

Dementia Program Guide Spring - Summer 2020

Supporting the
Dementia Journey

Alzheimer Society
Waterloo Wellington

Programs for people living with dementia and their care partner

La Société Alzheimer peut vous aider en vous fournissant des
informations, ressources, éducation, soutien et conseil



Alzheimer *Society*

WATERLOO WELLINGTON

www.alzheimerww.ca

Alzheimer Society

WATERLOO WELLINGTON

Dear Friends,

Alzheimer Society Waterloo Wellington (ASWW) is proud to partner with people living with dementia, their care partners and our community. It takes a collective effort to support people with dementia to “Live Their Best Day”. ASWW is honoured to provide quality education, social work services and therapeutic recreational programs. We are grateful to our donors, sponsors, community partners, staff and volunteers, for their commitment and generosity so we can assist people living with dementia.

During these uncertain times of **COVID-19**, ASWW is still providing services to clients via telephone, email and video conferencing. We are working together with Societies across Ontario to bring you virtual programming for exercise, recreation, counselling and social support. **Please continue to register for programs listed in this guide so that we can include you in virtual offerings or let you know when a program resumes in person. For support, please continue to call or email our office.** We are all working remotely, answering the phones and reading our email. We are dedicated to providing as much support to our clients as possible.

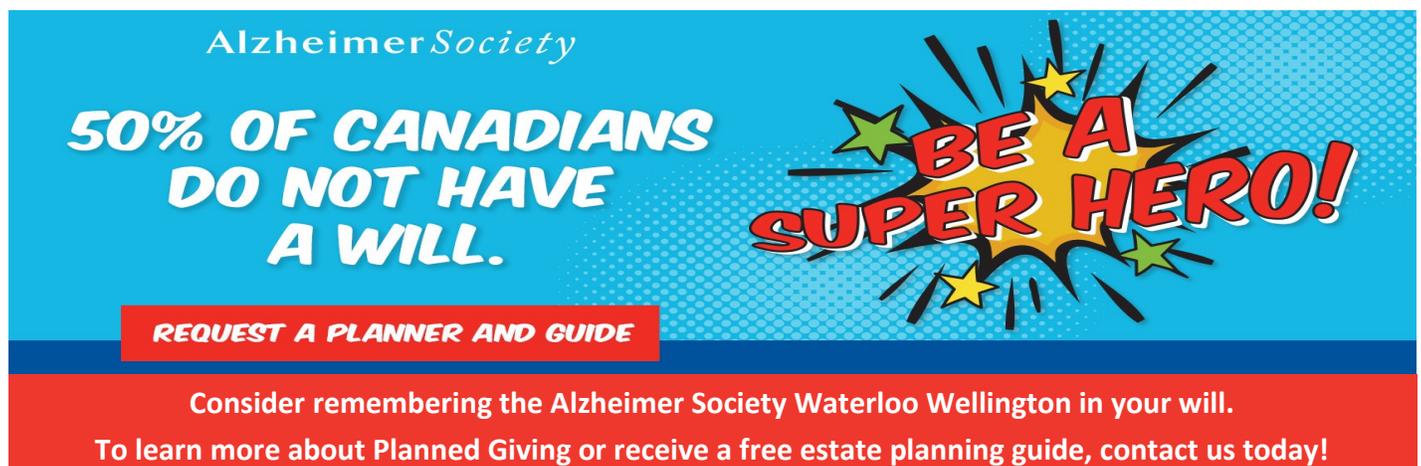
Our **IG Wealth Management Walk for Alzheimer’s** is still happening. We are going to try something new and innovative and have a “Virtual WALK” on **Sunday, May 31**. Do a dance, walk the stairs, jump rope, walk around the block. Challenge friends, family, neighbours and co-workers to join you and let’s show the world that our connections matter. We need your help to raise our goal of \$125,000. ASWW raises 60% of our operating funding to support community programming. Create a team, fundraise with family, or on your own, as you will be joining many others across Canada online. See page 12 for details. We hope you can join us!

ASWW is proud to be offering education sessions, social work and a support group in **French**. Thank you to our Francophone partners for making this possible.

Enhancing Care for Ontario Care Partners Program, is an intensive support program that can help you develop problem solving and communication skills in a client centred format. A care partner from the program shares, *“I can now communicate with my husband and not fight all the time. Our relationship has improved dramatically”*. If you struggle with communication, the changing relationship, or the journey, check out page 14.

