

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 neighbors in our community on their individual journey through dementia. We strive to support those living with dementia or memory challenges. We offer dementia-friendly social recreation, education, navigation, counselling and care partner support groups, all free of charge. Our offices are centrally located in Cambridge, Guelph and Kitchener to best serve the greater Waterloo Wellington area.

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.

This Client Information Guide is designed to assist you in accessing our programs and services. For detailed information, including current dates of offerings, please reach out to any of our offices found on page 5 or watch for our newsletters in the mail or your inbox.

My hope is that you connect with a member of our dedicated team of Social Workers, Coordinators providing Education, Programs and Minds in Motion 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 dementia, their care partners and our community. It takes a collective effort to support people living with dementia to “Live Their Best Day.” We offer education services, social work services in both French and English. Thank you to our Francophone partners for making this possible. Please reach out if you would like to access these services.



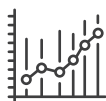
“We are honored to provide quality education, social work services and therapeutic recreational programs. We are grateful to our donors, sponsors, community partners, volunteers and staff for their commitment and generosity so we can assist people living with dementia. Our society operates in a continuous quality improvement culture, working side by side with clients, care partners and community partners. Thank you for participating in ongoing program evaluations by completing surveys. Our priority is providing client centered 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 are focused on dementia care and dementia-friendly accessibility in our local neighborhood. We serve all of Waterloo Wellington, both rural and urban.



HOW WE WORK

We are proud to operate at no charge to our clients. We receive some funding from the Ministry of Health and we do rely on donations from our community to offer free services and expand our offerings, serving our community best.



OUR SERVICES

We offer education, social recreation, social work groups, one-on-one Social Work Support and exercise classes designed for people living with dementia, MCI and their care partners. In our community we offer dementia training opportunities and fundraising events.

OUR LOCATIONS

Across both Waterloo and Wellington region, our staff is here to help. We have Social Workers, Public Education Coordinators, Social Recreation Coordinators and Administrative Staff available at all locations. Please call our offices to be connected 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



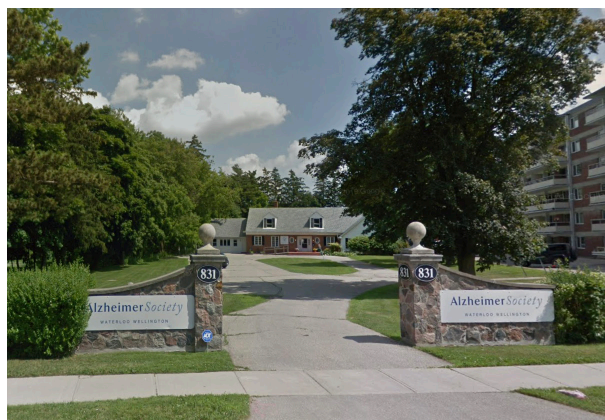
GUELPH

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

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

Nearest Major Intersection:
Wellington St. W. and Gordon 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

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 519-742-8518, 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 as well as rotating special topics to best educate our community.



COUNSELLING & SUPPORT GROUPS

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



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.



FIRST LINK CARE NAVIGATION

Our First Link Care Navigators can assess your needs, create a support plan that's right for you, connect and coordinate your services, follow up to be sure things are working and support you along the way.

HOW TO REGISTER

Virtual Programs

Our virtual programs are offered via Zoom. Register online by signing up for our monthly newsletter and selecting the programs you are interested in. Register over the phone by calling **519-650-1289** (Cambridge), **519-836-7672** (Guelph Area) or **519-742-1422** (Kitchener Area).

Join via computer, tablet or laptop. All virtual offerings with the exception of Education sessions require the use of a camera. Registered participants will be sent a detailed email with information on how to connect virtually.

If you need assistance with our virtual offerings, we are here to help. Please call 519-742-1422 ext. **2027**.

In-Person Programs

We are excited to offer in-person programs again. With respect to local public health regulations we will be offering in-person offerings of all of our available services.

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

Dementia Education, and counselling services will be available at our office locations in Kitchener, Guelph and Cambridge periodically. Participants will be required to complete a COVID-19 screening as well as follow all COVID-19 guidelines.

