



ALZHEIMER SOCIETY WATERLOO WELLINGTON

# DEMENTIA PROGRAM GUIDE

*Programs and Services from  
January to April 2024*

*Programmes et services de  
janvier à avril 2024*

Alzheimer Society

WATERLOO WELLINGTON

[www.alzheimerww.ca](http://www.alzheimerww.ca)



# SAVE THE DATE!



## JOIN THE IG WEALTH MANAGEMENT WALK FOR ALZHEIMER'S

Regional Sponsor:



**Saturday, May 25, 2024**

Walk locations in Guelph, Kitchener and Mount Forest

## Who are you walking for?

# TABLE OF CONTENTS

EDUCATION.....	4
SOCIAL WORK.....	6
SOCIAL RECREATION.....	8
TERMS OF SERVICE.....	15

## MESSAGE FROM OUR EXECUTIVE DIRECTOR

I can not believe it is already 2024! The start of the new year is a time of reflection and a time to look forward. What a year we had!

This upcoming year, we are focusing on meeting people where they are, and creating space for dementia education, care and inclusion in our community.

AlzEducate is one of those initiatives - it is a free online space for dementia care partners and those living with dementia, a space to learn and grow. There are education sessions lead by our own Public Education Coordinators and sessions led by Public Education Coordinators from across Ontario. Sign up today at [alzeducate.ca](http://alzeducate.ca)

The Dream Project is another exciting opportunity that we are launching this year. While AlzEducate is focused on best serving care partners in a virtual space - our Dream Project is there to support you in hospitals in our community. It is an emergency department diversion program at Grand River Hospital, and Guelph General Hospital. Hospital visits are a stressful situation - we hope that with in-person support from an Alzheimer Society staff member located at the hospital, we can make the experience more dementia-friendly!

*- Michelle Martin, Executive Director*

# EDUCATION

Join us virtually on Zoom or in-person for seminars or multi-week series at our offices across the region.

Register by calling our offices or contacting your Social Worker.

Our virtual seminars do not require a camera; join via computer, phone, or tablet.

Space is limited for our in-person seminars.

For full descriptions of each program, please turn to page 12.

Adult learners learn best through repetition, so please feel free to attend as many seminars as you wish!

## CORE COURSES

### OVERVIEW OF DEMENTIA

Virtual - January 16 from 1 PM to 2:30 PM

Guelph - February 16 from 1 PM to 2:30 PM

Kitchener - March 5 from 10:30 AM to 12 PM

Virtual - April 30 from 6 PM to 7:30 PM

### MILD COGNITIVE IMPAIRMENT

Kitchener - January 8 at 10 AM

Cambridge - March 22 at 1 PM

**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 you wish!**

#### Core Courses

#### Special Topics

EARLY STAGE	Overview of Dementia	Brain Health	The Different Dementias	Traveling When Someone Has Dementia
	Mild Cognitive Impairment		Top Three Questions and Top Three Tips	First Steps for Care Partners
MID STAGE	Care Essentials Learning Series (4 Weeks)	Visiting Tips	Sundowning	Teepa Tips
		Cheat Sheet	Home Safety	U-First!© for Care Partners
LATE STAGE		Long Term Care      Late Stage		

## ADDITIONAL SERIES

Please get in touch with your Social Worker or call our offices and dial ext. 2090 to register for any of our additional series.

### FIRST STEPS FOR CARE PARTNERS

Cambridge - Thursdays, March 7 to March 28 from 10 AM to 12 PM

### CARE ESSENTIALS

Guelph - April 9 to April 30 from 10 AM to 12 PM

### LEARNING THE ROPES for Living with MCI®

Virtual - Mondays, February 26 to April 15 from 10 AM to 12 PM (No session April 1)

### U-FIRST!® FOR CARE PARTNERS

Kitchener - Wednesdays, March 20 to April 3 from 1 PM to 3 PM

## SPECIAL TOPICS

### IN-PERSON TOPICS

Our in-person seminars are located at our offices in Kitchener (831 Frederick St.), Cambridge (1145 Concession Rd.) and Guelph (202-25 Wellington St. N).

