

Organization and Culture		<i>Alzheimer Society</i> <small>DURHAM REGION</small>
Policy: Programs and Services Framework		Number: ORG-CUL-01
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Introduction

The Alzheimer Society of Durham Region (the “Society”) is an incorporated, not-for profit organization that is governed by a volunteer Board of Directors. The Board ensures the Vision, Mission, and Values of Society, in consultation with the people and communities they represent. We are committed to creating an inclusive, safe, effective, and efficient work culture. The framework is intended for all staff, students, volunteers, and stakeholders, to work towards accomplishing the Mission of the Society both individually and collectively.

1.0 Our Philosophy

The Alzheimer Society of Durham Region (ASDR) believes that people affected by dementia have the right to enjoy the highest possible quality of life and quality of care. We believe that services should be tailored to the unique needs and interests of persons living with dementia and their care partners, regardless of the stage of the disease.

ASDR is a leading resource in providing comprehensive programs and services for those living with dementia, care partners, people concerned about memory loss or looking for more information, healthcare professionals, other community agencies or anyone requiring support and education. Our success is due to working collaboratively with people living with dementia, care partners and other organizations.

ASDR offers a range of programs and services that promote health, wellness and social inclusion and aspires to be a leader in the development of best practices in dementia care and support.

We adhere to the [Canadian Charter of Rights for People Living with Dementia](#), which calls for:

- People with dementia to know their rights.
- Empowerment of people with dementia to ensure their rights are protected and respected, and
- These rights to be known by people and organizations that support people with dementia.

We are committed to:

- Working with people living with dementia and their care partners, families, friends, and communities to find solutions to their concerns.
- Helping clients build on their strengths and develop new skills.

Involving persons living with dementia and their care partners in planning and decision-making and co-designing programs and services with them to ensure they find our programs meaningful and valuable.

Being sensitive and responsive to the cultural, ethnic heritage and traditions of people living with dementia and their care partners, families, and friends.

- Listening to the needs of our communities with respect to dementia-specific training and education to ensure they are dementia friendly.

1.1 Principle of Inclusivity

ASDR promotes an equitable and inclusive environment that is healthy and discrimination-free and recognizes and respects the personal worth, dignity and diversity of our staff, volunteers, students, and Board members. We respect the values and beliefs of all who gather in our organization.

Our Mission, “to improve the quality of life of people with Alzheimer’s disease or a related dementia and their care partners” aims to reach all individuals and recognizes that the people we serve are not a homogenous group; rather, diversity is welcomed and celebrated. This means acknowledging the worth of every individual and their value to the community. We follow person-centered principles in all our programs and services.

ASDR puts inclusivity into practice through a strategic process of identifying and eliminating barriers and a realization that many people do not have equitable access to services and support. We recognize that an individual’s care partners, family, friends, and community – as well as their social, cultural and spiritual context – shape their experiences and we work within this understanding.

ASDR staff, students, and volunteers participate in cultural, racial, and gender awareness training, and the Society includes broad perspectives when developing, evaluating, and modifying programs and services. Wherever possible, our planning processes draw on meaningful involvement of people who reflect the diverse groups within the community.

ASDR engages with clients through our Client Engagement Framework, which aims to capture the voices and opinions of persons living with dementia and their care partners and families. The goal is to ensure our services and support reflect their needs, preferences, and choices. The framework includes policies, a Client Advisory Committee, and the work of Client Engagement Volunteers.

Regular review of inclusivity issues is conducted, with the goal of continuing to improve our efforts to reach all clients and support all staff, in the most welcoming manner possible.

1.2 Vision

To live in a community where people with Alzheimer’s disease and related dementias are accepted and supported in their environment.

1.3 Mission

To improve the quality of life of people with Alzheimer’s disease or a related dementia with their care partners.

