



ALZHEIMER SOCIETY WATERLOO WELLINGTON

DEMENTIA PROGRAM GUIDE

*Programs and Services from
September to December 2023*

*Programmes et services de
septembre à décembre 2023*

Alzheimer Society

WATERLOO WELLINGTON

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!

Register your event with Anything for Alzheimer's
at www.alzheimerww.ca or contact us to learn more.

519-742-1422 asww@alzheimerww.ca

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MESSAGE FROM OUR EXECUTIVE DIRECTOR

We're thrilled to invite you to our in-person Annual Meeting on September 20. Join us at the Hygate on Lexington in Waterloo. This gathering is where we discuss our successes over the last year, share exciting news, and catch up with fellow community members who make everything we do possible.

Our goal has always been to empower and educate, and our education programs for those living with dementia are a testament to that commitment. Don't miss our informative courses, available virtually and in-person. One highlight is the "Tools for Life" talk on November 6. It's for people living with dementia, and focuses on the lived experiences of three woman as they share how they adapt to symptoms of dementia.

Minds in Motion® truly embodies the heart of our efforts. You can find us in Cambridge, Fergus, Guelph, Kitchener, and Waterloo. Check out page 8 for the full class schedule and find a convenient times for you.

Let's celebrate the changing of the seasons together, seizing every chance to learn, connect, and make a real impact. You're an essential part of this journey, and we can't wait to see you.

- Michelle Martin, Executive Director

EDUCATION

Join us virtually on Zoom or in-person for 1-hour 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

Kitchener - September 18 from 10 AM to 11:30 AM

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

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

Kitchener - December 18 from 10 AM to 11:30 AM

MILD COGNITIVE IMPAIRMENT

Cambridge - September 8 from 10 AM to 11 AM

Virtual - November 9 from 12 PM to 1 PM

REDUCING RISK FOR DEMENTIA

Kitchener - October 6 from 10 AM to 11 AM

Kitchener - December 8 from 1 PM to 2 PM

FIRST STEPS

To register or learn more about our First Steps programs, please contact your Social Worker or call our offices and dial ext. 2090

FOR CARE PARTNERS

Kitchener - Wednesdays, September 6 to September 27 from 1 PM to 3 PM

FOR PEOPLE LIVING WITH DEMENTIA

Cambridge - Mondays, November 6 to November 27 from 10 AM to 12 PM

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.

U-FIRST! FOR CARE PARTNERS

Virtual - Wednesdays, November 15 to November 29 from 6 PM to 8 PM
(Registration required by November 1)

OPTIONS FOR CARE

Virtual - Thursdays, September 7 to September 28 from 6 PM to 8 PM
(No class September 21)

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).

Finding Your Way

Kitchener - October 16 at 1 PM

M.I.N.D. Diet

Cambridge - December 6 at 10 AM

VIRTUAL TOPICS

We host our 1-hour virtual seminars via Zoom. We will send out an email to all registered with information on connecting and resources before each session.

Young Onset Dementia

September 7 at 10:30 AM

7 A's of Dementia

September 15 at 12 PM

Hearing and Memory

September 29 at 12 PM

Understanding the Stages of Dementia

October 3 at 6 PM

December 5 at 12 PM

Caring For Self

October 5 at 10:30 AM

Brain and Behaviour

October 10 at 6 PM

December 11 at 12 PM

How Should I Respond to Changing Behaviours?

October 17 at 6 PM

December 14 at 12 PM

Late Stage

October 19 at 12 PM

End of Life

October 26 at 12 PM

Dementia - The Elephant in the Room

November 2 at 10:30 AM

Groups and Gatherings

December 7 at 10:30 AM

Enhanced Communication

October 24 at 6 PM

December 20 at 12 PM

IN-PERSON EDUCATION FOR PEOPLE LIVING WITH DEMENTIA

Join us for 1-hour specialized education for people living with dementia. These courses are designed to be practicable and relevant for those living with dementia.

