

Alzheimer Society

DURHAM REGION



Annual Report 2020-2021

SUPPORT. EDUCATION. COMMUNITY.

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“ I recently attended one of the Alzheimer Society of Durham Region's online education sessions and was very impressed with the information presented. Staff are knowledgeable and impart information which is very relevant and encouraging. Staff were also caring and attentive and answered our concerns in private chats. Keep up the good work! ”

A Message from the Board Chair and CEO

What a year it has been! The impact of the pandemic upon those living with dementia and their care partners has been devastating, with extraordinary levels of isolation, anxiety and fear.

The Alzheimer Society of Durham Region (ASDR) worked, alongside its health-system partners, to meet the increasing needs of those we serve in new and innovative ways. We adapted and modified our programming to virtual platforms for our family support, education, adult day program, recreational and clinical activities. While virtual does not fulfil that need for human contact, it did allow us to stay connected and support those we serve. For those who were not familiar with technology, we were able to obtain grants that provided tablets to those individuals and our amazing staff provided the support to get connected. It has certainly been a new way of doing business for all!

Then there are our generous volunteers and donors who continued to support our mission. To each of you, we thank you for recognizing the value of the work of the Alzheimer Society. We count on you to make what we do possible through your contributions of time, money and enthusiasm. Our volunteers, including our Board of Directors, our monthly and individual donors, our sponsors and others stepped up to help us make it through one of the most challenging years in ASDR's existence. We

Megan

Megan Hanzal
Chair, Board of Directors

couldn't have done it without you!

Finally, to our amazing staff team, we owe a great deal of thanks. You stepped up when we really didn't know where the path was leading us. You had to adapt very quickly to a new way of working and you did so in a positive way, knowing that you would continue to make a difference in someone's life, on a daily basis. Thank you all!

As we start to move out of the pandemic, through a generous grant from the Ontario Trillium Foundation, ASDR is building solid business and fundraising plans that will help us adapt and meet the changing needs of our clients post-pandemic. Stay tuned for more news on future plans.

While this year has been one of unprecedented challenges and change, our hope is that we can reflect on this point in history as one of resilience. As we return to normal, we will be able to reflect on how this part of our journey can be remembered with compassion shown for others and the human kindness that was found in our everyday lives. May the coming year return us all to a gentler, positive way of life.

Denyse

Denyse Newton
Chief Executive Officer

Board of Directors



Megan Hanzal
Board Chair



Denyse Newton
Chief Executive Officer



Kelly Turcotte
Vice-Chair



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Liane Strus



Sheryl Wedderburn



Carolyn Wilson

About Us



Our Vision, Mission and Values

Our vision: To live in a community where people living with Alzheimer's disease and other dementias are accepted and supported in their environment.

Our mission: To improve the quality of life of people living with Alzheimer's disease or other dementias and their care partners.

Our values:

Accountability—We take personal responsibility for using our resources efficiently, achieving measurable results and being accountable to individuals living with dementia, their care partners, our funders and our community.

Collaboration—We respect and value each other, thrive on our diversity and work with partners to leverage our collective strength in making a difference for those we serve.

Respect—We act in ways that honour the dignity, uniqueness and worth of every person.

Excellence—We strive to be the best at what we do and a model for others to follow.

Innovation—We are committed to finding new ways to enhance the quality of life for those living with dementia and their care partners.

Empowerment—We support individuals rights' to ask for what is needed to improve their quality of life.

2020-2021 Strategic Priorities

Targets and Goals Reached

EXPAND OUR REACH AND IMPACT

- ✓ Moved to virtual platforms to reach clients during pandemic
- ✓ Increased reach by five per cent in Francophone and Anglophone communities
- ✓ Increased number of referral sources
- ✓ Established Diversity, Equity and Inclusion staff committee

SUPPORT RESILIENCY THROUGH PEER CONNECTIONS AND MENTORSHIP

- ✓ Expanded and increased online peer-led support groups
- ✓ Developed volunteer champions to deliver training and orientation
- ✓ Increased online recreation programs to keep persons living with dementia and care partners engaged and healthy

INNOVATIVE, CLIENT-DESIGNED PROGRAMMING

- ✓ Expanded Young Onset Dementia Adult Day Program (ADP) to include online programming
- ✓ Co-designed in-person and online ADP activities with persons living with dementia
- ✓ Developed Activity Kit program
- ✓ Care partner wellness supported through new Mindfulness cognitive-based therapy group
- ✓ Offered new online support groups

