

# Program & Resource Guide

For People Living With Dementia and Their  
Care Partners, Family, and Friends



*Soci t  Alzheimer Society*  
NIAGARA REGION

**CONTACT INFORMATION:**

Alzheimer Society of Niagara Region  
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Ph: (905) 687- 3914  
Fax: (905) 687- 9952  
[www.alzheimerniagara.ca](http://www.alzheimerniagara.ca)



See our Program Calendar online  
[www.alzheimerniagara.ca/events](http://www.alzheimerniagara.ca/events)



## INTRODUCTION

Welcome to our Program Guide where you will learn about programs offered by the Alzheimer Society of Niagara Region, as well as services offered within our community.

We are not just about Alzheimer's disease, our staff are knowledgeable about all dementias and forms of cognitive impairment, and can provide help throughout the continuum of care.

Dementia doesn't discriminate and can affect anyone. It's one of the fastest growing diseases of our time and in order for persons living with dementia and their care partners to live well, they need to be linked to a community of education, support and quality services.

## HOW TO ACCESS OUR PROGRAMS AND SERVICES

### **First Link® - Connecting you to information, support and services**

First Link is the gateway to assist individuals, physicians and health and community service providers to directly refer people experiencing cognitive changes or living with dementia and their families to the Alzheimer Society for services and support at the time of diagnosis and throughout the duration of the disease.

A First Link staff member is available to present to clinical staff/teams on the benefits of early diagnosis and or referral process to programs and services. Call our office to book your presentation.

**You do not need a referral from a doctor to access our services.**

**The Alzheimer Society offers a wide variety of Education, Support and Social Recreation Programs. Registration is required for all programs.**

**Programs are subject to change.**

**Please call [905-687-3914](tel:905-687-3914) or visit [www.alzheimerniagara.ca/events](http://www.alzheimerniagara.ca/events) to register and view all dates, times, and locations for upcoming programs and events.**



***"The amount of respect and understanding is awesome. Finally someone understands us and supports us. Being involved in programs has allowed us to network with resources and others who are on the same journey."***

***- Person living with dementia***

## WHO WE ARE

The Alzheimer Society of Niagara Region offers a variety of services to support individuals with dementia, their families, caregivers (both formal and informal), and the public at large. Our services include specialized counselling to mitigate risk, wellness and social programs, as well as, a variety of education sessions tailored to the needs of our clientele and community.

The goal of our programming is that people living at home with dementia and their families share experiences, participate in community-based activities and receive individualized support toward safe and active community living.

### Our Mission

To advocate for and with people living with dementia and their care partners and provide access to a diverse range of appropriate resources and supports. Particularly, to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

### Our Vision

A community where individuals with dementia and their care partners are fully supported to maximize their quality of life and well-being. Ultimately, a world without Alzheimer's disease and other dementias.

### Our Values: CARE

- ✦ **Collaboration:** We continually seek new opportunities for collaboration with all stakeholders to enhance the range of coordinated services available to meet the needs of this unique population and educate the general public.
- ✦ **Accountability:** We believe in openness and transparency. We are accountable for our actions and decisions to those we serve and to those who fund and support our organization.
- ✦ **Respect:** We value commitment, integrity and consistency. Dealing fairly, acting ethically and showing respect are cornerstones of our future growth and success.
- ✦ **Excellence:** We are committed to innovation and sustainability. We are leaders in the development and delivery of services that use a holistic, client-centered approach that is inclusive of all care

## LAND ACKNOWLEDGEMENT

The Alzheimer Society of Niagara Region operates on the traditional lands of the Anishaabeg, Haudenosaunee, Atowonderuk (Neutral) and Mississauga of the Credit First Nation. The traditional lands are represented through the Between the Lakes Purchase (Treaty 3, 1792) and the Niagara Purchase (Treaty 381).

The work of the Alzheimer Society aims to reduce stigma, promote inclusivity and remove societal barriers for its clients to maximize their quality of life. In the spirit of the Dish with One Spoon Wampum agreement, we reflect on the history of these lands, to never forget our nation's past, to support our own learning, and to inform our practices in achieving the same aims.

