



this issue

Dementia
Supporters
in the CommunityEyes in the
NeighbourhoodSakura-chan and
Suzu-no-yaNational Campaign
to Understand
Dementia and
Build Community
NetworksSeven Pillars of the
New Orange PlanKey Dementia Care
Lessons from
Japan?

Upcoming Events



Sakura-chan in Kobe

Dementia Care Lessons from Japan

As the world's oldest country, where approximately 25% of its 128 million people are over 65, Japan is leading the way with inspirational initiatives to help its 4.6 million elderly living with dementia. We see headlines like: "How Japan is training an entire country to help with dementia: Japan can't change dementia. So Japan is changing Japan" (Yang, Toronto Star, 2015)

Canada is by comparison a younger nation. Yet, we too will have approximately 25% of the population over 65 years of age by 2031 (Statistics Canada, 2010). Thinking ahead is a good plan. What is Japan doing that we can adopt in our home and community care policy and practices?

This **E-News** highlights a number of innovative grassroots and country-wide initiatives. Some schemes harness the energy and compassion of volunteers. Other projects build on existing structures or businesses. Still other programs originated with a push from government. All the examples demonstrate the resourcefulness and commitment of communities, governments and private sector organizations to keep older people safe, help them to hold on to their dignity, and to provide much needed assistance to their caregivers.

Best wishes for 2016 from CRNCC Co-Chairs,

Janet Lum  Paul Williams

Dementia Supporters in the Community

In Japan **Dementia Supporters** or **Neighbourhood Watch** or **Dementia Friends** include over 6.1 million volunteers who have been mobilized to support people with fading cognitive abilities. They have participated in a government-funded 90-minute training session to recognize the cues of people who are lost, confused and/or wandering, and to lead them safely back home. The neighbourhood network scheme is widely popular, with 61% of local municipalities setting up volunteer staffed neighbourhood watch networks in partnership with the police, local businesses and NGOs. The practice provides low key, informal, compassionate and seemingly effective social care. It is officially sanctioned by the central government (Hayashi, 2015).

Dementia Supporters go beyond designated volunteers. They include:

- **“well” older members** in the community who become peer-supporters for the community's frailer members;
- **school children** who have been taught what to do when they see seniors who appear lost;
- **store clerks** who notice customers walking back and forth in the aisles;
- **garbage collectors** who realize that an older resident is no longer putting out the recycling;
- **bank tellers** who understand why clients have returned to withdraw money for a third time in one day; and,
- **apartment managers** who want insights on how best to deal with elderly tenants knocking on the wrong doors, failing to sort bins, or taking other residents' newspapers.



Hayashi, M. (2015, June). *Dementia Friends in Japan*. Presentation at the Dementia Awareness Week Conference, Glasgow, UK. Retrieved from <http://daw.dementiascotland.org/wp-content/uploads/2015/06/Mayumi-Hayashi-Dementia-Friends-.pdf>

Eyes in the Neighbourhood

Government officials have reached out to **convenience stores** to spot older people who may be disoriented and wandering late at night or early in the morning. Many convenience stores are particularly helpful because they generally stay open 24 hours.

In Osaka Prefecture, managers of 7-Eleven Japan, Lawson, Family Mart and Circle K-Sunkus convenience stores attend training sessions conducted by local cities and towns. They learn how to recognize and treat people exhibiting characteristic symptoms of dementia, as well as how to contact police or family members. The session is approximately 60-90 minutes (*Japan Today*, 2015).

Businesses, welfare offices, railway and bus companies, gasoline stations, and government employees can also make use of a quasi-governmental “**Patrol and Watch SOS Network**” which links cities and towns searching for wanderers. The **SOS Network** distributes data on older persons once a family reports a relative missing and provides information on appearance and clothing.



Japan Today (2015, September 26). *Osaka convenience stores to help wandering dementia sufferers.* Retrieved from <http://www.japantoday.com/category/kuchikomi/view/osaka-convenience-stores-to-help-wandering-dementia-sufferers>

Eyes in the Neighbourhood

How should employees of large supermarkets react when they see older customers opening a box of cookies or grabbing fruit to eat on the spot?



