



March 15, 2024

Organization: Friendsview Community

Friendsview Manor. 93-0478660

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Amount requested: \$30,500

**Project Title:** Accessible Caregiver Training for ELL and Spanish Speakers

**Summary Description:**

Friendsview needs certified healthcare workers. We now have an ESL Champion that hires, coaches, and trains bilingual caregivers. With the support of our first grant from Friends Foundation for the Aging, we succeeded in several goals: to reduce agency use; Hire and retain more workers; Reflect the community population by increasing Latino employees from 12% to at least 15%; and open the Friendsview career track pathway to ESL employees. We are preparing English Language Learners to be caregivers and assisting employees who need English support to be successful in their roles as healthcare providers.

We have made progress in developing a Spanish/English healthcare language curriculum package. However, we need more content development and collaboration to make training information available to our employees, our community, and LeadingAge members in Oregon. Our community involvements continue to attract Spanish-speaking employees and we continue to hire and advance them.

**The problem**

A lack of accessible material for ELL healthcare trainees impedes the advancement of our ELL employees and the successful care of elders in our community. Material may be translated to Spanish, but it is written at a college or even graduate reading level. Even translated, it remains unintelligible for those reading at less than a 7th-grade level.

**Proposed Solution**

We want to provide adapted, accessible materials for ELL and Spanish Language caregivers at Friendsview and in our local community. Our community is diverse and we want everyone to have equal access to information vital to the well-being of elders in our community. To this end, we also want to expand our partnerships so that we reach more continuing care centers and isolated in-home Spanish-speaking caregivers.

**Actions to take**

Specifically, this grant makes it possible for us to:

1. Add two components to the existing ELL Trainee program. Both are essential for resident safety and health. They also fill gaps that health services personnel have identified in our existing program. It will increase confidence that incoming ELL Trainees are well-prepared to be part of the team.
  - a. How to understand and contribute to resident Care Plans.
  - b. How to learn from all-staff in-service training.

We measure impact by successful completion of training and observed skills.

2. Make our Alzheimer's and dementia training materials accessible to all employees. While our current materials are available in both English and Spanish, the (high school to graduate level) literacy rate of materials approved by the state makes them inaccessible (and dispiriting) for employees reading below a 7th-grade level. We intend to find or create accessible material for our employees. We adapt training in English; then we ensure the Spanish translations are equally accessible.

We measure impact by completing a literacy level analysis that shows the material is below a 7th-grade reading level. All employees can pass a comprehension test at 80% or above.

3. Present the Alzheimer's and dementia literacy-accessible materials to Leading Age Oregon for review. They have the authority to approve it on behalf of the State of Oregon. The accessible materials would then replace current requirements at Friendsview and be approved for use in facilities around Oregon as well.

We measure impact by presenting to Leading Age Oregon by November 2024 and requesting the materials be evaluated for the State of Oregon-approved training. The materials may be approved for our use. The full impact is when the materials are made available state-wide.

4. Offer these materials free to Spanish-speaking (untrained) caregivers helping relatives with cognitive decline, such as Alzheimer's and Dementia, in our community. We want all caregivers to offer good care for elders. We know from recent inquiries that Spanish-speaking caregivers with low literacy rates have little access to information or support in our town and rural Yamhill County. Our local hospital recently canceled its caregiver support groups – and they were only offered in English.
  - a. Hosting tables at local community events
  - b. Offering material at the Newberg Public Library
  - c. Offering material at the Migrant Welcome center
  - d. Attending local community meetings
  - e. Providing information to new not-for-profit partners

We measure impact by a list of names and contact information for Spanish-speaking in-home care providers. In this process, we learn their needs for future support and training. And we begin by offering information and training about cognitive decline.

5. Host community forums. Provide information, encouragement, and support for in-home caregivers. We had a successful pilot of this idea last fall with a session on healthy nutrition for those concerned about diabetes. The Newberg School District promoted the workshop through

their migrant welcome center. While the adults participated in the session led by one of our residents, the Newberg Public Library provided a reading circle and crafts for the kids. We know from our community English classes (again in partnership with the Newberg School District's welcome center) that free childcare is vital for young families.

We measure impact by increasing our partnerships, offering 3 sessions at Friendsview, and offering to present for our partners at their forums. We track attendance.

6. Identify other needs for support, information, and training for the future. We are aware that our facilities, experience with ELL training, and position in the community make us a valuable resource for everyone caring for elderly relatives at home. But we will do better with partnerships.

We measure impact by surveying participants and partners we meet through community outreach. We hope to be a catalyst. We hope that other community organizations will use the training materials we create and will consider how to better support low-level Spanish-speaking in-home caregivers.

7. Present this information to Leading Age Oregon members.

We measure impact by counting the points of contact we have with Leading Age Organizations and their adoption of our materials and/or methods.

#### **Population to be served:**

Friendsview ELL employees, Spanish-speaking in-home caregiving in the community, Leading Age Oregon members, and continuous care communities in the State of Oregon who will have an accessible option for Alzheimer's and Dementia training materials.

#### **Partners/collaborators**

We continue to collaborate with established partners: The Newberg School District Migrant Welcome Center, and the Newberg Public Library. For the community outreach portion of this grant, we will also seek additional partnerships with our local medical clinic, with a local CNA doing in-home care, and established social service not-for-profits that assist Spanish-speaking families.

#### **Measuring the impact**

See the above list within the Actions to Take

Please review the attachment for additional information about Friendsview. Attachments include Friendsview Mission and Values and IRS confirmation letter.

Thank you for your consideration,

Elizabeth Todd (for all Friendsview)

Program Coordinator: English Language Learner Advancement

**Budget:**

The program budget includes:

	<u>Grant Request</u>	<u>Friendsview</u>
Partial salary for ELL program coordination and oversight	\$18,000	+ salary/benefits
Training in low-literacy material preparation	\$ 1,000	+ \$1,000
Preparation, production, and distribution of materials	\$ 1,000	+ \$1,000
Consulting	\$ 5,000	+ \$2,000
Translation	\$ 3,000	+ \$2,000
Hosting community partners and training sessions	\$ 1000	+ \$ 500
Presenting/supporting other institutions with similar goals.	\$ 1,500	
	\$30,500	

Friendsview contributes:

- a. Office supplies, facility use, and incidental costs
- b. Remaining salary and benefits for the ELL program coordination and oversight.
- c. A scholarship for training in low-literacy material preparation as part of employee advancement.
- d. In-house preparation of some in-home caregiver support materials. Our partners help with distribution. For the in-home component, we will design materials that can be sent via pdf.
- e. Through the ELL program, we will cover additional hours our Health services employees contribute to consulting and translation needs. Materials going to the State will need higher level external translation and editing.
- f. Our dining services department will offer us a reduced rate for hospitality and/or waive their first right of refusal. The migrant welcome center will offer hospitality when we present in their forums. And we will ask the same of new partners.
- g. Friendsview provides experienced caregivers as workshop leaders.
- h. The Newberg Public Library and Newberg School District Migrant Welcome Center will provide childcare.

In emerging partnerships, we will seek ways for more participating funders for future efforts. We would like to expand the information accessible to caregivers over time and, for that, will need more partners.

If the training materials are accepted by the State of Oregon, we will explore if/how they could generate revenue.