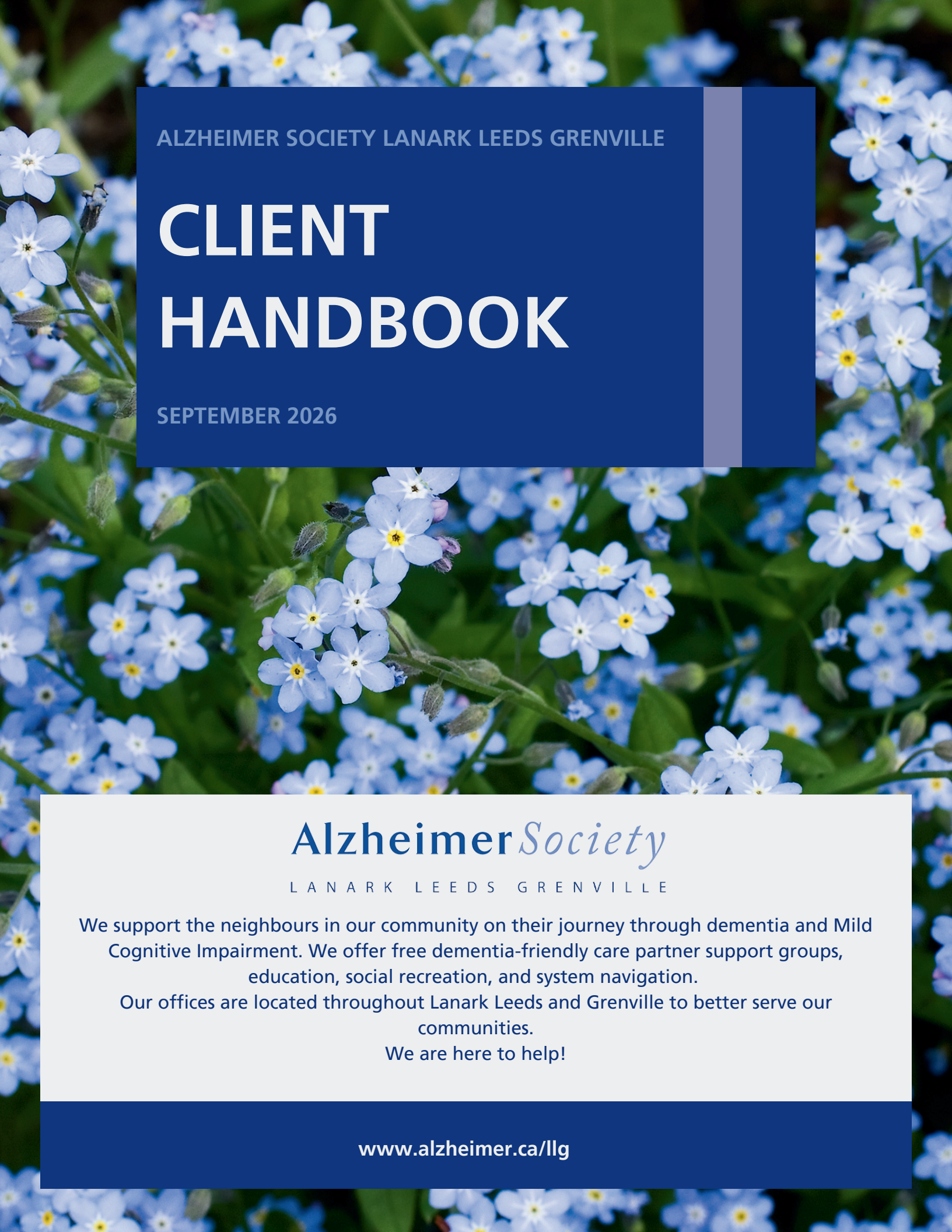




ALZHEIMER SOCIETY LANARK LEEDS GRENVILLE

CLIENT HANDBOOK

SEPTEMBER 2026

Alzheimer*Society*

L A N A R K L E E D S G R E N V I L L E

We support the neighbours in our community on their journey through dementia and Mild Cognitive Impairment. We offer free dementia-friendly care partner support groups, education, social recreation, and system navigation.

Our offices are located throughout Lanark Leeds and Grenville to better serve our communities.

We are here to help!

www.alzheimer.ca/llg



The Alzheimer Society Lanark Leeds Grenville welcomes anyone who is impacted by dementia—whether you are living with dementia, caring for someone, or simply seeking information and support.