“*The late-stage webinar was sensational. Thought provoking topics and issues discussed, polls used, lively chat...so many avenues to interact with the speaker and group. Great work!*”

ADVANCE A SUPPORTIVE AND KNOWLEDGE-BASED DEMENTIA-CARE NETWORK

- ✓ Provided leadership on the Durham Ontario Health Team and working groups
- ✓ Piloted virtual U-First® training for health-care professionals/students
- ✓ Advanced Dementia-Friendly Communities training

ENHANCE THE EXCELLENCE, CAPACITY AND SUSTAINABILITY OF ALZHEIMER SOCIETY OF DURHAM REGION

- ✓ Heightened awareness through social media channels
- ✓ Utilized virtual technology to deliver programs
- ✓ Advanced quality improvement focus
- ✓ Staff trained in Racial Equity, 2SLGBTQIA+ awareness and Grief and Bereavement

Our Impact

TOTAL INTERACTIONS

13,426



Registered clients served

1,733

FAMILY SUPPORT

of 1:1/Family Support visits

4,277

of support groups facilitated

197

of participants in attendance at support groups

1,209



COMMUNITY EDUCATION

of education sessions

120

of group participants in attendance at education events

2,632



FRENCH LANGUAGE SERVICES

of support and education groups

51

of participants in attendance at support and education groups

517



MINT MEMORY CLINICS

of individuals served

844

of visits

1,915

of hours of care provided

1,648



ACTIVE LIVING

TOTAL # of participants

680

online active living group sessions

72



Community Education

Our Community Education Team hosts a variety of workshops, seminars, training and education sessions for people living with dementia, care partners, health-care professionals and community partners.



Due to the pandemic, we shifted our focus to offer virtual access to our community education programs and expanded the use of technology to deliver exceptional education experiences. In addition, we trialed a conference-style platform for World Alzheimer's Day and worked with Zoom's webinar feature to host speaker-based sessions for family and health-care professionals.

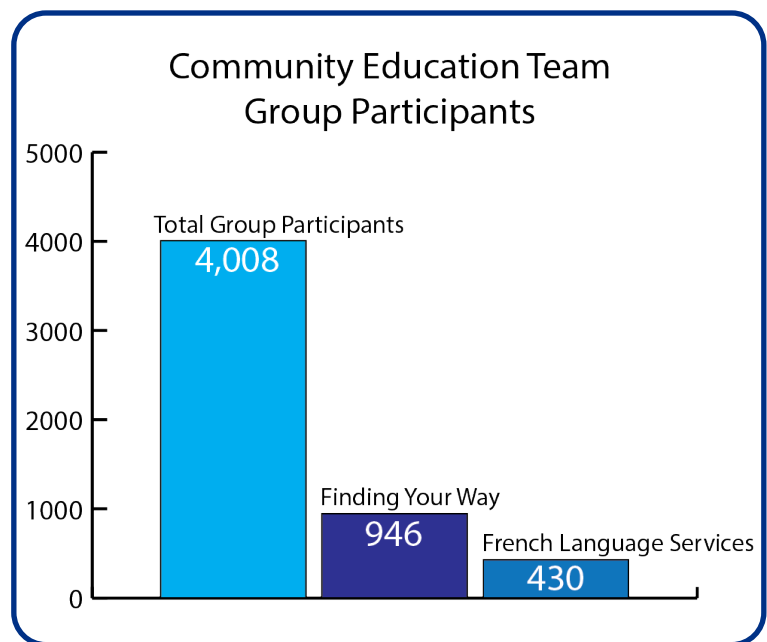
Our online presentations allowed families and friends to join sessions together, regardless of geographical location. Care partners, who had been unable to attend in-person education programming in the past due to geographical boundaries (they live in a different region than their loved one living with dementia) or were unable to attend due to difficulties obtaining respite, found they were able to participate in our online workshops and seminars. We even had international attendees at some of our events!

We increased the number of community partners attending education sessions and received positive responses from guest speakers, who provided virtual sessions.

Two presentations given in partnership with community organizations had over 400 attendees at each session!

This year we offered Finding Your Way programs in three languages (English, French and Spanish) and trained more than 940 participants!

We actively engaged younger demographics with presentations for high school and college students.



Services en français



Nous avons accueilli un groupe de 517 participants francophones dans le cadre de nos ateliers d'éducation et de soutien en ligne!

Nous continuons d'élargir nos services en français et nous sommes désormais considérés comme un fournisseur

de services de santé en français pour la région du Centre-Est. Nous avons établi d'importants partenariats avec l'Entité 4, l'Association canadienne pour la santé mentale, le Programme de jour pour adultes du Centre d'Accueil Heritage, le Collège Boréal et la Clinique Geriatric Assessment and Intervention Network.

