* Jamie was able to accomplish in two months what I could not do in over two years: help my parents understand why they needed to move into assisted living! She successfully moved them into the community that best fit their needs and helped us understand dad's dementia and what to expect. She put my mom in touch with services to help select appropriate furniture, move and settle them in the new apartment, take care of the home, and get it ready to sell. Her services are full scope and done with extreme care, consideration and honesty. -*Ericka C. Steuterman*
* Dementia Services Group and Jamie Headley have been such a wonderfully supportive asset through the difficult issues that my brother and I have been experiencing. Jamie's knowledge through her experience is so uplifting! She shows strength and empathy while providing information to use while dealing with such a difficult condition. I could not have made it this far without Jamie! While we definitely have a long, long road ahead, Jamie and DSG will definitely be part of our family forever -*Cindy Hollcraft Lyles*
* The aging process is hard to explain until it collides with your life. It is challenging enough to manage the day-to-day responsibilities of running a household, but adding the role of becoming a parent to your parent(s) is a whole new dimension. Although I have been in the financial services industry for more than 25 years, I had no idea what to do with the healthcare initiatives we had prepared and signed for this very moment.

DSG did a world-class job helping me move forward. We were able to move when it seemed impossible. We were able to make decisions when all of the possibilities seemed impossible. We were able to help Mom when she couldn’t appreciate we were helping her. Without DSG’s help, these activities would have been significantly more difficult and no doubt more disruptive to everyone.

I cannot thank DSG enough for their role in helping us through this extremely difficult and emotional season. I highly recommend DSG’s services to anyone who needs help with their loved ones who struggle from dementia or Alzheimer's. -*Keith A. Tyner, CFP Gimball Financial*

* As an agency owner, I really appreciated the depth of knowledge received in the DSG/IAHHC dementia training. It will assist me in providing improved client care. The dementia training was different than anything I have seen offered before. It provided not only knowledge on the basics of dementia, but provided tools and protocols that I can immediately put to use. More importantly, the education was specific to home care and the issues that pertain to the home environment. I would recommend this workshop to all those who care for clients with dementia. -*Theresa Reynolds, Director, SICIL Home Care*
* Our non-medical staff participated in the Dementia Services Group Level I four-hour overview training for dementia. When we made the decision to offer this educational training, we were not sure what the response would be since it would be voluntary and unpaid. The response was overwhelming. We had anticipated 8-10 people to attend. However, we had 19 people come to learn. This response showed us the desire and realization of the need to understand this overpopulated condition is huge. The information was presented in such a fashion that even a non-clinical person could understand the effect of this disease and most importantly, the means to relate and communicate with their clients. Our staff has raved about this training and already asking when another one will be scheduled. We plan on offering these sessions on a quarterly basis. -*Joyce Fillenwarth, Director of Business Development, At Home Preferred, a Division of RN & Allied Specialties*
* Dementia Services Group has been one of the most influential organizations I've worked with since I opened my senior personal services agency. While DSG has been supportive in many areas, the Dementia Certification training has been critical for me. I have been through both the Practitioner and Administrative sessions -- both of which have given me critical knowledge to work more effectively with clients and their caregivers. I honestly believe that agencies should not be working with the dementia population at all until they have received this type of training. It's that important.

As an experienced adult educator myself, I can appreciate the things that DSG does that go beyond training. They provide ongoing consultation and support to ensure that new knowledge and skills learned result in new and appropriate behaviors. DSG can then help administrators understand and measure how the new behaviors result in the realization of key outcomes--client outcomes, as well as organizational outcomes. -*Bill Baugh, CEO, Traditions Senior Care*

* As a nurse of 20+ years, I can honestly say I never received any training like what DSG offers, even through all my years working in memory care. This is the training that will help us reduce behaviors and hospital admissions. This is the training that will help improve quality of care as well as quality of life. I wish I had gotten this type of training years ago. -*Susan Lindgren, RN*
* I have worked with Dementia Services Group and their dementia training is second to none. As the owner of Home Healthcare Associates and an RN with over 14 years of long term care experience in various settings, I can see the immediate benefits of these programs. The programs train practitioners with the necessary skills to not only apply to their own practice in assisting and caring for those with dementia, but also to lead others to the necessary transitions needed for proper care. The end result of this training is a reduction in unnecessary hospitalizations due to better care for those with dementia, including but not limited to, better surveillance for infections by their competently trained practitioners. It also leads to better outcomes for the patient as far as quality of life as well as better outcomes for caregivers that are both employees and informal/family caregivers. Armed with the knowledge of the disease process and the behaviors/interventions/progression of the disease process, they can make better, more informed decisions on a daily basis. I have seen significant changes in attitude of staff, with the quality of life of our clients, and better-informed and well-adjusted family caregivers with the end result being a happier, well-taken care of client. I can see immediate benefits for all agencies and individuals that obtain this training. -*Anne Marie Labenberg, RN, MSM, Owner/Administrator, Home Healthcare Associates*
* I am an RN and nurse consultant and am always on the look out for programs that I can recommend and also attend to broaden my knowledge base. I would highly recommend this program to any agency, company, or caregivers who are interested in an intense, engaging program that allows you to walk away with not only a new understanding of dementia, but hands-on tools for assessing and caring for these individuals that will impact their lives in a positive way. This training is different than any I have ever attended. I was interested and engaged every minute for 2 full days. I have attended a lot of workshops and trainings and this was the most beneficial and enjoyable. -*Rusty Diemer, RN, BS, First Horizon Consulting, Inc.*
* I am very thankful to have been trained by the DSG team. As an Activity Director for an Alzheimer’s unit, I have found the information learned to be life and attitude changing. As every lesson passed, I found myself soaking up information like a sponge, and applying it when working with my residents.

One of the greatest impacts in my personal understanding was when we studied “Anatomy and Physiology of the Brain.” Although I have had some education through the Alzheimer’s Association and in my activity training courses, nothing compared to the depths of information DSG presented. Not only did I understand each resident better, but also I could explain changes to their families confidently.

DSG also tackled the taboo subject of sexuality! I was excited to see the staff move from cold and uncomfortable to relaxed and open by the end of the session. The instructors gave provided an open forum and many people shared their thoughts, fears, and suggestions. As a staff, our attitudes must change in the way we look at elder sex. DSG is helping this revelation become reality.

DSG has also worked with our management team on an ongoing and intimate level. Our management team sessions incorporated quality team building, and gave us opportunity to grow as we assessed our weaknesses and strengths. We are now in the process of fine-tuning new strategies.

Because of DSG, my patience has increased. I understand that “dementia is brain damage.” This little statement has changed the way I respond to residents’ behaviors and judgments. With new understanding, compassion flows, and patience comes easily. I feel I am better equipped to come to work everyday.

Again, I am thankful to Dementia Services Group for helping me grow in my profession. I am a believer that training yields success. I look forward to more sessions! -*Rhema Glover. Keepsake Activities Director, The Hearth at Windermere*

* "When you first meet Jamie, you quickly discover her passion. We also work with aging individuals who have health issues and we are a connection with Jamie's clients when our service is needed. Jamie made it clear from the beginning that we needed to meet her criteria because her clients are very special and she's very protective of them. Jamie's compassion for what she does and the service she provides is the reason she started her business and it's the reason she will continue to be successful. -*Dave Kurtz, Senior Solutions Network*