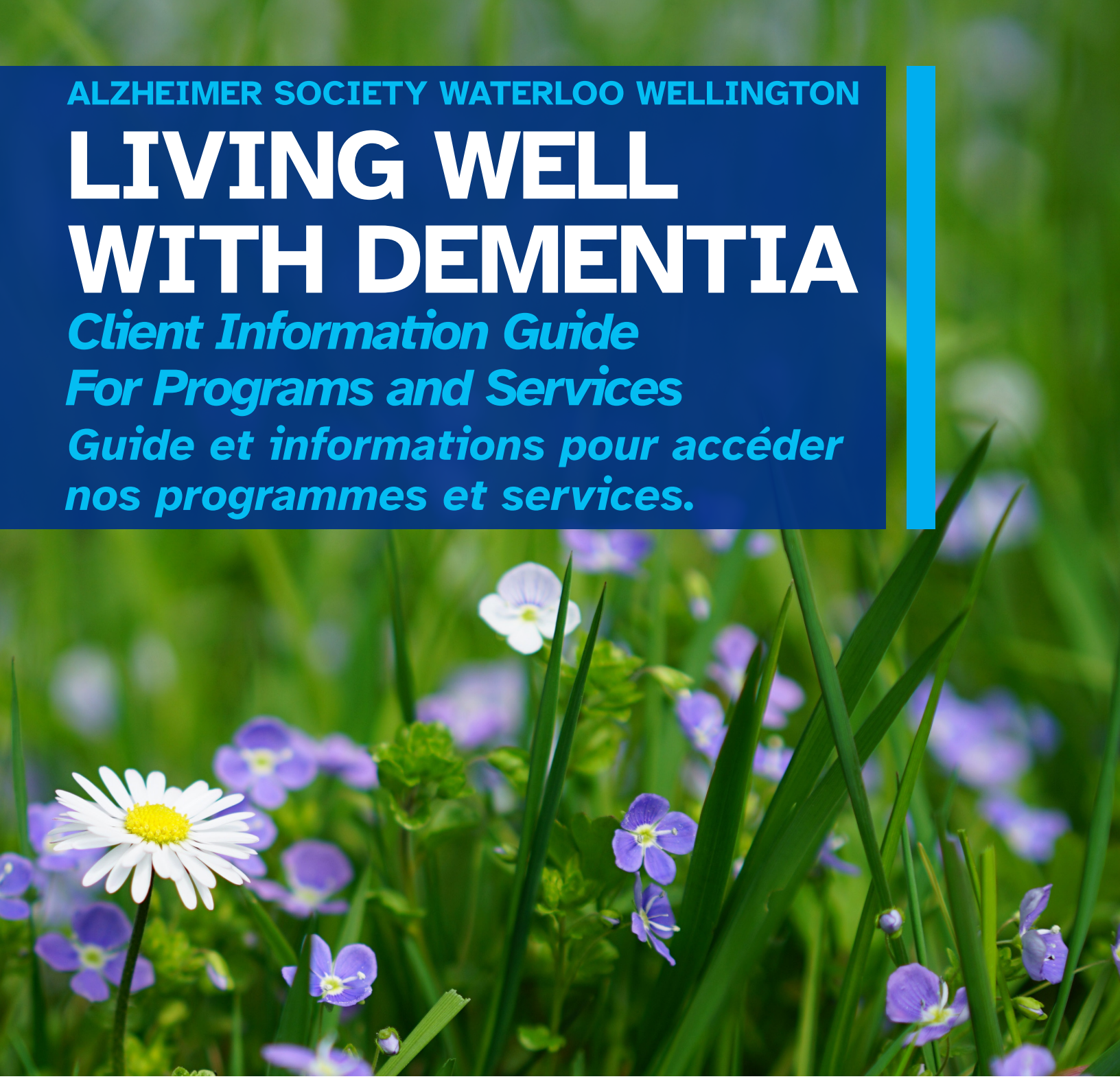
ALZHEIMER SOCIETY WATERLOO WELLINGTON

LIVING WELL WITH DEMENTIA

Client Information Guide For Programs and Services

Guide et informations pour accéder nos programmes et services.



Alzheimer Society
WATERLOO WELLINGTON

We support our neighbours in our community on their journey through dementia and Mild Cognitive Impairment. We strive to support those living with dementia or memory challenges. We offer free dementia-friendly care partner support groups, counselling, education, social recreation, and system navigation. Our offices are centrally located in Cambridge, Guelph and Kitchener to serve the greater Waterloo Region and Wellington County best.

www.alzheimerww.ca

Live Your Best Day

WELCOME

We are here to help you along your journey with dementia or Mild Cognitive Impairment with education, exercise, social work support and social recreation programs.

We have created this Client Information Guide to assist you in accessing our programs and services. For detailed information, including dates, please reach out to any of our offices listed on page 5 or watch for our Program Guide in the mail or in your inbox.