Nous avons accru la fréquence de nos programmes en ligne en français, y compris nos programmes Premières étapes et Prochaines étapes, les options de séances et d'ateliers sur les soins en matière de

santé cérébrale, les programmes de sensibilisation aux troubles cognitifs et les programmes sur la perte ambiguë.

En collaboration avec le personnel de soutien aux familles, nous avons co animé les séances du groupe social en ligne francophone Parlons à Cœur Ouvert, qui avaient lieu deux fois par semaine et qui attiraient de nombreux participants. Nous avons également effectué des suivis et des vérifications de l'état de santé par téléphone auprès de clients nouveaux et de plus longue date.

Notre clientèle francophone a presque doublé cette année, ce qui témoigne d'une croissance considérable au sein du programme.

“ Je tiens à remercier la Société Alzheimer de la région de Durham d'offrir des services en français; elle a toute ma reconnaissance. Alors que je trouve souvent difficile de prendre soin de mon mari, qui est atteint de la maladie d'Alzheimer, la Société nous fournit des services extraordinaires. Son équipe m'offre encouragements et conseils. Les appels hebdomadaires me sont d'un grand soutien et ils sont nécessaires pour ma famille et pour moi. Malgré la COVID 19, la Société a été en mesure de maintenir ses services et un soutien solide. Je vous prie de continuer à offrir ce service fort nécessaire et vous remercie grandement pour tout ce que vous faites. ”



Active Living

Our Active Living programs are open to persons living with dementia and their care partners. Our programs offer participants enhanced physical and emotional benefits, including increased confidence, a sense of accomplishment and social and intellectual stimulation from meeting new people and visiting new places.

Young Onset Adult Day Program (ADP) "The Friendly Place"

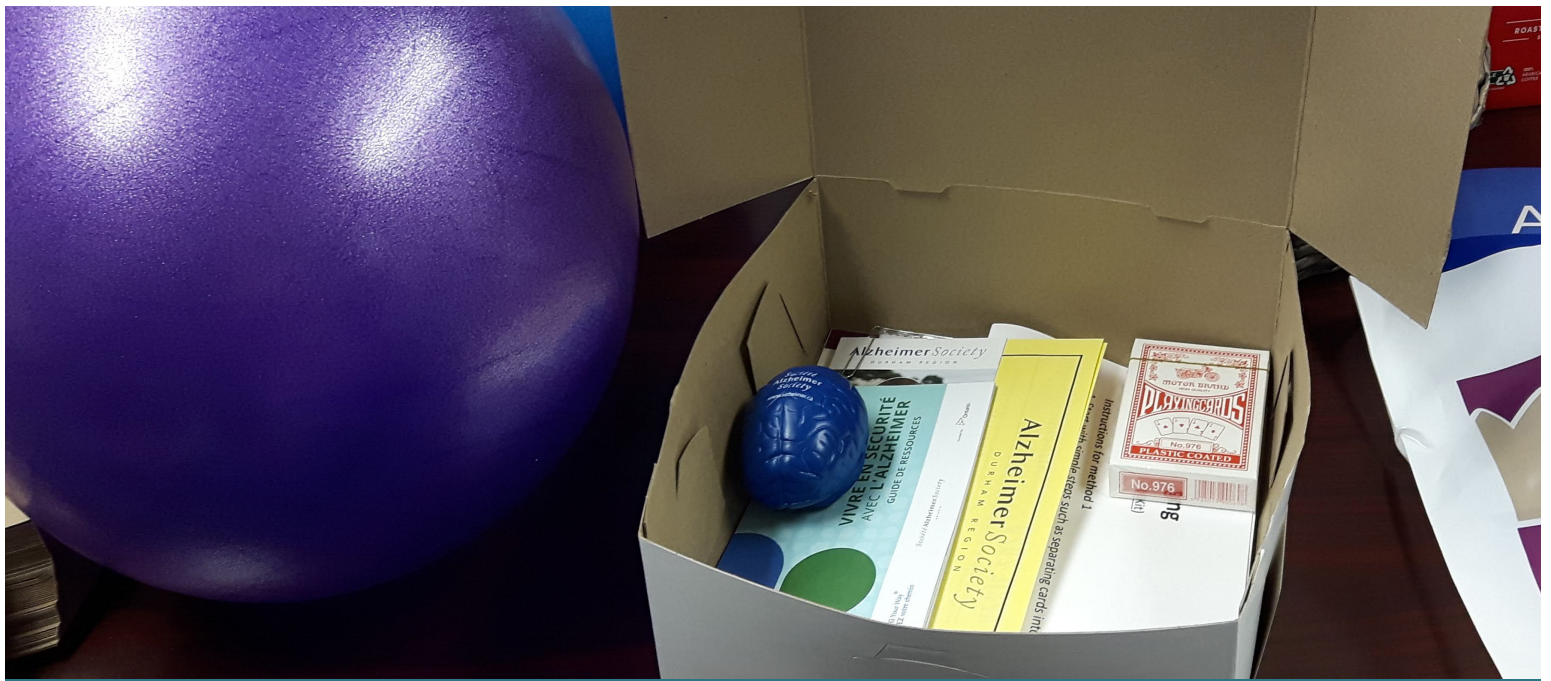
A global pandemic wasn't going to stop us from continuing to offer our Young Onset Adult Day Program (ADP) clients a 'Friendly Place' to connect. We created a hybrid alternative, offering a combination of in-person and online programming. The program, created for persons diagnosed with dementia prior to age 65, started in April and ran throughout the year.