After the Diagnosis

Guelph - October 11 at 1 PM

Communication Strategies

Guelph - December 13 at 1 PM

Tools for Life

Kitchener - November 7 at 10 AM

DROP-IN IN-PERSON EDUCATION

Drop-in to Room 4 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!

10 Warning Signs and What to Do

September 5 from 10 AM to 11 AM

Handling the Holidays

December 5 from 10 AM to 11 AM

Mild Cognitive Impairment

October 3 from 10 AM to 11 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

In-Person, September 11 to October 5 from 1:30 PM to 3 PM, Kitchener Office

In-Person, November 6 to November 27 from 10 AM to 11:30 AM, Upper Grand FHT, Fergus

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:

In-Person, September 20 to November 15 from 1:30 PM to 3:30 PM, Cambridge Office
(No Class October 18)

For Friends, Family and Adult Children:

Location to be Determined, October 17 to December 5 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. If you are not sure if you can attend a group because you the person living with dementia that you are caring for can not be left alone, please connect with your Social Worker to explore options available.

GUELPH SUPPORT GROUP

In-Person
1st or 2nd Tuesday
10 AM to 11:30 AM

LONG-TERM CARE HOME (LTC)

Virtual
1st Friday
10 AM to 11:30 AM

YOUNG ONSET DEMENTIA (YOD)

Virtual
1st Wednesday
5 PM to 6:30 PM

SPOUSES / PARTNERS

Virtual
2nd Wednesday
1:30 PM to 3 PM

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

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

RESILIENCE IN THE MIDST OF STRESS AND GRIEF

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

In-Person, Wednesdays, September 13 to October 4 from
10 AM to 11:45 AM, Kitchener Office

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 or call any of our offices.

To register for Minds in Motion®, please speak to your Social Worker or 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.

SESSION DATES:

Mondays

September 11 to November 6 (No Class October 9)

November 13 to January 15 (No Class December 25 and January 1)

Tuesdays

September 12 to November 8 (No Class October 10)

November 14 to January 9 (No Class December 26)

Wednesdays

September 13 to November 15 (No Class October 11 and October 25)

*No Class November 8 - Evergreen MiM only

November 22 to January 17 (No Class December 27)

Thursdays

September 14 to November 9 (No Class October 12)

**Fergus MiM session ends on November 2

November 16 to January 18 (No Class December 7 and December 28)

**No Class November 23 - Fergus MiM

Fridays

September 15 to November 10 (No Class October 13)

November 17 to January 19 (No Class December 8 and December 29)

CREATIVITY WORKSHOP

SEPTEMBER

In-Person - Kitchener Office

September 9 at 1:30 PM

Friday Afternoon Virtual

September 29 at 1 PM

Saturday Afternoon Virtual

September 30 at 1 PM

OCTOBER

In-Person - Kitchener Office

October 14 at 1:30 PM

Friday Afternoon Virtual

October 27 at 1 PM

Saturday Afternoon Virtual

October 28 at 1 PM

NOVEMBER

In-Person - Kitchener Office

November 11 at 1:30 PM

Friday Afternoon Virtual

November 24 at 1 PM

Saturday Afternoon Virtual

November 25 at 1 PM

DECEMBER

In-Person - Kitchener Office

December 9 at 1:30 PM

Friday Afternoon Virtual

December 15 at 1 PM

Saturday Afternoon Virtual

December 16 at 1 PM



DELIGHT Program

ymcathreerivers.ca

Dementia Lifestyle Intervention for Getting Healthy Together (DELIGHT) is an 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
- Healthy snacks provided each week

Mondays and Thursdays | October 16 – December 7, 2023 | 10:30 a.m. – 12:00 p.m.