ASWW operates in a continuous quality improvement culture, working side by side with clients, care partners and community partners. Thank you for participating in ongoing program evaluations by completing ASWW surveys. Our priority is providing client centred care and we look forward to continuing this journey with you.

Michelle Martin, Executive Director
Alzheimer Society Waterloo Wellington Team



Alzheimer Society

50% OF CANADIANS DO NOT HAVE A WILL.

BE A SUPER HERO!

REQUEST A PLANNER AND GUIDE

Consider remembering the Alzheimer Society Waterloo Wellington in your will.
To learn more about Planned Giving or receive a free estate planning guide, contact us today!

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What is Dementia?

Dementia is an umbrella term for a set of symptoms that are caused by disorders affecting the brain. Symptoms may include memory loss and difficulties with thinking, problem-solving or language that affect a person's ability to perform everyday activities. Dementia is a progressive condition. It is important to arrange for a full medical assessment if you notice changes or symptoms.

Types of Dementia:

Young Onset Dementia (YOD)

Approximately 16,000 Canadians under the age of 65 are living with a form of dementia, which presents unique challenges for people in their 40's and 50's.

Alzheimer's Disease (AD)

AD affects brain cells and how they function, is irreversible and is progressive. AD eventually affects all aspects of a person's brain and their life: how they think, feel, and act. Each person is affected differently, and it can be difficult to know how symptoms will appear, or the speed of their progression. A person may experience changes in cognitive and functional abilities, emotions, moods, behaviour, and physical abilities as the disease progresses.

Vascular Dementia (VaD)

VaD, also called multi-infarct dementia, occurs when the cells in the brain are deprived of oxygen. A network of blood vessels called the vascular system supplies the brain with oxygen. If there is a blockage in the vascular system, or if it is diseased, blood is prevented from reaching the brain. A common cause of VaD is a stroke or transient ischemic attacks (TIA's).

Frontotemporal Dementia (FTD)

FTD is an umbrella term for a group of rare disorders that primarily affect the frontal and temporal lobes of the brain – the areas generally associated with personality and behaviour. With this form of dementia, a person may have symptoms such as sudden onset of memory loss, behaviour changes, or difficulties with speech and movement.

Lewy Body Dementia (LBD)

LBD is a form of dementia that affects the areas of the brain responsible for thinking and movement. A progressive loss of memory, language, reasoning and other abilities such as calculating numbers is common. Visual hallucinations are common and can be worse during times of increased confusion. Some features of LBD can also resemble those in Parkinson's disease. These include rigidity, tremors, stooped posture, and slow/shuffling movements.

Mixed Dementia (MD)

This is a term to describe when a person is experiencing more than one type of dementia at a time.

What is Mild Cognitive Impairment (MCI)?

People with MCI experience problems with memory, language, thinking or judgement that are greater than the cognitive changes associated with normal aging. These changes may be noticeable and measured in tests, but they are not serious enough to interfere with daily life and independence.

Our Services

We offer a variety of programs and services for persons living with Alzheimer's disease and other dementias, their family and friends, professionals, and the community.

Information & Education

We are committed to offering education to people living with dementia and their care partners. Education is also available to professionals and the general public.

Individual & Family Support

Connect with a Social Worker through in-person, phone, or video appointments to receive help working through individual situations and accessing support services.

Group Meetings

Join our various support and social groups to connect with peers, gain knowledge and strategies to manage challenges, and to develop a social network of support.

Programs & Services Phone Line

Our First Link Coordinator is available during business hours (Monday, Tuesday, Thursday and Friday, 8:30am-4:00pm) to provide support, answer questions, and help you register for programs. **Call: 519-742-8518 ext. 2090.**

Services en Français

Pour accéder à nos services en français, veuillez contacter Gisèle Hauser en composant le 519-742-8518, poste 2023 ou en envoyant un courriel à ghauser@alzheimerww.ca.

Living Safely in the Community



FINDING Your Way

For people with dementia, every step counts.™

Free online learning course available at www.findingyourwayontario.ca/online-learning

The Finding Your Way® program provides information about why people with dementia get lost or go missing, how the risk of missing incidents can be reduced, and what to do if someone does go missing.

