



**ODJJ**  
Our Dementia  
Journey Journal

[WWW.ODJJ.CA](http://WWW.ODJJ.CA)

Our Dementia Journey Journal:

# Frequently Asked Questions (FAQs)

*Share more.  
Care together.  
Stay connected.*



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## General Questions About the ODJJ

### 1. What is a Circle of Care?

In the ODJJ, we use the term Circle of Care to describe the network of support consisting of a person living with dementia, their family and friends in caregiving roles, and their health and social care providers such as personal support workers, nurses, doctors, and the wider community.

### 2. Is there a cost to access/use the ODJJ?

No, the ODJJ is a free to use, publicly available resource funded by the Public Health Agency of Canada and SE Health. The ODJJ is intended to support dementia care at anyone's convenience.

### 3. What kind of information can be shared in the ODJJ?

The ODJJ provides a space to record the following information with the Circle of Care:

- Questions about dementia — symptoms, feelings, role and responsibilities
- Personal information to get to know the rest of the Circle of Care
- Well-being tracking including symptoms, mood, and concerns
- Personal reflections you may have along the journey
- Resources that you can collect along the dementia journey
- Photos and videos — there are multiple areas within the ODJJ where you can upload photos and videos.

We recommend that you speak with your Circle of Care to decide which feature or features you would like to use to share information with each other.

## Questions about Promoting and Using the ODJJ

### 4. Who can use the ODJJ?

The ODJJ can be used by a person living with dementia, their family/ friends in caregiving roles, and their health and social care providers such as personal support workers, nurses, or doctors.

### 5. I care for people living with dementia. How can I use Our Dementia Journey Journal?

The ODJJ offers a variety of tools and resources to help caregivers track symptoms, plan activities, and share important information with their Circle of Care. Please visit our resource page for more information on how to use the ODJJ.

### 6. I am a caregiver looking for support. How can I start using the Our Dementia Journey Journal?

To start using the ODJJ, you can download the app from the Google Play Store or the App Store. Alternatively, you can access and print the paper version from our website. Please visit our resource page for more information and support on how to use the ODJJ

### 7. How often should I update the ODJJ?

We recommend that you speak with your Circle of Care to decide how frequently you will each update different sections of the ODJJ. There is no required frequency of use, feel free to set a schedule that is helpful and meets your needs (e.g. daily, weekly, monthly).

### 8. I've run out of pages in my ODJJ, is there a way to print out more?

Yes, you may print out any of the ODJJ pages from any language and version you would like from the [website](http://www.odjj.ca) ([www.odjj.ca](http://www.odjj.ca)).



**9. Can I use different formats of the ODJJ, like the paper version and the app, at the same time?**

Yes, you can use both formats of the ODJJ if you prefer. For instance, you may use the app's questions or chat features and then visit the [website](http://www.odjj.ca) (www.odjj.ca) to print off pages such as the monthly dementia symptom tracker or bi-weekly check-in to fill out by hand.

**10. Can multiple caregivers/care providers use the ODJJ for the same person living with dementia?**

Yes, either the paper or app version of the ODJJ can be used by all members of a Circle of Care to complete activities, share responses and reflect on the dementia journey together.

**11. How can my caregiver group adopt Our Dementia Journey Journal?**

Your caregiver group can adopt the ODJJ by collectively deciding on the best ways to integrate it into your routines. Visit the website to access resources and guidelines on how to effectively use the journal.

**12. How can my organization support our health and social care providers to use Our Dementia Journey Journal?**

Organizations can support health and social care providers by offering training on the ODJJ, providing access to both the app and paper versions, and encouraging regular updates and use. Hosting workshops and sharing success stories can motivate and facilitate the integration of the journal into daily care practices. Visit the website to access resources and guidelines on how to effectively use the journal.

**13. How can my organization tell others about Our Dementia Journey Journal?**

Your organization can promote the ODJJ through newsletters, social media, and informational sessions. Engaging in community outreach and collaborating with other organizations focused on dementia care can also help spread the word about the journal's benefits and applications. Visit our resource page to access all our promotional resources.