In 2007, Aeon Co., Ltd., a large grocery chain, joined an initiative supporting people with dementia promoted by the **Japanese Ministry of Health, Labour and Welfare and Japanese NPO Community-Care Policy Network**.

By March 2015, approximately 50,000 Aeon employees have learned how best to respond to people who show signs of dementia through training and role playing in the store setting.



Financial institutions too are joining the dementia training caravan. Front-line bank tellers face the daily challenges of older people who have no surviving family members, or have children who live in other cities. Seniors may forget their pin number, or enter the wrong pin number 3 times prompting the

system to block access to their account, or withdraw money and then forget and complain that their money is missing. Thus, banks are training special support staff to recognize the behavioral traits of clients with dementia so as to provide appropriate support.

Aeon Co. Ltd. (2015, February 26). *The number of dementia supporters at Aeon stores reaches 50 thousand*. Chiba, Japan: Author. Retrieved from https://www.aeon.info/export/sites/default/common/images/en/pressroom/imgsrc/150226R_1.pdf

Nikkei Asian Review. (2014, January 13). Japanese banks boosting support for elderly customers. Retrieved from <http://asia.nikkei.com/Business/Consumers/Japanese-banks-boosting-support-for-elderly-customers?page=1>

Sakura-chan and Suzu-no-ya

In Kobe, Taeko Maruo turned her privately rented home into “**Sakura-chan.**” In 2004, with the help of volunteers, she opened her residence to serve lunch to older people with dementia patients and their carers, and to provide a base for other social activities such as day-trips and dementia awareness education. Carers receive much needed respite and have access to a 24 hour help line. Since Kobe local authority offices are located next door, officials are often offered lunch to witness first-hand the activities at this open house. The success of the Sakura-chan project has led to the approval of startup funding for 12 additional sites under this model (Hayashi, 2015).

The **Suzu-no-ya** or “Open houses” operate much like the Adult Day Centres in Canadian provinces and elsewhere in the world, providing lunch, social activities for people with dementia and companionship, peer support and respite for family carers. The main difference is that volunteers (not “professionals”) provide care and support in these “Open Houses” and they operate out of spaces in low-rent or re-purposed vacant properties in Japan.



Hayashi, M. (2015, May). *Japan: Where grassroots support initiatives are growing in empty houses*. London, UK: Housing Learning & Improvement Network. Retrieved from http://www.housinglin.org.uk/library/Resources/Housing/Practice_examples/Housing_LIN_case_studies/HLIN_CaseStudy_105_Japan-Grassroots.pdf

For more information, see:

[Housing LIN Report—Japan: Where grassroots support initiatives are growing in empty houses](#)

National Campaign to Understand Dementia and Build Community Networks



In 2005, the government started a campaign focused on educating the general public on the challenges of living with dementia. The Ministry of Health, Labour and Welfare in partnership with Community-Care Policy Network (NPO) launched a 10-year nationwide public campaign called, “**Campaign to Understand Dementia and Build Community Network.**”

The Campaign was also designed to provide training for participants to become dementia supporters so as to build communities where people with dementia could live safely and independently. Goals included:

- Nationwide Caravan to train one million **Dementia Supporters**
- Support for the associations of people with dementia and their families
- Care Management involving dementia patients and their families
- Building dementia friendly communities



NPO Community Care Policy Network . (2015). 認知症サポートキャラバン? [Dementia Support Caravans?]. Tokyo, Japan: Author. Retrieved from <http://www.caravanmate.com/aboutus/>

Seven Pillars of the New Orange Plan

In January 2015, Japan announced the **New Orange Plan: A Comprehensive Strategy for the Promotion of Dementia Measures** ~Towards a Community Friendly to the Elderly with Dementia.

