



TRUALTA

Area Agency on Aging Phoenix Caregiver Training Workshop

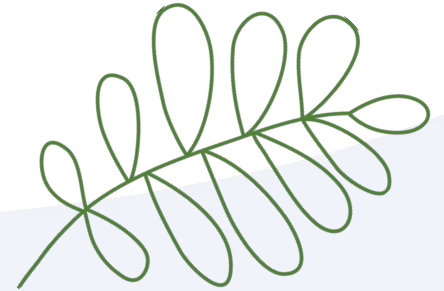
March 14, 2024



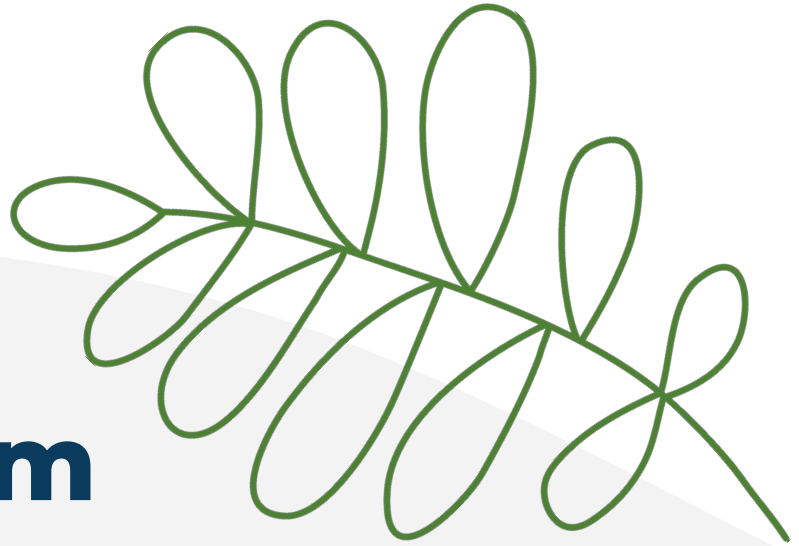
Welcome



Darci Henry
Presenter



Trualta Platform Overview



Trualta is an interactive eLearning platform to help manage care for individuals at home.



- Caregivers are onboarded to our **interactive eLearning environment**; delivering engaging and personalized training.
- Short, quick lessons created by experts in aging; **professional-level training** adapted for informal caregivers.
- Easy to use for all ages, completely private, and **accessible 24/7**
- **No app required**, view on any browser, computer, laptop, phone or tablet
- **Print material** is available to supplement the digital platform

Critical Skills Across Complex Conditions

Key Competencies:

Responding to Behaviors

Safety & Injury Prevention

Managing Symptoms

Navigating Healthcare Visits

Personal Care

Supporting Wellness

Future Planning

Caregiver Wellness

[Learning Library](#)

Top Conditions:

Aging

Alzheimer's & Dementia

IDD

Stroke

Diabetes

Parkinsons

Heart Health

Lung Health

Mental Health

Kidney Care

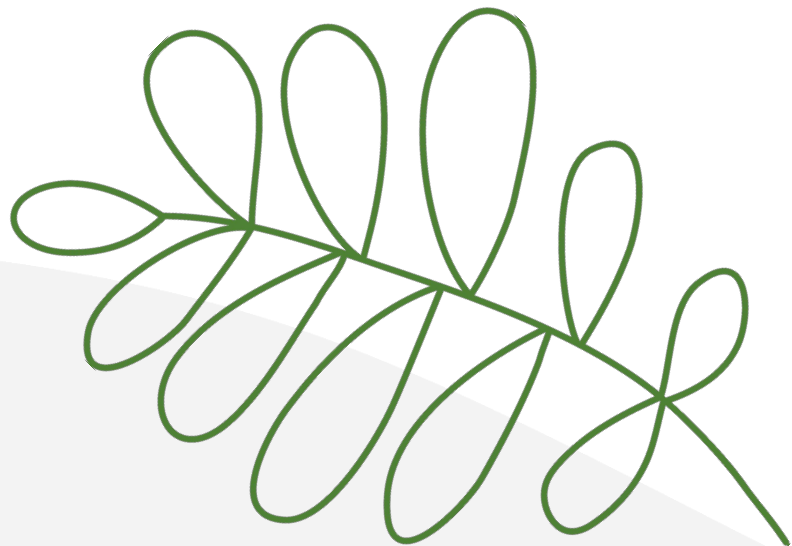
Micro learning in multiple modalities
(Audio, Video, eLearning & Print)