Learn tips and strategies that can help people living with dementia live safely in their day-to-day lives.

Discover Finding Your Way's® *Living Safely with Dementia Resource Guide*, now available at ASWW offices and at **FindingYourWayOntario.ca**. Call 519-742-1422 to request a copy today!

The MedicAlert® Safely Home® program is an effective way to identify the person who is lost and bring the family back together.

Visit www.medicalert.ca/safelyhome or call 519-742-8518 ext. 2090 to learn more.



Vulnerable Persons Registry

Waterloo Region & Guelph Police



In the event of an emergency, The Registry provides police access to helpful information such as:

- emergency contacts
- detailed description
- ways to communicate



Registration is 100% voluntary and free!

Learn more or register today:
vulnerablepersonsregistry.ca

Social & Recreational Programs

Minds in Motion® - Offered Virtually During COVID-19

Minds in Motion® is a community-based social program that incorporates physical activity and mental stimulation for people with early to mid-stage signs of Alzheimer’s disease or other dementias and their care partners. A **fee** will be charged to participate in the program effective January 2020. The fee is \$60 for an 8 week **in person session** (no additional cost for a care partner attending). Participants are asked to bring a bottle of water to sessions.

The 2-hour program runs once a week and offers:

- Gentle and easy to follow physical activities led by a certified fitness instructor.
- Fun social activities focused on building personal skills.

Pre-registration is required, please contact the Alzheimer Society at 519-742-1422.

Please note that our virtual programming may not be identical to our in person program.

You can register any time if you are a NEW participant to the program.

If you are currently registered in a session, during the last class you are welcome to register for the next session.

Baden		
Wilmot Recreation Complex 1291 Nafziger Rd. Baden	Wednesdays; 1 pm - 3 pm	Mar 25 – May 13
		May 27– June 24 (5 week session, \$37.50)
Cambridge		
W.G. Johnson Centre Ted Wake Lounge 31 Kribs St. Cambridge	Mondays; 1 pm - 3 pm	Mar 23 – May 25 (no class Apr 13 or May 18)
		July 6 – Aug 31 (no class Aug 3)
Fergus		
Victoria Park Seniors Centre New Basement Room 150 Albert St. W. Fergus	Thursdays; 1 pm - 3 pm	April 2 – May 21
		June 4 – July 23
		July 30 – Aug 27 (5 week session, \$37.50)

**Special thanks to our
Minds in Motion®
community partners for
providing space and
facilitating the exercise
component of the
program:**

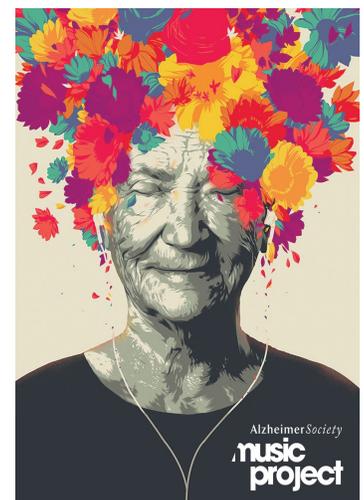


Social & Recreational Programs

Guelph		
West End Community Centre Lion's Lair Room 21 Imperial Rd S. Guelph	Tuesdays; 9:30 am - 11:30 am	Mar 24 – May 12
		May 26– June 23 (5 week session, \$37.50)
Evergreen Seniors Centre 683 Woolwich St. Guelph	Wednesdays; 1 pm - 3 pm	Mar 25 – May 13
		May 27– June 24 (5 week session, \$37.50)
		July 8 – Aug 26
Kitchener		
Bridgeport Community Centre 20 Tyson Dr. Kitchener	Tuesdays; 1 pm - 3 pm	Mar 24 – May 12
		May 26 – June 30 (6 week session, \$45)
Waterloo		
Stork Family YMCA 500 Fischer Hallman Rd N. Waterloo	Mondays; 1 pm - 3 pm	Mar 23 – May 25 (no class April 13 or May 18)

Music Project

The Music Project offers a personalized music package at no charge to persons living with dementia to help improve their quality of life. This includes a music device, headphones, personalized playlist and ongoing technical support. If you or somebody you know would benefit from this program, please call 519-742-1422 or fill out an online registration form at www.musicproject.ca/register.



