

Dementia Program Guide

Fall 2020

September - October

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 continues to provide 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 we can include you in our virtual offerings, or let you know when a program resumes in person. For support, please call or email our office.** We are all working, answering the phones and reading our email. We are dedicated to providing as much support as possible to our clients. We continue to monitor advice and recommendations from Public Health and will be using that expertise as our guide to resume in person services.

We are emailing out a weekly newsletter with activities, education sessions and information to keep you up to date and stay busy while at home. If you are not on our mailing list, please visit our website at www.alzheimerww.ca and sign up. You'll be glad that you did.

ASWW is proud to offer education sessions, social work and a support group in **French**. Thank you to our Francophone partners for making this possible. Please reach out if you would like to access these services.

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-4pm) 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 physical activity and brain stimulation program for people living with dementia and their care partners, currently being offered online throughout Ontario. We offer you an opportunity to join in on a mentally, socially and physically stimulating program right from your home. This is a great chance to stay connected! Minds in Motion® is delivered by our experienced staff. During Covid-19 we are offering this program by video conference using ZOOM technology. If you have never used ZOOM before, a staff member is available to help set you up for your first session. Registrants will be emailed a link to participate prior to the session.

The 90 minute 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, at least one business day prior.
Please contact the Alzheimer Society at 519-742-1422.*

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.*

Please note that our virtual programming may not be identical to our in person program. If you wish to wait for our in person programming to resume, please call us at 519-742-1422 so we can add you to our wait list.

Monday Afternoons	
Mondays; 1 pm - 2:30 pm	Sept 14 - Oct 19 (no class Oct 12)
Tuesday Afternoons	
Tuesdays; 1 pm - 2:30 pm	Sept 15 - Oct 20
Thursday Afternoons	
Thursdays; 1 pm - 2:30 pm	Sept 17 - Oct 22

Gentle Exercise

Join Jennifer, Minds in Motion® Coordinator, for a live, easy to follow group workout. Participate seated or standing while exercising at your own pace and having fun as you get moving!

*Pre-registration is required, at least one business day prior.
Please contact the Alzheimer Society at 519-742-1422.*

Wednesdays, 10 am - 11 am **Virtual session, video conference using ZOOM technology**
Sept 16 - Oct 21

Social & Recreational Programs

Morning Tea (or Coffee) Hour

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

Mondays 10 am - 11 am, Sept 14 - Oct 19
(No class Oct 12)

*Pre-registration is required, at least one business day prior.
Please contact the Alzheimer Society at 519-742-1422.*



Games Hour



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

Session runs **Thursdays** Sept 17 - Oct 22, 10 am - 11 am

*Pre-registration is required, at least one business day prior.
Please contact the Alzheimer Society at 519-742-1422..*

SPARK Phone Recreation Program

The SPARK program is intended to engage persons living with dementia who are socially isolated and who could benefit from a one on one recreational visit via telephone with a volunteer. The program is aimed at persons living with dementia who have barriers to accessing recreational programs and who are currently unable and/or have limited access to the current recreational online programs that are offered.

*Pre-registration is required.
Please contact the Alzheimer Society at 519-742-1422.*

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 - 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 is for individuals living with dementia and their 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 - 11:30 am

Kitchener

2nd & 4th Tuesday of the month;
10:30 am - 11:30 am

Elora

Dementia Friendly Programs in the Community

Please contact each program directly.

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 virtually.
Please contact Karin 519-885-2375 or Elaine 519-897-4264
memoryboostersinfo@gmail.com for more information or to register.

Golf 4 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.

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

Circle of Music

The Circle of Music choir for those living with dementia, their care partners and volunteer students is moving online while we are all in stay at home mode! Although technology does not allow us to sing together, we can still connect through music. No singing or technology experience necessary.

Thursdays, 3 pm Online For more information email sasha@greatlakesmusictogether.com.

Please note if you don't have a camera on your computer, you can still participate in our education sessions if your computer has sound, or we can provide you with access to a toll-free number for the session. Education events with insufficient registration will be cancelled.

Overview of Dementia

This education session will cover learning about dementia, adapting to 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, at least 24 hours prior.
Please call the Alzheimer Society at 519-742-1422.**

Friday, Sept 25

10 am - 11 am

Virtual session, video conference using ZOOM technology

Tuesday, Oct 27

1 pm - 2 pm

Registrants will be emailed link to participate prior to session.