Spanish Language*

ADA Compliant targeting grade 5 reading levels

Expert-led & developed by licensed professionals

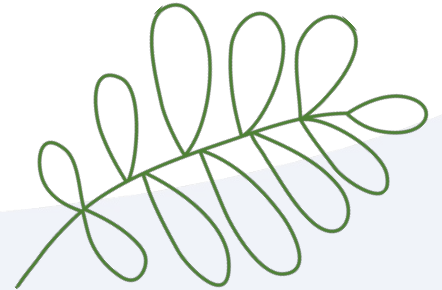
Caregiver Enrollment



Access to AAA Phoenix/Trualta Portal

aaaphx.trualta.com

We recommend to bookmark or favourite this domain for easy access.



Self-Registration



Sign Up

Log In

EN

Better Days With Practical Caregiving Support

On-demand answers for caregiving challenges precisely when you need them most. Explore our online lessons and events to get help today and every day.

Sign Up



Caregiver Burnout



Injury Prevention



Dementia



Mental Health

Become a Confident Caregiver for Free.

Sign In

Caregiver Enrollment

Welcome!

Sign up for free

 English ▼

I confirm that my care recipient and/or I live in Maricopa County

Check the box(es) that describes the person you are caring for: *(required)*

- Over age 60
- Has memory loss or dementia
- Has a disability
- Is a grandchild or other relative under age 19
- Other

Back

Next

Welcome To Our Community

Create an account

 English ▼

Staff Member Name:

Scott Hawthornthwaite

Email *(required)*

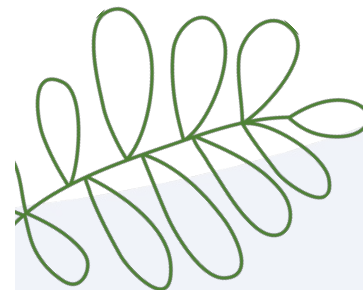
Password *(required)*

- 8 or more characters
- Contains at least one lower case character
- Contains at least one upper case character
- Contains at least one number
- Symbols and special characters are allowed


Confirm Password *(required)*

Back

Next



Personalized Home Page

 **CAREGIVER VIEW** This is how the homepage appears for caregivers. Note that the content and topics may vary.



 EN 


 Notifications

 My Account 

Available in
English and
Spanish

Home

Learning 

Community 

Local Resources

Contact Your Staff Member 

Welcome, Sue!



More Better Days With Trualta

Trualta helps with quick, expert answers to everyday challenges in **caring for someone and yourself**. Our online learnings & events will help you today and every day—we've always got something new to explore.



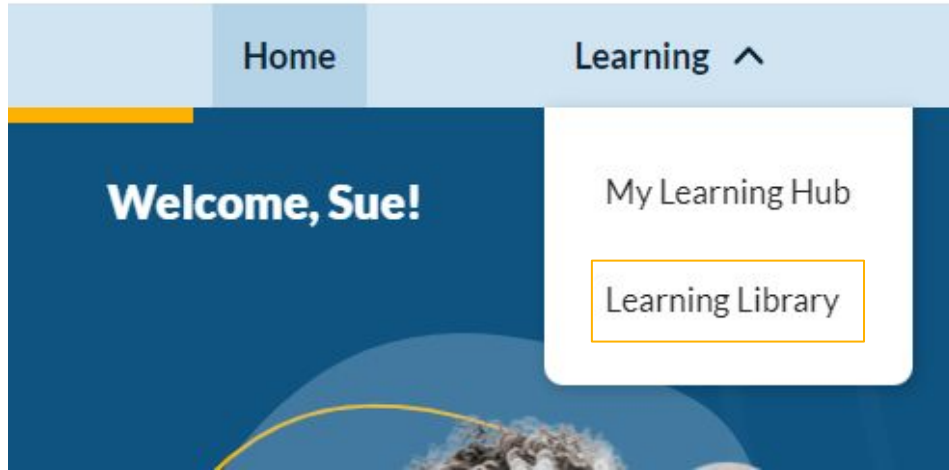
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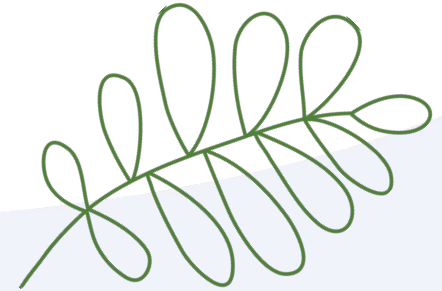
Learning Library