Safety of staff, volunteers and participants continued to be a priority. The ADP space was outfitted for safety for all in-person activities, and small groups

continued to meet with public health measures and PPE in place. Due to stay-at-home orders, in-person programming ran from November-December, and again in February-April.

Despite not being able to run our in-person program three days each week as planned, virtual sessions were offered three days per week as a chance for members to continue to socialize, participate and engage with peers. Members continued to be involved with planning activities for both in-person and online programs and Zoom DJs and virtual trivia were a highlight!





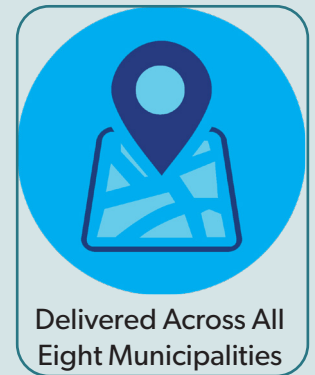
Active Living

COVID-19 couldn't stop our social and recreation programs from keeping participants active and engaged. We continued to offer our popular Minds in Motion® program and were able to increase participation by adding a second class each week thanks to a generous donation from Ontario Power Generation.

Our Zoom Cafés continued to keep participants connected and our Virtual Farm Tours in partnership with WindReach Farm were a tremendous success.

In total, we offered 72 online social and recreation group sessions to over 680 participants!

In addition to shifting our programs online, we knew we needed to reach members of our community who were not active online. Thanks to dedicated staff and volunteers, we were able to deliver a total of 220 activity boxes to persons living with dementia and their care partners. We were able to provide porch drop-offs within all eight municipalities throughout Durham Region. From the success of our activity kits, we have expanded our outreach to include recreation kits and even piloted a project with robotic pets.



Support Services and Groups

Family Support Services and Groups

Our Family Support Team delivers to individuals living with dementia and their families a variety of supports, tailored to their individual needs. From coping techniques to therapeutic counselling, our First Link® Care Navigators and Counsellors provide assistance and support to face the challenges that living with dementia may bring. Our trained staff offers individuals living with dementia and their families a comprehensive overview of dementia, health-system navigation and care planning and overall support on their journey with dementia.

Throughout Durham Region, we support persons living with dementia and their care partners via home visits, office visits and virtual visits (online, by phone and email). Due to COVID-19 restrictions, we enhanced our virtual care supports, offering clients one-on-one online counselling, navigation visits and support groups. The Family Support Team completed over 3,500 virtual visits this year.

We created new care partner support groups to address the growing and changing needs of caregivers during the pandemic, including Support Group for Care Partners of Those Living in Long-Term Care or Retirement Homes, Support Group for Care Partners for Those Providing Care in the Community, Living with Loss Support Group, and Francophone Care Partner Support Group.

We offered weekly care partner social groups and a peer-led Men's Breakfast group to provide an opportunity for care partners to meet virtually during this difficult year, which has been marked by periods of devastating social isolation.

Family Support staff engaged in many different professional development opportunities over the year, including training in Racial Equity, Grief and Bereavement, 2SLGBTQIA+ awareness and courses in Motivating Healthy Behaviours and Cognitive Behavioural Therapy.

