected diagnosis, such as frontotemporal degeneration, or on a specific population or cultural community, such as military veterans, LGBTQIA+ individuals, people living with intellectual and/or developmental disabilities, black/African American individuals, etc. Be mindful of the primary spoken language in the community and if an interpreter is needed.

The Type of Café

As described earlier, plan whether you want to hold an in-person or virtual café and the café format you will use (social, activities-based, outings-based, educational, or a combination). Think about if you would like to do a traveling or mobile memory café where you bring socialization and activities to different locations in the community or directly to individuals living with dementia and their care partners.

Structure of the Memory Café

How do you want to structure your memory café? Perhaps it is more of an informal social gathering over food and drink, or perhaps you have a formal structure for your group where there is a welcome, education/presentation, and socialization time offered at the end.

Open or Closed Memory Café

Think about if your memory café will be open to the public or if it will be closed to the public and only offered to a specific group of people, such as members of a specific long-term care community or an adult day program.



OPEN

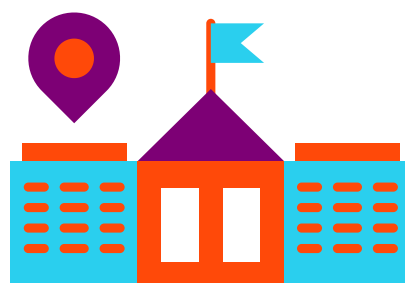


CLOSED

Venue(s)

Ask yourself the following questions to ensure your venue is accessible for attendees:

- Is it accessible for wheelchairs and walkers? Is there handicap door access and elevators or a ramp if the venue has stairs?
- Are there handicap accessible bathrooms and/or family bathrooms?
- Is there available onsite parking close to the venue entrance? Is handicap parking available?
- Is there a cost for parking, or if attendees are to pay for themselves at the venue or for the outing, is it expensive?
- Is the geographic location of the venue or outing easy to find and to physically get to?
- Is the venue or outing close to public transportation or on a bus line?
- Is the layout of the space, including seating and tables, easy to maneuver?
- Is there adequate lighting?
- Is the venue loud with excessive noise/distractions and if so, is there a quiet place to go to if it becomes too loud or overstimulating?
- Is the overall atmosphere welcoming, inclusive, and relaxed?



Understand the perception of space in the community. For example, if held in a senior center, that might exclude people with younger onset dementia from participating. Or if held in a house of worship, ensure a welcoming environment for those from other faiths or spiritual traditions.

If held virtually, you will need to obtain emails/contact info, and develop joining instructions to help people access the café. Know if there are any restraints with the virtual platform you choose to use that could impact your café, such as meeting time length limitations or number of attendee restrictions. You also may want to consider doing a “Pre-Café Tech Test” for presenters and attendees so that they can practice joining and make sure their tech is working for them to join the café ahead of time.





Length and Frequency of your Memory Café

How long will your memory café be? Most are between one to two hours. We recommend no more than 2 hours as that can be a long time for some attendees. Consider what day and time would work best for your group and how often you'd like to hold it, such as monthly, bi-weekly, or weekly. As you're deciding, think about availability of care partners and facilitators. Think about traffic patterns, public transportation schedules, and whether weekends are better for care partners who are still working. Often mid-morning, mid-day, or early afternoon are the best times of day for people living with dementia and their care partners.

What kind of guidelines are needed and how should they be shared?



We recommend offering to all new attendees a Welcome Kit including:

- A welcome letter
- Participation and transition guidelines
- Details specific to your café (like how food and beverages are ordered, who pays, seating arrangements, use or non-use of name tags, confidentiality and exchange of contact information with others, RSVPs, payment for outings if that's your format, illness policy, weather/emergency cancellation process.)
- Photo consent
- Resources packet
- Café attendee feedback form/evaluation

Facilitators and Volunteers

Who is facilitating? Will there be a paid or volunteer facilitator and/or other volunteers to assist? Will the sponsoring or partnering organization be providing facilitators or volunteers? Prior to the café, facilitators or volunteers would benefit from education on dementia and communication, such as [Dementia Friends](#), and safety education, such as First Aid/CPR or health and safety training.



Presenters and Educators

If you will be providing an educational format for your café, think about what kind of dementia training would be useful for them to have prior to presenting to your café, such as [Dementia Friends](#). Let them know that any materials provided, including presentation slides, should use large print font that is color-contrasting and easy to read. Encourage them to build in breaks to their presentation and to try to encourage interaction among attendees whenever possible.

RSVPs

Think about whether you will be requiring people to RSVP or register to attend or if they can just show up and “drop in”. If you are planning specific outings, you may require a registration or RSVP. If you are offering a virtual memory café, you will need to advertise the link to join on your marketing materials or have attendees RSVP ahead of time with their email so that they can receive the link to join.



Attendance



Will you keep track of attendees? Will you need to gather contact information? If you will be tracking attendance, have a sign-in form for attendees to complete when they arrive with whatever information is needed, such as their name, phone number, and email address.



Planning for Activities, Outings, and Speakers

If having an activities- or outings-based café, consider what would be engaging, accessible, and interactive. Plan and secure an itinerary of activities/outings a few months in advance.

If doing a virtual memory café, plan activities that can be done virtually. If you are holding an educational memory café and you will be having speakers present virtually, set up a practice session ahead of time to ensure they can connect and confirm the best way to share their presentation. During a virtual memory café, you may need to specifically call on attendees if doing an activity or having a discussion so that people are not talking over each other. You also may need to become familiar with muting and unmuting attendees to ensure that all attendees can hear each other and have an opportunity to speak and participate.



Costs

Budget and plan for your expected costs. Incurred costs can include the venue, food and beverage (unless participants self-pay), organizer/facilitator time (unless they are volunteering or it is part of their job), advertising and marketing, printing and mailing of promotional materials, activity materials, First Aid kits, time for sending emails or mailings, entertainment or speaker fees (if that is what you will be offering), and/or thank you gifts.

Try to get in-kind contributions for things like the venue, food/beverages, or activity supplies. Think about getting fiscal sponsorship from a local business or organization.

“Memory Café has been such a happy day for us. Mom has always been social so she loves it. She cannot remember being there, but while we are there, she is happy, and on the way home, she says how much she enjoyed the gathering. She always leaves saying ‘That was such a nice group of people.’”

-Presbyterian SeniorCare Network
Memory Café Participant



Food and Beverages



If you or your venue will be providing food and beverages, identify which foods and drinks would be best for your group. Consider looking at finger food options, which can be easier for some people living with dementia to navigate versus eating with utensils, such as pizza, finger sandwiches, fruit or vegetable trays, cookies/pastries, etc.

Consider dietary options and having gluten-free, dairy-free, vegetarian, vegan, kosher, nut-free, and culturally relevant options available to try to ensure there is something for everyone regardless of their dietary restrictions and preferences.



Be sure to have lids for cups if hot beverages are served so that people do not burn themselves if they spill. Consider having cups or glasses with handles so that individuals can more easily hold their drinks.

Using color contrasting plates is a good option so that food stands out to people living with dementia who may have difficulty differentiating colors.



Promotion of your Memory Café

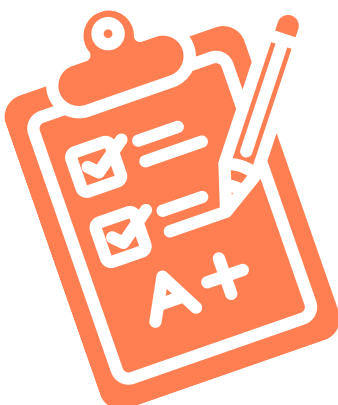
Consider using flyers, mailings, and emails to promote your memory café. Advertise your café on local groups' calendars, websites, or events pages (examples include the [Dementia Friendly Pennsylvania website calendar](#), Seniors Blue Book events page, and local marketing groups' websites, such as your local National Aging in Place Council (NAIPC) chapters). Advertise on social media (Facebook, Instagram, X, TikTok) and ask community partners to share on their social media. Put your flyers up on community boards and notice boards in local restaurants/coffee shops, libraries, and senior centers.

Expect it to take 3-6 months to build your attendance as the idea of memory cafés is still a new concept to people and outreach and marketing will take time.



Evaluation of your Memory Café

Getting attendee feedback can be crucial to ensuring your memory café is successful, is meeting the community's needs, and to let you know what improvements you may need to make to your café after launching it. What questions would you ask in your survey form or evaluation? What do you want to know? You also might need to gather specific information to report back to your sponsors. Please refer to our Evaluation Survey Example in the Appendix for example questions.



LAUNCHING YOUR CAFÉ



Considerations when launching your café:



Book the venue(s) at least 2-3 months in advance.



Consider getting the venue staff/employees to become Dementia Friends or to meet with you ahead of time to understand more about dementia and to be equipped with communication tips. Identify where participants can park and which entrance/exit they should use as well as locating the fire exits, fire extinguishers, First Aid kits, and AED devices.