**\$150 Donation Provides
1 Music Project Package!**

Social & Recreational Programs

Peer Connections - Support Offered Virtually During COVID-19

Peer Connections is a program offered by Alzheimer Society Waterloo Wellington in partnership with the City of Kitchener and the Community Resource Centre of North & Centre Wellington in Elora.

The program consists of two peer groups running at the same time but meeting separately; one for individuals living with dementia and one for care partners. The focus is to provide meaningful engagement and a space where individuals can socialize and build networks of community support.

*For more information or to register, please call 519-742-8518 ext. 2090.
Suggested donation: \$60*



1st & 3rd Tuesday of the month;
10:30 am - 12 pm

Rockway Centre
1405 King St E. **Kitchener**

2nd & 4th Tuesday of the month;
10:30 am - 12 pm

The Royal Canadian Legion Branch 229
110 Metcalfe St E. **Elora**

Dementia Friendly Programs in the Community - During COVID-19 Please contact each program directly to enquire as to its status

Memory Boosters

Meet new people, learn about community resources and services that are designed to make living with dementia a little easier. Our goal is to provide a warm and supportive place for people living with dementia and their care partners to socialize, relax and have fun together.

2nd & 4th Tuesday
of the month;
1:30 pm - 4 pm

Group meets in **Kitchener**.
Please contact Karin 519-885-2375 or Elaine 519-897-4264
memoryboostersinfo@gmail.com for more information or to register.

Golf Fore Life



Golf Fore Life is a specialized program supporting golfers living with dementia. The program is designed to provide those living with dementia a chance to continue playing, or return to the sport they love.

This group meets Monday - Thursday mornings at Rockway Golf Course.

For more information contact Julie Laderoute at
519-741-2200 ext. 5346 or Julie.laderoute@kitchener.ca



Overview of Dementia

This 2-hour education session will cover learning about dementia, adapting changes in the brain, and living well with dementia. Persons living with dementia may attend with or without a care partner, just as care partners may attend with or without a person living with dementia.

***No fee to participate - donations appreciated.
Pre-registration is required, please contact the Alzheimer Society by calling 519-742-1422.***

Thursday, April 16 1 pm - 3 pm or 6 pm - 8 pm	Virtual session, video conference using ZOOM technology <i>Registrants will be emailed link to participate prior to session.</i>
Tuesday, May 12 1 pm - 3 pm	Virtual session, video conference using ZOOM technology <i>Registrants will be emailed link to participate prior to session.</i>
Tuesday, June 9 1 pm - 3 pm	Woolwich Community Health Centre, 10 Parkside Dr. St. Jacobs
Thursday, June 11 6 pm - 8 pm	Alzheimer Society Waterloo Wellington 831 Frederick St. Kitchener
Tuesday, July 21 9:30 am - 11:30 am	Alzheimer Society Waterloo Wellington 69 Huron St. Guelph
Thursday, Aug 6 11:30 am - 1:30 pm	Virtual session, video conference using ZOOM technology <i>Registrants will be emailed link to participate prior to session.</i>
Thursday, Aug 27 6 pm - 8 pm	Alzheimer Society Waterloo Wellington 1145 Concession Rd., Room S206. Cambridge

Sundowning

Tuesday, April 14 10 am - 11 am	Virtual session, video conference using ZOOM technology <i>Registrants will be emailed link to participate prior to session.</i>
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Healthy Brains

Wednesday, April 22 10 am - 11:30 am	Virtual session, video conference using ZOOM technology <i>Registrants will be emailed link to participate prior to session.</i>
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Mild Cognitive Impairment (MCI)

Individuals with Mild Cognitive Impairment (MCI) have problems with memory, language, thinking or judgement that are greater than the cognitive changes associated with normal aging. In this session, learn about signs and symptoms, and how MCI is different from dementia.

Registrations details below. No fee to participate - donations appreciated.

Thursday, May 14 12 pm - 1:30 pm	Virtual session, video conference using ZOOM technology <i>Registrants will be emailed link to participate prior to session.</i>
Monday, July 20 6 pm - 7:30 pm	Alzheimer Society Waterloo Wellington 831 Frederick St. Kitchener

Other Dementias

Frontotemporal Dementia

Frontotemporal dementia (FTD) is a form of dementia that affects people's language, thinking, and behaviour often before their memory. Find out about FTD, and discover the best methods to communicate and interact with a person living with this type of dementia.