I hope you will connect with a member of our dedicated team of Social Workers, Public Education and Recreational Coordinators, or one of our incredible support staff.

~ Gail Roth, MSW, RSW,
Director of Programs and Services

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OUR GOAL

Alzheimer Society Waterloo Wellington is proud to partner with people living with cognitive impairment, dementia, their care partners and our community. It takes a collective effort to support people to *"Live Their Best Day."* We offer dementia-friendly education and social work services in both French and English. Please connect with us if you would like to access services in French or need resources in other languages.

"We are honoured to provide quality education, social work services and social recreational programs. We are grateful to our donors, sponsors, community partners, volunteers and staff for their commitment and generosity so we can support people living with dementia. Our society operates in a continuous quality improvement culture, working with clients, care partners and community partners. Thank you for participating in ongoing program evaluations by completing surveys. Our priority is providing client-centred care, and we look forward to continuing this journey with you."

~ Michelle Martin, Executive Director

WHO WE ARE

Alzheimer Society Waterloo Wellington is the local chapter of Alzheimer Society Ontario. We focus on dementia care and dementia-friendly accessibility in our local neighbourhood. We serve all of Waterloo Wellington, both rural and urban. We offer in-person and virtual programming.

HOW WE WORK

We are proud to operate at no cost to our clients. Most of our budget relies on donations from our community. We receive some funding from the Ministry of Health to continue offering free services and expanding our offerings, serving our community best.

OUR SERVICES

We offer education, social recreation, social work groups, one-on-one support, and exercise classes 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 Waterloo Region, City of Guelph and Wellington County, our staff are here to help. We have Social Workers, Public Education Coordinators, Social Recreation Coordinators and Administrative Staff at all locations. Please call our offices to connect with any of our staff.

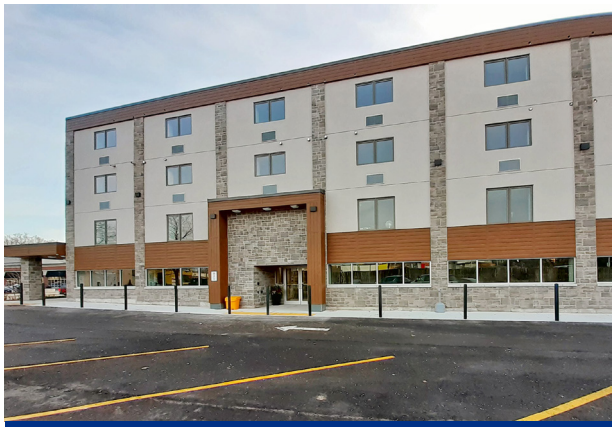
CAMBRIDGE

1145 Concession Rd.
Cambridge, N3H 4L5

Phone: 519-650-1628
Fax: 519-742-1862

Nearest Major Intersection:
Concession Rd. and Eagle St. N.

Accessible by
GRT Bus Routes #56 and #64



GUELPH

202-25 Wellington St. W.
Guelph, N1H 7T9

Phone: 519-836-7672
Fax: 519-742-1862

Entrance and Parking are Located off of Surrey St.

Accessible by
Guelph Transit Routes #8 and #99

KITCHENER

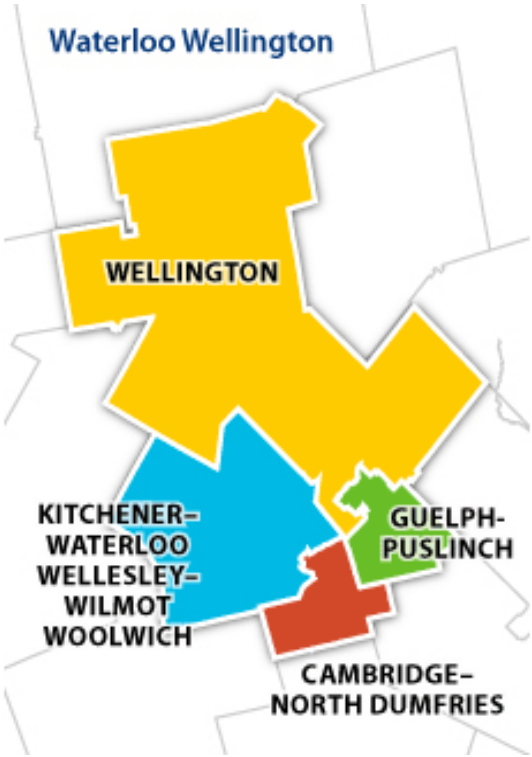
831 Frederick St.
Kitchener, N2B 2B4

Phone: 519-742-1422
Fax: 519-742-1862

Nearest Major Intersection:
Frederick St. and Victoria St.

Accessible by
GRT Bus Routes #20

AREA WE SERVE



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.

OUR PROGRAMS & SERVICES

SERVICES EN FRANÇAIS

Pour accéder à nos services en français, veuillez contacter Gisèle Hauser en composant le 519-742-1422, poste **2023** ou en envoyant un courriel à ghauser@alzheimerww.ca.