If you are going to keep attendance or take RSVPs, establish a membership contact list with contact information—consider emailing a reminder a week before and the day of the event.



Prepare Welcome kits if you will have them for the first meeting and have more ready at each meeting for new attendees.



Be sure to order/pick-up beverages, food, any other materials (tablecloths, utensils, cups, condiments, decorations, activity materials, First Aid kits, technology including projectors and screens) that you will need if the venue is not providing these.



Arrive 15-30 minutes early to set up, set out the sign-up if having one, and put out name tags if having them. Again, be mindful of the wording used on name tags, such as “Memory Café” if you think it would upset some attendees.



If you are holding a virtual memory café, join and start the meeting at least 10 minutes in advance to ensure the technology, sounds, and sharing of slides (if any) are working, to help attendees join if there are any technical difficulties, as well as to welcome any early attendees.

“We don’t feel alone any more in our journey and it helps me cope and deal with things better. We have support now and we feel very grateful and blessed to be a part of the Memory Café.”

-Morningstar Memory Café
Participant





Set the space to be accessible and dementia friendly.

- ✓ Be sure to have clear signage with you. Use color-contrasting signs with large print words and icons to indicate the location of the café room, food/beverages, and restrooms.
- ✓ Ensure clear pathways and adjust furniture if needed.
- ✓ Keep background music low if you have it.
- ✓ Try to ensure bright lighting and use natural lighting when possible.
- ✓ Limit the number of people per table. Having too many people at one table could make it difficult for someone to follow the conversation if there are multiple conversations going on at one time.
- ✓ If the venue has a long, complex menu or if you'd like to create a menu listing the refreshments you're providing, create a large print, laminated menu with a brief selection of items from the main menu including pictures of the choices.
- ✓ Decorate the space to make the environment festive.



Welcome attendees as they arrive and encourage conversation and connection between attendees as they get settled. You may consider encouraging them to sit with others who are alone at a table or to sit with others with whom you think they would connect. Perhaps provide a few icebreaker activities to facilitate attendees getting to know each other better.



Once the event has started, make any needed announcements and let people know where the bathrooms are, if food/beverages need to be ordered, and where the fire exits are in case of emergencies.



If having a more unstructured social format, mingle among tables to encourage conversation and help make connections among attendees. If having a more structured format, continue the café according to your schedule, such as holding an activity first for a half hour and then having time to socialize afterward.



Get feedback at the end or provide your evaluation survey if you are looking for people to give input on the group and any suggested future outings, programming, or speakers/presentations.







Provide follow-up afterwards on any requests for information or resources.



SUSTAINING YOUR CAFÉ



Considerations to sustain your café:

-  Volunteers can hold a café, but organizational support is important for long-term sustainability and help with clinical concerns of attendees if they arise.
-  Try to keep costs sustainable from the start and be sure to budget.
-  Local clubs or foundations may help support local memory cafés, such as the Rotary Club, Lion’s Club, and Kiwanis International.
-  Seek in-kind donations such as food, decorations, printed materials, etc.

“I love how happy they look when they get there as if they can finally feel relaxed and not care about anyone reacting negatively to them. I love that they love it! It makes me know we have hit on something that has true value for people dealing with dementia and isolation. I love that we work hard to have a variety of great snacks that they love and also working with a great team of dedicated volunteers.”

-Morningstar Memory Café Volunteer





“As a caregiver, I love that he can socialize in a safe space. He is less comfortable around people but loves the pizza party. It gives him something to look forward to and plan to attend. For me, it is a brief period of time when I don't need to have my guard up about possible reactions or feelings of being overwhelmed for him being out. I also enjoy connecting with other caregivers and the staff.”

-Presbyterian SeniorCare Network Memory Café Participant



Holding fundraising events to help cover the costs of the Memory Café or applying for grants are additional options to fund your café.



Continue to adjust your café depending on feedback and your evaluation results to ensure that you are meeting the needs of the attendees.



Maintain or, if needed, re-evaluate your marketing efforts to ensure ongoing awareness of your memory café in the community and to encourage new attendees to join.



Partner with local organizations, community centers, or universities to recruit new volunteers to help run your café.



APPENDIX

Tools for Facilitators

Planning Worksheet

Tasks Checklist

Budget Planner Template

Mock Flyer w/o and w/ pull tabs

Media Release Template

Activity & Programming Suggestions

Communication Tips for Facilitators, Volunteers, and Attendees

Memory Café Sponsor Guide

Signage Examples (arrows w/ Café name, bathrooms w/ arrows, food/coffee/beverage)

Sign-In Sheet Template

Café Report Template

Café Attendee Feedback Form/Evaluation Template

Welcome Packet Information for Attendees

Welcome Letter Template

Participation and Transition Guidelines Template

Café Details Template

Photo Consent Template

Resource List Template

PLANNING WORKSHEET



Consideration

Description

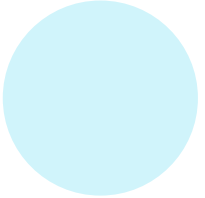
Written Plan



Determine Need

Learn about what already exists in your community. Should there be a memory café in a different neighborhood or for a specific group of people?

Are there enough people to start this memory café?



Structure and Type

Will your memory café be offered in-person or online?

Will it be open to the public or will it be for a specific group of people?

Will it be more informal or will there be an agenda?

Will it be a social gathering, have activities or outings, share education, or a mix?



Choose a Name

Do you want to call it a Memory Café or Alzheimer's Café? You could also use a more general term like Community Café, Friendship Club, or Coffee Connect Club.



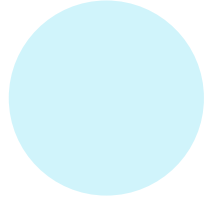


Group Size

What is the ideal group size?

Do you need to limit the number of attendees based on available staff, the size of the venue, outing size restrictions, the format of your café, or financial cost?

Vertical blue line with dots at ends.



Timing & Frequency

How long will the café be?

What day of the week will it be? What time? Mid-morning, midday, or early afternoon are usually good times for people living with dementia.

Will you hold your memory café weekly, bi-weekly, or monthly?

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Budget

What is your budget? Could you get in-kind contributions or find a fiscal sponsor?

Consider the following costs:

- Venue
- Food and drinks
- Facilitator time costs
- Marketing
- Printing materials
- First Aid kits
- Entertainment/speaker fees
- Outing fees
- Thank you gifts

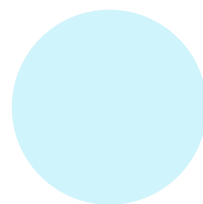
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Welcome Kit and Café Guidelines

Consider providing a welcome kit for attendees that includes details about the café, eligibility criteria and guidelines, any restrictions to participate, transition information, and/or resources.




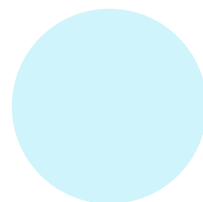


Marketing and Promotion

Promote your memory cafe when it first starts and on an ongoing basis.

Flyers and other marketing materials should include the event name, location, time, date, description, registration form, contact information, etc.




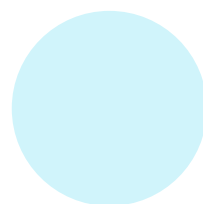


Evaluation

What kind of feedback do you want to collect from attendees?

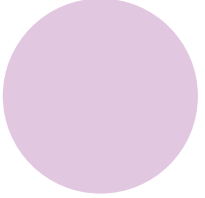
Consider handing out a survey at the end of the café or sending it to them by mail or email. You can have a survey however often you see fit.





TASKS CHECKLIST

Task	Notes
Description	<hr/> <hr/>



Marketing

Create a flyer and/or develop a media release. Share by email or postal mail with your local media and dementia and aging providers/organizations. Post on local social media and share with potential attendees. Post flyers in local restaurants/businesses and on community information boards.

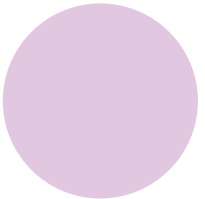
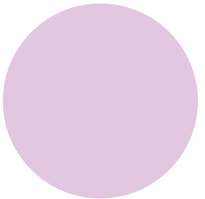
Contacting Attendees

If you will be getting RSVPs or registrations ahead of time, contact your registrants the week before the café to remind them of the event and confirm numbers if needed.

Contact non-attendees after the café to check in or provide follow-up.

Printing and Mailing


This could involve sign-in sheets, welcome kits, educational or activity materials, or registration forms for future outings.

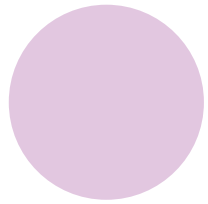




Welcoming Attendees

Welcome people to the café, direct them to complete the sign-in sheet if you are having one, and provide them a name tag (if used). If they are new, provide them with a welcome kit (if used), and introduce them to other members of the café.