Q How can we help



Toolkits
Articles
Videos
Scenarios
Resources



Search Bar

Q skills for X

Home

Learnin

609 results

- > Skills For **Responding To Communication Changes**
└ Article
- > Skills For **Better Communication**
└ Video
- > 4 Skills For **Behavior Changes**
└ Article
- > 4 Skills For **Documents & Decision Making**
└ Article
- > 5 Skills For **Mobility & Fall Prevention**
└ Article
- > 4 Skills For **Personal Care Tasks**
└ Article

sources

Contact Your Staff Member

Resume your learning in
the Learning Hub

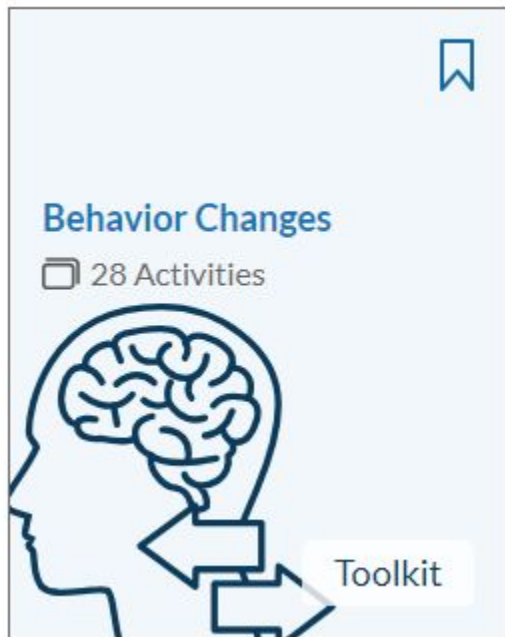
My Learning Hub

Select a filter to get started

+ Filters



Toolkit



Truanta Inc. 2023

Behavior Changes

- Overview
- Introduction** ^
- Try It Out: Respond To Behavior Changes
- Behavior Q&A With Teepa Snow
- Sundowning
- 4 Skills For Behavior Changes
- Beatrice's Story

- Agitation v
- Aggression v
- Wandering v
- Withdrawing v

Behavior Changes

Introduction

When caring for someone with Alzheimer's or other types of dementia, you may encounter behavior changes like agitation, aggression, wandering, and withdrawing. This toolkit includes tips on how to respond to those changes. Some key strategies include reducing triggers, creating a routine, changing their surroundings, and using redirection.



Try It Out: Respond To Behavior Changes

🕒 5 min

Resource



Behavior Q&A With Teepa Snow

🕒 7 min

Video



Sundowning

🕒 4 min

Article



4 Skills For Behavior Changes



Beatrice's Story

🕒 2 min

Articles and Resources

4 Skills for Behavior Changes

Caregiving for a person with dementia comes with many different challenges. Sometimes it can feel like there is too much to learn. Trualta makes it easier to learn by focusing on a few core skills across different situations.

You will see these 4 skills repeated throughout the toolkit with extra tips and strategies. Which skills do you already know about? Which ones do you want to learn more about?

The Skills

Trigger Reduction

Often, difficult behaviors are your care recipient's way of trying to communicate that they have an unmet need, are overstimulated, or are uncomfortable. By identifying what they are trying to communicate to you and also what may be leading to difficult behaviors, you can develop strategies to minimize these difficult moments.

Routine Establishment

Routines can give your care recipient a sense of comfort and safety, and also help them cope with their day more effectively. When routines are unstable, your care recipient has to use their energy to deal with anxiety related to changes that they are not prepared for. This may result in unwanted behaviors or withdrawing.