# PRIVACY NOTICE

## How We Protect Your Privacy

We handle and protect your personal health information in accordance with Ontario's Personal Health Information Protection Act, 2004 (PHIPA) and any other laws that we are required to follow. We provide training, follow established policies, and take other steps to ensure that our staff and anyone else acting on our behalf protects your privacy.

## Collection, Use, and Disclosure of Personal Health Information

Your request for care from us implies consent for our collection, use, and disclosure of your personal health information for the following purposes:

- ✦ to provide and assist in the provision of health care to you through our services, programs, and facilities;
- ✦ to plan, administer, and manage the operation of our services, programs, and facilities;
- ✦ to manage risk and improve the quality and safety of our services and programs;
- ✦ to educate or train our agents to provide health care;
- ✦ to comply with legal and regulatory requirements; and
- ✦ to fulfill other purposes that are permitted or required by law.

From time to time, we may communicate about your care with your other health care providers, including collecting, using, and disclosing your personal health information through electronic medical information systems (sometimes called electronic health records, eHealth records, electronic medical records, etc.). If you would like more information about the electronic medical information systems we use, please speak with our Privacy Contact. Any uses of your personal health information other than those mentioned above would require your express consent.

## Your Rights and Choices

The Personal Health Information Protection Act provides you with certain rights related to your personal health information under our custody or control. Please communicate with our Privacy Contact for more information related to your rights:

- ✦ to see and get a copy of your personal health information;
- ✦ to ask us to make corrections to inaccurate or incomplete personal health information;
- ✦ to withdraw your consent to our collection and use of your personal health information or its disclosure to other health care providers (subject to certain legal obligations); and
- ✦ to be informed if your personal health information is lost, stolen, or improperly accessed.

## Our Privacy Contact

For more information or to raise a concern about our privacy practices, please contact our Privacy Officer. For more information about your privacy rights, or if you are unable to resolve an issue directly with our Privacy Officer and wish to make a complaint, contact the Information and Privacy Commissioner of Ontario.

**ASNR Privacy Officer:** David Angus  
**Phone:** [\(905\) 687-6856 x 537](tel:(905)687-6856x537)  
**Email:** [dangus@alzheimeriniagara.ca](mailto:dangus@alzheimeriniagara.ca)  
**Address:** 1-403 Ontario Street  
St. Catharines, ON L2N 1L5

**Information and Privacy Commissioner of Ontario**  
**Toll Free:** [1-800-387-0073](tel:1-800-387-0073)  
**Email:** [info@ipc.on.ca](mailto:info@ipc.on.ca)  
**Address:** 2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8

# CLIENT BILL OF RIGHTS

The Client Bill of Rights has been adapted from the Connecting Care Act, 2019, to assert and promote the dignity and worth of all people who use our services. It is intended to emphasize the rights of clients rather than organizational convenience. Policies at the Alzheimer Society are consistent with the Client Bill of Rights.

The Board of Directors of the Society endorse the Client Bill of Rights and, in so doing, create expectations that all Society personnel will respect and uphold the Client Bill of Rights; will promote awareness and understanding of the Client Bill of Rights; and will interpret the Client Bill of Rights as broadly and generously as is consistent with its responsibility to clients collectively. Every client has the right to be provided with a written copy of, and assistance in understanding, the Client Bill of Rights.

## As a Client, you have:

### RIGHTS

- ✦ The right to receive services in a respectful manner and to be free from physical, sexual, mental, emotional, verbal, and financial abuse by the provider.
- ✦ The right to receive services in a manner that respects your dignity and privacy and that promotes autonomy and participation in decision-making.
- ✦ The right to receive services in a manner that recognizes the client's individuality and that is sensitive to and responds to the client's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial, and cultural factors.
- ✦ The right to receive services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
- ✦ The right to receive services in a culturally safe manner who identifies as First Nations, Métis, or Inuit.
- ✦ The right to clear and accessible information about their services.
- ✦ The right to designate a person to be present with them during assessments.
- ✦ The right to participate in and/or designate a person in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.
- ✦ The right to receive assistance in coordinating services from the health service provider or Ontario Health Team.
- ✦ The right to raise concerns or recommend changes in connection with the service provided to them and in connection with policies and decisions that affect their interests, without fear of interference, coercion, discrimination, or reprisal.
- ✦ The right to be informed of the laws, rules and policies affecting the operation of the provider of the home and community care service, including this Client Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.
- ✦ The right to give or refuse consent to the provision of service.
- ✦ The right to receive services in a culturally safe and person-centered manner.