Pre-registration is required for all education forums by calling **519-742-1422**. Education events with insufficient registration will be cancelled.

Tuesday, May 19
1:30 pm - 3 pm

Virtual session, video conference using ZOOM technology
Registrants will be emailed link to participate prior to session.

Tuesday, Aug 11
6 pm - 7:30 pm

Alzheimer Society Waterloo Wellington
69 Huron St. **Guelph**

Lewy Body Dementia

Lewy Body Dementia (LBD) is more common than formerly thought. This session will explore how LBD is related to Parkinson's disease, common signs and symptoms, and the most current interventions to help minimize the impact of this type of dementia.

Tuesday, June 9
6 pm - 7:30 pm

Alzheimer Society Waterloo Wellington
831 Frederick St. **Kitchener**

Vascular Dementia

Vascular dementia (VaD) is considered the second most common type of dementia. Learn about the different types, how it can co-exist with Alzheimer's disease, and how you can reduce your risk.

Thursday, July 30
10 am - 11:30 am

Alzheimer Society Waterloo Wellington
1145 Concession Rd. S206 **Cambridge**

Online Education –YouTube Channel



During COVID –19 we encourage you to check out our YouTube channel. The link is at the bottom of our website, and you can access short films on dementia, communication, behaviour and caregiving, as well as many other topics.

Busting the Myths of Alzheimer's

Please join us to examine current misconceptions about Alzheimer's disease and dementia. We will look at common ideas to see if they are accurate or not, and make suggestions for healthy lifestyle choices based on the latest research. **For more information or to register, please call 519-742-1422.**

Friday, May 8
10 am - 11 am

Virtual session, video conference using ZOOM technology
Registrants will be emailed link to participate prior to session.

First Link Learning Series

The First Link Learning Series (FLLS) is a progressive learning series for people living with dementia and their care partners to learn, with and from each other, strategies for living well with their diagnosis and/or their role as a care partner. It is designed to promote peer support and empowerment. The FLLS is offered over the course of the dementia journey, learning in time and over time as content is relevant to learners' situations. Each series consists of a number of modules relevant to that stage in their lives.

No fee to participate - donations appreciated.

For more information or to register, please call 519-742-8518 ext. 2090.

First Steps for People Living with Dementia

An introductory series for people living with dementia. Provides an opportunity to learn and share with others who are in the early stages of dementia.

Wednesdays, June 3 to 24
9:30 am - 11:30 am

Alzheimer Society Waterloo Wellington
831 Frederick St. **Kitchener**

First Steps for Care Partners

An introductory series for care partners that focuses on understanding and supporting a person living with dementia. This series covers learning about dementia, adapting to changes in the brain, enhancing communication, assessing and managing risk and planning ahead.

Wednesdays, June 3 to 24
9:30 am - 11:30 am

Alzheimer Society Waterloo Wellington
831 Frederick St. **Kitchener**

Care Essentials

Care Essentials is a series that covers issues commonly faced by care partners supporting someone with dementia. Learn strategies to enhance communication and understanding and responding to behaviors.

Wednesdays, July 8 to 29
10 am - 12 pm

Alzheimer Society Waterloo Wellington
69 Huron St. **Guelph**

Options for Care

This series is for care partners to evaluate their current caregiving needs and become informed about the long-term care process.

Wednesdays, May 13 to 27
10 am – 12 pm

Virtual session, video conference using ZOOM technology
Registrants will be emailed link to participate prior to session.

Upcoming Fundraising Events



While we can't physically walk together right now, we can still connect virtually and have fun as a group! That's why, we have decided to go **VIRTUAL!**

On our new date, **Sunday May 31, 2020**, we will make a move to strengthen the roots of our community and bring hope to those facing isolation and loneliness. Now is the time to come together in the face of physical isolation with kinship.

Now more than ever, **our connections matter.**

CLIMB THE STAIRS HOP, SKIP AND JUMP
TRY YOGA or TAI CHI DANCE IN THE LIVING ROOM
STRIKE A POSE
WALK AROUND THE HOUSE OR THE BLOCK

Challenge friends, family, neighbours and co-workers to “join” you and let's show the world that our connections matter.