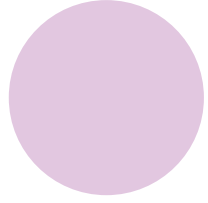




Collecting Attendee Information

Ensure completion of any necessary paperwork, sign-in, or registration forms.




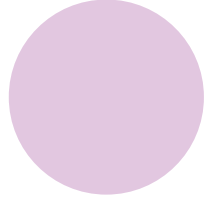


Group Facilitation

Prepare a formal or informal agenda and help welcome attendees, introduce them to each other and help make connections, move through the activities or education (if that is your format), and encourage socialization.

Thank attendees for coming at the end, encourage them to come again, provide your evaluation (if used), and be sure to provide any requested follow-up or resource information from attendees

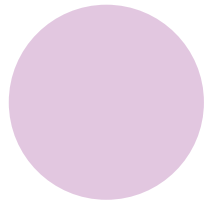




Collecting Payment/Donations

Handle payments or attendee donations to the café cost as needed for your café format.

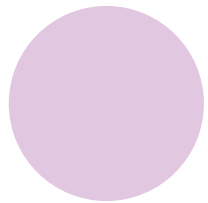




Evaluating the Café


Providing an annual attendee evaluation is recommended by either handing out a survey at the end of the café, mail-out or online survey, or having feedback discussion with attendees as a café activity.

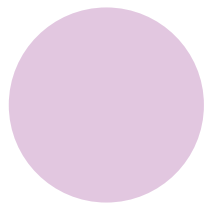




Entering and Managing Café Data

If you are taking café registration, attendance, and evaluation information, you can manage the data in a spreadsheet, especially if needed to provide for funders.

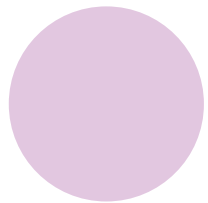




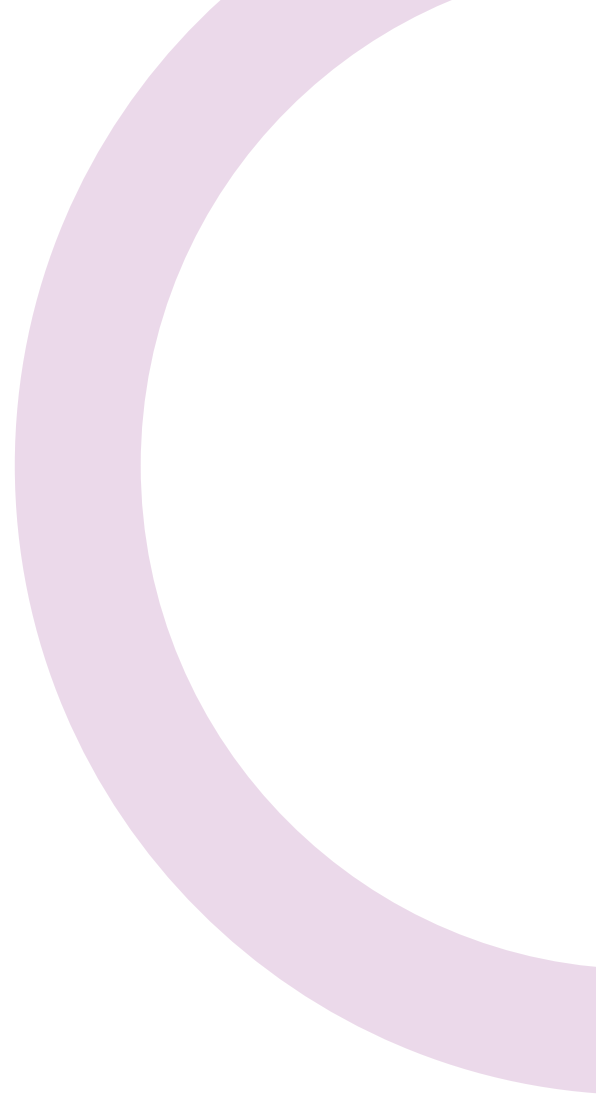
Reporting to Funding Body

If your café is externally funded or you have sponsorships from other organizations, be sure to report back to the funding body.





FLYER TEMPLATES



Example

Your Company Name
is hosting a

MEMORY CAFÉ

We are excited to invite individuals living with dementia and their care partners, families, and friends to join us for lunch and socialization together!

This is a **free** event occurring the second Wednesday of every month. No need to RSVP!


WHAT IS A MEMORY CAFÉ?

Memory cafés provide a safe and welcoming environment for individuals living with dementia and their care partners, family, and friends to join with others going through a similar journey.

Memory cafés help reduce stigma by allowing people living with dementia to be themselves in a non-judgmental, accepting social setting.

People living with dementia and their care partners can find new friends and make connections at memory cafés.



 **Contact Us**
123-456-7890

 **More Information**
www.reallygreatsite.com

Insert Company
logo here



11AM - 12:30PM

12

AUGUST

**RESTAURANT
NAME**

123 ANYWHERE CITY ST.,
ANY CITY, ST 12345



We are excited to invite individuals living with dementia and their care partners, families, and friends to join us for lunch and socialization together!

This is a **free** event occurring the _____ of _____.
No need to RSVP!

WHAT IS A MEMORY CAFÉ?

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People living with dementia and their care partners can find new friends and make connections at memory cafés.



Contact Us



More Information



Example

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is hosting a

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11AM - 12:30PM

12

AUGUST

RESTAURANT NAME

123 ANYWHERE CITY ST.,
ANY CITY, ST 12345

Insert Company
logo here



Contact Us
123-456-7890



More Information
www.reallygreatsite.com

Memory Café, August 12,
11AM-12:30PM, Restaurant
Name, 123 Anywhere St.,
Any City, ST 12345
Contact us: 123-456-7890

Memory Café, August 12,
11AM-12:30PM, Restaurant
Name, 123 Anywhere St.,
Any City, ST 12345
Contact us: 123-456-7890

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Contact us: 123-456-7890



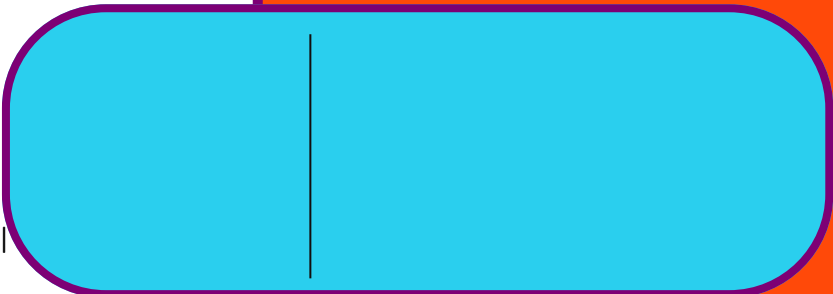
We are excited to invite individuals living with dementia and their care partners, families, and friends to join us for lunch and socialization together!

This is a **free** event occurring the _____ of _____.
No need to RSVP!

WHAT IS A MEMORY CAFÉ?

Memory cafés provide a safe and welcoming environment for individuals living with dementia and their care partners, family, and friends to join with others going through a similar journey.

Memory cafés are a space for people living with dementia to be themselves in a non-judgmental, accepting social setting. Attendees can find new friends and make connections.



Contact Us



More Information



Example



MEDIA RELEASE TEMPLATE

Date

Headline

A new project to connect people living with dementia and their care partners with others on a similar journey is about to start in **(insert town/area)**.

The **(insert café name)**, run by **(insert organization or facilitator)**, will be held **(insert frequency)** at **(insert location(s))** and aims to provide a social environment for people living with dementia, their care partners, family members, friends, and anyone else interested in supporting people living with dementia to meet, socialize, and share information over lunch **(or insert activity)**.

The café provides a great social setting for people to relax and enjoy time with others who are living with dementia or caring for someone living with dementia. Socializing and getting out in the community with others is an important way for care partners and people living with dementia to feel connected and the **(insert café name)** is a great way for **(insert town/area)** to be more inclusive and dementia friendly.

The café is also a great way to find out about the services and support that are available for people living with dementia in the area.

The cafes, the first of which will be held on **(insert date and time)**, will be held **(insert frequency)** at **(insert location(s))** and registrations are **(insert: not needed, preferred, or required)**.

For more information and café details, please contact **(insert contact details)**.

The **(insert café name)** has been made possible by **(insert funding or sponsorship acknowledgement, if applicable)**.

-Ends-

Media inquiries
(insert contact)



MEDIA RELEASE

A new project to connect people living with dementia and their care partners with others on a similar journey is about to start in _____.

The _____, run by _____, will be held _____ at _____ and aims to provide a social environment for people living with dementia, their care partners, family members, friends, and anyone else interested in supporting people living with dementia to meet, socialize, and share information over lunch _____.