MINT Memory Clinics

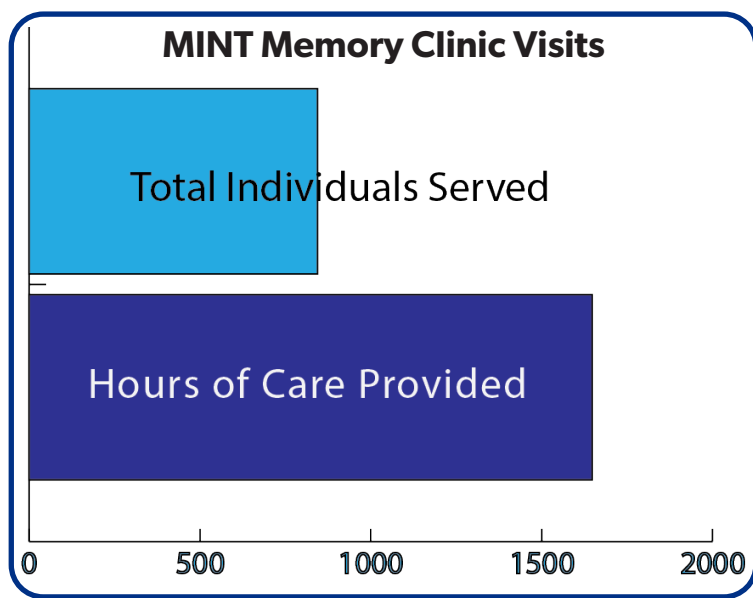
Our MINT Memory Clinic Team works together with specially trained physicians to provide early diagnosis, treatment and support for those experiencing memory concerns.

This year, our team continued to support three MINT Memory Clinic locations within Durham Region and Scarborough, as well as completing home visits in the community. However, as a result of COVID-19, MINT in-person clinics were closed for several months.



Support Services and Groups

The pandemic and public health restrictions sparked ingenuity and innovation and we adapted to deliver cognitive assessments over Zoom. Patients had the opportunity to participate in a memory clinic appointment online, which allowed for necessary appointments to continue. With an online delivery model, new patients could be assessed and wait times were managed accordingly. In total, the MINT Memory Clinic held over 1,915 patient visits.



Enhancing Care (EC) Program

Developed by the Sinai Health System Reitman Centre

The EC program is a specialized therapeutic training program that is designed to address the needs of family and other unpaid care partners. This program provides practical skill-building and emotional support to help care partners deal with the stress and complexities of caregiving.

Over 250 online visits were completed throughout the year by ASDR's Dementia Care Partner Counsellor.

With the support from Sinai Health System Reitman Centre, ASDR was the first partner site to pilot TEACH and CARERS online. The program was a success and we continued to offer both TEACH and CARERS online for the duration of the year, resulting in little disruption to service and continued support to care partners.

The Reitman Centre's new Mindfulness program was developed and offered care partners an opportunity to more effectively recognize and cope with internal and external stressors. The program was well received, given the challenges care partners faced during the pandemic.

“If there was one suggestion I would give to another caregiver, it would be to join a support group. It is one way to help take care of yourself. Your friends will still be important to you, but only other caregivers can really understand what you are going through on a day-to-day basis. I don't know what I would have done without the Alzheimer Society of Durham Region's support.”

Care Partner

My Dementia Journey: Gail's Story



Gail's Story

Grief and loss can accompany a dementia diagnosis, but according to Gail, wife and care partner to Bob, who was diagnosed with Lewy body dementia, there's also hope and promise in living life to the fullest, one day at a time.

But finding moments to celebrate each day wasn't always easy.

"The successes in caregiving can only now be viewed in retrospect," says Gail. "Bob's condition progressed so rapidly that caring for him at home, as long as I was able, took every ounce of ingenuity and determination I could muster. A trip to Newfoundland in May 2017 is the best recent memory I have of a great time together, in spite of what was already beginning to happen."

Earlier that year, Bob started noticing memory challenges and his family doctor referred him to a memory clinic. He was assessed in March 2018 and despite his concerns, he earned a perfect score on the memory test.

A year later, in January 2019, Bob had a transient ischemic attack (TIA) and a followup memory test in March also resulted in a perfect score.

In September 2019, however, he suffered another TIA and things changed rapidly. His next assessment at the memory clinic in October showed a significant decline in memory and cognitive functioning and his driver's licence was retired.

"From September 2019, Bob didn't recognize his home or family members—daughter, son or, me, his wife," says Gail. "The progression of the disease was rapid and shocking to witness. We all felt that we had lost him."

In December 2019, Bob was diagnosed with Lewy body dementia.

"He was experiencing hallucinations and delusions and his behaviour was becoming more difficult to manage," says Gail.