Our programs and services are available to individuals and families across our local communities, and you do not need a formal diagnosis to reach out. We will take the time to listen, understand your unique situation, and help connect you to the right support at the right time.

Getting started is easy—simply email us at alz@alzllg.ca or call 866-576-8556, and a member of our team will be happy to guide you through your options.



OUR GOAL

Alzheimer Society Lanark Leeds Grenville (ASLLG) is proud to partner with people living with cognitive impairment, dementia, their care partners and our community.

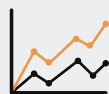
Our goal is to support & enrich the lives of those we serve throughout every phase of this journey, and we hope you are comforted knowing that you are not alone.

We offer dementia friendly education and support in English. Please contact us if you would like to access services or resources in other languages.



WHO WE ARE

Alzheimer Society Lanark Leeds Grenville (ASLLG) is the local chapter of Alzheimer Society Ontario. We focus on dementia care and dementia-friendly accessibility in our local neighborhood. We serve all of Lanark, Leeds and Grenville, both rural and urban. We offer in-person and virtual programming.



HOW WE WORK

We receive funding from Ontario Health but our budget also relies heavily on donations from the community to operate our programs and services.



**Ontario
Health**



OUR SERVICES

We offer education, social recreation, support groups, one-on-one support, Adult Day Program, Overnight TM Stay Care Program, and Minds in Motion designed for people living with dementia or Mild Cognitive Impairment and their care partners. In our community, we offer dementia training opportunities and fundraising events.

OUR LOCATIONS

Across Lanark, Leeds and Grenville, our staff are here to help. Please call our offices to connect with any of our staff.



BROCKVILLE

100 Strowger Blvd.
Suite 107
Brockville, ON K6V5J9

Mon-Fri 8:30-4



PERTH

115 Christie Lake Rd
Perth, ON K7H 3C6

Mon-Fri 8:30-4



SMITHS FALLS

88 Cornelia St.W,
Unit A
Smiths Falls, ON K7A 5K9

Tues, Thurs & Fri 8:30-4



CARLETON PLACE

5 Bates Dr
Carleton Place, ON K7C 4J8

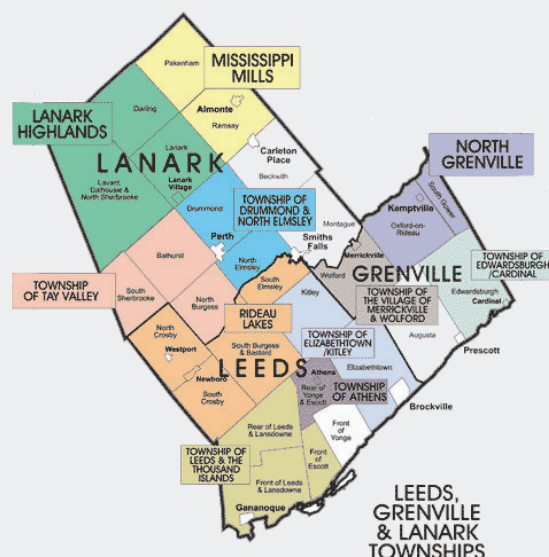
Mon-Fri 8:30-4



ALMONTE

341 Frank Davis St
Unit #2
Almonte, ON K0A 1A0

Mon, Wed & Thurs 8:30-4



A NOTE FROM OUR EXECUTIVE DIRECTOR

Melinda Coleman

At the Alzheimer Society Lanark Leeds Grenville, we take pride in the programs and services we have to offer our communities. We aim to ensure that nobody faces this journey alone. We offer First Link Care Navigation, Education and support services, respite services such as Adult Day Programs and Overnight Respite, as well as Minds in Motion, Life Enrichment Services for Caregivers, and Public Education. The ASLLG has been offering services in our community for 40 years and receive funding from Ontario Health to continue to provide the necessary support, education, and respite services to be side by side with all families experiencing a journey living with dementia. As our Mission statement indicates; we exist to alleviate the personal and social consequences of Alzheimer disease and related dementia and to promote the search for a cause and cure. Within this booklet, you will find information that outlines your rights as a client, as well as what to do in the event of any issues that may arise. If you have any questions, please reach our office at 866-576-8556. We value and respect the satisfaction of all who benefit from our programs and services and are grateful for the privilege of supporting you through this journey ahead.