The café provides a great social setting for people to relax and enjoy time with others who are living with dementia or caring for someone living with dementia. Socializing and getting out in the community with others is an important way for care partners and people living with dementia to feel connected and the _____ is a great way for _____ to be more inclusive and dementia friendly.

The café is also a great way to find out about the services and support that are available for people living with dementia in the area.

The cafes, the first of which will be held on _____, will be held _____ at _____ and registrations are _____.

For more information and café details, please contact _____.

The _____ has been made possible by _____

-Ends-

Media inquiries

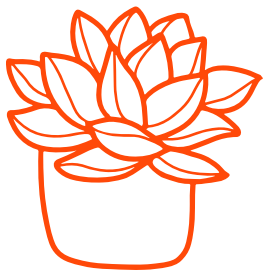
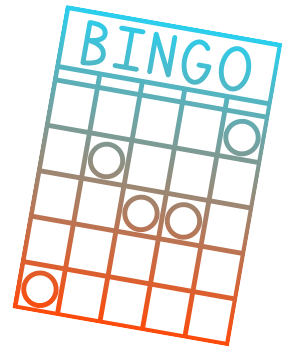


ACTIVITY/PROGRAMMING SUGGESTIONS

Activities or programming ideas to do during the café

Some ideas of activities or programming could include:

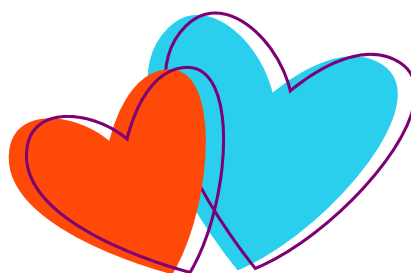
- guided sing-a-long
- karaoke
- name that tune
- bingo
- mad libs
- themed reminiscing activities
- cookie or cake decorating
- flower arranging
- potted seed planting
- holiday themed trivia
- painting
- building birdhouses
- Get to Know Me events
- board games or card games like Uno or War
- dad jokes
- mom-isms
- finish the proverb
- putting holiday kits together for older adults
- intergenerational activities



You could also schedule culturally relevant programming for attendees.

Some ideas could include celebrations for:

- The Kentucky Derby
- St. Patrick's Day
- Earth Day
- Mother's Day
- Independence Day
- Father's Day
- Valentine's Day
- Veteran's Day
- Grandparents Day
- Halloween





Outings to do in the community at the café

- going to a nursery to garden
- going to a museum for a guided art tour
- doing a guided tour of the local zoo or aviary
- visiting the local conservatory or botanical gardens
- taking a bus tour of the local city
- going to a baseball game or other sporting event
- attending a musical event or concert
- doing chair exercises in the park



Education/Presentation topics to have at the café

You can provide education on a variety of topics both related and unrelated to dementia and caregiving.

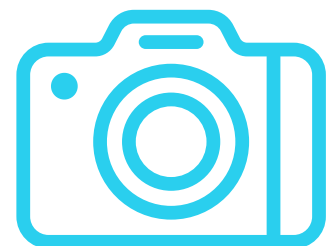
Topics related to dementia and caregiving could include:



- dementia 101
- different types of dementia
- communication tips
- caregiving stress management
- local resources

Topics unrelated to dementia could include:

- art history
- world cultures
- photography
- world history
- architecture
- nature & gardening





COMMUNICATION TIPS FOR FACILITATORS, VOLUNTEERS & ATTENDEES



Things to Keep in Mind



Treat the person living with dementia with dignity and respect. Avoid talking past the person living with dementia as if they aren't there.



Be aware of your feelings. Your tone of voice may communicate your attitude. Use positive, friendly facial expressions.



Be patient and supportive. Let the person living with dementia know that you are listening and trying to understand. Show that you care about what they are saying and be careful not to interrupt.



Offer comfort and reassurance. If they are having trouble communicating, reassure them that it's okay and encourage the person living with dementia to continue.



Avoid criticizing or correcting. Don't tell the person living with dementia what they are saying is incorrect. Instead, listen and try to find the meaning in what is being said.



Avoid arguing. If the person living with dementia says something you don't agree with, let it be. Arguing usually only makes things worse and often increases agitation for the person living with dementia.



A guess is not always necessary. If you understand what the person living with dementia means, finding the right word may not be necessary.



Encourage nonverbal communication. If you don't understand what is being said, ask the person living with dementia to point or gesture.





Conversation Tips




When you approach a person living with dementia to start a conversation:

- Come from the front, identify yourself, and keep good eye contact. If the person living with dementia is seated or reclined, get down to their level.
- Call the person living with dementia by their preferred name to get their attention.
- Use short, simple phrases and repeat information as needed. Ask one question at a time.
- Speak slowly and clearly. Use a gentle and relaxed tone.
- Patiently wait for a response while the person living with dementia takes time to process what you said.



During the conversation:

- Provide a statement rather than ask a question. For example, say “The bathroom is right here,” instead of asking, “Do you need to use the bathroom?”
 - Avoid confusing and vague statements about something you want the person living with dementia to do. Instead, speak directly: “Please come here. Your food is ready.” Name an object or place. For example, rather than saying, “Here it is,” instead say “Here is your hat.”
 - Turn negatives into positives. Instead of saying, “Don't go there,” instead say, “Come with me.”
 - Give visual cues. Point or touch the item you want the person living with dementia to use or begin the task for him or her to get them started.
 - Avoid quizzing. Reminiscing may be healthy, but avoid asking, “Do you remember when?”
 - Try using written notes or pictures as reminders if the person living with dementia is able to understand them.
- 

Example

MEMORY CAFÉ SPONSOR GUIDE

(Name of Café) Sponsor Opportunities

Who we are

The **(Memory Café Name)** is a relaxed social gathering held **(frequency)** and open to anyone affected by memory loss or related cognitive changes. The **(Memory Café Name)** is designed to make people living with dementia feel comfortable and a valuable part of the community. The Café is a great way for people living with dementia, their care partners, families, and friends to connect with others going through a similar journey.

Background

More than 400,000 people in Pennsylvania are living with dementia. For every person diagnosed with dementia there are at least three to four people, which may include family, friends, and colleagues, whose lives are profoundly affected. Social isolation is one of the greatest risks both for individuals living with dementia and their care partners. Memory cafés started in Europe in 1997, and since then have spread across the U.S., where they offer a welcoming, inclusive environment and new social connections for people living with dementia and their care partners.

Sponsorship opportunity

The **(Memory Café Name)** welcomes community support so that it can continue to be offered free of charge to participants. A **(\$ amount)** sponsorship covers refreshments and an honorarium for the guest artist for one session. The sponsor is welcome to choose a particular café session to sponsor, and we welcome sponsorships that cover several sessions. **(Option: you could list a menu of fees to support one session, a season, a year, etc.)**

In recognition, we will post acknowledgments thanking the sponsor at the registration table and the refreshment table. We will also announce the sponsorship at the beginning of the café. The sponsor may bring brochures to place on the resource table, and a staff person is welcome to attend. We ask that individuals who visit the café not market their services to guests during the café. **(Tailor this section to your café. It's very important to clearly state what the sponsor will receive for their donation, and any specific boundaries that you would like them to respect.)**

Other ways to support the (Memory Café Name)

- Volunteer
- Learn about dementia and become a Dementia Friend
- Come visit! You're welcome to experience the **(Memory Café Name)** first hand.

Contact

For information or to arrange a sponsorship, please contact _____ at **(phone/email)**.



MEMORY CAFÉ SPONSOR GUIDE

Sponsor Opportunities

Who we are

The _____ is a relaxed social gathering held _____ and open to anyone affected by memory loss or related cognitive changes. The _____ is designed to make people living with dementia feel comfortable and a valuable part of the community. The Café is a great way for people living with dementia, their care partners, families, and friends to connect with others going through a similar journey.

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The _____ welcomes community support so that it can continue to be offered free of charge to participants. A \$_____ sponsorship covers refreshments and an honorarium for the guest artist for one session. The sponsor is welcome to choose a particular café session to sponsor, and we welcome sponsorships that cover several sessions.

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Other ways to support the _____

- Volunteer
- Learn about dementia and become a Dementia Friend
- Come visit! You're welcome to experience the _____ firsthand.

Contact

For information or to arrange a sponsorship, please contact _____ at (phone/email) _____.



SIGNAGE EXAMPLES



Memory Café



Memory Café



Restrooms



Restrooms



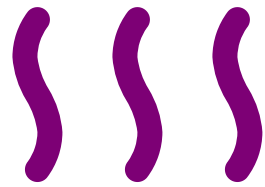
Food & Beverages



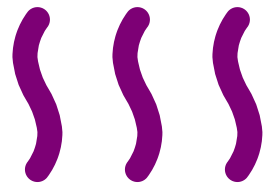
Food & Beverages



Coffee & Tea



Coffee & Tea





REGISTRATION FORM

Name: _____

Address: _____

Phone Number: _____

Email: _____

Date of Birth: _____

Language spoken at home: _____

Have you been diagnosed with dementia? Yes No

Are you caring for someone who has been diagnosed with dementia?
 Yes No

How did you learn of the memory café? _____

Do you have any specific dietary needs or requirements? Yes No

If yes, please list them: _____

Do you have any mobility accommodations or are you in need of assistance at the café? Yes No If yes, please describe: _____

Consent: I have read and agree with information and guidelines listed in the memory café "Welcome Letter."