Minds in Motion® and social recreation will be available in our community. COVID-19 protocols will be determined by facility policies.

Social Work Programs

Some of our programs involve talking with your Social Worker first. If you haven't had a chance to talk with a social worker, please call 519-742-1422 ext. **2090** to schedule a phone call with one.

Programs that require preregistration include our Enhancing Care Programs, Care Partner Support Groups, and dementia education such as our in-person First Steps for Care Partners or Care Essentials.



EDUCATION

We believe that 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 as well as 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 come to as many seminars as you would like.



Foundational Courses

Special Topics

Supplementary Series

EARLY STAGE	Foundational Courses		Special Topics	Supplementary Series
	Overview of Dementia	Mild Cognitive Impairment	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)
	First Steps Learning Series (4 Weeks)			
MID STAGE	Care Essentials Learning Series (4 Weeks)		Repetitious Questions	U-First!® For Care Partners (3 weeks)
			Sundowning Cheat Sheet for Conversations	
LATE STAGE	Care in the Later Stages Options for Care		3 D's of Dementia	

FOUNDATIONAL 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 be beneficiary to both people living with dementia and their care partners and can be attended by all.

MILD COGNITIVE IMPAIRMENT

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

FIRST STEPS FOR CARE PARTNERS

This is a 4-week introductory series for care partners that focus 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. To register or learn more about this session, please contact your Social Worker or 519-742-8518 ext. **2090**.

SPECIAL TOPICS

Throughout the year, we offer individual classes on topics of special interest for both care partners and people living with dementia. These topics could be seasonally themed such as our Holiday Hints talk or they could discuss in-depth dementia symptoms such as our Sundowning seminar. These talks will be regularly promoted and update in our bi-monthly newsletter as well as our monthly education e-newsletter. If you would like to be informed about these talks please call our offices at **519-742-1422** to sign up for our newsletters.

SUPPLEMENTARY SERIES

TAKING CONTROL OF OUR LIVES

An 8-week dialogue based learning and support series for people living with dementia to share their experiences, and to learn from others in the group. A care partner is welcome to attend with the person living with dementia; however, this is not a requirement. Each week, the care partners and persons living with dementia will meet separately. Participants are strongly encouraged to attend the Overview of Dementia session prior to this group.

CARE ESSENTIALS

This 4-week series is aimed at 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 contact your Social Worker or 519-742-8518 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.

U-FIRST!® FOR CARE PARTNERS

U-First!® For Care Partners is an education program for those providing direct support to someone experiencing behaviour changes as a result of dementia. For this 3-week course, you will be provided with a hard copy workbook and a tool which compliments the lessons. This is an advanced course which has a prerequisite of other dementia education such as First Steps for Care Partners. To register or see if this session is right for you, please contact your Social Worker or 519-742-8518 ext. **2090**.

Fund Development Department

Alzheimer Society Waterloo Wellington

The Fund Development Team leads in the efforts of generating over 60% of the society's operating budget per year. The team manages the generation of funds through different platforms to support persons living with dementia and their families, to live their best day!

Ways To Make An Impact

Host Your Own Event

We love your events! Any idea is a good idea. Make all your connections a do-it-yourself fundraiser! Social With A Purpose promotes the importance of socializing, staying in touch, and building strong, positive relationships with your friends, family, and community.

Annual Giving

An Annual Gift ensures that each year, you are helping to support our educational and social programs to continue to help individuals living with dementia and their care partners

Monthly Giving

Your monthly gift provides sustainable funding for our core programs and services, and ensures that counselling, education, and providing information to people living with dementia and their families can continue to be provided at no cost

Memorial Gifts

Memorial donations to Alzheimer Society Waterloo Wellington are a significant way to pay tribute to a relative, friend or neighbour who has passed away, while supporting your local society

Leave A Legacy

By remembering Alzheimer Society Waterloo Wellington in your will, you are guaranteeing a future of support and services to assist the 16,500 individuals living with dementia in Waterloo Wellington



Walk For Alzheimer's

Walk to End Alzheimer's is the world's largest event to raise awareness and funds for Alzheimer's care, support and research. Our community walks in effort of ending this disease.