## Questions About The ODJJ Mobile Application

**14. What devices is the ODJJ app available on?**

The ODJJ is available for download on Android and Apple devices through the Google Play Store and the App Store, respectively.

**15. How can I download the ODJJ app?**

The ODJJ app is available for download on the Google Play Store and the App Store.



**16. What are the password requirements for my ODJJ account?**

Your ODJJ account password must be at least 7 characters long and include uppercase, lowercase, numeric and special characters. We recommend that you write your password down in a secure location for future reference.



**17. What if I forget my password?**

You may reset your ODJJ password by following the steps below:

1. Select “Forgot Password?” on the log in screen of the ODJJ app
2. Enter the email address associated with the ODJJ account you are trying to log into
3. Open your inbox, you should have received an email from “Our Dementia Journey Journal” containing a password reset link. Note that this link is only valid for 24 hours.
4. Click on the “Password reset” link and enter your new password in the window that opens
5. Hit “submit”
6. Open the ODJJ app and log into your account using your new password

**18. Can someone in my Circle of Care who doesn't have an email address still sign up for the ODJJ app?**

No, an email address is required to create an account and use the app. If you don't have an email address, you can still use the paper-based ODJJ resource.

**19. Do I need to create an ODJJ account for the person living with dementia?**

Yes, if you are a caregiver or care provider creating a new Circle of Care, you will need to create a “Person” account on behalf of the person living with dementia using a separate email address to link all of your accounts together. Once your caregiver or care provider account has been invited to the Circle of Care, you can now send out additional invitations through that account so the person living with dementia's account can become dormant.

For step-by-step instructions on setting up your Circle of Care, please see the app set up guide.

**20. Who can see information I enter on the ODJJ app?**

Only you and members of your Circle of Care can see your personal information, photos, and entries in the app. No one involved in producing or maintaining the app has access to any of the information that any app user enters. Any information shared within the app is securely and confidentially stored within an SE Health server and will not be visible to anyone at SE Health. Please view our Terms of Use or Privacy Policy for additional information.

**21. If I decide to stop using the ODJJ app, can my information be deleted?**

Yes, there is an option to delete your account and all of its data under the main menu of the ODJJ app. If you select to delete your account, all of its content and data will be permanently removed from the ODJJ app servers and can no longer be retrieved by you or anyone in your circle of care.

**22. What support is available for ODJJ app users?**

The following resources are available to support ODJJ.

The ODJJ Website	Read more about the ODJJ and access resources including video tutorials and app set up guides
App Setup Guide	Step-by-step instructions to create an ODJJ account and set up your Circle of Care
ODJJ App Tutorial	An overview of the ODJJ app
In-App Tutorial Videos	Video tutorials within the ODJJ app show you how to use each section. These videos can be accessed from the information page of each section of the app at any time.
If you find a bug, glitch, or crash) please email <a href="mailto:odjj@sehc.com">odjj@sehc.com</a>	



## Questions about the different versions of the ODJJ

### 23. What languages is the ODJJ available in?

The paper and app versions of the ODJJ are available in English, French, Hindi and Punjabi.

### 24. What different versions of the ODJJ exist?

There are three adaptations of the ODJJ: the Generic Version, the First Nations Version, and the South Asian Version.

### 25. How were the cultural changes for the ODJJ decided and made?

The First Nations Version and South Asian Version of the ODJJ were created in collaboration with people living with dementia, their caregivers, and care providers from First Nations and South Asian communities across Canada. We did this through a series of consultations and workshops to make sure the language, imagery and examples within the ODJJ is culturally safe and relevant.

### 26. Who developed the ODJJ?

The ODJJ was developed by the SE Research Centre supported by funding from the Public Health Agency of Canada and SE Health. The resource was co-designed with caregivers and care providers of people living with dementia and the First Nations and South Asian adaptations involved representatives from each of those communities across Canada. For more information, visit the ODJJ history tab on our [website](http://www.odjj.ca) (www.odjj.ca).

## Feedback & Questions

### 27. Who can I reach out to if I have questions?

If you have any questions, please contact [odjj@sehc.com](mailto:odjj@sehc.com). You will receive a response within 1-3 business days.



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Visit [www.odji.ca](http://www.odji.ca) to learn more.