(Signature)

(Date)

Emergency Contact Information (of a person not attending the café):

First and Last Name: _____

Relationship to You: _____

Address: _____

Phone Number & Email: _____

CAFÉ REPORT

Location: _____

Date: _____

Cost: _____

Contributions (if applicable): _____

Amount paid to Café/Venue: _____

Hosted/Facilitated by: _____

Number attended (total): _____

Number of people living with dementia in attendance: _____

Number of care partners in attendance: _____

Number of other family members/friends in attendance: _____

Number of educators/presenters/activity facilitators in attendance: _____

Number of staff/volunteers in attendance: _____

Number of others in attendance: _____

Issues raised:

Information provided (brochures, flyers, etc.):

Follow-up needed:

Problems:

Feedback from attendees:

Comments:

Report completed by: _____



CAFÉ ATTENDEE FEEDBACK FORM/EVALUATION



Be sure to include requirements from funding sources. *Adjust your included questions to fit your memory café offerings.

Please circle the answer that fits best with how you feel.

1. Do you look forward to coming to the café?
 - Always
 - Often
 - Sometimes
 - Never
2. Do you enjoy the activities and entertainment?
 - Always
 - Often
 - Sometimes
 - Never
3. Do you enjoy socializing with other attendees?
 - Always
 - Often
 - Sometimes
 - Never
4. Do you feel you get support, ideas, and encouragement at the café?
 - Always
 - Often
 - Sometimes
 - Never
5. Do you share information, ideas, and suggestions with other attendees?
 - Always
 - Often
 - Sometimes
 - Never
6. Do you feel connected to your community during the café?
 - Always
 - Often
 - Sometimes
 - Never
7. Do you keep in touch with some of the people you have met at the café?
 - Always
 - Often
 - Sometimes
 - Never



8. Attending the Memory Café, I feel: (circle one choice for each)

Comfortable	Always	Often	Sometimes	Never
Respected	Always	Often	Sometimes	Never
Lonely	Always	Often	Sometimes	Never
Supported	Always	Often	Sometimes	Never
Embarrassed	Always	Often	Sometimes	Never
Joyful	Always	Often	Sometimes	Never
Left out/ignored	Always	Often	Sometimes	Never
Part of a community	Always	Often	Sometimes	Never

9. What do you value most about the Memory Café? (Please circle a number with 1 being the least valuable to 6 being the most valuable)

- a. Social contact and sharing experiences 1 2 3 4 5 6
- b. Food and beverages 1 2 3 4 5 6
- c. Access to information about dementia 1 2 3 4 5 6
- d. Fun activities or outings 1 2 3 4 5 6
- e. Being able to speak to professionals 1 2 3 4 5 6
- f. Getting support at the Café 1 2 3 4 5 6

10. How did you hear about the memory café?

11. What do you enjoy about the memory café?

12. Are there any activities, education, or outings you'd like the café to do?

13. How could we improve the café for you?

14. Are there any other feedback or comments you'd like to share?



Example

WELCOME LETTER TEMPLATE

Welcome to the _____ Café

This **(memory café)** was developed to bring together people living with cognitive impairment or dementia and their care partners with others in the community who are going through a similar journey. We hope that you find the **(memory café)** a safe, open space to connect with others, socialize, gain information, and have some fun together. From time to time, we may share information about upcoming local events, activities, resources, or other information, but for the most part, **(the café)** is an opportunity to connect with others and to enjoy yourself while out.

The **(memory café)** is not a respite service for care partners to leave the person living with dementia, but instead it is about spending time with others who share a similar experience. We hope that you will use this as an opportunity to meet and connect with as many of the other attendees as you'd like. If you meet someone with whom you really connect and would like to exchange contact information, you are welcome to do so.

This welcome packet includes participation and transition guidelines, additional details about **(the café)**, a photo consent and release form for you to complete and return to the facilitator (as we do occasionally take photos of **(the memory café)**), and a list of helpful resources.

Please note that we meet on the **(3rd Wednesday)** of every **(frequency)** from **(time)** at the **(venue name)**, located at **(address)**. There is parking available at **(location)**, and the building is handicap accessible. Bathrooms are located on-site.

When you arrive, you will be greeted by myself or another volunteer, and we will ask you both to sign the registration sheet. You will be provided with name tags listing your preferred name to help everyone as we all get to know each other. At your first café, we will introduce you to other café attendees, but please feel free to sit wherever you would like.

At our café, typically we **(describe the general format and flow/agenda, whether it's starting with food and drink and socialization or starting with education or an activity, etc.)**. Please see the additional details sheet in your welcome packet for more information on how food and beverages are ordered, who pays, seating arrangements, use or non-use of name tags, confidentiality and exchange of contact information with others, RSVPs, payment for outings **(if that's your format)**, illness policy, and our weather/emergency cancellation process.

If you would like to talk privately or talk with us at any time, please let us know and we can arrange to meet or talk over the phone at a convenient time. Our contact information is listed below. We always enjoy hearing comments, feedback, and suggestions regarding the café and how we can improve the experience for our attendees. Thank you and welcome!

Sincerely,

(facilitator signature(s))

Facilitator name(s), organization, phone number, email address



WELCOME LETTER

Welcome to the _____

This _____ was developed to bring together people living with cognitive impairment or dementia and their care partners with others in the community who are going through a similar journey. We hope that you find _____ a safe, open space to connect with others, socialize, gain information, and have some fun together. From time to time, we may share information about upcoming local events, activities, resources, or other information, but for the most part, the café is an opportunity to connect with others and to enjoy yourself while out.

The _____ is not a respite service for care partners to leave the person living with dementia, but instead it is about spending time with others who share a similar experience. We hope that you will use this as an opportunity to meet and connect with as many of the other attendees as you'd like. If you meet someone with whom you really connect and would like to exchange contact information, you are welcome to do so.

This welcome packet includes participation and transition guidelines, additional details about _____, photo consent and release form for you to complete and return to the facilitator (as we do occasionally take photos of _____), and a list of helpful resources.

Please note that we meet on the _____ of every _____ from _____ at the _____, located at _____. There is parking available at _____, and the building is handicap accessible. Bathrooms are located on-site.

When you arrive, you will be greeted by myself or another volunteer, and we will ask you both to sign the registration sheet. You will be provided with name tags listing your preferred name to help everyone as we all get to know each other. At your first _____, we will introduce you to other attendees, but please feel free to sit wherever you would like.

At our _____, typically we _____

Please see the additional details sheet in your welcome packet for more information on how food and beverages are ordered, who pays, seating arrangements, use or non-use of name tags, confidentiality and exchange of contact information with others, RSVPs, payment for outings, illness policy, and our weather/emergency cancellation process.

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Sincerely,

PARTICIPATE AND TRANSITION GUIDELINES TEMPLATE

Participation and Guidelines Template

The Memory Café provides an opportunity for people living with dementia and their care partners to socialize and engage with others going through a similar journey in a fun and relaxed environment.

The café aims to:

- Provide a regular and supported social opportunity for people living with dementia and their care partners, as well as other family members, friends, and community members who wish to offer support or learn more about dementia.
- Provide a welcoming, safe, informal environment where individuals living with dementia feel they belong, are understood, and are a valued member of the community.
- Provide support, information, resources, education, and referrals to the right community supports and resources at the right time.

To ensure that the memory café is safe and enjoyable for everyone, it is desirable that attendees are able to:

- Participate and actively interact with others in the group.
- Demonstrate behavior that allows them to interact with others safely and positively in the group. For example, no recurring instances of verbal or physical outbursts, anger, irritability, unsafe leaving or walking away from the group. We understand that sometimes situations will occur that may involve some of these behaviors where individuals can be redirected or need some time to emotionally regulate—that is okay.
- Independently, or with minimal verbal and/or physical assistance, attend to activities of daily living, such as using the bathroom, drinking, or eating food.

However, if certain behaviors become a recurring concern, the memory café is no longer a positive or safe environment for that individual or for other attendees due to that individual, or the individual living with dementia is needing more assistance with activities of daily living than can be provided at the café, the café facilitator may need to schedule a confidential meeting with you in-person, by phone, or virtually to discuss alternative social opportunities in your area that may better meet the changing needs of the person living with dementia.



Example

CAFÉ DETAILS TEMPLATE

Below are some common questions asked about the Memory Café. Please see the answers and details provided and if you have any other questions, please do not hesitate to contact the café facilitator **(name)** at **(phone number)** or by email at **(email)**.