Alzheimer *Society*

WATERLOO WELLINGTON

Recruiting Volunteers



We are currently looking for persons who are eager to make an impact! If you are someone who wants to give back to your community and work alongside an awesome team working towards helping our clients live their best day – this is an opportunity 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, make rockin' playlists or follow up phone calls - there is something for everyone!



Find out more at:

alzheimerww.ca

519-742-1422

SOCIAL WORK

Our Registered Social Workers (RSW) provide safe, confidential support and counselling where you can talk about your experience, learn about dementia, gain practical coping strategies to help cope with your own or a family member's dementia, discover 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 online platform) or in-person.

We're here to help. Our social work and counselling programs are designed 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, 7 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 Bachelors of Social Work Program. MSW stands for someone who has graduated from a Masters of Social Work program. You can confirm if a Social Workers is registered in the province of 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 not spoken to a social worker, please call 519-742-8518 ext. **2090**. Counselling can be provided virtually (on the phone or through 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 offer counselling, group care partner support groups, psycho-educational groups all focusing on how dementia is impacting your mental health and well-being.

GROUPS FOR CARE PARTNERS

We offer support and educational groups for care partners. These are 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 in a healthy and productive way.

We offer both French and English care partner groups, in-person and virtually. To learn more about these offerings please reach out to your Social Worker or call 519-742-8518 ext. **2090**.

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). It is recommended clients read Loving Someone Who Has Dementia by Pauline Boss prior to the group.

To enquire about upcoming sessions, or for more information please contact Ayari Yokokura.



519-742-8518 ext. **2016**



ayokokura@alzheimerww.ca

GROUPE DE SOUTIEN ET ÉDUCATION 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'information s'il vous plaît contactez Gisèle Hauser.



519-742-8518 poste **2023**



gghauser@alzheimerww.ca



MONTHLY GROUPS FOR CARE PARTNERS

We offer monthly support groups for care partners in Waterloo Wellington. Led by a Registered Social Worker, there are a variety of 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 519-742-8518 ext. **2090**.

For those groups not offered in-person, registered individuals can participate in each session through either telephone or video conference.

Please note, participants can only register for one of the following monthly groups.

YOUNG ONSET DEMENTIA (YOD)



1st Wednesday



5 pm - 6:30 pm

LONG-TERM CARE HOME (LTC)



1st Friday



10 am - 11:30 am

SPOUSES / PARTNERS



2nd Wednesday



1:30 pm - 3 pm

FAMILY AND FRIENDS



2nd Thursday



5:30 pm - 7 pm

MILD COGNITIVE IMPAIRMENT (MCI)



2nd Friday



9:30 am - 10:30 am

TELEPHONE SUPPORT



Last Tuesday



10 am - 11:30 am

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 care partner's ability to cope with the demands of caregiving.

We offer both in-person and virtual group programs.

To register, please contact Jeanetta Grawbarger by phone at 519-742-8518 ext. **2026** or by email at **jgrawbarger@alzheimerww.ca**



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

SOCIAL RECREATION

Staying socially, physically and cognitively active helps maintain our brain health, and are important 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 at any point throughout the year by calling our offices in Cambridge (519-650-1628), Guelph (519-836-7672) and Kitchener (519-742-1422)



MONDAY TEA TIME

Start your week off on a high note with an hour of jokes, stories and dementia friendly discussions

🕒 10 am - 11 am



TUESDAY CONNECTIONS

This is a space where individuals living with dementia can socialize, led by a staff member

🕒 10 am - 11 am



WEDNESDAY MUSIC CLUB

Music lovers should join this weekly club. We will share songs, sing along and explore music

🕒 1 pm - 2 pm



THURSDAY GAMES HOUR

Come play weekly games with one of our staff members

🕒 10 am - 11 am



CREATIVITY WORKSHOP

Join us monthly and create something special to keep. Supplies will be provided

🕒 10 am - 11:30 am
Last Friday
🕒 1 pm - 2:30 pm
Last Saturday



MINDS IN MOTION®

Exercise and socialize with us Monday to Saturday, morning and afternoon

🕒 10 am - 11:30 am
🕒 1 pm - 2:30 pm

MINDS IN MOTION®

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

WHAT IS MINDS IN MOTION®?