Environment Set Up

Your care recipient might be triggered by things in their environment. Often, simple changes to their environment can make a big difference.

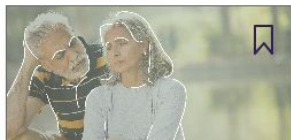
Redirecting

Redirecting your care recipient to an engaging activity can help them get into a different state of mind and reduce unwanted behaviors. Many people respond well to:

- Repetitive activities like sorting laundry or organizing items by shape, color, or size
- Relaxing activities like listening to their favorite music or walking the dog
- Purposeful activities like completing simple chores

1

4 Skills for Behavior Changes | © Trualta Inc. 2023



4 Skills For Behavior Changes

🕒 2 min

Article

My companion has dementia, and it changes how they think and act.

I appreciate your patience, support, and understanding.

Sincerely,



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0:00

3:51

1x

EN

Videos

Behavior Changes

Overview

Introduction

Agitation

Aggression

Wandering

Recognize & Respond To Wandering

4 Ways To Reduce Wandering

Environmental Modifications For Wandering

GPS And Monitoring Devices

Track Wandering To Find Triggers

Withdrawing

Recognize & Respond To Wandering

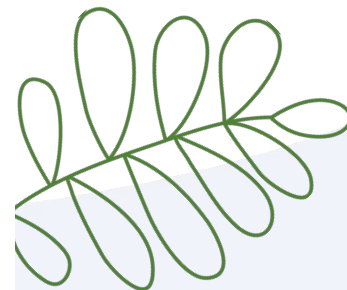
▶ Video • ⌚ 7 minutes



Recognize & Respond to Wandering

Mark As Completed

Next Activity →



Scenarios

Try It Out:
Responding To
Attitude 



Try It Out: Responding To
Attitude

 5 min

Scenario


Scenario • 5 minutes

Try It Out: Responding To Attitude

[Save For Later](#) [0 Comments](#)

Interactive Scenario Est. Time 5 Minutes

Try It Out: Responding To Attitude

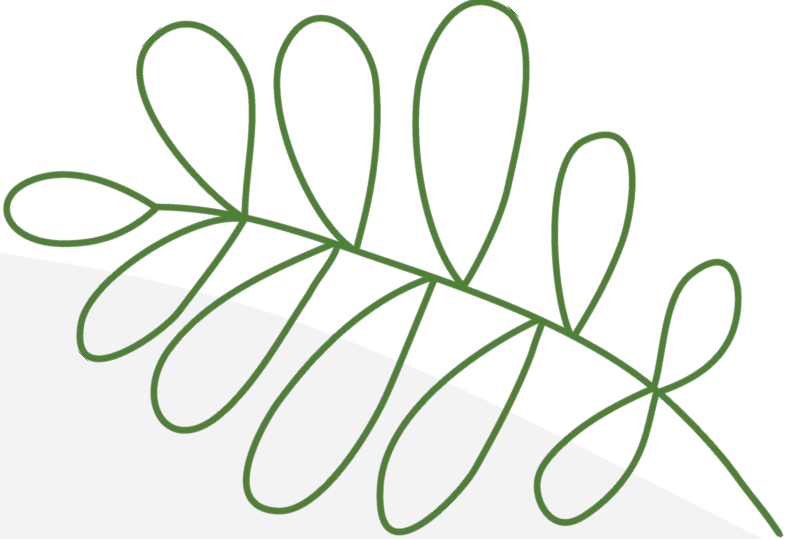


Start Scenario

Use this scenario to practice responding to a child's negative attitude while being both compassionate and assertive.

Alice is a caregiver for her 13-year-old granddaughter, Sarah. Lately, Sarah has been leaving common areas of the home messy, which is unusual for her. When Alice brings it up, Sarah responds with a rude attitude. Alice isn't sure how to respond to these behaviors.

[Click here to continue.](#)



Community Chat

Community Chat Room



How can we help?

EN

Notifications

My Account

Dashboard

Learning

Community

Local Resources

Caregiver View

Homepage > Community Chat

Care Stories

Webinars & Support Groups

Community Chat Room

Search Forum

suemur

Caregiver Chat Room: Where Caregivers Connect

Our chat room welcomes caregivers at every stage. Connect, ask, share—our community supports your journey.



