

Alzheimer Society

GREY-BRUCE

Thank you for registering as a client with the Alzheimer Society Grey Bruce. We look forward to supporting you through our Recreation, Education and Support Counselling Teams.

We use various mediums to provide support to you including telephone conversations, face to face meetings, email and video conferencing.

Telephone, email and video conferencing are convenient, yet they are not secure, nor are they for emergency purposes. It is important to protect the Personal Health Information of you and/or your family member/friend with dementia. In order to assist the Alzheimer Society of Grey-Bruce Team in maintaining confidentiality and privacy, we urge you to use the following guidelines when accessing our services through telephone, email, and video conferencing.

When using video conferencing and telephone:

- Ensure your surroundings provide you with privacy. If not, please inform the Alzheimer Society staff member you are speaking with, and reschedule the conversation.
- Use secure internet/WIFI
- Wear headphones when others are present, so they do not hear the conversation
- Avoid using the speaker on your phone, laptop, or device if this is a risk to privacy
- Recording of conversations, and photos of the screen, or screenshots are not permitted unless written consent is received from each participant.
- Alzheimer Society Staff will review the technology and its use prior to your participation

We believe the privacy measures put in place by the video conferencing encrypted platforms will protect your privacy, but it cannot be guaranteed. Platform owners strive to maintain users' privacy through enhanced encryption options, dedicated privacy features, commitment to compliance, and an at-risk meeting notifier.

When emailing:

- Refrain from using first and last names, for example: use Mother, Father, Wife, Husband
- Avoid using names of other professionals involved in your care, for example: use family physician, Care Coordinator, etc.
- Do not give personal health information in the email, for example: a particular diagnosis, etc.

As we continue to work virtually, please know that we are also following the above guidelines to protect your privacy.

If you have any questions please contact our office 519-376-7230.



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