### RESPONSIBILITIES

- ✦ To understand that verbal or physical abuse of staff, students and volunteers, and visitors will not be tolerated
- ✦ To be respectful of other clients, visitors, and staff
- ✦ To take part in your care plan to the best of your ability
- ✦ To understand that the needs of other clients may sometimes be more urgent than your own
- ✦ To be honest about your personal health information
- ✦ To keep track of and look after your personal property and valuables



## ACCESSIBILITY COMMITMENT STATEMENT

The Alzheimer Society of Niagara Region is committed to treating each person in a way that will allow them to maintain their independence and dignity. The Society believes in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing identified barriers to accessibility, educating employees, and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

If you, or someone that you represent, has a disability and needs accessible services, information in an alternate format, would like to provide feedback to us, or require any other accommodation, please contact David Angus, Director of Programs, Services and Privacy at [905-687-3914](tel:905-687-3914).

## VOLUNTEER

If you are someone who wants to give back to your community and make a real impact volunteering for the Alzheimer Society Niagara Region is the opportunity for you!

There are many different ways to volunteer with the Society. Whether you want to put your office skills to work, help us out with our fundraising events, provide meaningful visits by phone or in person to someone living with dementia or help out in our social recreation or education programming-there is something for everyone!

Visit our website at: [www.alzheimer.ca/niagara/en/take-action/volunteer](http://www.alzheimer.ca/niagara/en/take-action/volunteer)

Or contact our Coordinator of Volunteers at [905-687-3914](tel:905-687-3914) ext. 544



Scan to see our  
volunteering opportunities



Want to express my gratitude to the Alzheimer's society - their management and staff - for their support, guidance, awesome resources, counselling, compassion, and empathy. My first phone call was the best decision I could have made. Don't know how I would have coped without ASNR! Thank you!  
- Caregiver

# ALZHEIMER SOCIETY OF NIAGARA FOUNDATION

*The Foundation is strongly committed to financially sustaining the service needs of the Alzheimer Society of Niagara Region in ways that are positive, meaningful and engaging.*

The Foundation offers several satisfying and effective philanthropic options that will make the most of all donated dollars, as well as offer taxation benefits to YOU, the donor. An attractive donor wall has been built in our lobby to acknowledge contributions made at various financial levels.

The viability of the Alzheimer Society's wellness and social programs for persons living with dementia and their care partners rely on the efforts of the Foundation for over a half of a million dollars annually. All contributions make a difference to so many.

## Ways to Give Back:

- ✦ Make an Unrestricted Donation
- ✦ Become a Monthly Donor
- ✦ Leave a Bequest in your Will
- ✦ Transfer Stocks of Securities to avoid Capital Gains
- ✦ Designate a Life Insurance Policy
- ✦ Set up a Family Endowment Fund
- ✦ Participate in an event/campaign
- ✦ Become a Board Member

## Our Events Include:

**The IG Wealth Management Walk for Alzheimer's** takes place at Brock University in May. The event includes a Health Fair, entertainment, interactive stations and raffles.

**The Peter Saracino Alzheimer Golf Classic** takes place in September at the prestigious Legends on the Niagara Golf Course

**Anything for Alzheimer's (formerly Coffee Break)** is kicked off on September 21<sup>st</sup>, World Alzheimer's Day. Your event could be as large or small as you want to organize—from a barbecue to a birthday celebration to a corporate event. Sign up to become a "host" and plan your own gathering to raise funds. What will YOU do?

