



ALZHEIMER SOCIETY WATERLOO WELLINGTON

DEMENTIA PROGRAM GUIDE

*Programs and Services from
May to August 2024*

*Programmes et services de
mai à août 2024*

Alzheimer Society

WATERLOO WELLINGTON

www.alzheimerww.ca

Alzheimer Society
WATERLOO WELLINGTON

IG WEALTH MANAGEMENT
WALK FOR ALZHEIMER'S



JOIN THE
IG WEALTH MANAGEMENT
WALK FOR ALZHEIMER'S

Saturday, May 25, 2024

Walk locations in Guelph, Kitchener and Mount Forest

Regional Sponsor:



Platinum Sponsor:



Who are you walking for?

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MESSAGE FROM OUR EXECUTIVE DIRECTOR

Spring is such a wonderful time of year. The weather is warmer, flowers start to bloom, and everything feels fresh and new. It's the perfect time for new beginnings and fresh starts! What are some new things you're looking forward to this spring?

The Alzheimer Society Waterloo Wellington has been working hard to bring new offerings to support people living with dementia, their care partners, and the community. "Hearing From Others: The Voices of Experience" and "After the Diagnosis: Suggestions to Help People Living with Dementia" are being offered in person at our Kitchener office. Since spring is such a great time to get out to visit, why not check out our "Visiting Tips" session held in Kitchener on June 17? Or, if you're having difficulty managing "Repetitious Questions", please feel free to join our Zoom session on August 8. Of course, we should all plan for our futures. To help plan for yours, check out "Advanced Care Planning" at the Kitchener office on August 28. For more information on all of our upcoming educational in-person and virtual offerings, please see pages 4 and 5.

Music inspires us all; it makes us happier, more energetic, and encourages positive memories. Join us virtually every Tuesday at 2:30 p.m. for our Music Program. Led by a music therapist, these sessions will be sure to inspire hope, delight, and are just plain fun. Call our office to register.

Fundraising is crucial for the Alzheimer Society Waterloo Wellington to continue to support our community. Will you help keep our programming available to our clients at no charge? Come and join the "Walk for Alzheimer's" on Saturday, May 25, 2024. We have locations in Guelph, Mount Forest, and Kitchener. For more details, please call our office. It's easy to join, and I hope to see you there.

- 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.

CORE COURSES

OVERVIEW OF DEMENTIA

Cambridge - May 6 from 1 PM to 2:30 PM

Guelph - June 11 from 10 AM to 11:30 AM

Virtual - July 11 from 6 PM to 7:30 PM

Kitchener - August 26 from 1 PM to 2:30 PM

MILD COGNITIVE IMPAIRMENT

Virtual - May 28 at 6 PM to 7 PM

Guelph - July 23 at 1 PM to 2 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

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

ADDITIONAL SERIES

Please get in touch with your Social Worker or call one of our offices to register for any of our First Step series.

FIRST STEPS FOR PEOPLE LIVING WITH DEMENTIA

Guelph - Thursdays, May 9 to May 30 from 1 PM to 3 PM

SPECIAL TOPICS

IN-PERSON TOPICS

Our 1-hour in-person seminars are located at our offices in Kitchener (831 Frederick St.), Cambridge (1145 Concession Rd.), and Guelph (202-25 Wellington St. N).

Hearing From Others: The Voices of Experience

Kitchener - May 14 at 10 AM

A's of Dementia

Victoria Park Seniors Centre - May 23 at 10:30 AM

After the Diagnosis: Suggestions to Help People Living With Dementia

Guelph - June 5 at 10 AM

Brain Health

Cambridge - June 14 at 10 AM

Visiting Tips

Kitchener - June 17 at 10 AM

Communication Strategies

Cambridge - June 21 at 1 PM

Sundowning

Victoria Park Seniors Centre - June 27 at 10:30 AM

VIRTUAL TOPICS

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

Finding Your Way

May 3 at 12 PM

Late Stage

June 6 at 2 PM

End of Life

June 13 at 1 PM

Understanding the Stages of Dementia

July 9 at 12 PM

DROP-IN IN-PERSON EDUCATION

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

Teepa Tips

May 22 at 11 AM

Should We Attend?