#### Teepa Tips

Cambridge - January 22 at 10 AM

#### The Different Dementias

Kitchener - February 13 at 10 AM

#### Brain Health

Kitchener - April 8 at 10 AM

#### Communication Strategies for People Living with Dementia

Cambridge - April 12 at 10 AM

#### Long Term Care

Kitchener - April 24 from 1 PM to 2:30 PM

### VIRTUAL TOPICS

We host our virtual seminars via Zoom. We will send out an email to all registered with information on connecting and resources before each session.

#### Sundowning

January 5 at 12 PM

#### Communication with People Living with Dementia (OCO Webinar)

January 11 at 12 PM

Registration details on Page 10

#### Most Asked Questions About Memory

January 25 at 10:30 AM

#### Brain Health

February 9 at 12 PM

#### Cultural Sensitivity Training

February 20 from 2 PM to 3:30 PM

#### Cheat Sheet for Conversations

February 29 at 10 AM

#### Visiting Tips

March 19 at 6 PM

#### Top Three Questions and Top Three Tips

March 28 at 10:30 AM

#### Traveling When Someone Has Dementia

April 25 at 10:30 AM

### DROP-IN IN-PERSON EDUCATION

Drop-in at the Evergreen Seniors Community Centre in Guelph (683 Woolwich St. Guelph - Room 4) for free 1-hour in-person dementia education. No registration required!

#### M.I.N.D Eating Plan

January 24 at 11 AM

#### Why Do People Wander?

February 28 at 11 AM

#### Hearing Loss vs Memory Loss

March 27 at 10 AM

#### Home Safety

April 24 at 1 PM

# SOCIAL WORK

## 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. 2015



## TEACH

### Training, Education and Assistance for Caregiving at Home

#### PRAISE FOR TEACH FROM CARE PARTNERS

*"The group was facilitated so that all were heard and cared for."*

*"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."*

*"I learned from others, and methods that worked for them"*

#### DATES FOR TEACH

Virtual - Wednesdays, January 10 to January 31 from 1 PM to 2:30 PM

Guelph Office - Wednesdays, February 14 to March 6 from 1 PM to 2:30 PM

**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, learning from other care partners

## CARERS

### Coaching, Advocacy, Respite, Education, Relationship, Simulation

#### DATES FOR CARERS

##### For Partners and Spouses:

Kitchener Office - Tuesdays, January 9 to February 27 from 10 AM to 12 PM

##### For Friends, Family and Adult Children:

Virtual - Thursdays, January 11 to March 7 from 6 PM to 8 PM

#### PRAISE FOR CARERS FROM CARE PARTNERS

*"I developed more confidence in my role as caregiver and I received many practical tips for problems encountered."*

*"I have learned a lot about how to better accept his behaviour better. I try to help him by being less stressed by his reactions."*

*"Doing simulations was an excellent learning tool and has helped me retain skills to help in my care."*

#### A skills-based group program for care partners

- Focuses on practical skills and emotional supports needed to care for people living with dementia
- Teaches problem solving techniques and provides strategies for keeping a meaningful relationship



# MONTHLY CARE PARTNER SUPPORT GROUPS

Led by a Registered Social Worker, there are a variety of monthly groups for many types of care partners and situations. For more information, please reach out to your Social Worker or call our offices to get connected to a Social Worker.

## GUELPH SUPPORT GROUP

In-Person  
**1st Tuesday**  
10 AM to 11:30 AM

## CAMBRIDGE SUPPORT GROUP

In-Person  
**3rd Tuesday**  
10 AM to 11:30 AM

## KITCHENER SUPPORT GROUP

In-Person  
**4th Tuesday**  
10 AM to 11:30 AM

## RURAL SUPPORT GROUP

In-Person  
**4th Wednesday**  
1:30 PM to 3 PM  
Erin, Mount Forest, Ayr,  
St. Jacobs and Fergus  
(offered through  
Ontario Telemedicine  
Network)