The family needed more support. Gail and Bob were referred to the Alzheimer Society of Durham Region (ASDR) and a First Link Counsellor made a home visit to explain the programs and services available to them.

"Bob and I signed up for and attended four education sessions at the ASDR, and our daughter and son accompanied me to a Saturday day-long workshop for family members," says Gail. "These workshops were very helpful and introduced us to further support available for care partners."

Gail then attended the five-session TEACH Program

My Dementia Journey: Gail's Story

and an eight-session CARERS Program.

Gail continues to maintain regular contact with the CARERS group members. She also participated in a Mindfulness Meditation program.

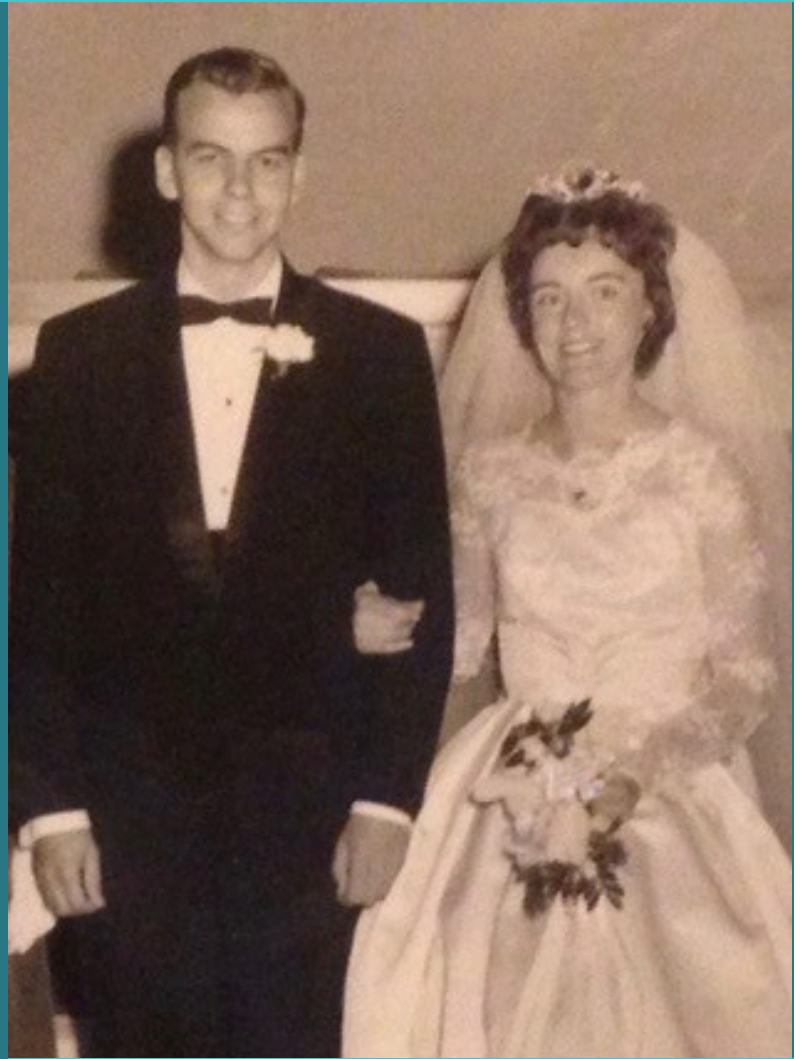
"I am ever so grateful for the work of the Alzheimer Society of Durham Region," says Gail. "There is so little general understanding of dementia—the commonalities and differences in its expression. Education is fundamental to understanding the signs, symptoms, treatments and supports available, as well as learning about ongoing research. The Alzheimer Society of Durham Region is an essential resource. Even a year into our journey, our First Link Counsellor continues to provide regular check-in calls."

In February 2020, Bob had a third TIA, and despite a background in nursing and clinical experience with dementia, Gail found it increasingly difficult to care for him and he was placed in a long-term care home.

"I wanted to care for him at home but came to realize that was not going to be possible," says Gail. "Because of the dramatic onset and progression of his particular form of dementia, the hallucinations and delusions caused safety concerns. He was getting up frequently in the night and going outside in his pyjamas and showed aggression toward the PSW we hired and also toward me."

A dementia diagnosis brings challenges, but there are still successes and moments to celebrate and cherish, and getting help early is essential.