First Link Learning Series – First Steps for Care Partners

Please join us for the following virtual sessions using ZOOM technology. Phone in option available. *Registrants will be emailed link to participate prior to session.*

**No fee to participate - donations appreciated.
Pre-registration is required at least 24 hours prior.
Please call the Alzheimer Society at 519-742-1422.**

First Steps Understanding Dementia

During this 1-hour session the participants will be expanding their understanding of dementia while discussing brain changes that are associated with dementia.

Thursday, Sept 3, 6 pm - 7 pm

First Steps Communication & Behaviour

During this 1- hour session you will learn tips and strategies to enhance communication with someone who is living with dementia.

Thursday, Sept 10, 6 pm - 7 pm

First Steps Tools for Connection

During this session we will be discussing tools to assist you in connecting/visiting with the Person living with Dementia in your life.

Thursday, Sept 17, 6 pm - 7 pm

Advanced Care Planning

What is Advanced Care Planning in Ontario? We will be discussing substitute decision makers as it pertains to health care, types of decisions and resources to assist you in "Starting the Conversation".

Thursday, Sept 24, 6 pm - 7 pm

Please note if you don't have a camera on your computer, you can still participate in our education sessions if your computer has sound, or we can provide you with access to a toll-free number for the session. Education events with insufficient registration will be cancelled.

Special Topics

Physical Safety

In this session we will be discussing the top 10 tips to keep in mind for preventing falls for people living with dementia.

Friday, Sept 18
10 am - 11 am

Virtual session, video conference using ZOOM technology

Service Canada - Accessing Programs

Service Canada is reaching out to ensure that our community receives important information on how to access Federal benefits.

Wednesday, Sept 16
11:30 am - 12:30 pm

Virtual session, video conference using WebEx technology

Caring During COVID - At Home with a Person Living With Dementia

This talk will focus on the families who care for people living with dementia at home, and will look at those who are waiting for LTC admission in particular.

Tuesday, Oct 20
6:30 pm - 7:30 pm

Virtual session, video conference using ZOOM technology

Online Education –YouTube Channel



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

Sign up for our E News for more Virtual Programs Offered During COVID-19

Visit our [website](#) to access our sign up form. We are emailing a newsletter weekly with virtual programs. You can unsubscribe at any time.

SOCIAL
with a purpose

Staying connected,
even while staying
physically apart.