Equity, diversity, and inclusion are more than just awareness or an initiative to us - they are principles. We strive for an inclusive and welcoming culture that encourages, supports, reflects, and celebrates the diverse voices of our clients, persons living with dementia, care partners, staff, students, volunteers, board members, and the communities we serve.

MEETING NEEDS

% whose needs were met by the Alzheimer Society (fully or somewhat).



OUR PROGRAMS & SERVICES

76% of people living with dementia indicated that the Alzheimer Society engagement helped them to stay at home longer.

91.4% of care partners found it easier to manage and cope with daily routines.



FIRST LINK[®] CARE NAVIGATION

Our First Link Care Navigator can assess your needs & create a support plan. They will help connect & coordinate your services & follow up to ensure you are supported along the way.



EXERCISE & SOCIAL RECREATION

We offer weekly & monthly social recreation & exercise groups for people living with dementia. Join us in dementia-friendly conversation & activities.



DEMENTIA EDUCATION

Our education seminars discuss a variety of dementia-based topics. We offer repeating general courses & rotating particular subjects to educate our community best.



ADULT DAY PROGRAM

Our Adult Day Program is a social program designed to enhance the wellbeing of those with Alzheimer disease, related Dementia & the frail elderly.



OVERNIGHT STAY CARE PROGRAM

The Overnight Stay Care program promises tailored, therapeutic programming for people living with dementia or the frail elderly while offering respite for caregivers.



SUPPORT & LIFE ENRICHMENT

We offer several support & life enrichment activities specifically designed for caregivers. Check with your local office for a list of programs currently offered.

FIRST LINK[®] CARE NAVIGATION



If you, or someone you are supporting, is newly diagnosed with dementia, has a diagnosis pending, has not accessed other supports in the community and doesn't know where to start - our First Link[®] Care Navigator is here for you.

A First Link[®] Care Navigator can be your Go-To-Person to:

- help assess your needs
- create a support plan that's right for you
- connect and coordinate your services
- support you along the way
- follow up to be sure things are working

The First Link[®] Care Navigator will develop a care plan with the clients and make internal/external referrals to help achieve the client's goals. They may initiate case conferences to help address needs and attend meetings and service appointments to help facilitate a warm transition to newly introduced people and services. Unless specified by the client, the First Link[®] Care Navigator will provide intentional follow-up with clients throughout their disease.

To speak with our First Link[®] Care Navigator, please call our office (1-866-576-8556) to start the intake process.

DEMENTIA FRIENDLY COMMUNITIES



By understanding the everyday experiences of people living with dementia, you can better accommodate their needs and help them live well. Becoming dementia-friendly will make a direct impact on the people living with dementia in your community.

Reach out today to find out how your organization, business or group can receive free Dementia Friendly Community training!

Accredited by
**Canadian Centre
for Accreditation**



Agréé par
**Centre canadien
de l'agrément**

GROUPS FOR CARE PARTNERS

We offer monthly opportunities for care partners to meet in a supportive group setting. There are various groups for all types of care partners and situations. Each group will identify relevant topics for discussion and sharing. Customized and 1-1 support available!

RETIREMENT AND LTC HOME SUPPORT GROUP

SONS & DAUGHTERS CAREGIVER SUPPORT

MIXED CAREGIVER SUPPORT

HOPE TO COPE

A virtual support & education program open to all caregivers.

SUPPORT & LIFE ENRICHMENT

SPOUSE CAREGIVER SUPPORT

EXTENDED TIME AT HOME



Estimated time CPs were able to provide care at home longer because of Alzheimer Society supports and

INDIVIDUAL SUPPORT

We offer one on one support sessions in our offices. You can make an appointment or just drop in if you are having a difficult day, a question you need answered or just need to talk.



QUALITY OF LIFE

% of respondents who feel supports have improved their quality of life.

PLWD **95%**

CPs **82%**

MINDS IN MOTION[®]

Through Minds in Motion[®], people living with early to mid-stage dementia will experience meaningful and beneficial socialization and stimulation through several appropriate activities.

WHAT IS MINDS IN MOTION[®] ?

Combining physical activity and mental stimulation, Minds in Motion[®] is a place for laughter and chatter, new friendships and stories being shared.