The Plan proposed seven pillars:

1. Promote the dissemination of knowledge and understanding on dementia;
2. Provide timely and appropriate medical and nursing care, etc.;
3. Strengthen measures on early onset dementia;
4. Supporting carers of people with dementia;
5. Promote development of elderly and dementia friendly communities;
6. Promote the research and research dissemination on dementia diagnosis, treatment prevention and rehabilitation;
7. Emphasize the viewpoints of people with dementia and their carers.

The Japanese government allocated ¥16.1 billion for measures to address dementia in Fiscal Year 2015. The funding includes resources from the Ministry of Health, Labour and Welfare for Community Support Projects.

認知症カフェの様子



夜のカフェの様子

Dementia Café in Japan

Japanese Ministry of Health, Labour and Welfare. (2015). 認知症施策推進総合戦略（新オレンジプラン） [Measures promoting comprehensive dementia strategy (New Orange Plan)]. Tokyo, Japan: Author. Retrieved from http://www.mhlw.go.jp/file/04-Houdouhappyou-12304500-Roukenkyoku-Ninchishougyakutaiboushitaisakusuishinshitsu/01_1.pdf

Key Dementia Care Lessons from Japan?



Stepping back, what are some of the key lessons from Japan?

First, we can point to **government leadership**. Health care reform in Japan is largely a government-led policy initiative to address a rapidly aging population.

Second, the government has implemented **the Long Term Care Insurance (LTCI)** which, importantly, is a dedicated funding stream that helps pay for a wide range of home, community and institutional care determined by the needs of those 65 years or older, or those 40 to 65 years with age-related disabilities (such as early onset Alzheimer). Medical care is covered under a separate health insurance scheme (Peng & Tiessen, 2015). Despite the predictable problems around assessment criteria, the point is that the LTCI was designed to address the rising level of care needs as well as the inappropriate use of high cost acute care services under the medical insurance system (“social hospitalization” or what we call ALC beds) (Peng & Thiessen, 2015). In 2011-2012 the Long Term Care Insurance system was further reformed to facilitate older people to age at home: insured services were prioritized for individuals requiring heavier levels of care. Regular home and nursing visits, as well as patrols and quick response visits by care workers were also introduced. Local municipalities were tasked with providing care in an integrated manner (Morikawa, 2014).

Third, the Japanese government took the lead in supporting and funding widespread **education and training** to diverse community and private sector organizations, and willingly funded grassroots community and private sector initiatives without the requisite pilot studies or randomized controlled trials to demonstrate “evidence”. Funding instead was based on “experiential and tacit knowledge” of what activities appear to work (Billings & Leichsenring, 2014).

Finally, in contrast to line-by-line reporting and strict eligibility assessments, community groups have flexibility and a broad latitude to do what they see as important to keep people safe and socially engaged.



Peng, I., & Tiessen, J. (2015, May). *An Asian flavour for Medicare: Learning from experiments in Japan, Korea, and Taiwan*. Ottawa: Macdonald-Laurier Institute.

Morikawa, M. (2014). Towards community-based integrated care: Trends and issues in Japan's long-term care policy. *International Journal of Integrated Care* 14(26 February 2014).

Billings, J., & Leichsenring, K. (2014). Methodological development of the interactive INTERLINKS Framework for Long-term Care. *International Journal of Integrated Care* 14(23 June 2014).

On the Radar

March 2016

10-11 | Walk with Me: Changing the Culture of Aging in Canada

Presented by: Schlegel-University of Waterloo Research Institute for Aging (RIA) & CapitalCare Foundation
Location: Fantasyland Hotel
Edmonton, AB



April 2016

4-6 | Together We Care 2016

Presented by: Ontario Long-Term Care Association
Location: Metro Toronto Convention Centre
Toronto, ON



11-14 | World interRAI Conference: Global Collaborations, Local Benefits

Presented by: interRAI, CIHI and Ontario Hospital Association
Location: Westin Harbour Castle
Toronto, ON