To register, please contact Marsha Phillips: 519-743-5201 x2113 | marsha.phillips@ytr.ymca.ca

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

Cost: Free for Members and Non-Members | **Location:** A.R. Kaufman Family YMCA (Kitchener)



IN-PERSON AND VIRTUAL OFFERINGS



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



SHARING OUR VOICES

Saturdays, September 9 to
November 25
(No Program October 7)
10:30 AM at Stork YMCA



FRIENDLY FACES

In-Person in Kitchener,
Cambridge and Guelph
Tuesdays at 10 AM



DELIGHT PROGRAM

In-Person, A.R. Kaufman
Mondays and Thursdays,
October 16 to December 7
at 10:30 AM



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:

CIRCLE OF MUSIC

The Circle of Music is a choir for those living with Alzheimer's, their care partners and students from regional high schools.

Please join us as a participatory music-maker in this choir, we want you and your care partner to join us! You will be linked to a student from Cameron Heights Collegiate; it's an opportunity to sing, connect with each other and with the students, who are truly excited to have this chance to make music with you and to get to know you.

The choir is hosted in downtown Kitchener, at St. Andrew's Presbyterian Church on Queen Street on the corner of Queen and Duke, parking is available on site and we meet at 3pm on Mondays. Our fall session begins on Monday September 25.

For more details and to register please contact Sasha Judelson at 519 573 4569 or sjudelson@wlu.ca

Spectrum Prime

This is a peer support and discussion group for 2SLGBTQIA+ adults aged 50+.

Join us on the first and third Wednesdays of each month at 7pm.

We see things differently as we age. As maturing members of the 2SLGBTQIA+ community, we gather together to create a welcoming environment where we can reduce isolation and expand our network of friends. Please join us for a casual discussion and social group for maturing adults. Visit ourspectrum.com for details.



PROGRAM DESCRIPTIONS

EDUCATION

7 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.

(Virtual, September 15 @ 12 PM)

10 Warning Signs and What to Do: This talk looks at the 10 warning signs, through the lens of someone living with dementia. Three women speak on how they cope through a series of film vignettes. This presentation is very personal, and practical.

(In-Person, September 5 @ 10 AM, Evergreen Centre)

After Diagnosis for 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, October 11 @ 1 PM, Guelph Office)

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

(Virtual, October 10 @ 6 PM and December 11 @ 12 PM)

Caring For Self: 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

(Virtual, October 5 @ 10:30 AM)

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, December 13 @ 1 PM, Guelph Office)

Dementia: The Elephant in the Room: Through this talk, you will understand various types of dementia and the changes people living with dementia may experience, as well as some tips for successful interaction.

(Virtual, November 2 @ 10:30 AM)

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, October 26 @ 12 PM)

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

(Virtual, October 23 @ 6 PM and December 20 @ 12 PM)

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

(In-Person, October 16 @ 1 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, September 6 to September 27 @ 1 PM, Kitchener Office)

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, November 6 to November 27 @ 10 AM, Cambridge Office)

Groups and Gatherings: Holidays and celebration happen all year round. How can you make gatherings and group situations easier for people with dementia? Ideas for shopping and eating out are also addressed.

(Virtual, December 7 @ 10:30 AM)

Handling the Holidays: When big holidays like Christmas, Hanukkah, Diwali, and other traditional celebrations occur it can be a challenge for a person living with dementia and others in their circle. We also look at gift ideas for people at any stage of the journey.

(In-Person, December 5 @ 10 AM, Evergreen Centre)

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

(Virtual, September 29 @ 12 PM)

How Should I Respond to Changing Behaviours?:

This talk considers why people's 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 behaviour.

(Virtual, October 17 @ 6 PM and December 14 @ 12 PM)

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

(Virtual, October 19 @ 12 PM)

Mild Cognitive Impairment (MCI): MCI is when someone has minor cognitive problems (their mental abilities such as memory). This session will discuss signs, symptoms and strategies for MCI.

(In-Person and Virtual, Multiple Offerings)

M.I.N.D. Diet: The M.I.N.D. 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.)

(In-Person, December 6 @ 10 AM, Cambridge Office)

Options for Care: This is for care partners to evaluate their current caregiving needs and become informed about the long-term care process.