Combining physical activity and mental stimulation, Minds in Motion® unfolds to laughter and chatter, with new friendships forming 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 own circumstance
- Mutual support from others facing similar experiences

The care partner benefits from:

- An opportunity to focus on their own 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

HOW TO JOIN MINDS IN MOTION®

We offer virtual and in-person Minds in Motion® Monday to Saturday, sometimes twice a day. 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 all of our current offerings, ensure you are signed up for either our print bi-monthly newsletter or monthly e-news.



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



WEEKLY SOCIAL RECREATION

MONDAY TEA TIME

Bring your favourite beverage and join us virtually for casual conversation and social time. Hosted by a staff member, this easy-going program is open to any of our clients wanting to meet socially online to chat about current events, the weather or to share a laugh.



Monday Mornings



10 am - 11 am

WEDNESDAY MUSIC CLUB

Love listening to music? Come join us on Wednesdays for some weekly music listening, sing along, and conversation. This program will offer music that you enjoy and provide opportunities for social engagement.



Wednesday Afternoons



1 pm - 2 pm

TUESDAY CONNECTIONS

Tuesday Connections is a bi-weekly program designed especially for people living with dementia. Participants will join for a fun activity and discussion on different topics each meeting. The focus is to provide meaningful engagement and a space where individuals can socialize. Care partners are only invited for the first and last five minutes of each session.

We are able to offer Tuesday Connections in partnership with the City of Kitchener and the Community Resource Centre of North & Centre Wellington in Elora.



Tuesday Mornings



10 am - 11 am

THURSDAY GAMES HOUR

Looking for some fun for your brain? Sign-up for our online Games Hour and play Bingo, Jeopardy or Trivia with others. Guaranteed to make you think while brightening your day.



Thursday Mornings



10 am - 11 am

SEASONAL AND MONTHLY SOCIAL RECREATION

CREATIVITY WORKSHOP

Are you looking for something fun to do on a Friday morning or a Saturday Afternoon? Join us for our monthly Creativity Workshop where we create something special to keep. Supplies will be mailed directly to your home.

Register by the 2nd Wednesday to join this program.



Last Friday Morning



10 am - 11 am



Last Saturday Afternoon



1 pm - 2:30 pm



519-742-1422

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. Some things that the volunteers may talk about are fun facts, trivia, or just spend time reminiscing.

This program is seasonal - please contact our Community Programs Coordinator to learn session start dates and how to join.



519-742-8518 ext. 2019

ACTIVITY PACKAGES

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



519-742-1422



SHARING OUR VOICES

Get involved with this intergenerational program that 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 in partnership 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 all of our current offerings, ensure you are signed up for either our print bi-monthly newsletter or monthly e-news.



YMCA of Three Rivers

Waterloo PUBLIC LIBRARY



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 playlist and technical support.



519-742-1422

YOUR NOTES

Below is space to help organize your journey through dementia or MCI. Please use this space as it will best serve you - as a quick notebook to jot down information from our Social Workers, as a reference guide for important phone numbers and dates, and as a place to track your journey with the Alzheimer Society Waterloo Wellington.

Social Worker's Information



Topics to Discuss with Social Worker

Strategies Learned from Social Worker

Programs I Am Interested In

Education Sessions I've Attended

Appt. Details



Appt. Details



Appt. Details



Name/Organization



Name/Organization



Name/Organization



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 so we can recall information to best support you.

A law passed by the Ontario government in 2004 called *Personal Health Information Protection Act* 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 prior to 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 which staff are served with a search warrant or subpoena requiring 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 situations of abuse has occurred.

YOUR RIGHTS

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

- To see and correct your information on file at the ASWW
- To make a complaint about the handling of your personal information by ASWW

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, the Community Care Access Centre, and day program providers.

You may tell us that you do not want us to share information with certain members of your circle of care. We require your permission (verbal or written) to share your personal information with any person organization outside your circle of care.

PROTECTING YOUR INFORMATION

Your health information will only be collected, used and shared for the purpose of meeting 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.

Demographic and statistical information will also be used by ASWW 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 IPC can be reached by the following methods:

Mail

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

Phone

1-800-387-0073

Website

www.ipc.on.ca

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, 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 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).

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

Updated December 2021



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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