EXERCISE & SOCIAL RECREATION

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

DEMENTIA EDUCATION

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

FIRST LINK® CARE NAVIGATION

Our First Link Care Navigators can assess your needs and create a support plan. They will help connect and coordinate your services and follow up to be sure things are working and support you along the way.

ENHANCING CARE PROGRAMS

This multi-week skills-based care partner program focuses on common caregiving themes and practical skills needed to care for people living with dementia.

COUNSELLING & SUPPORT GROUPS

Our Registered Social Workers (RSW) provide safe, confidential counselling on how dementia impacts your mental health and well-being. We also offer groups to connect you with care partners for support.

HOW TO REGISTER

In-Person Programs and Services

We offer in-person programs at our offices and in various facilities in surrounding cities and rural communities.

In-person programs include dementia education, Minds in Motion® and social recreation.

Register over the phone by calling 519-650-1628 (Cambridge), 519-836-7672 (Guelph Area) or 519-742-1422 (Kitchener Area).

In-person one-on-one counselling and support groups are available at all of our offices. Please reach out to your Social Worker to learn ore. If you have not connected with a Social Worker, please call our offices and dial ext. 2090.

Virtual Programs

We offer our virtual programs via Zoom. Please register online by signing up for our monthly newsletter and selecting the programs that interest you. Register over the phone by calling 519-650-1628 (Cambridge), 519-836-7672 (Guelph Area) or 519-742-1422 (Kitchener Area).

Join via computer, tablet or laptop. All virtual offerings, except for Education sessions, require a camera. We will send registered participants a detailed email with information on connecting virtually.

If you need assistance with our virtual offerings, we are here to help. Please call our offices to be connected with one of our staff members.

Social Work Programs

Some of our programs involve talking with your Social Worker first to ensure the program best suits your needs. If you haven't had a chance to speak with a Social Worker, please call our offices and dial ext. 2090 to schedule a phone call.

Programs that require preregistration include our Enhancing Care Programs, Care Partner Support Groups, and dementia education (First Steps for Care Partners or Care Essentials). These programs are offered in-person and virtually.

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 Mild Cognitive Impairment **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	Care in the Later Stages Options for Care	3 D's of Dementia	

CORE COURSES

OVERVIEW OF DEMENTIA

This session will cover learning about dementia, adapting to changes in the brain, and living well with dementia. This session will benefit people living with dementia and their care partners and can be attended by all.

MILD COGNITIVE IMPAIRMENT

Mild Cognitive Impairment (MCI) is a condition when someone has minor problems with cognition - their mental abilities, such as memory or thinking. During this session, we will discuss signs and symptoms and tips and strategies for living well.

FIRST STEPS FOR CARE PARTNERS

This is a 4-week introductory series for care partners focusing on understanding and supporting a person with dementia. This series covers learning about dementia, adapting to changes in the brain, enhancing communication, assessing and managing risk and planning. To register or learn more about this session, don't hesitate to contact your Social Worker or call our offices and dial ext. 2090.

CARE ESSENTIALS

This 4-week series is for care partners of people living with dementia who are at or approaching a stage when difficulties with activities of daily living (ADLs) and behaviour changes may be a concern. Learn strategies to enhance communication and to understand and respond to behaviour. To learn more about this session or see if it is right for you, please get in touch with your Social Worker or call our offices and dial ext. 2090.

OPTIONS FOR CARE

This is for care partners to evaluate their current caregiving needs and become informed about the long-term care process. Participants are encouraged to join this session at any point along the dementia journey.

CARE IN THE LATER STAGE

This learning series looks at preparing for and making decisions related to end-of-life. The focus is on comfort, quality of life and self-care. Participants are encouraged to join this session at any point along the dementia journey.

SPECIAL TOPICS

Throughout the year, we offer individual classes on topics of particular interest for care partners and people living with dementia. These topics, such as our Holiday Hints talk, could be seasonally themed or discuss in-depth dementia symptoms, such as our Sundowning seminar. We will regularly promote these talks in our bi-monthly newsletter and monthly education e-newsletter. If you want to be informed about these talks, please call our offices to sign up for our newsletters.

ADDITIONAL SERIES

TAKING CONTROL OF OUR LIVES

This is an 8-week dialogue-based learning and support series for people living with dementia and their care partners. Throughout this series, participants will share their experiences and learn from others in the group. Each week, the care partners and person living with dementia will meet separately. To register or see if this session suits you, please get in touch with your Social Worker or call our offices and dial ext. 2090.

U-FIRST!® FOR CARE PARTNERS

U-First!® For Care Partners is an education program for those directly supporting someone experiencing behaviour changes due to dementia. For this 3-week course, we will give you a hard copy workbook and a tool which compliments the lessons. This advanced course is a prerequisite for dementia education, such as First Steps for Care Partners. To register or see if this session suits you, please get in touch with your Social Worker or call our offices and dial ext. 2090.