"Contact the Alzheimer Society of Durham Region," says Gail. "Staff and programs are ready to assist you, so learn as much as you can about the disease and strategies for caregiving; familiarize yourself with the support and resources available, both from the health-care system and other community agencies,



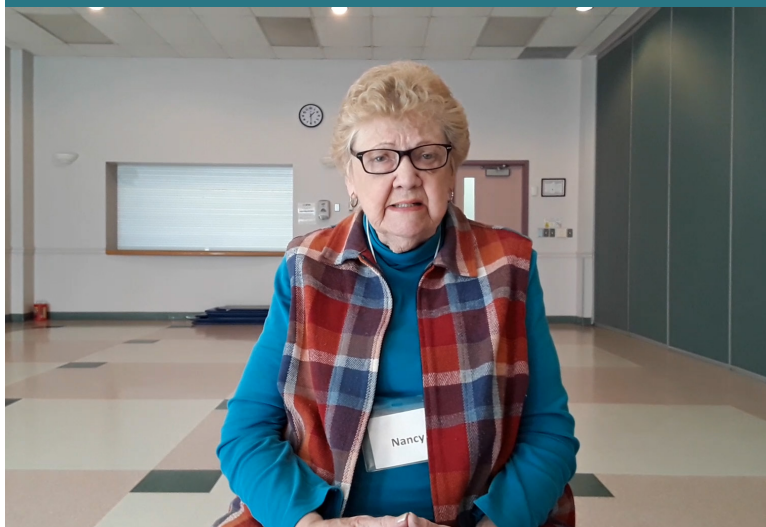
Gail's Story Cont'd

and incorporate them into your caregiving plan; and recognize the importance of self-care—apply the oxygen mask to yourself before helping others."

The Alzheimer Society of Durham Region is here to support you every step of the way throughout your entire dementia journey. You are not alone.

Gail explains, "In the midst of the grief and loss experienced by family members as they live with this devastating disease, the support of the Alzheimer Society of Durham Region is invaluable."

My Dementia Journey: Nancy's Story



Nancy's Story

Nancy and her husband, John, moved to Durham Region 24 years ago. After Nancy noticed worrisome changes in John's cognition, the couple attended a memory clinic in downtown Toronto and John was diagnosed with Alzheimer's disease.

At first, the cognitive decline and behaviour changes were manageable, but as the disease progressed, the couple were referred to programs through the Alzheimer Society of Durham Region (ASDR).

The couple attended education workshops and support groups. John particularly enjoyed the Active Living programs, like Minds in Motion®. He always looked forward to the social conversations and physical exercise.

"The social and recreation programs were a huge help to me because John always had a lot of energy,"

says Nancy. "He always had to be doing something, which wore me out."

Dementia doesn't just affect the person living with the disease. Care partners are overwhelmed and feel isolated by the sheer magnitude of caregiving.

"Dementia is a terrible disease," says Nancy. "It can feel like you're living with a stranger, someone completely different than the person you love, the person you've lived with and known for decades."

Nancy took solace in the services provided by ASDR. She accessed support groups and education programs specifically targeted to care partners and valued the compassionate support she received.

"The Alzheimer Society of Durham Region has been very supportive of me, and thousands like me," says Nancy. "This disease is devastating for the care partners. It's heart-wrenching to watch the person you love slowly slip away. Without the ASDR, trying to navigate the changes brought on by this disease would have been 10 times worse. I honestly don't know what we would have done without them."

John passed away six years ago. Nancy continued to volunteer with the Society for several years afterwards and still recalls the gratitude she felt as she struggled through one of the most devastating challenges of her life.

Holding back tears, Nancy's voice caught, "Those programs were a godsend because it made me feel that somebody cared for him and me as well."

“Those programs were a godsend because it made me feel that somebody cared for him and me as well.”

Testimonials

“ I’m not sure what I would do without the continued support I receive from the Alzheimer Society of Durham Region. Attending online support groups, facilitated by trained and experienced counsellors has been a lifeline. Dealing with the ambiguous loss of your family member is gut wrenching, and so far, I have never found it gets any easier. It’s heartbreaking to see my mom so confused and unhappy, every single day. The first time she didn’t recognize me I was shocked. She knew I was someone important in her life, and for that I was grateful because I truly believe it made things a bit easier for her that day. Living through this illness with her is the hardest thing I have ever had to do, but I feel privileged to have the opportunity to be there with her. And on the good days when she laughs at jokes and is more like her old self, I laugh with her and treasure these moments like gold. ”

“ Oh my goodness. The recreation kit arrived. It is AWESOME! We are playing ball already. His cognition and his ability to move around safely without help are both quite limited now, but you’d hardly know that by watching him play. It’s quite remarkable. I enjoyed it too. After playing with the ball, we moved onto sorting the cards and then putting them in suits. This recreation kit is the best thing that has happened for weeks! Thank you all so very much. ”



IG Wealth Management Walk for Alzheimer's

IG WEALTH MANAGEMENT **WALK FOR ALZHEIMER'S**

Alzheimer Society

Locally presented by:

Tim Hortons

Over
\$72,000
Raised!