Through the Minds in Motion[®] program, both the person living with dementia or MCI and the caregiver can benefit from the following:

- Gentle and easy-to-follow physical activities
- Fun social activities focused on building personal skills

THE BENEFITS OF MINDS IN MOTION[®]

The person living with dementia or MCI benefits from:

- Improved balance, mobility, flexibility, and alertness
- Increased confidence, and comfort with their circumstance
- Mutual support from others facing similar experiences.

The care partner benefits from:

- An opportunity to focus on their health and have fun with their partner
- Seeing the person they are caring for enjoying themselves
- Mutual support and learning from other care partners

All participants benefit from:

- Sharpened mental functioning, sometimes lasting two to three days
- An increased sense of social participation



PRAISE FOR MINDS IN MOTION[®]

"The people involved are most helpful. Pleasant and understanding- it's been a very worthwhile course." - Person living with dementia

"I enjoyed participating in both the physical exercise and the social activities. It was wonderful meeting and getting to know all the participants. A great group! Overall, a great program. We both love coming. Leaders are excellent-always empathetic and great teachers." - Care Partner

"Excellent program-great people, got me out of the house and got a lot of information and communication with other people. I felt more comfortable being here a second time, saw an improvement in my mother-she smiled often!" - Family care partner

We offer in person and virtual Minds in Motion[®] 8 week sessions from Monday to Friday. Also available this season: Aquafit, CalmConnect, Sole Mates, Brain Led Body Care

SOCIAL RECREATION

Staying socially, physically and cognitively active helps maintain our brain health and are essential strategies to live well with dementia or Mild Cognitive Impairment. We offer a variety of in-person and virtual social recreation to help you live your best day.



ADULT DAY PROGRAM

Join others for discussion, brain games, music, mindfulness and other activities in one of our offices or locations around the area.



MUSIC PROJECT/HEARTSONG

Evidence shows the beneficial effects of music & stimulation on people living with dementia.

Through the Music Project, personalized playlists are provided at NO cost to support a person living with dementia and improve their quality of life.



MEMORY CAFE

Provides a social experience for those with memory impairment, their family members or friends.

Come by the café and socialize with other people who are sharing a similar journey.



ART JOURNALING

Provides caregivers with a structured yet flexible creative outlet to explore their thoughts and feelings through art and reflective writing. Through guided prompts, artistic exercises, and shared reflection.



MINDS IN MOTION[®]

Exercise and socialize with us Monday to Friday. This 8-week program is led by an exercise coordinator and designed for people with dementia.

PROJECT LIFESAVER

According to the Alzheimer Society of Canada there are currently over half a million Canadians living with dementia. Over the next 12 years, nearly a million Canadians will have dementia.

60% of individuals will wander away from home at least once, and 50% of wanderers not found within 24 hours are at risk of serious injury or even death.

The Alzheimer Society of Lanark Leeds Grenville is now working with local Police services to assist in the location efforts of those who have wandered. Participants in the Project Lifesaver program wear a personalized wristband that emits a tracking signal.

When caregivers notify 911 that their loved one is missing, a specialized law enforcement team responds to the area where the participant was last seen and uses a mobile-location tracking system to assist in search efforts.

ENROLLMENT PROCESS & FEES

Please contact our main office at 866-576-8556 to obtain an application package.

Wristband Transmitter Leasing Fee - \$350 (balance due within 30 days of activation)

PARTICIPANT ELIGIBILITY

- Be diagnosed with Alzheimer's disease, dementia or another cognitive impairment that places them at risk of wandering.
- Reside with & monitored by a caregiver 24 hrs/day, 7 days/week.
- Be a resident of the catchment area serviced by Alzheimer Society Lanark Leeds Grenville.
- Be restricted from operating a motor vehicle.

CAREGIVER MUST:

- Have acting POA.
- Be able to provide the participant with around the clock care.
- Be able to verify & document daily battery checks, providing copies to the office as requested.
- Be able to bring the participant to a location for battery changes.



VULNERABLE PERSONS REGISTRY

The Vulnerable Persons Registry is a community-based initiative that promotes communication between vulnerable persons, the people who support them, and the police.

In an emergency, the registry provides police quick access to critical information such as emergency contacts, detailed descriptions, and communication methods.

Registrations are 100% voluntary and free!

Learn more and register for free at: www.VulnerablePersonsRegistry.ca

SAFE & FOUND

MedicAlert began its Safe & Found Program in 2012 when we were asked by the Alzheimer's Society and the RCMP to take on the management of the National Wandering Registry.