How are food and beverages ordered? At the beginning of the café, the server will go around to each attendee as they arrive and get settled to take their food and beverage order. Beverages are usually served within a few minutes and food is typically served after twenty minutes of placing your order. (*Please adjust the language accordingly if you will be collecting food and beverage orders at the beginning to provide to the servers/staff or if you will be catering/bringing food to the venue yourself or if food and beverages are not provided.)

Who pays? The Memory Café is free for all attendees! There is no cost to you as **(organization name or sponsor name)** is sponsoring the café. (*Please adjust the language accordingly if you will be collecting payment ahead of time or if attendees are expected to pay for their own food/beverages at the end of the café.)

What are the seating arrangements? There are no assigned seats at the Memory Café—please sit where you would like! We do hope that you try to sit with other attendees to socialize, and if you see others sitting alone, we do encourage you to sit with them to help them feel welcome and included. We have round tables that seat between 6-8 people to encourage conversation. We do encourage attendees to be mindful of their volume as loud noises can sometime bother others, but there is a small quiet space around the corner from the main seating area if any attendees need to utilize it. (*Please adjust the language accordingly if you will not be sitting (i.e. an outing at a museum) or adjust it to fit the parameters of your venue's seating arrangements.)

Are name tags used? Disposable name tags are used to encourage connection to other attendees and for others to know your preferred name. Name tags are provided as you arrive and can be thrown away at the end of the café. (*Please adjust the language accordingly to your use or non-use of name tags.)

Are there bathrooms? Bathrooms are located **(insert location of restrooms)**. (*Add any other language you would like, i.e. whether they are handicap accessible or not or if their location changes depending on if the venue changes.)

Is the venue handicap accessible? Yes, the **(insert venue name)** is handicap accessible. There is handicap parking available, a ramp to enter the building, and a handicap accessible bathroom. Our meeting space is located on the first floor of the building. (*Please adjust the language accordingly, such as what handicap accessible features are or are not available with the venue (parking, ramp, elevators, handicap accessible doorways, bathrooms, etc.).

Where do I park? There is free parking available in front of the venue building. There are handicap spaces available near the front entrance of the building. (*Please adjust the language accordingly, such as if there is free parking or paid parking, a parking lot or street parking, etc.)

Example

What about confidentiality and exchanging contact information with other attendees? We do not share any attendee information with others, but you are more than welcome to exchange contact information with other attendees if you would like to connect with them outside of the memory café. We keep all information gathered confidential and do not share or sell your information to outside entities.

Do you collect RSVPs? We encourage people interested in attending the memory café to RSVP ahead of time for us to have a better understanding of the number of expected attendees to ensure we have adequate space at our venue, but we do not require RSVPs and encourage all people living with dementia and their care partners to come! (*Please adjust language according to whether or not you will be collecting RSVPs ahead of time, if you require them in order to attend a seating-limited outing, if drop-ins are welcome, etc.)

How do you collect payment for outings? Most of our outing costs are covered by our generous host/sponsor (**organization/sponsor name**), but if it is an outing that requires a fee, we require registration ahead of time and will collect the money in cash format as we arrive at the venue before the café starts. (*Please omit if you do not have an outing-style format or adjust the language to fit how you will collect payment for outings.)

Do you have an attendance or illness policy? We do not have an attendance requirement once you've joined the café and do not require you to give advance notice if you cannot attend, but if we do notice that you have not attended for a few meetings, we may contact you to check in and see if you are in need of support or assistance. If you or the person living with dementia are feeling ill or exhibiting signs of illness (fever, chills, body aches, cough, vomiting, etc.), we ask that you do not attend the memory café until you or the person living with dementia are feeling better so as to not spread any illness or infection to other attendees. We ask that you utilize your best judgment and if you have any questions or are unsure if you should attend due to feeling ill or having symptoms, please contact the memory café facilitator. (*Please adjust the language you use to reflect your own attendance and illness policies.)

Is there an inclement weather/emergency cancellation process? If we expect or experience inclement weather (heavy sleet/snow, heavy rain/storms, freezing rain, flooding, etc.) and it appears that travel will be unsafe, we will cancel the memory café for that day and/or may reschedule for another day. Also, if there is an emergency (such as with the venue or a public emergency), we may cancel the memory café for that day and/or may reschedule for another day. This will be determined on a case-by-case basis, and it will be communicated on our (**organization**) website found at (**insert URL**) and on our social media channels (**insert social media channels and handles**) no later than one hour prior to the start time of the memory café. If you are unsure of whether the memory café will still be held, you can also contact (**facilitator name**) at (**phone number or email address**). (*Please adjust the language you use to reflect your own inclement weather/emergency cancellation process or policies.)



DETAILS

Below are some common questions asked about the _____. Please see the answers and details provided and if you have any other questions, please do not hesitate to contact the _____ facilitator _____ at _____ or by email at _____.

How are food and beverages ordered? At the beginning of the _____, the server will go around to each attendee as they arrive and get settled to take their food and beverage order. Beverages are usually served within a few minutes and food is typically served after twenty minutes of placing your order.

Who pays? The _____ is free for all attendees! There is no cost to you as _____ is sponsoring the _____.


What are the seating arrangements? There are no assigned seats at the _____ please sit where you would like! We do hope that you try to sit with other attendees to socialize, and if you see others sitting alone, we do encourage you to sit with them to help them feel welcome and included. We have round tables that seat between 6-8 people to encourage conversation. We do encourage attendees to be mindful of their volume as loud noises can sometime bother others, but there is a small quiet space around the corner from the main seating area if any attendees need to utilize it.

Are name tags used? Disposable name tags are used to encourage connection to other attendees and for others to know your preferred name. Name tags are provided as you arrive and can be thrown away at the end of the _____.

Are there bathrooms? Bathrooms are located _____.

Is the venue handicap accessible? Yes, the _____ is handicap accessible. There is handicap parking available, a ramp to enter the building, and a handicap accessible bathroom. Our meeting space is located on the first floor of the building.

Where do I park? There is free parking available in front of the venue building. There are handicap spaces available near the front entrance of the building.



What about confidentiality and exchanging contact information with other attendees? We do not share any attendee information with others, but you are more than welcome to exchange contact information with other attendees if you would like to connect with them outside of _____. We keep all information gathered confidential and do not share or sell your information to outside entities.

Do you collect RSVPs? We encourage people interested in attending _____ to RSVP ahead of time for us to have a better understanding of the number of expected attendees to ensure we have adequate space at our venue, but we do not require RSVPs and encourage all people living with dementia and their care partners to come!

How do you collect payment for outings? Most of our outing costs are covered by our generous host/sponsor _____, but if it is an outing that requires a fee, we require registration ahead of time and will collect the money in cash format as we arrive at the venue before the _____ starts.

Do you have an attendance or illness policy? We do not have an attendance requirement once you've joined the _____ and do not require you to give advance notice if you cannot attend, but if we do notice that you have not attended for a few meetings, we may contact you to check in and see if you are in need of support or assistance. If you or the person living with dementia are feeling ill or exhibiting signs of illness (fever, chills, body aches, cough, vomiting, etc.), we ask that you do not attend _____ until you or the person living with dementia are feeling better so as to not spread any illness or infection to other attendees. We ask that you utilize your best judgment and if you have any questions or are unsure if you should attend due to feeling ill or having symptoms, please contact _____ facilitator.

Is there an inclement weather/emergency cancellation process? If we expect or experience inclement weather (heavy sleet/snow, heavy rain/storms, freezing rain, flooding, etc.) and it appears that travel will be unsafe, we will cancel the _____ for that day and/or may reschedule for another day. Also, if there is an emergency (such as with the venue or a public emergency), we may cancel _____ for that day and/or may reschedule for another day. This will be determined on a case-by-case basis, and it will be communicated on our _____ website found at _____ and on our social media channels _____ no later than one hour prior to the start time of _____. If you are unsure of whether _____ will still be held, you can also contact _____ at _____.



PHOTO CONSENT AND RELEASE TEMPLATE

I, **(write your name)** hereby irrevocably grant and authorize **(facilitator/organization name)**, its parent, affiliates, subsidiaries, licensors, licensees, successors, nominees, agents, assigns, and those for whom it is acting, my consent and the unrestricted right and permission to copy, publish, republish, edit, record, reproduce, broadcast, rebroadcast, distribute, transmit, exhibit, copyright, sell, merchandise, disseminate, use and otherwise exploit, either in whole or in part, in any way throughout the universe and in perpetuity the audio and/or visual portions of any videotape, film, pictures, prints, stills, promotional materials, or other recordings or me made in connection with **(organization name)** and any reproduction thereof, for use through any medium or media now known or hereafter devised including, but not limited to, newspaper, home video release (whether by cassette, laser disc or other means), television (whether by free, pay, pay-per-view, cable, broadcast, video on demand, near video on demand, interactive, satellite or community), the internet, webcast, CD-ROM and other interactive means.