For more information on how you can support us visit: [www.alzheimerniagara.ca/donate](http://www.alzheimerniagara.ca/donate)

To learn more about our Donor Bill of Rights, visit:

[www.alzheimer.ca/niagara/en/about-us/client-donor-rights](http://www.alzheimer.ca/niagara/en/about-us/client-donor-rights)



*Donor Wall located in our Lobby*



Scan to see our donation options

## ABOUT OUR PROGRAMS

### Counselling Program

The Counselling Program has been developed to meet the needs of people whose lives have been affected by Alzheimer's disease and other dementias. Our counsellors provide phone, virtual and in-person assessments and work with all those involved to develop an individualized care plan to address the customized needs of each client. **Registration and eligibility assessment required.**

### Services en Français

La Société Alzheimer offre des programmes et services pour soutenir les personnes atteintes de l'Alzheimer et des maladies apparentées, les aidants et les professionnels de la santé dans la Région du Niagara. Nous offrons de l'information, des ressources, des services d'orientation et du soutien. Il n'est pas nécessaire d'obtenir un billet du médecin pour communiquer avec la Société Alzheimer de la Région du Niagara.

### Education

Our educators provide information about dementia and offer opportunities for building networks of supports. We provide continuous opportunities for persons living with dementia, care partners and the general public.

### LEGHO (Let's Go Home)

In collaboration with Community Support Services of Niagara, the LEGHO Program helps hospital patients transition from the Emergency department to their homes to avoid long hospital stays.

### Education and Consultation for Health Care Providers

Our Psychogeriatric Resource Consultants provide education and consultations to professionals working in long-term care settings. Training available include: Gentle Persuasive Approaches, Positive Approaches to Care, P.I.E.C.E.S, U-First, DementiAbility and customized presentations. (Fees may apply)

### Social and Wellness

One of the most important things that you can do to promote brain health and live well despite cognitive change is to stay socially connected and active. We offer a wide variety of social and recreational programs to keep you involved in your community.

### Caregiver Respite Program

The Caregiver Respite Program offers in home respite by Dementia trained Personal Support Workers for 4 hours a week. Respite can be used by Care Partners to take a well-deserved break, attend an education session or Support Group. Call for eligibility.

### Finding Your Way®

The Finding Your Way® Program is a safety campaign aimed at helping people with dementia stay safe and active, while mitigating the risk of wandering and going missing. Visit the website at [www.findingyourwayontario.ca](http://www.findingyourwayontario.ca) for more information.



## EDUCATION: EARLY STAGE PROGRAMS

### Connections First

**For:** Persons living with dementia or MCI (Mild Cognitive Impairment) and their partners in care.

**Purpose:** Introductory session that introduces you to the programs and services of the Alzheimer Society of Niagara Region. Learn about normal aging, dementia and how to keep your brain healthy. Explore the diagnostic process and planning for the future.

**Sessions:** 1 (2 hours; monthly).



### “Beyond Words” Early Stage Learning Series

**For:** Persons living with dementia or MCI and their partners in care.

**Purpose:** Discussion group that provides an opportunity to meet with peers and share coping strategies as you adapt to the challenges of living with dementia while continuing to have a positive attitude and focus on your strengths and abilities.

**Sessions:** 8 (2 hours; weekly).

### Wellness Activity Program

**For:** Persons living with dementia or MCI.

**Purpose:** Opportunity to meet with your peers, focus on strengths and abilities and participate in meaningful activities.

**Sessions:** 8 (2½ hours; weekly).



**R.E.B.E.L. Group**

### R.E.B.E.L Social Group

**For:** Persons living with dementia and their care partners who have completed the Beyond Words, Wellness or ROPES programs.

**Purpose:** Allows participants of the Beyond Words and Wellness programs to stay connected through social and educational events.

**Sessions:** 1 (2 hours; monthly).

### Learning the Ropes for Living with MCI®

**For:** Persons living with MCI and a care partner.

**Purpose:** Supports people living with mild cognitive impairment to optimize brain health through memory training, lifestyle choices, and building a family & social network.

**Sessions:** 6 (2 hours weekly).

The Alzheimer Society offers a wide variety of Education, Support, and Social Recreation Programs. Registration is required for all programs. Programs are subject to change. Please visit [www.alheimerniagara.ca](http://www.alheimerniagara.ca) or call [905-687-3914](tel:905-687-3914) to register. Scan the QR code to view our programs.