**14 | SAVE THE DATE
Caring for Caregivers: Bridging the Care Gap**

Presented by: Canadian Research Network for Care in the Community and Health System Performance Research Network
Location: Ryerson University
Toronto, ON



CRNCC
Canadian research network for care in the community

RCRSC
Réseau canadien de recherche pour les soins dans la communauté



17-19 | Putting the Pieces Together – Collaborating for Quality Hospice Palliative Care in Ontario

Presented by: Hospice Palliative Care Ontario
Location: Sheraton Parkway Toronto North Hotel and Convention Centre
Richmond Hill, ON



25-27 | Great Places to Live and Work OANHSS Annual Meeting & Convention

Presented by: Ontario Association of Non-Profit Homes and Services for Seniors
Location: Sheraton Centre,
Toronto, ON



OANHSS
ONTARIO ASSOCIATION OF NON-PROFIT HOMES AND SERVICES FOR SENIORS

May 2016

4-5 | Rethink Aging 2016: Transitions in Life and Care

Presented by: Ontario Gerontology Association
Location: Chestnut Residence and Conference Centre
Toronto, ON



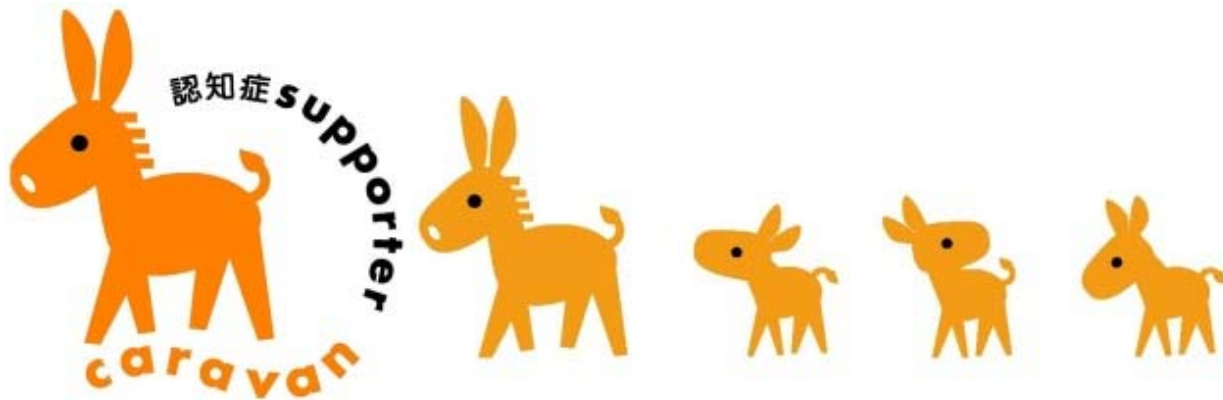
Ontario Gerontology Association
Ontarienne de gérontologie

We encourage you to check www.cmcc.ca/events often as our calendar is continually updated

CRNCC
Canadian research network for
care in the community



RCRSC
Réseau canadien de recherche pour
les soins dans la communauté



Dementia Supporter Caravan
www.caravanmate.com (in Japanese)

CRNCC is committed to creating an open and accessible environment that offers current and relevant information. We welcome comments, questions, and concerns.

Address

350 Victoria Street
Jorgenson Hall – Suite 110
Toronto, Ontario
M5B 2K3

Phone

416.979.5000 x7045

Email

crncc@ryerson.ca

Online

www.crncc.ca

CRNCC is funded by the Social Sciences and Humanities Research Council ([SSHRC](#)) of Canada through the Knowledge Impact in Society grant and [Ryerson University](#). CRNCC also gratefully acknowledges the invaluable contributions of Alvin Ying, Research Associate and Manager of the Canadian Research Network for Care in the Community. If you would like to be removed from this listserv, or know someone who would like to be added, please contact us at crncc@ryerson.ca.

The views expressed here do not necessarily represent those of the Social Sciences and Humanities Research Council of Canada, Ryerson University, or the University of Toronto.