## LONG-TERM CARE HOME (LTC)

Virtual  
**1st Thursday**  
10 AM to 11:30 AM

## EVENING SUPPORT GROUP

Virtual  
**2nd Thursday**  
6 PM to 7:30 PM

## DAYTIME SUPPORT GROUP

Virtual  
**2nd Friday**  
9:30 AM to 10:30 AM



## DELIGHT Program

Dementia Lifestyle Intervention for Getting Healthy Together (DELIGHT) is a FREE 8-week lifestyle intervention program designed to support people living with dementia, and their care partners. Each session includes:

- Group exercise and educational discussions on wellness topics
- Opportunity for socialization

**Mondays and Thursdays | 10:30 a.m. – 12:00 p.m.**

**Winter 2024, Virtual | January 22 – March 18, 2024 (no class February 19)**

**Spring 2024, A.R. Kaufman Family YMCA | April 22 – June 17, 2024 (no class May 20)**

**To register**, please contact Marsha Phillips: 519-743-5201 x2113 | [marsha.phillips@ytr.ymca.ca](mailto:marsha.phillips@ytr.ymca.ca)

Assessments will be completed before and after the 8-week program.



# SOCIAL RECREATION

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. For complete descriptions of each program, turn to page 13.

## MINDS IN MOTION®

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
West End, Guelph, from 9:30 AM to 11:30 AM		Allan Reuter, Cambridge, from 9:30 AM to 11:30 AM	Rec Complex, Waterloo from 9:30 AM to 11:30 AM	Virtual, from 10 AM to 11:30 AM
		Stork YMCA, Waterloo, from 1 PM to 3 PM	Bridgeport, Kitchener, from 1 PM to 3 PM	
	Chaplin YMCA, Cambridge, from 1:30 PM to 3:30 PM	Evergreen, Guelph, from 1:30 PM to 3:30 PM	Victoria Park, Fergus, from 1:30 PM to 3:30 PM	

Our Minds in Motion® program is an 8-week program that runs for 2 hours (in-person) and 1.5 hours (virtually). It is designed for persons with mild cognitive impairment and early to mid-stage of dementia and their care partners, and consists of up to 1 hour of low-impact physical activity, and up to 1 hour of fun recreational/mentally stimulating activities.

This program has no cost to attend, and is 100% funded through the generosity of donors. If you would like to become a Monthly donor to help support programs such as these, please visit our website at [www.alzheimerww.ca](http://www.alzheimerww.ca) or call any of our offices.

To register for Minds in Motion®, please call our office and dial 2090. A registration form, movement assessment are required to participate to ensure your safety. A medical clearance form may be required for some participants.

Due to our program being offered at community locations sometimes promoted dates are changed.

### SESSION DATES:

#### Mondays

January 22 to March 18 (No Class February 19)  
March 25 to May 27 (No Class April 1 and May 20)

#### Tuesdays

January 16 to March 5  
March 19 to May 14 (No Class April 2)

#### Wednesdays

January 24 to March 13 for Allan Reuter and Evergreen locations  
January 24–March 20 (No Class March 13) for Stork YMCA location  
March 20 to May 15 (No Class April 3) for Allan Reuter and Evergreen locations  
March 27 to May 22 for Stork YMCA location

#### Thursdays

January 25 to March 14  
March 21 to May 16 (No Class April 4)

#### Fridays

January 26 to March 15  
March 22 to May 24 (No Class March 29 and April 5)



# IN-PERSON AND VIRTUAL OFFERINGS



## MONTHLY MEMORY CAFE

1st Wednesday in Wilmot  
2nd Wednesday in Mount Forest  
3rd Wednesday in Cambridge  
Every Friday in Guelph



## VIRTUAL MUSIC AND GAMES

Virtual,  
Mondays at 1:30 PM



## CREATIVITY WORKSHOPS

February 6 or 20 (Virtual)  
April 9 (In-Person) or  
April 23 (Virtual)  
Please note you may be required to make  
arrangements to pick up supplies for the workshop.