FUND DEVELOPMENT

The Fund Develeopment Team works to generate over 60% of the society's operating budget each year needed to enable us to provide support for persons living with dementia and their families.

Ways YOU Can Make an Impact:

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

ANNUAL GIVING - Annual gifts ensure continued support of our core programs and services.

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.

MEMORIAL DONATION - Pay tribute to a friend or family member who has passed away with a gift to support your local Alzheimer Society.

WALK FOR ALZHEIMER'S - Participate in this annual walk to raise awareness and funds for Alzheimer's care and research.

LEAVE A LEGACY - By remembering the Alzheimer Society Waterloo Wellington in your will, you are guaranteeing a future of support for the more than 16,000 people living with dementia in the Waterloo Wellington region.

Contact us to learn more today!

asww@alzheimerww.ca

Cambridge: 519-650-1628

Kitchener: 519-742-1422

Guelph: 519-836-7672

Alzheimer Society
WATERLOO WELLINGTON

Recruiting Volunteers!

If you are someone who wants to give back to your community and make a real impact helping our clients live their best day, this opportunity is for you!

There are many different ways to volunteer with the Society. Whether you want to put your office skills to work, assist with our virtual programming, or do some driving - there is something for everyone!

Contact us for more info:

asww@alzheimerww.ca

Cambridge:
519-650-1628

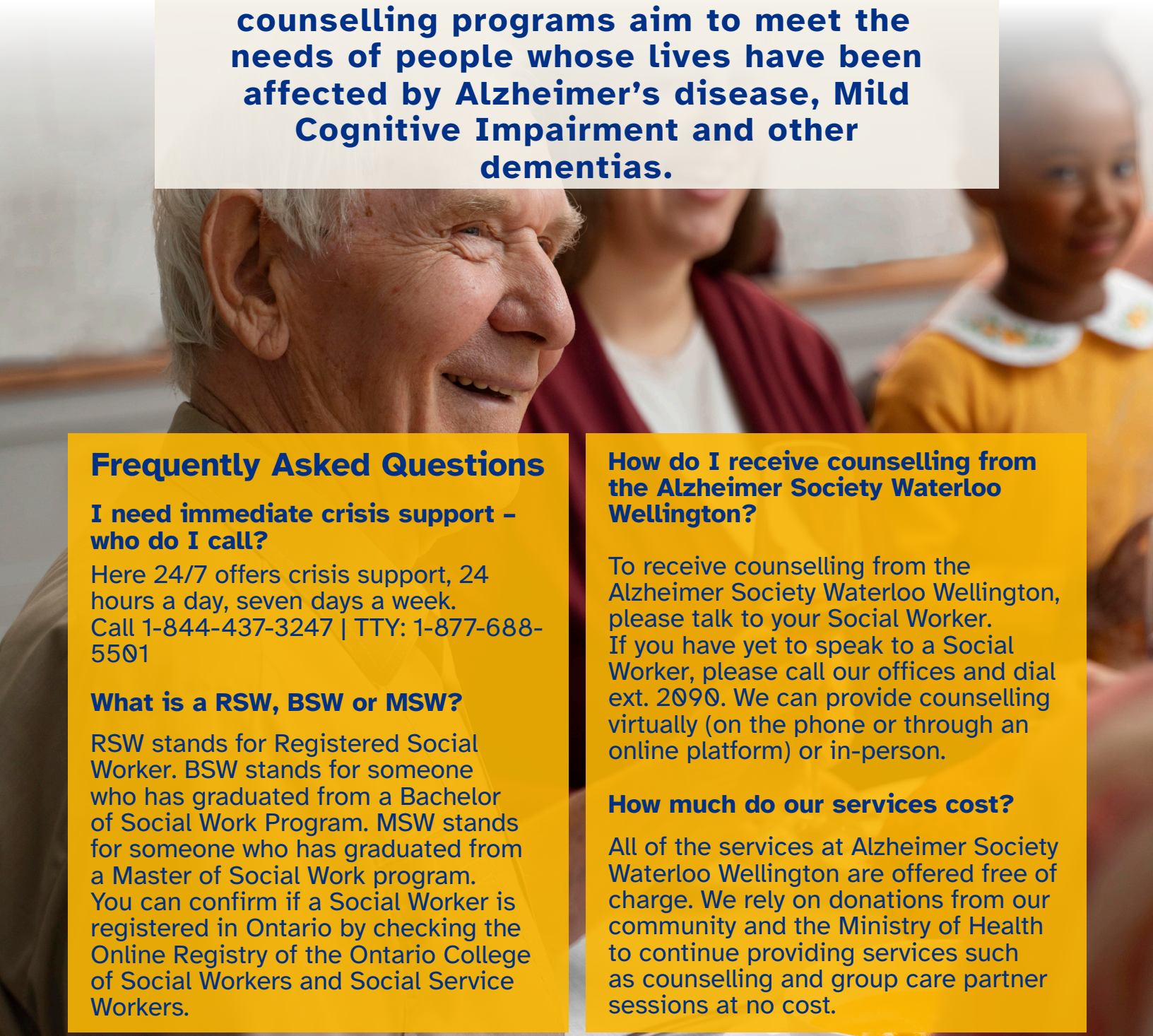
Kitchener:
519-743-1422

Guelph:
519-836-7672

SOCIAL WORK

Our Registered Social Workers (RSW) provide safe, confidential support and counselling. Here, you can talk about your experience, learn about dementia, and gain practical coping strategies to help with your or a family member's dementia. We will discuss local programs and resources, stay informed on the latest research, and learn how to plan for the future. Counselling can be provided virtually (on the phone or through an online platform) or in-person.