June 26 at 11 AM

Mediterranean Diet

Kitchener - July 3 at 1 PM

Teepa Tips

Victoria Parks Seniors Centre - July 25 at 10:30 AM

Frontotemporal Dementia

Cambridge - July 30 at 10 AM

Finding Your Way

Kitchener - August 7 at 2 PM

Brain Health

Guelph - August 13 at 1 PM

Caring for Self While Giving Care to Others

Cambridge - August 14 at 10 AM

Overview of Dementia

Kitchener - August 26 at 10 AM

Advance Care Planning

Kitchener - August 28 at 10 AM

Brain and Behaviour

July 17 at 12 PM

How Should I Respond to Changing Behaviours?

July 29 at 12 PM

Enhanced Communication

July 31 at 12 PM

Repetitious Questions

August 8 at 12 PM

I Remember Better When I Paint

July 24 at 10 AM

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

Cambridge - Tuesdays, April 16 to May 7 from 10 AM to 11:30 AM

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, and 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 - Mondays, April 29 to June 24 from 1 PM to 3 PM (no session May 20)

For Friends, Family, and Adult Children:

Virtual - Tuesdays, May 7 to June 25 from 6 PM to 8 PM

PRAISE FOR CARERS FROM CARE PARTNERS

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

"I have learned a lot about how to better accept his behaviour. 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. If you are not sure if you can attend a group because the person living with dementia that you are caring for can not be left alone, please connect with your Social Worker to explore available options.

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 ONTARIO TELEMEDICINE NETWORK

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



ALZEDUCATE

ALZeducate offers online courses and webinars for anyone who wants to learn more about Alzheimer’s disease and other dementias. Offered by Alzheimer Society of Ontario, ALZeducate is dedicated to providing high-quality, best practice-based online education for all, using adult learning principles that support real learning and change.

Join us in making a difference in the lives of people living with dementia!

Create a free account today on [ALZEDUCATE.CA](https://www.alzeducate.ca).

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 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.

To register for Minds in Motion®, please speak to your Social Worker or call our office and dial 2090. A registration form and movement assessment are required to participate to ensure your safety. A medical clearance form may be required for some participants. Please allow up to a minimum of one business week to hear from a coordinator that you have been accepted in the session you are interested in.

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

SESSION DATES:

Mondays - West End Community Centre

June 3 to August 12 (No Class June 17, July 1, and August 5); next session begins August 26.

Tuesdays - Chaplin YMCA

March 19 to June 11 (No Class April 2)

Wednesdays

Allan Reuter Centre - May 22 to July 24 (No Class June 19 and July 3)

Allan Reuter Centre - July 13 to October 2 (No Class August 21 and September 4)

Evergreen Seniors Centre - May 22 to July 17 (No Class July 3)

Evergreen Seniors Centre - July 13 to September 25 (No Class September 4)

Stork YMCA - March 27 to June 12 (No Class April 3)

Thursdays

Waterloo Rec Complex - May 25 to July 25 (No Class June 20 and July 4)

Waterloo Rec Complex - August 1 to September 26 (No Class September 5)

Bridgeport Community Centre - May 23 to July 25 (No Class June 20 and July 4)

Bridgeport Community Centre - August 1 to September 26 (No Class September 5)

Victoria Park Seniors Centre - May 23 to July 18 (No Class July 4)

Victoria Park Seniors Centre - August 1 to September 26 (No Class September 5)

Fridays - Virtual

May 31 to August 2 (No Class June 21 and July 5)

August 9 to October 4 (No Class September 6)

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 or call any of our offices.

IN-PERSON AND VIRTUAL OFFERINGS



MONTHLY MEMORY CAFE

1st Wednesday in Kitchener
3rd Wednesday in Cambridge
Every Friday in Guelph



VIRTUAL MUSIC AND GAMES

Virtual,
Mondays at 1:30 PM



CREATIVITY WORKSHOPS

May 7 and July 9 (Guelph)
June 4 and August 6 (Kitchener)
May 21 and July 16 (Virtual)



VIRTUAL MUSIC THERAPY

Virtual,
Tuesdays at 2:30 PM



ACTIVITY PACKAGES

Self-directed, independent leisure activity packages available. Call the office to request one.



SPARK PHONE PROGRAM

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

Registration is required for all in-person and virtual Social Recreation offerings; please register by calling any of our offices. Please note that you may be required to make arrangements to pick up supplies for the creativity workshop. All sessions are subject to change.