Introduce Yourself!

Connect with caregivers, share unique journeys, and highlight your role in this space. Join fellow caregivers in a supportive community!

@Monique

Jan 24, 2024



What are you struggling with the most right now?

Conquer challenges in this safe space. Share hurdles, gain insights, and build a supportive network in our discussion.

@Monique

Jan 24, 2024



What is the most valuable have received since taking a caregiver?

Share the most invaluable advice received on this journey. Your voice is the beacon someone needs today.

@Monique



Start a Discussion

All Discussions

Following

Tags

Chat Room Information

Aging

Caring For Kids

Dementia and Alzheimer's

Depression and Anxiety

Diabetes

General Discussion

Heart Health

LGBTQ+

Lung Health

Parkinson's

Stroke

Support Group Graduates

Latest

General Discussion

13

Tell us your "WORD OF 2024"

We're about one month into the new year and I want to hear your "word of 2024". This can be a goal, aspiration, hope, or intention for the year ahead...

@MoniqueFrahm 25 Jan

General Discussion

48

Surprises in Caregiving: Live Chat Q&A @ 4pm EST TODAY

Hello everyone and welcome to our first LIVE chat room Q&A! I will be online from 4-5pm EST (1-2pm PT) on March 6th, 2024. This is designated hour for...

@MoniqueFrahm 2 days ago

General Discussion

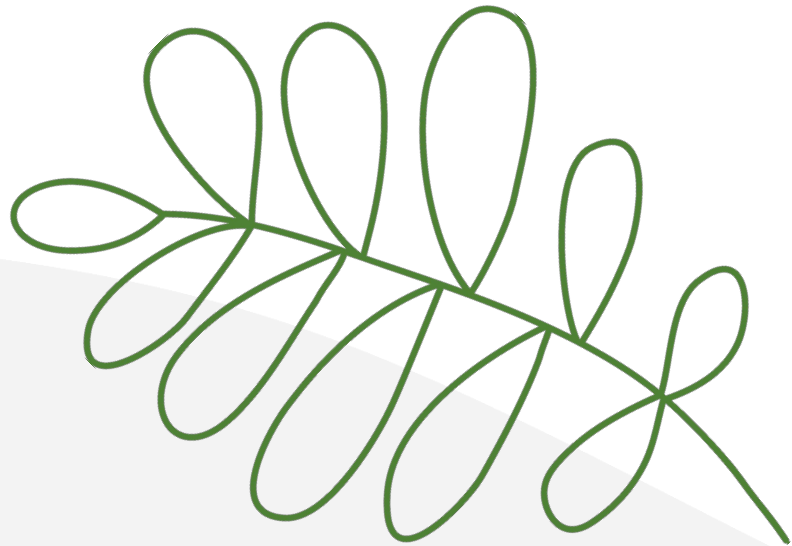
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Are you going to our Caregiving 101 Webinar?!

If you are, reply to this with one aspect of caregiving that you're struggling with right now. I will try to address all of your answers in the webinar...

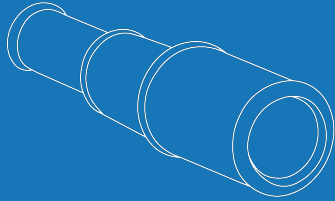
@MoniqueFrahm 3 days ago

Webinars



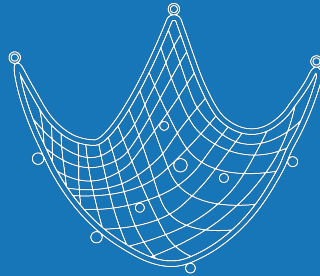
Types of Caregiver Support Groups

A variety of communities for a variety of caregivers



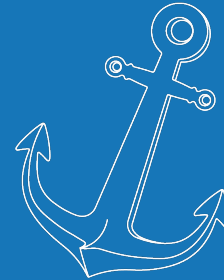
Specialty Groups

Targeted content and support for caregivers with unique care scenarios (ie. dementia).



General Groups

Scheduled topics all caregivers can relate to, regardless of their care situation.



Drop-in Groups

Ideal for caregivers who need some support now and then but don't want to commit to regular attendance



“As a caregiver, we need all the info and support we can get. Thank you!”