We're here to help. Our social work and counselling programs aim to meet the needs of people whose lives have been affected by Alzheimer's disease, Mild Cognitive Impairment and other dementias.



Frequently Asked Questions

I need immediate crisis support – who do I call?

Here 24/7 offers crisis support, 24 hours a day, seven days a week. Call 1-844-437-3247 | TTY: 1-877-688-5501

What is a RSW, BSW or MSW?

RSW stands for Registered Social Worker. BSW stands for someone who has graduated from a Bachelor of Social Work Program. MSW stands for someone who has graduated from a Master of Social Work program. You can confirm if a Social Worker is registered in Ontario by checking the Online Registry of the Ontario College of Social Workers and Social Service Workers.

How do I receive counselling from the Alzheimer Society Waterloo Wellington?

To receive counselling from the Alzheimer Society Waterloo Wellington, please talk to your Social Worker. If you have yet to speak to a Social Worker, please call our offices and dial ext. 2090. We can provide counselling virtually (on the phone or through an online platform) or in-person.

How much do our services cost?

All of the services at Alzheimer Society Waterloo Wellington are offered free of charge. We rely on donations from our community and the Ministry of Health to continue providing services such as counselling and group care partner sessions at no cost.

GROUPS FOR CARE PARTNERS

We offer support and educational groups for care partners, led by a Registered Social Worker or a professional placement student supervised by a Registered Social Worker.

These groups offer a space for compassion and learning as a care partner. Through these groups, one can learn coping techniques, self-care tips and exercises to deal with stress healthily and productively.

We offer care partner groups, in-person and virtually. To learn more about these offerings, don't hesitate to contact your Social Worker or call our offices and dial ext. 2090

Social Worker's Information

Topics to Discuss with Social Worker

RESPITE CARE FOR PEOPLE LIVING WITH DEMENTIA

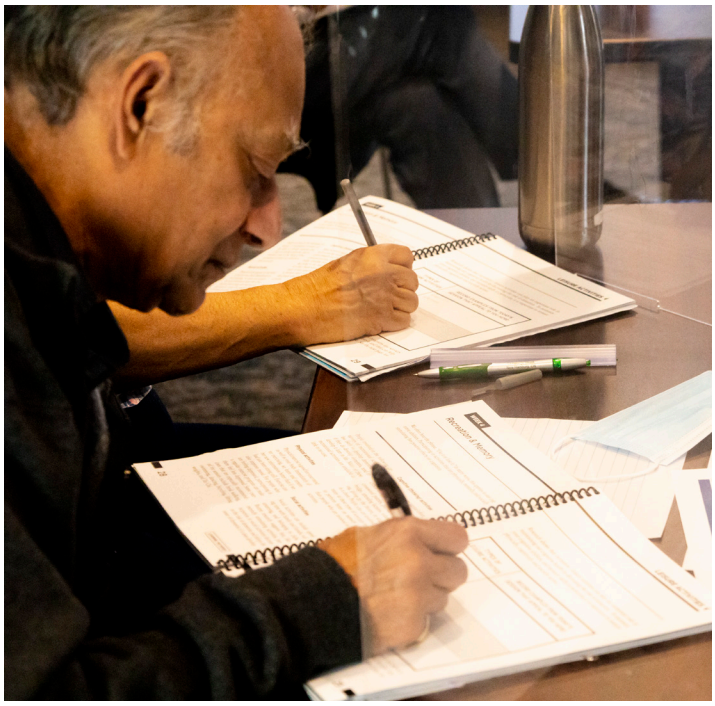
Respite provides an opportunity for a care partner to fully participate in many of our in-person groups for care partners, knowing that their loved one is also enjoying social activities with a trained, qualified staff member.

Please speak to your Social Worker or call our offices and dial ext. 2090 to discuss respite care options surrounding our in-person care partner support groups.

RESILIENCE IN THE MIDST OF STRESS AND GRIEF

This 4-week group program "provides a new way to help you find meaning and hope in your relationship with someone you love who has dementia. The goal is to help you increase your resiliency - your ability to withstand and grow even stronger despite the stress and grief" (Boss P., p. x, Loving Someone Who Has Dementia). Clients should read *Loving Someone Who Has Dementia* by Pauline Boss before the group.