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.

COMING SOON FOR SUMMER 2024! GOLF FORE LIFE PROGRAM IS BACK!

A supportive golf program for people living with dementia. Come and enjoy some golf and social time at Doon Valley Golf Course with support from trained inclusion and golf staff.

For more information contact: Melissa Bruce at 519-741-2200 ext. 5346 or email melissa.bruce@kitchener.ca.





What is your legacy?

May is “Leave a Legacy” Month

You don't need to be wealthy to Leave a Legacy - anyone can arrange to leave a charitable gift from their estate, regardless of its size.

Did you know that leaving a charitable gift in your Will saves taxes on your estate?

There are many reasons to give, but two good reasons are to ensure that your favourite charity can continue its work, and to minimize the tax liability that comes with the transfer of your estate to surviving family members.

Your gift will help people living with dementia. **You can create a lasting legacy!** Your bequest to the Alzheimer Society of Waterloo Wellington truly helps others live their best day.

Take the first step, ask for the free Estate Planning guide. Complete your Will, leave your legacy and help to build better days for our communities.

Contact us today to request a free Estate Planner and Guide.

Contact: Lawrence Lutgendorff / 519-742-8518 ext 2021 / lawrence@alzheimerww.ca



Home Safety for People Living with Dementia

Wednesday, April 24th, from 11 am to 12 noon

There are ways to adapt a home to make it more supportive for a person living with dementia. This talk will look at ideas for each area of your home as well as give suggestions for some tips to reduce confusion in the environment.



Teepa Tips

Wednesday, May 22nd, from 11 am to 12 noon

This session looks at the top tips shared by Teepa Snow (dementia-care specialist) using a person-centered care approach. The talk will cover understanding, language, communication, and includes a short film. Handouts will be provided and there will be time for questions.



Should we Attend?

Wednesday, June 6th, from 11 am to 12 noon

People often need to consider if it is a good idea to take their relative, or friend with dementia, to a wedding, funeral, concert, restaurant, or on a trip. This talk will look at questions to consider when making decisions about large group activities.



I Remember Better When I Paint

Wednesday, July 24th, from 11 am to 12 noon

A 55-minute documentary on treating Alzheimer's through the creative arts. Learn about dementia and how to help people to connect to others and their environment through a variety of mediums. This film features both personal stories and initiatives that are bringing people affected by Alzheimer's disease to art and creative workshops. The results are remarkable. This film is show in collaboration with THE HILGOS FOUNDATION.

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

No registration required.

PROGRAM DESCRIPTIONS

EDUCATION

A's of Dementia: In this session, we will explain the A's of dementia: anosognosia, amnesia, agnosia, aphasia, apraxia, apathy, altered perception, and attentional deficits; and explore how they affect a person's day-to-day behaviour.

(In-Person, May 23 @ 10:30 AM, Victoria Pavillion Seniors Centre)

Advance 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."

(In-Person, August 28 @ 10 AM, Kitchener Office)

After the Diagnosis: Suggestions to Help People Living with Dementia: This talk looks at 10 steps people might want to focus on after they receive a diagnosis to help them ensure the highest quality of life on their dementia journey.

(In-Person, June 5 @ 10 AM, Guelph Office)

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.

(In-Person, Multiple Offerings)

Brain and Behaviour: This seminar will help participants understand the connection between the brain, the effects of dementia, and changes in behaviours.

(Virtual, July 17 @ 12 PM)

Caring for Self While Giving Care to Others: Care partners will be introduced to what caregiver stress can look like, the warning signs for caregiver burden, and learn some strategies to diminish stress that can assist in their journey.

(In-Person, August 14 @ 10 AM, Cambridge Office)

Communication Strategies for People Living with Dementia: This talk considers how people can make communication easier for themselves and others by learning to be their own advocates for the best possible communication opportunities.

(In-Person, June 26 @ 1 PM, Cambridge Office)

End of Life: This session will focus on enhancing communication and interaction, and will provide information related to comfort care, decision-making, pain management, and bereavement supports.

(Virtual, June 13 @ 1 PM)

Enhanced Communication: During this session, participants will identify the best practices to ensure clear and compassionate communication.