I understand and agree that photographs, films, videotapes, pictures, prints, stills, promotional materials or other recordings of me may be used with or without identifying me as their subject. Such right and permission shall be exercisable, in whole or in part, at the sole discretion of **(organization name)**, its parent, affiliates, subsidiaries, licensees, successors, nominees, assigns, or agents.

I understand that any statements and any reference to me in the photographs, films, videotapes, pictures, prints, stills, promotional materials or other recordings of me may be used in connection with the promotion of the memory café and/or **(organization name)**, in any of its fund-raising campaigns or by any of its clients.

I hereby waive any right that I may have to inspect or approve any finished product, derivative thereof, or the use to which such finished product may be applied.

I hereby release, discharge and agree to hold harmless **(organization name)**, its parent, affiliates, subsidiaries, licensors, licensees, successors, assigns and agents and those from whom it is acting, from any liability, claim, or cause of action, now known or later discovered, including without limitation, liability for libel, invasion of any right of privacy or publicity, and defamation arising out of the use of any photographs, films, videotapes, negatives, prints, stills or other recording of me, or reference to me, or of any scene or sequence in which my likeness or such reference appears.

I hereby warrant that I am age 18 or older. I acknowledge that I have read and understand this Consent and Release prior to agreeing to the terms herein.

Name of Attendee: _____ Date: _____

Signature of Attendee or Authorized Representative: _____

Authorized Representative Name & Relationship: _____



PHOTO CONSENT AND RELEASE

I, _____ hereby irrevocably grant and authorize _____, its parent, affiliates, subsidiaries, licensors, licensees, successors, nominees, agents, assigns, and those for whom it is acting, my consent and the unrestricted right and permission to copy, publish, republish, edit, record, reproduce, broadcast, rebroadcast, distribute, transmit, exhibit, copyright, sell, merchandise, disseminate, use and otherwise exploit, either in whole or in part, in any way throughout the universe and in perpetuity the audio and/or visual portions of any videotape, film, pictures, prints, stills, promotional materials, or other recordings or me made in connection with _____ and any reproduction thereof, for use through any medium or media now known or hereafter devised including, but not limited to, newspaper, home video release (whether by cassette, laser disc or other means), television (whether by free, pay, pay-per-view, cable, broadcast, video on demand, near video on demand, interactive, satellite or community), the internet, webcast, CD-ROM and other interactive means.

I understand and agree that photographs, films, videotapes, pictures, prints, stills, promotional materials or other recordings of me may be used with or without identifying me as their subject. Such right and permission shall be exercisable, in whole or in part, at the sole discretion of _____, its parent, affiliates, subsidiaries, licensees, successors, nominees, assigns, or agents.

I understand that any statements and any reference to me in the photographs, films, videotapes, pictures, prints, stills, promotional materials or other recordings of me may be used in connection with the promotion of the memory café and/or _____, in any of its fund-raising campaigns or by any of its clients.

I hereby waive any right that I may have to inspect or approve any finished product, derivative thereof, or the use to which such finished product may be applied.

I hereby release, discharge and agree to hold harmless _____, its parent, affiliates, subsidiaries, licensors, licensees, successors, assigns and agents and those from whom it is acting, from any liability, claim, or cause of action, now known or later discovered, including without limitation, liability for libel, invasion of any right of privacy or publicity, and defamation arising out of the use of any photographs, films, videotapes, negatives, prints, stills or other recording of me, or reference to me, or of any scene or sequence in which my likeness or such reference appears.

I hereby warrant that I am age 18 or older. I acknowledge that I have read and understand this Consent and Release prior to agreeing to the terms herein.

Name of Attendee: _____ Date: _____

Signature of Attendee or Authorized Representative: _____

Authorized Representative Name & Relationship: _____

DEMENTIA FRIENDLY RESOURCE PACKET



Resources in Your Community

	Volunteer	Support	Education
<p>Dementia Friendly Pennsylvania- www.dementiafriendlypa.org</p> <p>Dementia Friendly Pennsylvania promotes collaborative partnerships that raise awareness, increase knowledge, reduce stigma and engage community members in transforming Pennsylvania into an inclusive place for persons living with dementia.</p> <p>Access resources, dementia friendly events calendar, and learn more about Dementia Friendly Communities in Pennsylvania.</p>		•	•
<p>Dementia Society of America- www.dementiasociety.org or 1-800-DEMENTIA (1-800-336-3684)</p> <p>Dementia Society of America is the nation’s leading volunteer-driven all-Dementias awareness organization. DSA provides an information hotline, online resources, and an easy-to-use web-based locator, which can help families and individuals find valuable support near to them.</p> <p>Additional resources and programs include Aware and Share Cards to use when in the community, The Big Umbrella: A guide available to distribute to clients or leave in the waiting room, and Operation KeepSafe. DSA offers no-cost / low-cost basic medical ID kits to anyone living with Mild Cognitive Impairment or Dementia and their carers throughout the US/Canada, regardless of ability to pay.</p>	•	•	•
<p>Dementia Action Alliance- www.daanow.org or 732-212-9036</p> <p>DAA is a non-profit organization that provides hope and help to individuals and families living with dementia and information about how to live proactively with dementia. DAA offers services and peer support including three weekly online discussion groups, two monthly podcasts, an online Resources Center, a national Speakers Bureau and other services. All DAA efforts and activities are shaped and informed by individuals living with dementia.</p> <p>Pathways to Well-being with Dementia: A Manual of Help, Hope, and Inspiration is a how-to manual which provides essential information about living with dementia. The practical, helpful information, grounded in science, is presented in a user-friendly format. Obtain a free virtual copy here: www.daanow.org/pathways-to-well-being-with-dementia</p>	•	•	•
<p>PA CareKit- www.pa.gov/agencies/aging/pa-carekit</p> <p>The PA CareKit is a collection of tools, information, and support to help you learn more, plan ahead, or catch your breath. A free resource developed by the Pennsylvania Department of Aging, the kit is available online and in print, with resources tailored to different caregiving situations.</p>		•	•

Resources for Specific Forms of Dementia

	Volunteer	Support	Education
<p>Alzheimer's Association- www.alz.org/pa or www.alz.org/delval; 24-Hour Helpline: 1.800.272.3900</p> <p>The Association helps those impacted by Alzheimer's disease and other dementias by providing support groups and educational resources, while advancing crucial research and public policy initiatives. The Alzheimer's Association 24/7 Helpline serves people with memory loss, caregivers, health care professionals and the public, providing reliable information and support to all those who need assistance.</p>	•	•	•
<p>The Association for Frontotemporal Degeneration (AFTD) - www.theaftd.org or 267.514.7221 or Helpline: 1.866.507.7222</p> <p>AFTD connects people living with Frontotemporal Degeneration (FTD) and their care partners with the information, resources and support they need to face life after a diagnosis. AFTD promotes and provides education for healthcare professionals.</p>	•	•	•
<p>Lewy Body Dementia Association- www.lbda.org or LEWY LINE: 800.539.9767</p> <p>The Lewy Body Dementia Association (LBDA) is a nonprofit organization dedicated to raising awareness of the Lewy body dementias (LBD), supporting people living with LBD, their families and caregivers and promoting scientific advances.</p>	•	•	•
<p>American Stroke Association (Vascular Dementia)- www.stroke.org/en or Stroke Family Warmline: 1-888-4-STROKE</p> <p>The American Stroke Association is a relentless force for a healthier world with fewer strokes. The Association offers evidence-based information on managing vascular dementia, stroke, post-stroke recovery, caregiver tools and resources, and education for health care professionals.</p>	•	•	•
<p>Lorenzo's House- www.lorenzoshouse.org or (312) 319-8797</p> <p>With a focus on younger-onset dementia, Lorenzo's House is designed to empower, align and sustain family care partners and their loved ones. Lorenzo's House offers a care partner companion match, youth initiatives, respite and healing spaces, that address the social and clinical needs of families living with young-onset dementia.</p>	•	•	•
<p>Creutzfeldt- Jakob Disease Foundation, Inc.- www.cjdfoundation.org or TOLL-FREE HELPLINE: 1-800-659-1991</p> <p>The mission of the CJD Foundation is to support families affected by Prion Disease, raise awareness, and support medical education and research. Family support including HelpLine, referrals, support groups, and education for families, caregivers, and medical professionals.</p>	•	•	•