## SUPPORT GROUPS: CARE PARTNERS

Led by an Alzheimer Society Family Support Counsellors, Support Groups address issues identified by the participants. A safe place to discuss the different challenges you may face through your caregiving journey.

**Open-Ended:** Caregivers can drop in

**Time-Limited:** Attend for a set period of sessions

### Caregiver Support Group (Open-Ended)

**For:** Care Partners of persons living with dementia.

**Sessions:** 1½ hours.

**Grimsby Support Group** - First and Third Thursday of the month.

**Niagara-on-the-Lake Support Group** - Second and Fourth Thursday of the month.

**Welland Support Group** - Second Wednesday of the month.



Scan to view all Support Groups

### St. Catharine's Support Group (Time-Limited)

**For:** Care Partners of persons living with dementia

**Sessions:** 10 (1½ hours; bi-weekly).

### Adult Child Support Group (Time-Limited)

**For:** Adults caring for a parent with dementia.

**Sessions:** 6 (1½ hours; twice monthly; online).

### Young Onset Dementia Care Partner Group (Time-Limited)

**For:** Families, friends and care partners of persons living with dementia who were diagnosed under the age of 65.

**Sessions:** 6 (1½ hours; twice monthly; online).

### Specialized Dementia Support Groups: Lewy Body or Frontotemporal (Time-Limited)

**For:** Care Partners of Family of persons living with Lewy Body or Frontotemporal Dementia

**Sessions:** 6 (1½ hours; weekly).



It has been a great comfort to know that we have help along this journey.

- Caregiver

As a care partner I learned a lot about how to be a care partner instead of a care giver. I appreciate the help received from the Alzheimer Society.

- Care partner

## SUPPORT GROUPS: CARE PARTNERS (Continued)

### Men's Social & Support Group (Open-Ended)

**For:** Male care partners of persons living with dementia.

**Sessions:** 2nd Tuesday of each month.

### Long-Term Care Transitional Support Group (Time-Limited)

**For:** Care partners of a family member who has recently moved to long-term care.

**Sessions:** 6 (1½ hours; weekly).



## CAREGIVER WELLNESS

### Self-Care for the Caregiver (Time-Limited)

**For:** Families, friends and care partners who provide a care giving role.

**Purpose:** Provides a gently guided practical program of self-discovery and personal growth promotes the discovery and use of inner resources.

**Sessions:** 16 (3 hours; weekly).

**Cost:** \$55 plus HST for materials.



## ADVISORY GROUPS

### Caregiver Advisory Group

**For:** Care Partners of Family of persons living with dementia

**Purpose:** To meaningfully engage care partners of persons living with dementia in the ongoing development and reflection of programs and services and to advocate for other persons living with cognitive impairment and dementia.

**Sessions:** As required.

### Client Advisory Group

**For:** Persons living with dementia

**Purpose:** To meaningfully engage persons living with cognitive impairment and dementia in the ongoing development and reflection of programs and services and to advocate for other persons living with cognitive impairment and dementia.

**Sessions:** 1 (2 hours; monthly).

I enjoyed listening to others and finding we are not alone giving ideas how to manage the situation.

- Program Participant



## EDUCATION: CARE PARTNERS

### Next Steps & Care Essentials

**For:** Families, friends and care partners of persons living with dementia.

**Purpose:** Learn more about dementia, develop caregiving strategies, and become familiar with community resources and supports. Topics include dementia and brain health, understanding behaviour, communication strategies, self-care and adapting to role changes.

**Sessions:** 4 (2 hours; weekly; it is recommended that you plan to attend all four sessions).



Scan to view Care Partner Education opportunities

### U-First! For Caregivers

**For:** Care Partners of persons living with dementia.

**Purpose:** Learn strategies for providing direct support to someone experiencing behaviour changes as a result of dementia or other cognitive impairment.

**Sessions:** 3 (2 hours; weekly; participants are required to attend all three sessions. It is recommended that participants have attend Connections First or Next Steps Care Essential prior to attending).