A blue dementia ID and the condition-specific health information is stored securely in our Subscriber Health Information Database.

Thousands of first responders have been specifically trained to understand the meaning of this condition-specific ID, and respond swiftly and effectively to reunite loved ones with their families and care partners.

Learn more and register at: <https://www.medicalert.ca/safe-and-found>

FINDING YOUR WAY®

Finding Your Way® helps people living with dementia, their families, care partners, and communities recognize and reduce the risks of going missing by being prepared. The Finding Your Way® website offers [educational courses](#) about Living Safely in the Community, an opportunity to learn about [locating technology](#), and access to other [free resources](#).

Learn more at: <https://alzheimer.ca/on/en/help-support/programs-services/finding-your-way>

2-1-1 

211 is a helpline that easily connects people to the social services, programs and community supports they need.

8-1-1 

Call 811 or visit the Health Connect Ontario website 24 hours a day, seven days a week to get health advice, help navigate health services and find information.

Ways YOU Can Make an Impact:



MONTHLY OR ANNUAL GIVING - Your gift provides sustainable funding for our core programs, and ensures that our counselling and education services can continue to be offered at no cost.

HOST AN EVENT - Any event can be a fundraiser! Contact us for more info about how to turn your coffee social, walking club, or wine and cheese night into an event that raises funds and awareness for the Alzheimer Society. Find out how here:

https://secure.alzheimeron.ca/site/TR/ASiO_DIY_TR/ASiO_DIY_TR?pg=entry&fr_id=1711&s_locale=en_CA

LEAVE A LEGACY - By remembering the Alzheimer Society Lanark Leeds Grenville in your will, you are guaranteeing a future of support for the more than 8,000 people living with dementia in the Lanark, Leeds and Grenville area. Request your free Estate Planner at <https://alzsuperhero.ca/request-information/>.

ATTEND AN EVENT - The money raised by our fundraising events stays within our local chapters. It allows us to provide increased awareness, information, education, and support to individuals affected by Alzheimer's disease and other dementias and their care partners. The Alzheimer Society Lanark Leeds Grenville offers unique and exciting fundraising events throughout the year. Each event provides an opportunity to volunteer, sponsor, donate or attend.

Contact Sarah to learn more today!

scavanagh@alzllg.ca

1-866-576-8556 ext.226

STAY CONNECTED!

Join our newsletter to find out what is coming up for ASLLG and how you can get involved. It is also the place to find out about new programs and services, fundraising campaigns and free education opportunities! Send an email to scavanagh@alzllg.ca with the subject line: **SIGN ME UP** to be added.



EDUCATION

The right education at the right time promotes the best learning experience. We are here for you when you need information and support.

Through education seminars and lived experience, your knowledge of dementia and how to support a person living with dementia and care for yourself will grow and expand.

Below are some suggested seminars for each stage of the dementia journey. (These are just suggestions - you will know your situation best.) Adult learners learn best through repetition, so please feel free to attend as many seminars as possible.



	Core Courses		Special Topics	Additional Series
EARLY STAGE	Overview of Dementia	My Cognitive Care Course First Steps Learning Series (4 Weeks)	Brain Health 10 Warning Signs and What to Do About Them Finding Your Way [®]	Taking Control of Our Lives for People Living with Dementia (8 Weeks)
MID STAGE	Care Essentials Learning Series (4 Weeks)		Repetitious Questions Sundowning Cheat Sheet for Conversations	U-First! [®] For Care Partners (3 Weeks)
LATE STAGE	Options for Care Care in the Later Stages		3 D's of Dementia	Behaviours & Communication 1-on-1 Caregiver Discussions

PREVENTION & BRAIN HEALTH

We are committed to educating the public on brain health & prevention of dementia through online awareness campaigns, monthly workshops, speaking at community events & through the promotion of healthy lifestyle choices.

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:

- 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.
- The right to receive services in a manner that respects your dignity and privacy and that promotes autonomy and participation in decision-making.
- 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.
- 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.
- The right to receive services in a culturally safe manner for those who identify as First Nations, Métis, or Inuk.
- The right to clear and accessible information about their services.
- The right to designate a person to be present with them during assessments.
- 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.
- The right to receive assistance in co-ordinating their services from the health service provider or Ontario Health Team.
- 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.
- 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.
- The right to give or refuse consent to the provision of service.
- The right to receive services in a culturally safe and person-centered manner.