on.alz.to/socialwithapurpose



Contact Lorri McDermott Holmes at: 519-742-8518 ext 2021
or lorri@alzheimerww.ca

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**

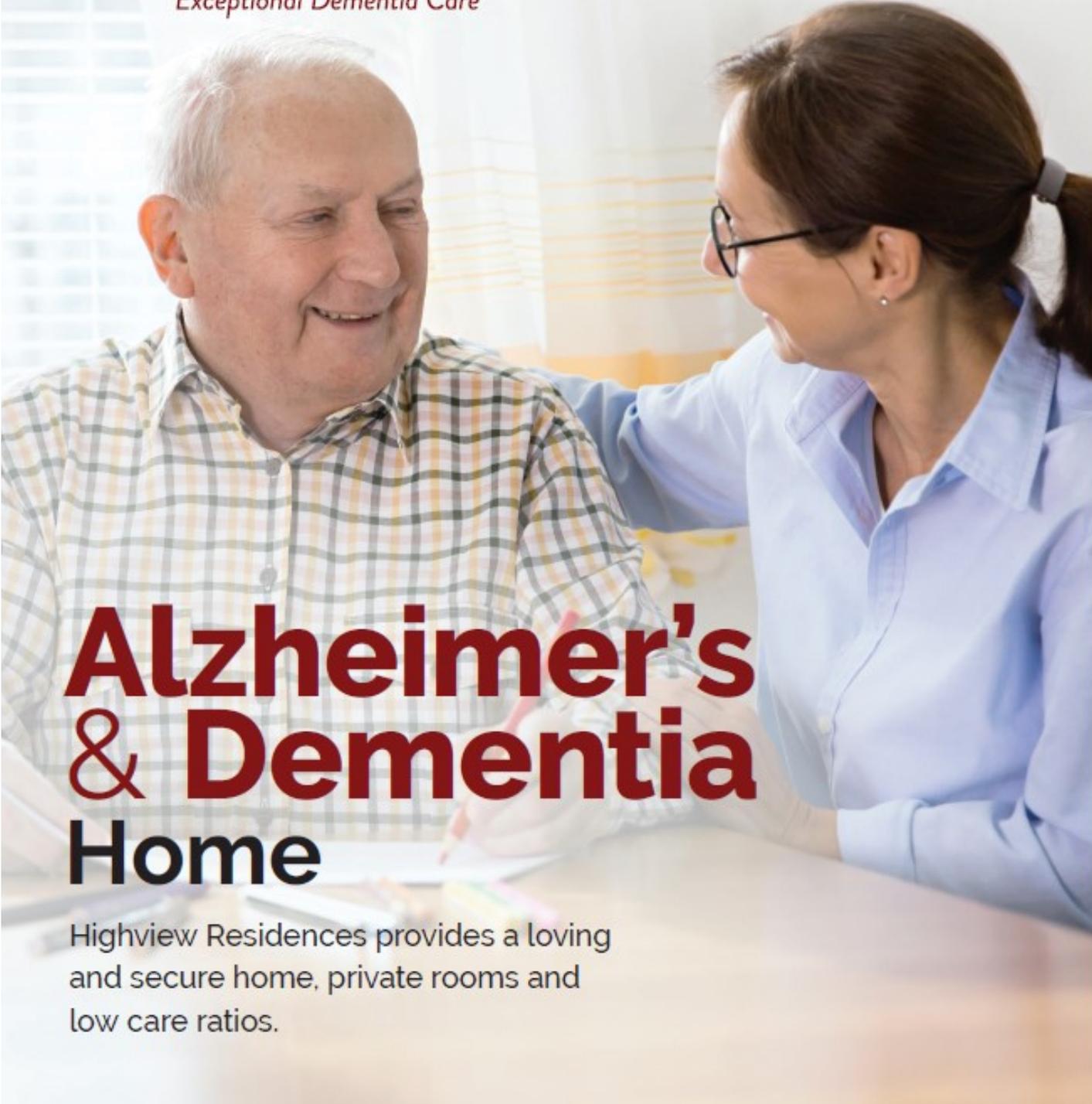
Most of our programs depend on support from people like you. Will you join us?

Become a monthly partner today!



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Care Partner Support

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

Contact Colleen Martin, Social Worker, at **519-742-8518 ext. 2015**, to book an intake appointment to find the group that will best support you as a care partner.



Ontario

Ministry of
HEALTH AND
LONG-TERM CARE

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 Oct 23 – Nov 13, 2 pm - 3:30 pm

For more information or to register please call 519-742-8518 ext. 2015.

CARERS Program

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.

Thursdays Oct 15 - Dec 3, 6 pm - 8 pm

For more information or to register, please call 519-742-8518 ext. 2015.

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 Colleen Martin, Social Worker at **519-742-8518 ext. 2015** for more information.



Groups for Care Partners

OTN Care Partner Support- Offered Virtually During COVID-19

This support group is run in partnership with Ontario Telemedicine Network (OTN) video conferencing in **Elora, Erin, Mount Forest and Palmerston**. This group provides a space for information-sharing and to connect with other care partners who share similar experiences supporting a person living with dementia. There is a brief presentation on topics of the group's choice, followed by group discussion.

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

Tuesdays, Begins Sept 1
1st Tuesday of the month
10 am – 11:30 am

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

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'informations, s'il vous plaît contactez Gisèle Hauser en composant 519-742-8518 poste 2023.

Resilience in the Midst of Stress and Grief

This 4-week group "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.

Groups require minimum registration to proceed.

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

Tuesday, Oct 6
9:30 am – 11:30 am

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

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.

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




Access free resources made by caregivers, for caregivers, to keep you and your loved one healthy and happy at home.



www.yourcareplus.ca
@yourcareplus

Groups for Care Partners

Telephone Support for Care Partners

This group is for those caring for someone with dementia who are unable to attend a support group online; providing the opportunity to connect and engage with other care partners by phone.

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

Tuesdays, Begins Sept 29
Last Tuesday of the month
10 am – 11:30 am

This group will be offered through Teleconference.
Registrants will be provided toll-free number to participate prior to the session

Monthly Virtual Care Partner Support Groups

We are offering virtual monthly support groups for Care Partners in Waterloo Wellington. Each group will identify relevant topics for discussion and sharing.