## SPARK A MEMORY

3 week virtual program  
starting March 5



## DELIGHT PROGRAM

Virtual  
Mondays and Thursdays  
10:30 AM to 12 PM  
January 22 to March 18



## SPARK PHONE PROGRAM

A one-to-one phone-based  
program scheduled based  
on your availability and the  
availability of a volunteer

### PROGRAMMING SUPPORTED BY:



### Community Programs:

## MEMORY BOOSTER SOCIAL CLUB

The Memory Boosters Social Group is a peer led social club that was started to provide a warm and supportive place for people living with dementia, together with their care partners to socialize, relax, and have fun.

There are no fees to join or belong to our group. Register by calling Elaine Mortensen (519-585-0186), or Anne Hopewell (519-954-3565). Program is offered on the 2nd and 4th Tuesday of the month.

# Alzheimer Society

WATERLOO WELLINGTON



## M.I.N.D. Eating Plan (Mediterranean-DASH Intervention for Neuro- degenerative Delay)

**Wednesday, Jan 24<sup>th</sup>**, from  
11 am to 12 noon **in room 3.**

The MIND diet aims to reduce dementia and the decline in brain health that often occurs as people get older. It combines aspects of two very popular diets, the Mediterranean diet, and the Dietary Approaches to Stop Hypertension (DASH) diet. (Sample menu included.)



## Why Do People With Dementia Wander?

**Wednesday, Feb 28<sup>th</sup>**, from  
11 am to 12 noon **in room 3.**

What causes 6 of 10 people living with dementia to wander? How can we help people with dementia stay safe? This session will look at what the Finding Your Way® program is and give tips and strategies to help keep the person living with dementia safe in the community, along with information and resources to help you be prepared for incidents of someone going missing.



## Hearing Loss vs Memory Loss

**Wednesday, March 27<sup>th</sup>**, from  
11 am to 12 noon **in room 3.**

In this talk we discuss the correlations between hearing loss and memory impairment. We look at how the overlapping symptoms of both can be confused for each other and what steps to take for each type of loss.

**at The Evergreen Seniors Community Centre**  
683 Woolwich Street, Guelph, Ontario, N1H 6H7

*No registration required.*

[www.alzheimerww.ca](http://www.alzheimerww.ca)





Planning on hosting a social gathering?  
Why not raise money for the people living with dementia  
in your community at the same time?

**With Anything for Alzheimer's, any event,  
big or small, can become a fundraiser!**

A holiday party, euchre tournament, bake sale, sports event...  
whatever you can dream up. Anything goes!

**Contact us to register your event  
or to learn more.**

519-742-1422 [asww@alzheimerww.ca](mailto:asww@alzheimerww.ca)

# PROGRAM DESCRIPTIONS

## EDUCATION

**Brain Health:** Learn the critical suggestions for maintaining a healthy brain. You'll be provided with information and strategies that can be implemented into your daily routine.  
(Virtual, February 9 @ 12 PM)

**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 and behaviour changes may be a concern. Register through your Social Worker.

(In-Person, April 9 to April 30 @ 10 AM, Cambridge Office)

**Cheat Sheet for Cognitive Stimulation and Conversation:** This talk will suggest conversation starters to assist with supporting conversation for people with dementia.

(Virtual, February 29 @ 10 AM)

**Cultural Sensitivity Training:** This program is aimed at increasing participants' cultural awareness, knowledge, and communication. We will bring our knowledge on various cultures that we serve, to help understand the hardships that new immigrants endure.  
(Virtual, February 20 @ 2 PM)

**First Steps for Care Partners:** This 4-week introductory series for care partners focuses on understanding and supporting a person with dementia.