As a client, you have the responsibility:

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

HEALTH RECORDS & CONFIDENTIALITY



We are committed to promoting privacy and protecting the confidentiality of the health information we hold about you.

YOUR HEALTH RECORD

Your health record includes information relevant to your health including your date of birth, contact information, health history, family health history, details of your physical and mental health, record of your visits, the care and support you received during those visits, results from tests and procedures, and information from other health care providers. Your record is our property, but the information belongs to you. With limited exceptions, you have the right to access the health information we hold about you, whether in the health record or elsewhere. You can request a copy of your record. If you wish to view the original record, one of our staff members must be present. If you need a copy of your health record, please contact our Privacy Officer or ask a Society personnel who will explain the process. In rare situations, you may be denied access to some or all of your record (with any such denial being in accordance with applicable law). We try to keep your record accurate and up-to-date. Please let us know if you disagree with what is recorded, and in most cases we will be able to make the change or otherwise we will ask you to write a statement of disagreement and we will attach that statement to your record.

CONFIDENTIALITY

Everyone here is bound by confidentiality. We have to protect your information from loss or theft and make sure no one looks at it or does something with your information if they are not involved with your care or allowed as part of their job. If there is a privacy breach, we will tell you (and we are required by law to tell you).

FOR MORE INFORMATION OR COMPLAINTS

If you would like a copy of our Privacy Policy, please ask us for a copy.

We encourage you to contact us with any questions or concerns you might have about our privacy practices.

You can reach our Privacy Officer:

Melinda Coleman
100 Strowger Blvd. Suite 107
Brockville, ON K6V 5J9
866-576-8556 ext 101

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario. The Commissioner can be reached at: Information and Privacy Commissioner of Ontario 2 Bloor Street East, Suite 1400 Toronto, Ontario M4W 1A8 1-800-387-0073 or visit the IPC website via www.ipc.on.ca

CANADIAN CHARTER OF RIGHTS FOR PEOPLE WITH DEMENTIA

As a person with dementia, I have the same human rights as every Canadian as outlined in the Canadian Charter of Rights and Freedoms.

The following charter:

- Makes sure people with dementia know their rights,
- Empowers people with dementia to ensure their rights are protected and respected, and
- Makes sure that people and organizations that support people with dementia know these rights.

As a person with dementia, the following rights are especially important to me:

I have the right:

To be free from discrimination of any kind.

To benefit from all of Canada's civic and legal rights.

To participate in developing and implementing policies that affect my life.

To access support so that I can live as independently as possible and be as engaged as possible in my community.

This helps me:

- Meet my physical, cognitive, social, and spiritual needs,
- Get involved in community and civic opportunities, and
- Access opportunities for lifelong learning.

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.

To expect that professionals involved in my care are:

- Trained in both dementia and human rights.
- 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.
- Treating me with respect and dignity.
- Offering me equal access to appropriate treatment options as I develop health conditions other than my dementia.

To access effective complaint and appeal procedures when my rights are not protected or respected.

It will take the effort of every Canadian to protect and respect the rights of people with dementia so that we are seen as valuable and vital community members.

DONOR BILL OF RIGHTS

DEVELOPED BY:



Association of Fundraising
Professionals (AFP)



Association for Healthcare
Philanthropy (AHP)



Council for Advancement and
Support of Education (CASE)



Giving Institute: Leading
Consultants to Non-Profits

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 that 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:

I

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.

II

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.

III

To have access to the organization's most recent financial statements.

IV

To be assured their gifts will be used for the purposes for which they were given.

V

To receive appropriate acknowledgement and recognition.

VI

To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.

VII

To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.

VIII

To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.

IX

To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

X

To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

OUR PRACTICES

We collect, use and disclose (meaning share) your health information to:



- Treat and care for you
- Provide services to you
- Provide appointment or preventative care reminders to you and/or send client surveys to you
- Update you of upcoming events, activities and programs
- Coordinate your care with your other health care providers including through shared electronic health information systems such as Ontario Health Teams, Ontario Laboratory Information Systems (OLIS), HealthLinks, Connecting Ontario, AlayaCare, and local, regional and provincial programs
- Deliver and evaluate our programs
- Plan, administer and manage our internal operations
- Be paid or process, monitor, verify or reimburse claims for payment
- Conduct risk management, error management and quality improvement activities
- Educate our staff and students
- Dispose of your information
- Seek your consent (or consent of a substitute decision-maker) where appropriate
- Respond to or initiate proceedings
- Conduct research (subject to certain rules)
- Compile statistics
- Allow for the analysis, administration and management of the health system
- Comply with legal and regulatory requirements
- Fulfill other purposes permitted or required by law

Our collection, use and disclosure (sharing) of your personal health information is done in accordance with Ontario law.