(Virtual, Thursdays, September 7, September 14 and September 28 @ 6 PM)

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)

Risk Reduction for Dementia: 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, December 8 @ 1 PM and October 6 @ 10 AM, Kitchener Office)

Tools for Life: This talk focuses on the lived experience of 3 women with dementia, as they share how they adapt to symptoms of dementia by examining their lives in relation to the 10 warning signs, as the signs become their new normal.

(In-Person, December 15 @ 10 AM, Kitchener Office)

U-First: 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.

(Virtual, Wednesdays, November 15 to November 29 @ 6 PM, Register by November 1)

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

(Virtual, October 3 @ 6 PM and December 5 @ 12 PM)

Young Onset Dementia: Dementia that affects a person before age 65 is called Young Onset. Please join us for a discussion of young-onset dementia, coping tips for families, and resources to access

(Virtual, September 7 @ 10:30 AM)

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 and dial ext. 2090.

(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)

RESILIENCE IN THE MIDST OF STRESS AND GRIEF

This 4-week group program "provides a new way to help you find meaning and hope in your relationship with someone you love who has dementia. The goal is to help you increase your resiliency - your ability to withstand and grow even stronger despite the stress and grief"

(In-Person, September 13 to October 4, @ 10 AM, Kitchener Office)

SOCIAL RECREATION

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

(In-Person and Virtual, Multiple Offerings)

Friendly Faces: In Person offering (for those living with dementia) at varying locations: Informal social program designed with the intention of building friendships among participants through recreation-based activities

(In-Person, Tuesdays @ 10 AM, Kitchener, Cambridge and Guelph Locations)

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)

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

(Virtual, Mondays @ 1:30 PM)

Sharing Our Voices: Get involved with this intergenerational program that invites youth and older adults living with dementia to connect through art and storytelling. Build social connections and explore collaborative, creative processes together.

(In-Person, Location and times to vary)

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)



Your Gift Matched this September!

**This September,
YOU can make DOUBLE the impact!**

Become a monthly donor,
and your gift will be matched for the entire year.

Donate today at alzheimerww.ca

and your gift will go twice as far toward helping people living with dementia find support and make valuable connections through social recreation programs.

**Monthly donors help people living with
dementia to live their best day.**

TERMS OF SERVICE

The Alzheimer Society Waterloo Wellington's (ASWW) role is to support persons living with dementia and their care partners in living well with a dementia diagnosis.

Our programs and services include support and education groups, 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 journey. Some French language services are available upon request.

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

Information we keep on file may include the following:

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

ASWW operates as a team where all staff and student interns are ethically bound by confidentiality. Information is only shared where it is found to be clinically necessary and helpful in providing service to you.

Your health information may be shared with or collected from your 'circle of care.' The circle of care refers to individuals and organizations who provide services to you. This may include: doctors, hospitals, Home and Community Care Support Services, day program providers and community support services. You can tell us if you do not want us to share information with certain members of your circle. You may also permit us, verbally or in writing, to share your personal information with any individual or organization outside of your circle of care.

Exceptions to confidentiality in which staff members must report or are required to share your personal health information without your permission include some of the following examples:

- A. Medical emergencies
- B. Court-order
- C. If we believe you or someone you know is at risk of or experiencing harm to self or others
- D. If a child under the age of 16 could be at risk
- E. Professional misconduct in the form of abuse or behaviour that has placed you or someone you know at risk

One can discuss questions or concerns about our Terms of Service with an ASWW staff member.

Alternatively, you may contact our office and request to speak with ASWW's privacy officer for more information or to make a complaint by contacting Michelle Martin by email: mmartin@alzheimerww.ca or by calling our offices, ext. 2014. You may also forward complaints about ASWW's handling of your information to the Information and Privacy Commissioner of Ontario: by phone (1-800-387-0073); or by mail (1400-2 Bloor Street East, Toronto, Ontario, M4W 1A8).

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

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



Contact Information

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

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

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

Follow Us



Charitable Registration Number:

10670 5338 RR0001