179
Participants!



IG Wealth Management Walk for Alzheimer's

Thank you—two small words with so much impact.

Thank you for supporting our 2020 IG Wealth Management Walk for Alzheimer's. While we couldn't physically be together, we joined thousands of walkers across Canada in the first ever, IG Wealth Management Walk for Alzheimer's virtual event steamed live from coast to coast! We also organized our first Motorcade for Memories across Durham Region to join in solidarity with long-term care and retirement homes in our community.

In this unprecedented time of change and uncertainty, those living with Alzheimer's disease and other dementias need our support more than ever. The Alzheimer Society of Durham Region is committed to serving some of our community's most vulnerable citizens, and we couldn't do it without your help.

Thank you for helping us continue our mission to improve the quality of life of people living with Alzheimer's disease or other dementias and their care partners.

Thank you for supporting our vision to live in a community where people living with Alzheimer's disease and other dementias are accepted and supported in their environment.

Thank you for helping to fund our vital programming, resources and support services.

The Walk looked very different this year, but you rose to the challenge by continuing your support. You proved that our connections matter and we can make a difference in the lives of those we serve.

Thanks to you, the 2020 IG Wealth Management Walk for Alzheimer's was a virtual success and raised over \$72,000!

Thank you for believing in us.

Thank you for supporting us.

We couldn't have done it without you!

Media Sponsors:



Thank you to all our sponsors!



Remedy'sRx.





Christmas Mini Shoot

Thank you to everyone who took part in our first Christmas Mini Shoot Photo Sessions! It was a fun event filled with family bubbles, pets and smiles galore. Participants received five high-res digital images and all proceeds went to support our mission of improving the lives of those living with Alzheimer's disease and other dementias and their care partners.



**Thank
You!**





Community Giving

The Alzheimer Society of Durham Region (ASDR) was thrilled to be part of the newly revamped Fund Engine, in partnership with the Alzheimer Society of Ontario (ASO). Together with other Alzheimer Societies from across the province, ASDR pooled resources to help share services, expertise and fundraising initiatives. As part of the Fund Engine, ASDR received \$300 from Alzheimer Society of Toronto's virtual Unforgettable Gala, \$1,915 from ASO's Giving Tuesday Campaign and more than \$10,500 from the Catherine Booth and Michael Kirk holiday campaign.

In addition to our joint initiatives, our direct mail campaign raised more than \$28,000 thanks to Gail's heartfelt story about her dementia journey with husband, Bob.

From November to December 2020 alone, ASDR received a total of \$54,615 from generous donors throughout Durham Region!

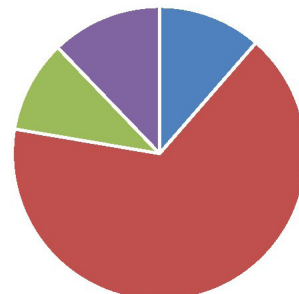
Over
\$162,000
Donated!



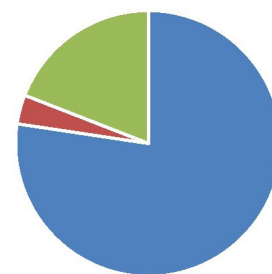
Financial Report

Statement of Operation
For 12 Month Period Ended March 31, 2021
 (in dollars)

REVENUE	2020	2021
Support from the Public	452,884	301,262
Government Health Programs	2,010,853	1,751,114
Provincial Grants & Other Income (1)	335,586	268,330
Unrealized gain (loss) on Investments (2)	-201,269	321,737
Total revenues	2,598,054	2,642,443



EXPENSES	2020	2021
Programs and services	2,186,943	1,863,988
Fundraising	574,766	85,278
Administration	122,060	460,044
Total expenses	2,883,769	2,409,310
Excess (deficiency) of revenue over expenses	(285,715)	233,133



Complete audited financial statements are available at www.alzheimer.ca/durham



Alzheimer Society

DURHAM REGION

DONATE TODAY

www.alzheimer.ca/durham

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Whitby, ON L1N 9B2
Phone: 905-576-2567 | Toll-free: 1-888-301-1106
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Instagram: @alzdurham
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Charitable registration number:
10670 5296 RR0001

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