Register online at www.walkforalzheimers.ca
or by phoning 519-742-8518 x2024

Alzheimer *Society*
WATERLOO WELLINGTON

MAKE IT MONTHLY!

Monthly Partners Help Provide:

- **Support for care partners and families**
- **Programs to allow clients to "Live Their Best Day"**
- **Up to date education and information**
- **Counselling for individuals and families**
- **Funding for research**

Most of our programs depend on support from people like you. Will you join us?

Become a monthly partner today!

Groups for Care Partners

Enhancing Care (EC) for Ontario Care Partners – a program developed in partnership with the Sinai Health System Reitman Centre including Reitman Centre **CARERS** Program and Reitman Centre **TEACH** Program.



Sinai Health System

THE CYRIL & DOROTHY, JOEL & JILL REITMAN CENTRE FOR ALZHEIMER'S SUPPORT AND TRAINING



Ontario

Ministry of HEALTH AND LONG-TERM CARE

Contact Claire Brown, Social Worker, at **519-742-8518 ext. 4001**, to book an intake appointment to find the group that will best support you as a care partner.

TEACH Program

TEACH (Training, Education, and Assistance for Caregiving at Home) is a 4-week program that focuses on common caregiving themes: self-care, relationship changes, healthcare system navigation and future planning.

- Coach care partners in practical communication and coping skills.
- Provides opportunity to share and learn from other care partners.

Fridays, May 15 – June 5
10:30 am - 12 pm

Alzheimer Society Waterloo Wellington
69 Huron St. **Guelph**

Thursdays, May 28 – June 18, *respite available*
3 pm - 4:30 pm

Sunnyside Community Alzheimer Program
250 Laurelwood Dr. **Waterloo**

Tuesdays, July 7 - Aug 4 (no session July 21)
1 pm - 2:30 pm

Alzheimer Society Waterloo Wellington
69 Huron St. **Guelph**

Online Sessions available– Please inquire

CARERS Program - Offered Virtually During COVID-19

Currently accepting referrals for online and in-person CARERS groups

CARERS (Coaching, Advocacy, Respite, Education, Relationship, Simulation) is an 8-week program focusing on practical skills and emotional supports needed to care for people living with dementia.

- Teaches problem-solving techniques and a structured approach to address problems.
- Coaches care partners in communication skills through the use of simulation.
- Provides strategies to keep a meaningful relationship with the person living with dementia.

Please inquire for upcoming online and in person sessions 519-742-8518 ext. 4001

Groups for Care Partners

Young Onset Care Partner Support Group - Offered Virtually During COVID-19

This support group is an opportunity to connect with other care partners who are caring for someone with Young Onset dementia, to enhance your understanding of dementia, and develop practical strategies for supporting a person living with dementia throughout their journey.

For more information or to register, please call 519-742-8518 ext. 2090.

1st Wednesday of the month	Alzheimer Society Waterloo Wellington 831 Frederick St. Kitchener
2nd Wednesday of the month May - June	Community Outreach Services St. Joseph's Health Centre 100 Westmount Rd.* Guelph (*entrance off of Edinburgh Rd.)

Care Partner Support Group - Offered Virtually During COVID-19

This support group is an opportunity to connect with other care partners, enhance your understanding of dementia, and develop practical strategies for supporting a person living with dementia throughout their journey.

For more information or to register, please call 519-742-8518 ext. 2090.

1st Tuesday of the month, May - June	This group will be offered by teleconference <i>Details will be provided to registrants.</i>
1st Thursday of the month	This group will be offered by teleconference <i>Details will be provided to registrants.</i>

OTN Care Partner Support Group - Offered Virtually

This support group, in partnership with Ontario Telemedicine Network (OTN), is offered through video conferencing as an opportunity to connect with other care partners who are supporting a person living with dementia throughout their journey. There is a brief presentation on topics of the group's choice,



For more information or to register, please call 519-742-8518 ext. 2090.

1st Tuesday of the month, May - June; 10 am - 11:30 am	Locations in Elora, Erin, Guelph Mount Forest and Palmerston
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**\$100 Donation provides
1 Care Partner Support Group Session.**

Groups for Care Partners

Care Partner Self Care Group - Offered Virtually During COVID-19

This group is intended for Care Partners that would like to reflect and learn to balance their emotional energy. Providing support to someone who is living with dementia can be a journey that requires us to be mindful of how we take care of ourselves, to ensure that we don't become overwhelmed and/or burned out.