To enquire about upcoming sessions or for more information, please reach out to your Social Worker or connect with a social worker by calling our offices and dialling ext. 2090



MONTHLY GROUPS FOR CARE PARTNERS

We offer monthly opportunities for care partners to meet in a supportive group setting. Led by a Registered Social Worker, there are various groups for all types of care partners and situations. Each group will identify relevant topics for discussion and sharing.

For more information or to register, please reach out to your Social Worker or call our offices and dial ext. 2090.

For those groups not offered in-person, registered individuals can participate in each session via video conference.

Please note, to help provide space for everyone, participants may register for one of the following monthly groups at a time.

YOUNG ONSET DEMENTIA (YOD)

This group is an opportunity to connect with others caring for someone with Young Onset Dementia.

LONG-TERM CARE HOME (LTC)

This group supports those assisting someone living in a long-term care home or care facility.

SPOUSES / PARTNERS

Spouses and partners supporting their loved ones living with dementia can connect with this group.

EVENING VIRTUAL SUPPORT GROUP

This group is an opportunity to connect with other care partners at a time that is convenient for you.

CAMBRIDGE OFFICE IN-PERSON

Located in-person at our Cambridge Office

1145 Concession Rd.
519-650-1628

DAYTIME VIRTUAL SUPPORT GROUP

This group is an opportunity to connect with other care partners at a time that is convenient for you.

KITCHENER OFFICE IN-PERSON

Located in-person at our Kitchener Office

831 Frederick St.
519-742-1422

GUELPH OFFICE IN-PERSON

Located in-person at our Guelph Office

202-25 Wellington St. W.
519-836-7672

ENHANCING CARE FOR CARE PARTNERS

In partnership with the Reitman Centre for Alzheimer's Support and Training, we offer group programs that help manage the day-to-day care of the person living with dementia, reduce emotional stress and burden, and improve the care partner's ability to cope with the demands of caregiving.

We offer both in-person and virtual group programs.

To find out more, please speak to your Social Worker or call our offices and dial ext. 2090

TEACH

Training, Education and Assistance for Caregiving at Home

PRAISE FOR TEACH

"I recommend and commend anyone for enrolling in this short, but meaningful program for caregivers of a loved one living with dementia. The supports and ideas shared in the program will be helpful. The investment in yourself will be of great benefit to your loved ones, too" - Participant of the TEACH Program

An interactive group program for care partners of a person living with dementia.

- Focuses on **common caregiving themes** including:
  - Self-care
  - Healthcare System Navigation
  - Relationship Changes
  - Future Planning
- Coaches care partners in **practical communication and coping skills**
- Provides opportunity to **share and learn from other care partners**

4 weekly sessions, 1.5 hours per session,
Maximum 8 care partners in group

CARERS

Coaching, Advocacy, Respite, Education, Relationship, Simulation

PRAISE FOR CARERS

"Being with others in similar situations made me able to make connections with others and not feel as alone as a caretaker. Doing simulations was an excellent learning tool and has helped me retain skills to help in my care." - Participant of the CARERS Program

A skills based group program for care partners of a person living with dementia

- Focuses on **practical skills and emotional supports** needed to care for people living with dementia
- Teaches **problem solving techniques**, a structured approach to address problems
- Coaches care partners in **communication skills** through the **use of simulation**
- Provides strategies for keeping a **meaningful relationship** with the person living with dementia

8 weekly sessions, 2 hours per session,
Maximum 6 care partners in group

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
- support you along the way
- follow up to be sure things are working
- connect and coordinate your services

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 offices and dial ext. 2090 to start the intake process.

RESOURCES FOR CARE PARTNERS

FINDING YOUR WAY®

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

Discover Finding Your Way's® Living Safely with Dementia Resource Guide, now available at our offices and www.FindingYourWayOntario.ca.

Free online learning courses available at www.FindingYourWayOntario.ca/Online-Learning

Tracking Devices

To learn about tracking devices, please talk with your Social Worker or visit www.alzheimer.ca/en/Im-Caring-Person-Living-Dementia/Ensuring-Safety-Security/Tracking-Devices.

Alzheimer Society Waterloo Wellington, along with Alzheimer Society of Canada, does not endorse nor recommend any of the manufacturer's products mentioned in any of these links or reports. Reach out to your Social Worker to talk about safety.

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

WHAT IS DEMENTIA?

We all forget things, experience changes in our mood, or mix up our words from time to time. However, when this affects our day-to-day functioning, it could be a sign of 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.

YOUNG ONSET DEMENTIA (YOD)

When symptoms of dementia occur before age 65, we call it "young onset dementia." Dozens of different brain diseases can cause it. Young onset dementia can bring a range of life changes—and life adaptations, too.

ALZHEIMER'S DISEASE (AD)

Alzheimer's disease is the most common form of dementia. Alzheimer's disease causes symptoms of dementia such as memory loss, difficulty performing daily activities, and changes in judgement, reasoning, behaviour, and emotions. Each person is affected differently, and it can be challenging to know how symptoms will appear or the speed of their progression. These dementia symptoms are irreversible, meaning that any loss of abilities will not return.