(Virtual, July 31 @ 12 PM)

Finding Your Way: Learn about disorientation (often called 'wandering'), including what it is, the reasons for the behaviour, and how to reduce the risk.

(In-Person, Multiple Offerings)

First Steps for People Living with Dementia:

This 4-week introductory series for people living with dementia focuses on adapting to changes in the brain and learning about dementia.

(In-Person, May 9 - 30 @ 1 PM, Guelph Office)

Frontotemporal Dementia: Find out about Frontotemporal dementia, and discover the best methods to communicate and interact with a person living with this type of dementia.

(In-Person, July 30 @ 10 AM, Cambridge Office)

Hearing From Others: The Voices of Experience:

This talk is about strategies to live with the symptoms of dementia. This talk focuses on the lived experience of three women with dementia, as they share how they adapt to symptoms of dementia. Examining their lives in relation to the 10 warning signs, as the signs become their new normal.

(In-Person, May 14 @ 10 AM, Kitchener Office)

How Should I Respond to Changing Behaviours:

This talk considers why peoples behaviours change, and what care partners can do to minimize the stress for themselves and the person living with dementia, when changes leave them wondering how to react to different behaviours.

(Virtual, July 29 @ 12 PM)

I Remember Better When I Paint: A 55-minute documentary on treating Alzheimer's through the creative arts. Learn about dementia and how to help people to connect to others and their environment through a variety of mediums. This film features both personal stories and initiatives that are bringing people affected by Alzheimer's disease to art and creative workshops.

(In-Person, July 24 @ 10 AM, Evergreen Centre)

Late Stage: An examination of the late stages of dementia. We explore the best interaction, activity, and approach techniques.

(Virtual, June 6 @ 2 PM)

Mediterranean Diet: Explore this way of eating based on the traditional cuisine of the Mediterranean. This diet is high in vegetables, fruits, whole grains, nuts, seeds, and olive oil. This discussion will focus on the relationship between brain health and nutrition. (Bonus recipes provided.)

(In-Person, July 3 @ 1 PM, Kitchener Office)

Mild Cognitive Impairment (MCI): 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)

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)

Repetitious Questions: How can we support people living with dementia who ask the same question multiple times? Come to learn why this often happens and ideas to reduce the incidence of repetitive stories or questions. Handout included and there will be a time for discussion.

(Virtual, August 8 @ 12 PM)

Should We Attend?: People often need to consider if it is a good idea to take their relative, or friend with dementia, to a wedding, funeral, concert, restaurant, or on a trip. This talk will look at questions to consider when making decisions about large group activities.

(In-Person, June 26 @ 11 AM, Evergreen Centre)

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.

(In-Person, June 27 @ 10:30 AM, Victoria Pavillion Seniors Centre)

Teepa Tips: This session looks at the top tips shared by Teepa Snow (dementia-care specialist) using a person-centered care approach. The talk will cover understanding, language, and communication. Handouts will be provided and there will be time for questions.

(In-Person, Multiple Offerings)

Understanding the Stages of Dementia:

Participants will explore common symptoms associated with the various stages to understand the progress of the dementia journey.

(Virtual, July 15 @ 12 PM)

Visiting Tips: Some suggestions on how to support conversation for people living with dementia. It includes suggestions for conversation starters and an opportunity for questions and discussion. The session is designed for care partners of people living with dementia who are in the early and mid stages of their journey.

(In-Person, June 17 @ 10 AM, Kitchener Office)

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)

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.

(In-Person and Virtual, Multiple Offerings)

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, Multiple Offerings)

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)

Music Therapy: Virtual offering (for those living with dementia and care partners): Join us weekly for some musical entertainment with a certified music therapist!

(Virtual, Multiple Offerings)

SPARK Phone Program: The SPARK Phone 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)

Virtual Music and Games: Virtual offering (for those living with dementia and care partners) Fun dementia friendly activities including music, games, trivia, and more!

(Virtual, Multiple Offerings)

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 10 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 Philosophy:

We aspire to be a leader in the development of best practices in dementia care and be seen as a resource for those living with dementia. Our success is due to the desire to be person-centred* in our approach. Through partnerships, we deliver quality and safe programs and services. We contribute to creating dementia friendly communities that are diverse, inclusive, and equitable.

**Person-centred focuses on the person's abilities and positive aspects, not their limitations.*

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

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