For more information or to register, please call 519-742-8518 ext. 2090.

Date and time to be determined based on group member's availability	Alzheimer Society Waterloo Wellington 1145 Concession Rd. S206 Cambridge
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Coping with Loss and Grief

This 4-week support group focuses on understanding and learning to live with grief and loss throughout the dementia journey. Strategies for maintaining meaningful connection with the person living with dementia will be discussed.

It is recommended clients read *Loving Someone who has Dementia* by Pauline Boss prior to the group. Copies of the book are available for loan through the Alzheimer Society library, or available for purchase at your local book store and online retailers.

For more information or to register, please call 519-742-8518 ext. 2090.

Wednesdays , June 3 – 24 1 pm – 3 pm	Alzheimer Society Waterloo Wellington 831 Frederick St. Kitchener
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Self Compassion Mindfulness Group

This 4 week support group is intended for Care Partners to develop self compassion through mindfulness exercises. The sessions will provide you with strategies to calm and soothe your mind and support you to be more restful. When care partners engage in self compassion, this sense of calmness can be transferred to the person they are caring for.

For more information or to register, please call 519-742-8518 ext. 2090.

Wednesdays , August 12 – Sept 2 2 pm – 3:30 pm	Alzheimer Society Waterloo Wellington 831 Frederick St. Kitchener
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Groupe de soutien et education pour aidants naturels

Belle occasion de nouer des liens avec d'autres aidants naturels, ainsi que d'améliorer votre compréhension de la démence. Ceci vous permet de développer des stratégies pratiques afin de soutenir une personne vivant avec la démence.

Pour plus d'informations, s'il vous plaît contactez Gisele Hauser en composant 519-742-8518 poste 2023 .

Online Resources for Care Partners

Some of these online resources are offered by:



Sinai Health System

THE CYRIL & DOROTHY, JOEL & JILL
REITMAN CENTRE FOR ALZHEIMER'S
SUPPORT AND TRAINING

Tele-Mindfulness Group

- * 8 Week mindfulness meditation program for family care partners.
- * Learn and practice different meditation skills each session.
- * Learn how to effectively relate to and cope with internal and external stressors.
- * Participants must purchase "The Mindful Way Workbook".
- * Private and confidential Live video-teleconferencing.



Contact Claire Brown, Registered Social Worker at **519-742-8518 ext. 4001** for more information.

Dementia Care Partner Network

- * Online Community for Care Partners.
- * Exclusive access to Reitman Centre expertise and resources.
- * Invitation to exclusive online events such as the Information and Discussion series hosted by Reitman Centre clinicians.

To register for the network, please visit www.dementiacarers.ca



Mobile Apps, Websites



Download for free at the Apple App Store or Google Play.

Dementia Advisor App

- * Interactive format to learn about dementia and communication skills.

Dementia Talk App

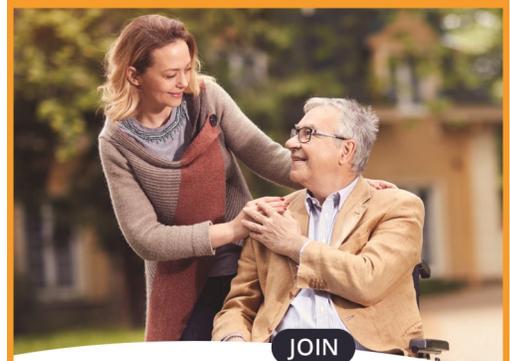
- * Track and share dementia related behaviors, medication, and appointments with family members and health care team.

CAREGIVER HELPLINE
1-833-416-2273

ontariocaregiver.ca



Caregivers Need Support Too...



**Caregiver
Connections**

WATERLOO-WELLINGTON

SUPPORT. RESOURCES. COMMUNITY.

caregiverconnections-ww.ca

Community Resources

Many of these resources help with a range of services such as support in the home, safety, crisis, transportation, meals, day programs and recreational opportunities.