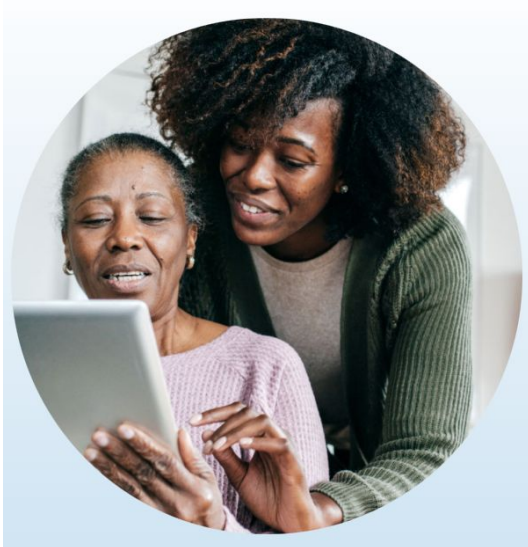
Webinars

Real-time, Engaging Education Sessions

Perfect for caregivers who aren't ready to open up in a support group. These educational webinars offer a trusted and accessible resource to answer tough questions for everyday needs.

Participants can learn online in the comfort of their own home, participate in virtual activities, and get answers from an experienced Care Educator.

Quotes from Caregivers

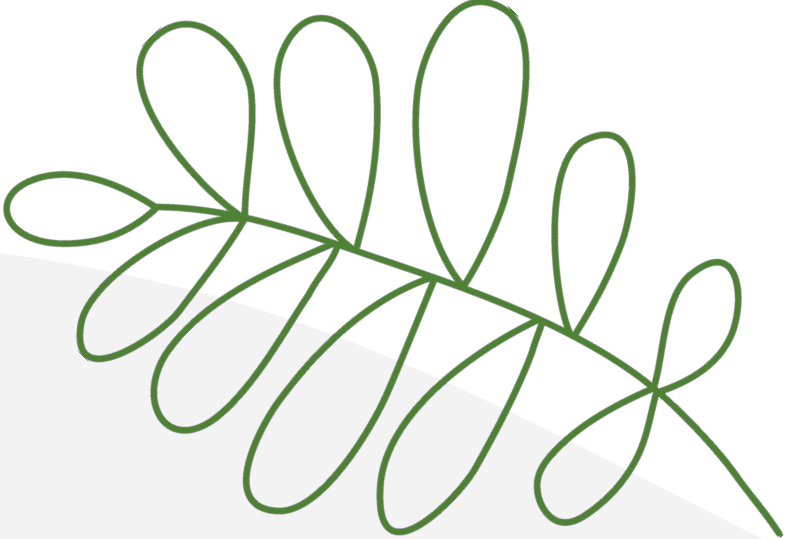


Thank you doesn't cover the efforts you made to bring webinars to caregivers...they are outstanding! The opportunities for caregivers in our area to learn about caring struggles and tips to help us give continued quality of care are outstanding and worth every minute of our time. I am impressed with Powerful Tools for Caregivers and these webinars. Both help give us exactly what we need to do a better job caring for loved ones.

*I want to encourage people to make the appointment, keep it at least for two or three times because the benefits of the group is so... I would say almost **life changing**. It was for me, because again, I felt very alone in my journey and I felt like no one else had the thoughts going through their brains like I do. And to actually find somebody, or a group of people, that affirm that it's ok for what's going on in your head, that's well worth making the appointment and getting over your fear.*

I have been pleasantly surprised how intentional and meaningful this webinar has been. I was a little scared in the beginning as to if I could handle the information.





Local Resources

Local Resources



EN



Notifications



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Contact Your Staff Member

Maricopa County Resources

Course Overview

Region One Resource Directory

Maricopa County Resources

Overview

1 Modules • Self-directed

Information about resources and support services in the Maricopa County area



Region One Resource Directory

🕒 3 min

Article



Thank You!

www.trualta.com

info@trualta.com
1-800-214-5085

US Headquarters

825 Edmond St.
St. Joseph, MO, 64501

Canada Headquarters

7 Bayview Station Rd
Ottawa, ON K1Y 2C5



Sue Murawsky

Relationship Manager

sue @trualta.com