VASCULAR DEMENTIA (VaD)

Vascular 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. Blood is prevented from reaching the brain if there is a blockage in the vascular system or if it is diseased. A common cause of vascular dementia is a stroke or transient ischemic attacks (TIA's).

FRONTOTEMPORAL DEMENTIA (FTD)

Frontotemporal dementia 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 memory loss, behaviour changes, or difficulties with speech and movement.

LEWY BODY DEMENTIA (LBD)

Lewy body dementia is caused by abnormal 'Lewy bodies' deposits of a protein called alpha-synuclein inside of the brain's nerve cells. Lewy body dementia 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 number calculation, is common. Visual hallucinations are common and can be worse during times of increased confusion. Some features of Lewy body dementia can also resemble those of 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.

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.

Join any of our social recreation programs at any point throughout the year by calling our offices in Cambridge (519-650-1628), Guelph (519-836-7672) and Kitchener (519-742-1422)

IN-PERSON SOCIAL RECREATION

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

VIRTUAL SOCIAL RECREATION

Join others for discussion, trivia, music and other activities that provide meaningful connections and opportunities to socialize with peers online.

SPARK PHONE PROGRAM

This phone program allows people with dementia to connect, share stories and reminisce. This program can work around your schedule.

SELF-DIRECTED ACTIVITIES

We have colouring books, activity packages and supplies to take part in activities at your own pace at home. Contact our offices for more information.

CREATIVITY WORKSHOP

Join us monthly and create something unique to keep! Some of the projects previously included painting birdhouses and creating objects with clay!

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.

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 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 partner

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

HOW TO JOIN MINDS IN MOTION®

We offer in person and virtual Minds in Motion® 8 week sessions from Monday to Friday. To register, please call our offices. To stay up-to-date on our current offerings, ensure you sign up for our print Program Guide or monthly e-news.

WEEKLY SOCIAL RECREATION

VIRTUAL RECREATION

For some of our offerings you might bring your favourite beverage and join us virtually for casual conversation and social time. Or if you are looking for some fun for your brain, we might have online games. These easy-going programs are open to clients wanting to meet socially online to chat about current events and the weather or to laugh. All of our virtual offerings are presented through Zoom.

IN PERSON RECREATION

Love music? Love playing games? Love gardening? Love mindfulness? We try to offer a variety of in-person programs that are of interest. Check out our Program Guide to learn more about our current offerings. We offer in-person social recreation at our offices in Kitchener, Cambridge and Guelph and throughout Waterloo Region and Wellington County.

COMMUNITY PARTNERS

Throughout Waterloo Region and Wellington County, we have community partners offering dementia friendly programming. From choirs, to golf clubs to memory booster groups - please check our current program guide to learn more about other dementia-friendly programming not offered by Alzheimer Society Waterloo Wellington.

SEASONAL AND MONTHLY SOCIAL RECREATION

CREATIVITY WORKSHOP

Join us for our monthly Creativity Workshop, where we create something special to keep. We will mail supplies directly to your home. This monthly program creates an original piece of art in one session. Artistic ability is not a requirement! This program is offered both virtually and in person based on interest.

Call our offices

SPARK PHONE PROGRAM

An 8-week recreational phone-based program designed to spark thoughtful conversation. The SPARK Program engages people living with dementia through a one-to-one telephone visit with a volunteer from ASWW. The volunteers may talk about fun facts and trivia or spend time reminiscing.

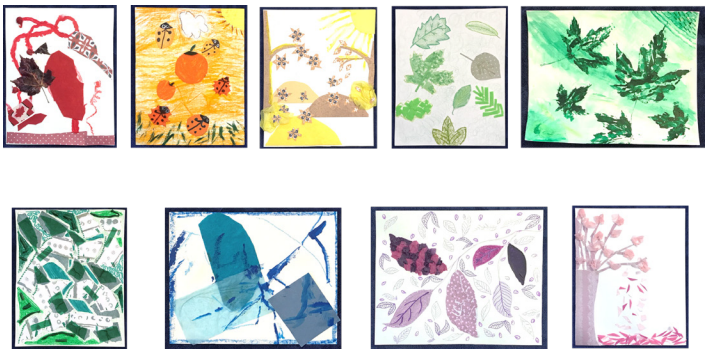
We base session start dates around interest - please get in touch with our Community Programs Coordinator to learn session start dates and how to join.

Call our office and dial ext. 2090

ACTIVITY PACKAGES

Are you looking for something technology free to do? We have Activity Packages with various puzzles, word games and activities to do alone or with a partner. Packages or books will be mailed upon request.

Call our offices



SHARING OUR VOICES

This intergenerational program invites youth and older adults living with dementia to connect through art and storytelling. Build social connections and explore collaborative, creative processes together.