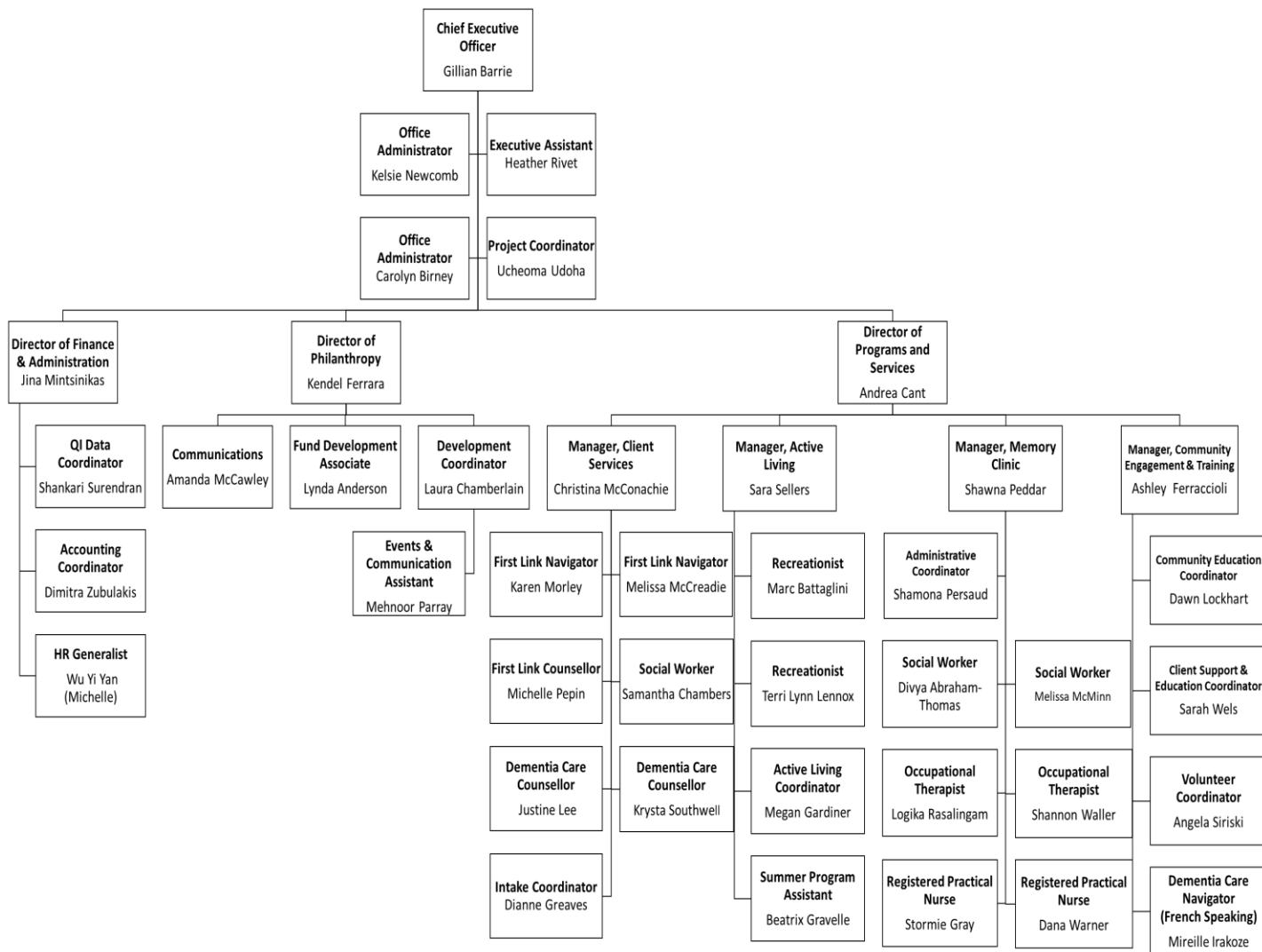
1.4 Values

Accountability - We take personal responsibility for using our resources efficiently, achieving measurable results and being accountable to individuals living with dementia, their care partners, our funders, and our community.

Collaboration – We respect and value each other, thrive on our diversity and work with partners to leverage our collective strength in making a difference for those we serve.