<h2 style="text-align: center;">Resources in Pennsylvania</h2>	Volunteer	Support	Education
<p>Penn Memory Center at the Penn Neuroscience Center- www.pennmemorycenter.org or 215-662-7810</p> <p>The Penn Memory Center is a single, unified Penn Medicine source for those age 65 and older seeking evaluation, diagnosis, treatment, information, and research opportunities related to symptoms of progressive memory loss, and accompanying changes in thinking, communication, and personality.</p> <p>The Penn Memory Center offers state-of-the-science diagnosis, treatment and research, focusing on individuals living with Alzheimer’s disease, mild cognitive impairment (MCI) and other age-related progressive memory disorders. Classes, support and a wide range of information on Alzheimer’s disease and brain-aging related topics are available.</p>	•	•	•
<p>University of Pittsburgh Alzheimer’s Disease Research Center- www.adrc.pitt.edu or 412-692-2700</p> <p>The ADRC is one of the nation’s leading research centers specializing in the diagnosis of Alzheimer’s disease and related disorders. Through outpatient evaluations, participants and their families receive state-of-the-art diagnostic assessments and contribute to the scientific study of Alzheimer’s disease. The Alzheimer’s Outreach Program provides education and counseling for participants and families, referrals to community resources, support groups for caregivers, and opportunities to participate in research studies.</p>	•	•	•
<p>Pennsylvania Department of Health- www.health.pa.gov/topics/disease/Pages/Alzheimers.aspx</p> <p>The Pennsylvania Department of Health offers resources highlighting the importance and value of early detection and diagnosis, awareness of knowing and analyzing signs and symptoms, best practices for delivering best care by ensuring cultural competency and addressing racial and ethnic disparities and inequities.</p>		•	•
<p>Pennsylvania Link to Aging and Disability Resources- www.aging.pa.gov/local-resources/pa-link Toll-Free Helpline: 1-800-753-8827</p> <p>The PA Link to Aging and Disability Resources is PA's effort designed to help persons with disabilities and seniors find information that will connect them to supports and services in their community.</p> <ul style="list-style-type: none"> • Easily connect to local services/supports through any PA Link partner agency. • Explore existing options to ensure a secure plan for independence. • Assist with applications to determine funding eligibility. 		•	•

Care Partner Resources

Care Partner Resources	Volunteer	Support	Education
<p>Area Agencies on Aging - www.aging.pa.gov/local-resources</p> <p>Your local Area Agency on Aging (AAA) is the front door for aging services in your community. AAA is staffed with skilled workers who can provide information about services and assist in obtaining access to those services. Pennsylvania has 52 Area Agencies on Aging that cover all 67 counties. Volunteer opportunities exist for people of all ages and levels of physical ability. Your local Area Agency on Aging may have opportunities for you to volunteer in the following programs:</p> <ul style="list-style-type: none"> Foster Grandparent Program, Ombudsman Program, PEER - Pennsylvania's Empowered Expert Residents, Retired Senior Volunteer Program, Senior Companion Program 	•	•	•
<p>Family Caregiver Alliance- www.caregiver.org/caregiver-connect or 1-800-445-8106</p> <p>Family Caregiver Alliance is a public voice for caregivers, shines light on the challenges caregivers face daily and champions their cause through education, services, and advocacy.</p> <ul style="list-style-type: none"> Resources- Family Care Navigator- Comprehensive, online guide to help families locate caregiver support programs and services in all 50 states. The tool can locate information and specific services in an easy-to-read chart format. Education- Extensive library of fact sheets, articles, and checklists as well as numerous webinars and videos on caregiving issues. Service staff also talk to family caregivers from across the country to quickly assess their needs and tailor the right information and service referral. 		•	•
<p>Eldercare Locator- www.eldercare.acl.gov or 1-800-677-1116</p> <p>The Eldercare Locator is a public service of the Administration on Aging (AoA) and a nationwide service that connects older Americans and their caregivers with trustworthy local support resources. The Eldercare Locator links those who need assistance with state and local agencies on aging, as well as community-based organizations that serve older adults and their caregivers.</p>		•	•
<p>HFC- www.wearehfc.org or info@wearehfc.org</p> <p>HFC is a national non-profit on a mission to care for families impacted by Alzheimer's disease, activate the next generation of Alzheimer's advocates, and be a leader in brain health research and education. The HFC In-Home Care Grant Program relieves caregivers, giving them time to rest, recharge and focus on their personal and professional life. Delivered with their partner, Home Instead, HFC's Care Grants provide 3-6 months of free, professional, in-home care. HFC offers support groups and wellness webinars.</p>	•	•	•

Resources in Your Community

Resources in Your Community	Volunteer	Support	Education
<p>Alzheimer’s Foundation of America- www.alzfdn.org or call the national toll-free helpline at 1-866-232-8484</p> <p>The mission of the Alzheimer’s Foundation of America (AFA) is to provide support, services and education to individuals, families and caregivers affected by Alzheimer’s disease and related dementias nationwide, and fund research for better treatment and a cure. To help individuals take a proactive approach to brain health, AFA has a National Memory Screening Program which provides free, confidential memory screenings at sites across the country. AFA also works with professional caregivers and dementia-care settings to provide training and continuing education to elevate the level of care they provide on a daily basis.</p>	•	•	•
<p>Sage- Advocacy and Services for LGBT Elders- www.sageusa.org or 877-360-LGBT (5428)</p> <p>Sage is a national advocacy and services organization for LGBT elders. Sage offers a multitude of services and supports including:</p> <ul style="list-style-type: none"> • Advocacy for LGBT Elders • HIV & Aging Policy Action Coalition (HAPAC) • National Resource Center on LGBT Aging • SAGE Hotline 	•	•	•
<p>UsAgainstAlzheimer's Center for Brain Health Equity- www.usagainstalzheimer.org/center-brain-health-equity or (202) 410-5199</p> <p>The UsAgainstAlzheimer’s Center for Brain Health Equity drives collaboration among health providers and community-based organizations to develop effective and culturally tailored brain health strategies for African American and Latino communities, which are disproportionately impacted by Alzheimer’s disease and related dementias.</p>	•	•	•
<p>National Institute on Aging ALZHEIMER'S DISEASE AND RELATED DEMENTIAS (ADEAR) Center- 1-800-438-4380 www.nia.nih.gov/health/alzheimers</p> <p>The ADEAR Center is a service of the National Institute on Aging (NIA), one of the Federal Government's National Institutes of Health and part of the U.S. Department of Health and Human Services. The ADEAR Center has a staff of Information Specialists available to assist you with:</p> <ul style="list-style-type: none"> • Free publications about Alzheimer's and related dementias symptoms, diagnosis, related disorders, risk factors, treatment, caregiving tips, home safety tips, and research • Referrals to local supportive services and Research Centers that specialize in research and diagnosis; Clinical trials information. <p>To order free materials on dementia available in multiple languages, visit: https://order.nia.nih.gov/search/publications/dementia</p>		•	•

<h2 style="text-align: center;">Memory Café Resources</h2>	Volunteer	Support	Education
<p>Memory Café Alliance- www.dfamerica.org/what-is-memory-cafe-alliance or memorycafes@dfamerica.org</p> <p>The Memory Café Alliance was formed to sustainably increase the number of high-quality Memory Cafés throughout the U.S. The Memory Café Alliance offers the Memory Café Directory for facilitators to list their memory café, provides free online training modules on how to operate a memory café, dementia and caregiving for memory café leaders, and facilitating memory café programming, and shares resources for memory café leaders.</p>		•	•
<p>JF&CS Memory Café Percolator- https://www.jfcsboston.org/our-services/services-for-older-adults/home-community-supports/alzheimers-related-dementias-family-support/percolator</p> <p>The JF&CS Memory Café Percolator shares free information and tools to make it easier for organizations and individuals to start and sustain their own memory café. Memory café facilitators can join the Percolator Google Group to share ideas with other facilitators and receive information and resources at the Percolator quarterly Idea Exchanges. The Percolator provides resource links and materials to promote memory cafés, informational videos, and helpful other information.</p>		•	•

REFERENCES

- Alzheimer's Australia NSW, Community Café Toolkit
- Fox Valley Memory Project, Wisconsin Memory Café Programs: A Best Practice Guide

https://www.alz.org/alzheimers-dementia/what-is-dementia/related_conditions/mild-cognitive-impairment

<https://www.alzint.org/resource/dementia-friendly-community-resources/>

<https://www.alzint.org/what-we-do/policy/dementia-friendly-communities/alzheimer-cafes/>

<https://www.nia.nih.gov/health/caregiving/what-respite-care>

<https://pubmed.ncbi.nlm.nih.gov/20670462/>

Massachusetts Association of Councils on Aging,
Massachusetts Memory Café Toolkit

Mayo Clinic, Memory Café Startup Guide



THANK YOU



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A special thank you to the following Pennsylvania Memory cafés for their photos, quotes, and contributions to this guide:

JCC Squirrel Hill Memory Café, held by the Jewish Community Center of Greater Pittsburgh, Pittsburgh, Pennsylvania

Morningstar Memory Café, held by Morningstar Senior Living, Bethlehem, Pennsylvania

Presbyterian SeniorCare Network Memory Café, held by Presbyterian SeniorCare Network, Oakmont, Pennsylvania

Vintage Memory Café, held by Vintage Senior Center, Pittsburgh, Pennsylvania