Care partners of registered participants living with dementia can access virtual wellness programming offered by the YMCA of Three Rivers for the duration of the program.

Sharing Our Voices is offered with the YMCA of Three Rivers and Waterloo Public Library. This project is supported by the Supporting Inclusion through Intergenerational Partnerships (SIIP) project at the Schlegel-UW Research Institute for Aging (RIA). SIIP is funded by the Government of Canada's New Horizons for Seniors Program.

This program is seasonal - to register, please call our offices in Cambridge (519-650-1628), Guelph (519-836-7672) and Kitchener (519-742-1422). To stay up-to-date on our current offerings, ensure you are signed up for our print bi-monthly Program Guide or monthly e-news.

RIA Research Institute for Aging · YMCA of Three Rivers · Waterloo Public Library · SIIP

THE 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 play list and technical support.

Call our offices

OUR PRIVACY PRACTICES

A guide to understanding how your information is collected, kept and shared.

YOUR INFORMATION AND RECORDS

The staff of the Alzheimer Society Waterloo Wellington (ASWW) are required to keep records of the services we provide and the conversations that we have with you. We refer to these notes to recall information to support you best.

A law passed by the Ontario government in 2004 called *Personal Health Information Protection Act* (PHIPA) gives health care providers rules to follow for handling the information we record about you, which is called personal health information.

In addition, staff, professional placement students and volunteers of ASWW all sign confidentiality agreements before beginning their work.

SHARING YOUR INFORMATION WITHOUT PERMISSION

There are circumstances in which staff members are legally allowed (and may be legally required) to share your personal health information without your permission.

These circumstances include:

1. Medical emergencies
2. Situations in which staff are served with a search warrant or subpoena requiring the release of your information to legal authorities
3. Staff may also share your personal health information if the information you provide gives them reasonable grounds to suspect that you will harm yourself or abuse situations have occurred.

YOUR RIGHTS

Under the *Personal Health Information Protection Act* you have the following rights:

- To see and correct your information on file at Alzheimer Society Waterloo Wellington
- To make a complaint about the handling of your personal information by Alzheimer Society Waterloo Wellington

YOUR CIRCLE OF CARE

Your health information may be shared with, or collected from, members of your circle of care. The “circle of care” refers to individuals and organizations who provide services to you. This may include doctors, hospitals, Home and Community Care Support Services, and day program providers.

You may tell us that you want us to keep information private from certain members of your circle of care. We require your permission, verbal or written, to share your personal information with any person or organization outside your circle of care.

PROTECTING YOUR INFORMATION

Your health information will only be collected, used and shared to meet your health and service needs. This information will be accessed by only the relevant staff, professional placement students, and trained volunteers of ASWW who are providing services to you.

Information collected about you is stored in a secure computer database indefinitely. ASWW also has a privacy policy to protect the confidentiality of your information, which you are welcome to review.

ASWW will also use demographic and statistical information for service planning and management.

COMPLAINTS

You may contact the privacy officer for ASWW for more information or to make a complaint. You can do so by contacting our offices.

You may also forward complaints about the handling of your information to the Information and Privacy Commissioner of Ontario (IPC)

The following methods can reach the IPC:

Mail
1400-2 Bloor Street East, Toronto, Ontario, M4W 1A8

Phone
1-800-387-0073

Website
www.ipc.on.ca

TERMS OF SERVICE

Updated March 2023

The Alzheimer Society Waterloo Wellington's (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. Privacy measures put in place by these technologies will protect your privacy. Despite reasonable efforts to safeguard the confidentiality and security of electronic and virtual communications, it is only possible to partially secure the information.

Our programs 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 by a Registered Social Worker (RSW) or a supervised Social Work intern during your initial intake appointment. We will securely keep your file in our electronic database per the Personal Health Information Protection Act, 2004 (PHIPA). All paper records will be held for at least seven years for staff to refer to.

Information we keep on file may include the following:

- The services you receive from us and the dates we provided them to you
- Demographic and statistical data
- Information about you and your situation is necessary to understand your service needs

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 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, Home and Community Care Support Services, 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 permit us, 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 must 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 behaviour that has placed you or someone you know at risk

One can discuss questions or concerns about our Terms of Service with an ASWW staff member. Alternatively, you may contact our office and request to speak with ASWW's privacy officer for more information or to make a complaint by contacting Michelle Martin by email: mmartin@alzheimerww.ca or by calling our offices, ext. 2014. 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).

The Alzheimer Society Waterloo Wellington strives to provide a safe setting for all. Violent, aggressive, threatening or disruptive conduct is not permitted. Verbal or physical abuse of our staff or volunteers will not be tolerated. Thank you for your cooperation!

At the Alzheimer Society Waterloo Wellington, we welcome people of any age, ability, gender identity and expression, race, colour and sexual orientation.

Contact Information

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

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

Guelph Office - 202-25 Wellington St. W. N1H 7T9 - 519-836-7672

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Charitable Registration Number:

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