Waterloo Wellington (All Areas)		
Healthline	wwhealthline.ca	
Here 24/7	here247.ca	1-844-437-3247
Home and Community Care – LHIN Local Health Integration Network	healthcareathome.ca/ww/en	1-800-811-5146
Ontario 211	211ontario.ca	
Specialized Geriatric Services		519-824-6000
Cambridge - North Dumfries		
Centre communautaire francophone de Cambridge	centrefrancaiscambridge.com	519-623-2822
City of Cambridge Older Adults Programs and Services	cambridge.ca/en/your-city/Senior- Services.aspx#	519-741-2345
Community Support Connections	communitysupportconnections.ca	519-772-8787
Township of North Dumfries	northdumfries.ca/en/living-here/seniors- services.aspx#	519-632-8800
Guelph - Wellington		
Project Lifesaver, Victim Services	vswguelph.on.ca/project-lifesaver- wellington	519- 824-1212 ext. 7205
St. Joseph's Health Centre Guelph	sjhcg.ca	519-824-6000
Victorian Order of Nurses	von.ca/en/services	519-323-2330
Kitchener - Waterloo		
Community Support Connections	communitysupportconnections.ca	519-772-8787
City of Kitchener Older Adults Programs and Services	kitchener.ca/en/seniors.aspx	519-741-2345
City of Waterloo Home Support Programs	waterloo.ca/en/living/senior-support.aspx	519-579-6930
Region of Waterloo		
Region of Waterloo Dementia Services	regionofwaterloo.ca/en/health-and- wellness/dementia-services.aspx#	519-893-8482
Woolwich - Wilmot - Wellesley		
Community Care Concepts	communitycareconcepts.ca	1-855-664-1900

Terms of Service

The Alzheimer Society Waterloo Wellington (ASWW) role is to support persons living with dementia and their care partners, in living well with a dementia diagnosis. Our programs and services include: support and education groups, counselling, care coordination, and social/recreational opportunities. These programs may be offered in person, by phone or virtually through email or video conferencing. Please note that we are using online technology that helps us connect with you. We believe that privacy measures put in place by these technologies will protect your privacy. Despite reasonable efforts to protect the privacy and security of electronic and virtual communications, it is not possible to completely secure the information. Our programs are designed to help people remain supported and engaged throughout the dementia journey. Some French language services are available upon request.

All personal information is protected by confidentiality. A confidential file will be created during your initial intake appointment by a Registered Social Worker (RSW) or a supervised Social Work intern. Your file will be securely kept in our electronic database in accordance with the Personal Health Information Protection Act, 2004 (PHIPA). All paper records will be kept for a minimum of 7 years for staff to refer to. Information we keep on file may include:

- The services you receive from us and the dates they were provided to you
- Demographic and statistical data
- Information related to you and your situation which is necessary to understand your service needs

The ASWW operates as a team where all staff and student interns are ethically bound by confidentiality. Information is only shared where it is found to be clinically necessary and helpful in providing service to you.

Your personal health information may be shared with or collected from your 'circle of care'. The circle of care refers to individuals and organizations who provide services to you. This may include: doctors, hospitals, Local Health Integration Network's (LHIN) Home and Community Care, day program providers and community support services. You can tell us if you do not want us to share information with certain members of your circle. You may also give us permission, verbally or in writing, to share your personal information with any individual or organization outside of your circle of care.

Exceptions to confidentiality in which staff members have a duty to report or are required to share your personal health information without your permission include some of the following examples:

- a) Medical emergencies
- b) Court-order
- c) If we believe you or someone you know is at risk of, or experiencing harm to self or others
- d) If a child under the age of 16 could be at risk
- e) Professional misconduct in the form of abuse or behaviours that have placed you or someone you know at risk

Questions or concerns about our terms of service can be discussed with an ASWW staff member. Alternatively, you may contact our office and request to speak with the ASWW's Privacy Officer for more information or to make a complaint. You may also forward complaints about ASWW's handling of your information to the Information and Privacy Commissioner of Ontario: by phone (1-800-387-0073); or by mail (1400-2 Bloor Street East, Toronto, Ontario, M4W 1A8).

Contact Us

asww@alzheimerww.ca

www.alzheimerww.ca

Charitable Registration Number 10670 5338 RR0001



Our Offices

Kitchener: 831 Frederick St. N2B 2B4 | 519-742-1422

Bus Route #20

Cambridge: 1145 Concession Rd. N3H 4L5 | 519-650-1628

Bus Route #56 & #64

Guelph: 69 Huron Rd. N1E 5L6 | 519-836-7672

Bus Route #4 & #14