We respectfully gather today on the lands that the Algonquin people left their footprints on long before us. We are privileged to provide care and support on the lands that Indigenous peoples have called home for thousands of years. We recognize that we live, work, and play on lands that are inhabited by Indigenous, Metis and Inuit Peoples. We are committed to learn about the true history of this country and provoke thought, reflection, and positive change in these beautiful lands and waters that we share.



YOUR CHOICES & WHO DECIDES

You have a right to make choices and control how your health information is collected, used, and disclosed, subject to some limits. You may make your own decisions if you are “capable”. Your health care provider will decide if you are capable based on a test the law sets out. You may be capable of making some information privacy decisions and not others. If you are not capable – you will have a substitute decision-maker who will make your information decisions for you. Who can act as a substitute decision-maker and what they have to do is also set out in law. We assume that when you come to have health care from us, you have given us your permission (your consent) to use your information, unless you tell us otherwise.

We may also collect, use and share your health information in order to talk with other health care providers about your care unless you tell us you do not want us to do so. You have the right to ask that we not share some or all of your health records with one or more of our team members or ask us not to share your health record with one or more of your external healthcare providers (such as a specialist). If you request restrictions on the use of and disclosure of your health record, a member of our team will explain your choices and the potential repercussions for those options. There are other cases where we are not allowed to assume we have your permission to share information. We may need permission to communicate with any family members or friends with whom you would like us to share information about your health (unless someone is your substitute decision-maker). For example, we will also need your permission to give your health information to your insurance company.

If you have questions, we can explain this to you.

When we require and ask for your permission, you may choose to say no. If you say yes, you may change your mind at any time. Once you say no, we will no longer share your information unless you say so. Your choice to say no may be subject to some limits. BUT there are cases where we may collect, use or share your health information without your permission, as permitted or required by law.

For example, we do not require your permission to use your information for billing, risk management or error management, and quality improvement purposes. We also do not need your permission to share your health information to keep you or someone else safe this is to eliminate or reduce a significant risk of serious bodily harm; or to meet reporting obligations under other laws such as for the health protection of communicable diseases, child safety or safe driving.

USE OF EMAIL & IMAGES

The Alzheimer Society Lanark Leeds Grenville (ASLLG) welcomes the use of virtual technology to support clients in managing their care.

Should you wish to email our staff, please understand that there are risks related to privacy and timeliness of response. Email can be used to make or confirm appointments, or to notify you of a delay or a need to reschedule.

We cannot guarantee the privacy of emails, and therefore staff are not permitted to include any of your personal information in the email. Furthermore, staff will only respond to an email during work hours.

By providing us with your consent, you agree that:

- Email is not to be used for medical emergencies or other time-sensitive matters
- Emails you send or receive may be copied into your client record at the ASLLG
- We may forward emails internally or externally to other members of your care team, if necessary, to optimize your care
- Email communication is not an appropriate substitute for in person or telephone consultations. You are responsible for following up with ASLLG staff for support
- We will be informed of any changes to your email address and/or changes on how you wish to communicate with us via email Your consent to using email will be captured during our intake process and can be changed or revoked at any time



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, (AODA) CUSTOMER SERVICE POLICY

The Accessibility for Ontarians with Disabilities Act, 2005 (the AODA) is a provincial law that implements and enforces accessibility standards in order to achieve equity for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. Alzheimer Society Lanark Leeds Grenville is committed to providing respectful care that focuses on the unique needs of the individual. Providing equitable care that respects the dignity and independence of people with disabilities is priority, and we are committed to removing all barriers that prevent people with disabilities from fully participating within our facilities, programs and services.

Assistive Devices: People with disabilities may provide their own assistive devices for the purposes of obtaining, using and benefiting from ASLLG services.

Communication: ASLLG will communicate with people with disabilities in ways that take into account their disability.

Service Animals: ASLLG welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from the premises, ASLLG will ensure that alternate means are available to enable the person with a disability to access our programs and services.