(In-Person, Mar. 7 to 28 @ 10 AM, Cambridge Office)

**Hearing Loss Vs Memory Loss:** In this talk we discuss the correlation between hearing loss and memory.

(In-Person, Mar. 27 @ 10 AM, Evergreen Centre)

**Home Safety:** Learn practical tips to help make your home safer for people living with dementia.

(In-Person, April 24 @ 1 PM, Evergreen Centre)

**Learning the Ropes:** The focus of Learning the Ropes for Living with MCI® is on optimizing cognitive health through lifestyle choices, memory training and psychosocial support. People living with mild cognitive impairment (MCI) are encouraged to attend along with a close family member or friend.  
(Virtual, February 26 to May 15 @ 10 AM)

**Long Term Care:** Considering Long Term Care? Join us for an introduction to different options available.

(In-Person, April 24 @ 1 PM, Kitchener Office)

**Mild Cognitive Impairment (MCI):** MCI is when someone has cognitive problems greater than expected for their age. In this session, learn about signs and symptoms of Mild Cognitive Impairment as well as tips and strategies for living well.  
(In-Person and Virtual, Multiple Offerings)

**M.I.N.D. Eating Plan:** The M.I.N.D. diet aims to reduce the risk of dementia and the decline in brain health that can occur as people get older. It combines aspects of two very popular diets, the Mediterranean diet, and the Dietary Approaches to Stop Hypertension (DASH) diet. (Sample menu included.)

(In-Person, January 24 @ 11 AM, Evergreen Centre)

**Most Asked Questions About Memory:** Join us to discuss questions many people have about memory, dementia and brain health

(Virtual, January 25 @ 10:30 AM)

**Overview of Dementia:** This session will cover learning about dementia, adapting to changes in the brain and living well with dementia. If you are beginning your dementia journey, this is the place to start.  
(In-Person and Virtual, Multiple Offerings)

**Sundowning:** An increase in the late afternoon or early evening of agitated or upset behaviour in a person living with dementia may relate to Sundowning. Learn what this term means and how to address changes related to it.

(Virtual, January 5 @ 12 PM)

**Teepa Tips:** Learn about the GEMS Brain Change Model, developed by Teepa Snow and how you can implement this model to recognize the shifts in skills and abilities at any given moment.  
(In-Person, January 22 at 10 AM, Cambridge Office)

**The Different Dementias:** While Alzheimer Disease is the most common dementia, it is not the only one. Join this session to learn about other dementias such as Lewy body, Vascular and Frontotemporal dementias.  
(In-Person, February 13 @ 10 AM, Kitchener Office)

**Top Three Questions and Top Three Tips:** This session will look at the most common questions about dementia, and the best Pro Tips for supporting someone living with dementia. You are asked to bring your questions as there will be time for discussion.

(Virtual, March 28 @ 10:30 AM)



## EDUCATION CONTINUED

### **Traveling When Someone Has Dementia:**

Travelling short or long distances may need some extra thought and planning when someone on the trip has dementia. This talk looks at some ways to make travel easier and examines some ideas you might want to consider before you leave.

*(Virtual, April 25 @ 10:30)*

**U-First!® For Care Partners:** An education program for those directly supporting someone experiencing behaviour changes due to dementia. For this 3-week course, we will give you a workbook and a tool which compliments the lessons.

*(In-Person, March 20 to April 3 @ 1 PM, Kitchener Office)*

**Visiting Tips:** Learn tips and strategies for enhancing your visits with someone who is living with dementia. Useful ideas if someone is in the community, in a Retirement Home or in Long Term Care.

*(Virtual, March 19 @ 6 PM)*

### **Why Do People With Dementia Wander:**

This session will look at what the Finding Your Way® program is and give tips and strategies to help keep the person living with dementia safe in the community, along with information and resources to help you be prepared for incidents of someone going missing.

*(In-Person, February 28 @ 11 AM, Evergreen Centre)*

## SOCIAL WORK

**TEACH:** TEACH (Training, Education, and Assistance for care giving at Home) is a 4-week program. We will focus on common care giving themes: self-care, relationship changes, health care system navigation and future planning.

*(In-Person, Multiple Offerings)*

**CARERS:** CARERS (Coaching, Advocacy, Respite, Education, Relationship, Simulation) is an 8-week program designed for Care Partners focusing on the practical skills and emotional support needed to care for people living with dementia.