Please note participants can only register for 1 of the following monthly groups.

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

Groups need minimum registration to proceed. All sessions will be offered through video

Spouses

Thursdays, Begins Sept 17
3rd Thursday of the month
1:30 pm – 3 pm

For Care Partners who are supporting their spouses/ partners
Participants can choose to participate via phone rather than electronically if desired.

Adult Sons/Daughters

Thursdays, Begins Sept 10
2nd Thursday of the month
5:30 pm – 7 pm

For Care Partners who are supporting their parents.

Long-Term Care Home

Fridays, Begins Sept 4
1st Friday of the month
10 am – 11:30 am

For Care Partners who are assisting someone living in a Long-Term Care Home or Retirement Home.

Young Onset

Wednesdays, Begins Sept 2
1st Wednesday of the month
5 pm - 6:30 pm

This group is an opportunity to connect with others who are caring for someone with Young Onset dementia.

Online Support Groups



The Ontario Caregiver Organization is offering a way to easily connect with other caregivers by phone or online/virtual discussion without leaving your home. For more information and to register, please visit ontariocaregiver.ca/peer-support/online-caregiver-support-group.

Community Partners

New Virtual Program for Care Partners **Fall 2020**



Digital Literacy Clubs — for Care Partners —

Our clubs explore and explain relevant technology topics to help care partners shift to online/virtual health services and resources provided by Enhancing Care for Ontario Care Partners Program.

This program builds comfort and confidence in using technology for access and participation in current and future online/virtual health care services for care partners of people living with dementia.

Details:

- Scheduled virtual meetings using Zoom
- Up to twelve 60 minute meetings
- Customized lessons to meet members' needs and interests
- Members need a reliable device (laptop, tablet, or smartphone)
- Email address is required
- High-speed Internet is necessary for video calls

Unfamiliar with Zoom?

We can help set you up for success.

Example technology topics include:

- Participating in 'virtual visits' with loved ones and health professionals
- Mastering your smartphones and tablets
- Telephone scams and Internet trickery
- Understanding online carts and subscriptions
- Social media and privacy online

For more information about joining a Digital Literacy Club for Care Partners in **SEPTEMBER 2020**, Ana M. Paret at the ALZHEIMER SOCIETY WATERLOO WELLINGTON
aparet@alzheimerww.ca | 519-742-8518 x 2020

TECHCOACHES
Helping people understand technology.

Alzheimer Society
ONTARIO

Sinai Health | Cyril & Dorothy, Joel & Jill
Reisman Centre for Alzheimer's
Support and Training

We Need Your Help

Our clients rely on us to provide outstanding virtual programs, video or telephone counselling and support.

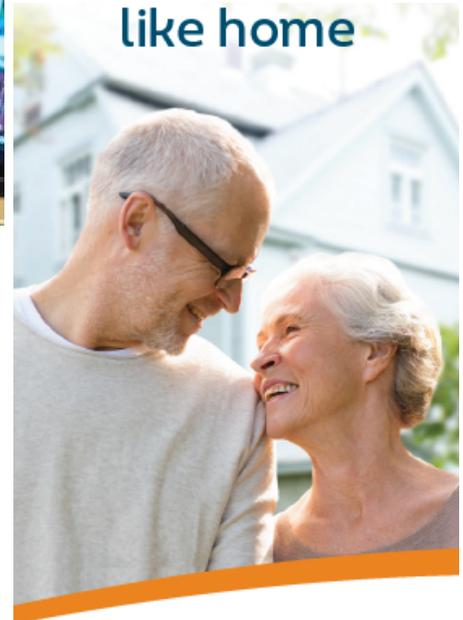
The isolation of the pandemic has had a profound effect – on our clients and their care partners.

Did you know our society is responsible for fundraising **60%** of our operating budget? **YOU** can make a big difference!

Please consider making a donation to support our clients.

Will you partner with us today?

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Community partner advertisements are the views, thoughts, and opinions expressed solely by the advertiser, and not necessarily to the Alzheimer Society Waterloo Wellington



Community Resources

Waterloo Wellington (All Areas)		
Healthline	wwhealthline.ca	
Service Canada	Canada.ca/service-canada-home	1-877-355-2657
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).