Support Persons: The Alzheimer Society Lanark Leeds Grenville welcomes people with disabilities who are accompanied by a support person. In the event that a fee is charged in relation to a support person's attendance at a Society sponsored event, advance notice of the fee will be provided.

Notice of Temporary Disruption: ASLLG will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in our facilities and services where we have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. ASLLG will provide notice by posting information in visible places on our premises or on our website, or by any other method that may be reasonable under the circumstances.

Training for Staff: ASLLG provides training to all employees, volunteers and others who deal with the public, and all those who are involved in the development and approval of customer service policies, practices and procedures.

Training includes the following:

- An overview of the AODA and the requirements of the standard
- ASLLG's plan related to the customer service standard
- Best practices used when interacting and communicating with people with various types of disabilities
- What to do if a person with a particular type of disability is having difficulty accessing ASLLG services
- Best practices used when interacting with people with disabilities who use an assistive device, service animal or support person

Staff and volunteers will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

COMMUNICATION & FEEDBACK

The Alzheimer Society Lanark Leeds Grenville (“the Society”) recognizes the importance of the role our clients, donors, and the public play in our work. While we strive for excellence in the pursuit of our mission, we recognize there may be instances where we have an opportunity for improvement. To ensure you receive the highest level of service, we have developed this policy and procedure to address and escalate any complaints you may have about the Society or that may arise in your interactions with the Society. The Society is committed to excellence in all aspects of its work. A complaint about the Society is welcome if it is communicated respectfully. The Society is focused on complaints review process that is: (1) fair and impartial (2) transparent in process and method (3) respectful to all involved (4) timely and efficient while balancing an appropriate allocation of resources.

Responses and action shall be proportionate to complaints raised. Complaints shall be escalated as appropriate. Outcomes and resolutions shall be communicated clearly to complainants. Any individual may bring a complaint forward either by phone or in writing.

By mail: Executive Director 100 Strowger Blvd., Unit 107 Brockville, Ontario K6V 5J9
Online Webpage: [Contact us | Alzheimer Society of Lanark Leeds Grenville](#)

A complainant should include as much detail as possible about the issue or problem as well as a contact number and/or address where a response should be directed if they feel comfortable doing so. Where a complaint is of a confidential or sensitive nature, this should be noted in the subject line of the correspondence and your complaint will be immediately directed to the most senior leader of the Society. All complaints will be reviewed in a timely manner and escalated to the appropriate department or staff person for a response and action, if necessary.

Where a complaint cannot be resolved within that time frame, the Society will notify the complainant of the steps being taken and the anticipated timeframe for resolution.

A response may not be provided in circumstances where a complaint is:

- abusive or harassing in nature;
- where a complaint has no direct connection to the Society;
- where a complaint is illegible,
- where a complaint has clearly been sent as part of bulk mailing or email.

In case of an anonymous complaint, no response will be provided however, the Society will review the complaint to improve its services. All complaints will be recorded. Where the complaint cannot be immediately resolved, the name and contact information of the complainant may be recorded to ensure proper follow-up.

The Society is dedicated to maintaining the highest standards of confidentiality with respect to all information provided to us.

Our Mission:

The Alzheimer Society Lanark Leeds Grenville works to alleviate the personal and social consequences of Alzheimer's disease and related dementia, and promote the search for the cause and cure.

Our Vision:

A world without Alzheimer's disease and other dementias.

Our Values:

Collaboration

Accountability

Respect

Excellence

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

A friendly reminder, if you are unwell (cough, fever, breathing difficulties) please reschedule your visit.

Contact Information

Brockville Office

100 Strowger Blvd., Unit 107, Brockville, Ontario K6V 5J9

Perth Office

115 Christie Lake Rd, Perth, Ontario K7H 3C6

Almonte Office

341 Frank Davis Dr., Unit 2, Almonte, Ontario K0A 1A0

Carleton Place Office

5 Bates Drive, Carleton Place, Ontario K7C 4J8

Smiths Falls Office

88 Cornelia St. W., Unit A, Smiths Falls, Ontario K7A 5K9



Charitable Registration Number: 13256 3057 RR0001

Phone: 613-345-7392 Toll-free: 1-866-576-8556 Fax: 613-345-3186

Email: alz@alzllg.ca

Mon-Thurs 8:30-4, Fri 8:30-3