Respect – We act in ways that honour the dignity, uniqueness and worth of every person.
Excellence – We thrive to be the best at what we do and a model for others to follow.
Innovation - We are committed to finding new ways to enhance the quality of life for those living with dementia and their care partners.
Empowerment – We support individuals rights to ask for what is needed to improve their quality of life.

1.5 Organizational Chart



1.6.1 Accessibility for Ontarians with Disabilities Act, 2005

The Society will abide by the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and establish policies, practices and procedures accordingly:

1. The Society shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.
2. The Society shall use reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following principles:
 - a. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
 - b. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - c. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
3. The Society shall ensure that its policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider's goods or services or the availability, if any, of other measures which enable them to do so.
4. The Society shall ensure that all staff and volunteers are trained to interact with and communicate with persons with various types of disabilities.
5. The Society shall prepare one or more documents describing its policies, practices, and procedures and, upon request, shall give a copy of a document to any person.

1.6.2 Personal Health Information Protection Act

The Society will abide by the Personal Health Information Protection Act (PHIPA), 2004, and align its policies and procedures with the Purposes of the Act:

1. To establish rules for the collection, use and disclosure of personal health information about individuals that protect the confidentiality of that information and the privacy of individuals with respect to that information, while facilitating the effective provision of health care.
2. To provide individuals with a right of access to personal health information about themselves, subject to limited and specific exceptions set out in this Act.
3. To provide individuals with a right to require the correction or amendment of personal health information about themselves, subject to limited and specific exceptions set out in this Act.
4. To provide for independent review and resolution of complaints with respect to personal health information.
5. To provide effective remedies for contraventions of the Act.

1.7 Client Bill of Rights

Client Bill of Rights & Responsibilities

The Client Bill of Rights has been adapted from, Connecting Care Act, 2019, to assert and promote the dignity and worth of all people who use our services. The Client Bill of Rights is intended to emphasize the rights of clients rather than organizational convenience. Policies at the Society should be consistent with the Client Bill of Rights.

The Board of Directors of the Society endorse the Client Bill of Rights and, in so doing, creates expectations, that all Society personnel, will respect and uphold the Client Bill of Rights; will promote awareness and understanding of the Client Bill of Rights; and will interpret the Client Bill of Rights as broadly and generously as is consistent with its responsibility to clients collectively. Every client has the right to be provided with a written copy of, and assistance in understanding the Client Bill of Rights.

As a Client, you have:

Rights

1. The right to receive services in a respectful manner and to be free from physical, sexual, mental, emotional, verbal, and financial abuse by the provider.
2. The right to receive services in a manner that respects your dignity and privacy and that promotes autonomy and participation in decision-making.
3. The right to receive services in a manner that recognizes the client's individuality and that is sensitive to and responds to the client's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial, and cultural factors.
4. The right to receive services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. The right to receive services in a culturally safe manner for those who identify as First Nations, Métis, or Inuk.

6. The right to clear and accessible information about their services.
7. The right to designate a person to be present with them during assessments.
8. The right to participate in and/or designate a person in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.
9. The right to receive assistance in coordinating their services from the health service provider or Ontario Health Team.
10. The right to raise concerns or recommend changes in connection with the service provided to them and in connection with policies and decisions that affect their interests, without fear of interference, coercion, discrimination or reprisal.
11. The right to be informed of the laws, rules and policies affecting the operation of the provider of the home and community care service, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.
12. The right to give or refuse consent to the provision of service.

13. The right to receive services in a culturally safe and person-centered manner.

Responsibilities

1. To understand that verbal or physical abuse of staff, students and volunteers, and visitors will not be tolerated.
2. To be respectful of other clients, visitors, and staff.
3. To take part in your care plan to the best of your ability.
4. To understand that the needs of other clients may sometimes be more urgent than your own.
5. To be honest about your personal health information.
6. To keep track of and look after your personal property and valuables.

