

題目：培育社區失智專才志工教育訓練模式

Title : Cultivating a Community-Service Based Training Program for
Volunteers who Care for People with Dementia.

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一、簡介

I. Introduction

現階段九成以上的失智症個案都住在家中，五成完全由家人照顧。因應台灣長照 2.0 失智症的照護政策，廣設「失智社區服務據點」提供個案及照顧者支持服務。而該據點極需要志工參與服務，因此我們規劃培育失智症的專才之志工，邀請對失智症照顧有興趣的志工參與課程，以提升服務品質。

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Currently, more than 90% of people with dementia live at home, and 50% are cared by families in Taiwan. In response to the Taiwan "Long-term Dementia Care Policy 2.0", a "Station for Dementia Community Service" was established to provide patient and caregiver supporting services. The station is in great need of volunteers to participate in service. Therefore, we plan to train skill-based volunteers who are interested in dementia care to participate in the curriculum for enhancing the quality of service.

二、目的/研究方法

II. Purpose / Methods

為提升志工對失智症之認知與服務動機，建立四階段教育訓練模式：(一)認知課程包括：認識失智症症狀、因應失智症精神行為症狀、溝通技巧，課程後測。(二)座談會：藉此評估志工服務動機。(三)團體見習 3 次：評估志工對於失智者的認知程度及服務態度。(四)團體實習 12 次：讓志工實際參與失智團體。依序完成四階段課程評估合格者頒發證書。

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We establish four-stage training model for volunteers' awareness and motivation:

1. Cognitive courses: to understand the symptoms of dementia, coping with mental symptoms of dementia, communication skills and evaluation after class.
2. Symposium: to assess the motivation of the volunteers.
3. Apprenticeship (3 sessions): to assess the level of awareness and servicing attitude.

4. Internships (12 sessions): to allow volunteers to have hands-on interaction with patients. The completion of the four-stage course assessment will be issued by a qualified volunteer.

三、結果

III. Results

共有 48 位志工報名培訓課程，其中 45 位通過認知課程筆試，有 20 位志工參與座談會，有 8 位志工報名團體見習課程，6 位評估合格。這 6 位全數參與團體實習且全數通過並取得證書，志工也自覺從課程與實習過程收穫良多，對培訓滿意度達 100%。

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A total of 48 volunteers signed up for the training courses, of which 45 passed the written test of cognitive courses, and 20 volunteers participated in the symposium. There were 8 volunteers signed up for the internship course, and 6 became qualified to participate in apprenticeship to obtain certification. All volunteers learned a lot from the course and the internship process, such that the feedback was 100% satisfaction with their training.

四、結論

IV. Conclusion

透過服務失智症的專才之志工培訓模式，提升志工對失智症的認知，實際參與見習與實習課程瞭解失智症團體運作，並順利完成團體任務。藉由與失智症病人與家屬互動過程學習自我成長並強化服務動機。現在這些志工參與了健康服務站的失智症篩檢及預防推廣，未來將逐漸建立具可近性的失智友善社區(dementia-friendly community)，以提升社區失智者照顧品質。

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Through the specialist training model described, we enhanced volunteers' awareness of dementia and allowed actual participation in traineeship and internship courses to understand the operation of dementia group, with successful completion of group tasks. Volunteers were increasingly motivated through the interaction with dementia patients and their families. Now, these volunteers have participated in dementia screening and dementia prevention promotion at health stations. In the future, we can gradually establish an accessible dementia-friendly community to improve the quality of care.

Relevance to HPH Please explain the relevance of your work for health promoting hospital and health services. max 80

Our department implements community health promotion which assigned by the government. We achieve the health promotion goal through establishing health stations and training local volunteers.

If this submission is a contribution to an organized Workshop/Symposium. Insert Title and Organizer of the session

Community Volunteers training

Abstract type

Best practice abstract

Subject

Integrating health services and social services

Keywords

Volunteers training, Dementia care