*(In-Person, Multiple Offerings)*

## SOCIAL WORK CONTINUED

**Care Partner Support Groups:** Led by a Registered Social Worker, there are a variety of monthly groups for all types of care partners and situations. For more information or to register, please reach out to your Social Worker or call our offices and dial ext. 2090.

*(In-Person and Virtual, Multiple Offerings)*

### **Rural Support Group through Ontario**

**Telemedicine Network:** 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.

*(In-Person, 4th Wednesday, Erin, Mount Forest, Ayr, St. Jacobs and Fergus)*

## SOCIAL RECREATION

**Creativity Workshop:** Join us for our monthly Creativity Workshop, where we create something special to keep.

*(In-Person and Virtual, Multiple Offerings)*

**Memory Café:** Drop-in program that focuses on fostering meaningful connections among participants with casual conversation, activities and special guests.

*(In-Person, Wednesdays @ 10 AM, Locations to vary Fridays @ 10 AM in Guelph)*

**Minds in Motion®:** A gentle, group exercise class, followed by a fun and engaging recreational activity, participants will exercise both their bodies and minds.

*(In-Person and Virtual, Multiple Offerings)*

**SPARK a Memory:** This program is intended for care partners to attend where they will work directly with a volunteer. This program will take place over 3 separate, 1.5 hour sessions. Together they will design and develop a personalized photo memory book to keep and help with conversations.

**SPARK Phone Program:** The SPARK Program engages people living with dementia through a one-to-one telephone visit with a volunteer from ASWW.

*(Phone visits will be scheduled based on availability)*

# ELECTRONIC EMAIL COMMUNICATIONS

The Alzheimer Society of Waterloo Wellington (ASWW) offers clients the opportunity to communicate through the use of electronic email communications. ASWW will use reasonable means to protect the security and confidentiality of electronic information sent and received. However, because of the risks outlined below, ASWW cannot guarantee the security and confidentiality of electronic email communication and will not be liable for improper disclosure of confidential information that is not the direct result of intentional misconduct by ASWW.

The risks of electronic email communications include, but are not limited to, the following:

- The privacy and security of electronic email communication cannot be guaranteed
- Employers and online services may have a legal right to inspect and keep emails that pass through their system
- Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email once it has been sent
- Emails can introduce viruses into a computer system, and potentially damage or disrupt the computer
- Electronic email communications can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of the physician or the patient. Email senders can easily misaddress an email, resulting in it being sent to many unintended and unknown recipients
- Email is indelible. Even after the sender and recipient have deleted their copies of the email, back-up copies may exist on a computer or in cyberspace
- Use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties
- Email can be used as evidence in court
- Despite reasonable efforts to protect the privacy and security of electronic email communications, it is not possible to completely secure the information
- Email communication is considered part of the clinical record. Copies of emails between client and ASWW staff may be attached into client file
- Information provided by client via email is subject to Exceptions to Confidentiality as outlined in ASWW Terms of Service

By providing ASWW with my email address, implicitly I agree to the use of my email for the purpose of electronic communications with ASWW.

*Please note, that this document is in addition to the Terms of Service found in the Alzheimer Society of Waterloo Wellington Program Guide (found on the following page)*

**Questions or concerns about our Electronic Email Communication 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).

*As at April 16, 2020.*

*The original document was produced by Alzheimer Society of Huron County, adapted from Bridgepoint Family Health Team and CMPA*

# TERMS OF SERVICE

**The Alzheimer Society Waterloo Wellington's (ASWW)** role is to support persons living with dementia/ cognitive impairments and their care partners in living well with a dementia/cognitive impairment diagnosis. Our programs and services include support and education groups, counseling, 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/cognitive impairment 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 ten 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@alzheimersww.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.





### **Our Mission:**

To alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

### **Our Vision:**

To be a sustainable and responsive leader in the field of dementia offering specialized services to all persons along the dementia journey.

### **Our Values:**

Collaboration   Accountability   Respect   Excellence

#### **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

#### **Follow Us**



Charitable Registration Number:

10670 5338 RR0001