1.8 Donor Bill of Rights

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To assure that philanthropy merits the respect and trust of the general public, and those donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, we declare that all donors have these rights:

1. To be informed of the organization's mission, of the way the organization intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
2. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization's most recent financial statements.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgement and recognition.
6. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
8. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
10. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

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1.9 Canadian Charter of Rights for People with Dementia

The Alzheimer Society shall ensure that the following rights of people living with dementia are fully respected and promoted:

1. To be free from discrimination of any kind.
2. To benefit from all of Canada's civic and legal rights.
3. To participate in developing and implementing policies that affect my life.
4. To access support so that I can live as independently as possible and be as engaged as possible in my community. This helps me:
 - a. Meet my physical, cognitive, social, and spiritual needs;
 - b. Get involved in community and civic opportunities; and
 - c. Access opportunities for lifelong learning.
5. To get the information and support I need to participate as fully as possible in decisions that affect me, including care decisions from the point of diagnosis to palliative and end-of-life-care.
6. To expect that professionals involved in my care are:
 - a. Trained in both dementia and human rights.
 - b. Held accountable for protecting my human rights including my right to get the support and information I need to make decisions that are right for me.
 - c. Treating me with respect and dignity.
 - d. Offering me equal access to appropriate treatment options as I develop health conditions other than my dementia.
7. To access effective complaint and appeal procedures when my rights are not protected or respected.

2.0 The Canadian Code for Volunteer Involvement, Rights & Responsibilities

The Value of Volunteer Involvement

Volunteer involvement has a powerful impact on Canadian society, communities, organizations and individuals.

Volunteer involvement is fundamental to a healthy and democratic society in Canada.

1. It promotes civic engagement and active participation in shaping the society we want.
2. It encourages everyone to play a role and contribute to the quality of life in communities.

Volunteer involvement is vital for strong and connected communities.

1. It promotes change and development through the collective efforts of those who know the community best.
2. It identifies and supports local strengths and assets to respond to community challenges while strengthening the social fabric.

Volunteer involvement builds the capacity of organizations.

1. It provides organizations with the skills, talents and perspectives that are essential to their relevance, vitality and sustainability.
2. It increases the capacity of organizations to accomplish their goals through programs and services that respond to and are reflective of the unique characteristics and needs of their communities.

Volunteer involvement is personal.

1. It promotes a sense of belonging and general wellbeing.
2. It provides the opportunity for individuals to engage according to their personal preferences, interests, skills and motivations.

Volunteering is about building relationships.

1. It connects people to the causes they care about, and allows community outcomes and personal goals to be met within a spectrum of engagement.
2. It creates opportunities for non-profit organizations to accomplish their goals by engaging and involving volunteers, and it allows volunteers an opportunity to connect with and contribute to building community

Volunteer Rights and Responsibilities

Guiding principles keep relationships balanced between organizations and their volunteers by ensuring they are reciprocal. We are committed to developing and supporting volunteer involvements that benefit both the Society and the volunteer(s).

Volunteers have rights

The Society recognizes that volunteers are a vital human resource and will commit the appropriate infrastructure to support volunteer involvement.

1. The organization's practices ensure effective volunteer involvement.
2. The organization provides a safe and supportive environment for volunteers.
3. Work in a safe and healthy workplace, to know about unsafe work and to refuse unsafe work.
4. A supportive environment in which to work and contribute.
5. Effective and meaningful volunteer involvement practices.
6. Have their say about their work and ideas regarding their role or program.
7. Provide feedback and receive feedback when requested and at regular intervals.
8. Ask for and receive support from their supervisor when required.
9. Be accommodated for any ability needs in order to complete non-essential tasks of the role.

Volunteers have responsibilities.

Volunteers make a commitment and are accountable to the organization.

1. Volunteers will act with respect for the cause, the stakeholders, the organization, and the community.
2. Volunteers carry out their involvement responsibly and with integrity.

Adapted from the Volunteer Canada

Relevant Documents:

Client Engagement Framework

Client Advisory Committee Charter

POLICY REVIEW:

The most Senior Leader of the Society will review this Policy every 2 years and will present recommended and required revisions to the Board of Directors for approval. If there are legislated changes required, these changes will be made as close as possible to the effective date of the legislative change.