### Options for Care

**For:** Families, friends and care partners of persons living with dementia.

**Purpose:** Explore the options for care in the later stages of dementia including care at home, retirement and long-term care.

**Sessions:** 1 (2 hours; quarterly).

### Positive Approaches to Care

**For:** Care Partners of persons living with dementia

**Purpose:** Helps care partners understand brain changes resulting from mid to late stages of dementia and learn ways of approach that accommodate for those changes.

**Sessions:** 2 (2 hours; on-demand).



### Public Forums

**For:** Care partners of persons living with dementia or the general public.

**Purpose:** Learn more about dementia, develop caregiving strategies, and become familiar with community resources and supports. Topics include: CRA Tax Benefits, Role of the Power of Attorney, Activity of Daily Living, Stage of Dementia, Maintaining a Healthy Brain, What is Dementia and many more.

**Sessions:** 1 (new topics monthly).

## SOCIAL & WELLNESS PROGRAMS

### Meaningful Visits Program

**For:** Persons experiencing cognitive changes or living with dementia.

**Purpose:** Engage in meaningful activities with a trained volunteer of the Alzheimer Society of Niagara Region in the client's home.

**Sessions:** 10 (1 hour; weekly); Schedule determined by client preference and volunteer availability.

### Tele-Care

**For:** Persons experiencing cognitive changes or living with dementia and their partners in care.

**Purpose:** Provides friendly phone visits to persons living with dementia by trained Alzheimer Society volunteers. Helps to reduce isolation and provide socialization.

**Sessions:** Schedule determined by client preference and volunteer availability.

### Recollections

**For:** Persons experiencing cognitive changes or living with dementia.

**Purpose:** Helps document the life of the person living with dementia in a keepsake book that they can cherish and share with others.

**Sessions:** 7 (weekly).

### Art Expressions

**For:** Persons living with dementia and their care partners.

**Purpose:** Provides an expressive therapy opportunity for individuals living with dementia to have personal choice and control in a creative way.

**Sessions:** 1 (1½ hours).

**Cost:** \$10 for materials

## VIRTUAL PROGRAMS

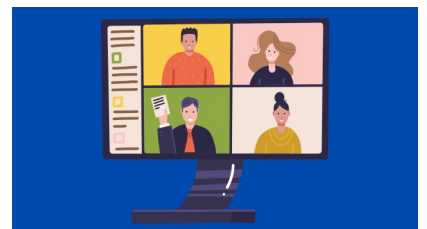
Many of our education, support and social programs are also available online. Please visit our website for details [www.alheimerniagara.ca](http://www.alheimerniagara.ca)

### ALZEducate

**For:** Persons Living with Dementia, Care Partners, General Public or Frontline Service Providers.

**Purpose:** Online learning is an easy and effective way to further educate yourself about dementia. With ALZEducate, you can take free, online dementia courses and webinars.

Visit [ALZeducate.ca](http://ALZeducate.ca) to create an account, assess your options, and enroll in a course or a webinar you're interested in!



## SOCIAL & WELLNESS PROGRAMS

### Brain Wave Café

**For:** Persons experiencing cognitive changes or living with dementia and their partners in care.

**Purpose:** This is an opportunity to meet your peers, participate in 'healthy brain' activities and connect with Alzheimer Society staff.

**Sessions:** 1½ hours; Session available in multiple locations across Niagara and Online. Visit [www.alzheimerniagara.ca/brainwave](http://www.alzheimerniagara.ca/brainwave) for program details.



Scan to view all  
Brain Wave Cafés

### Minds in Motion

**For:** Persons living with dementia or MCI and their partners in care.

**Purpose:** This is an evidence based program that includes physical, social and mind-stimulating activities.

**Sessions:** 8 (2 hours; weekly).

**Sponsored by Court Holdings Ltd.**

### Power of Music

**For:** Persons living with dementia and their care partners.

**Purpose:** Helps persons experiencing dementia to reminisce to their favourite songs and participate in music-themed activities.

**Sessions:** 6 (1½ hours; weekly).

### Sole Mates Walking Group

**For:** Persons living with cognitive change or dementia and their care partners.

**Purpose:** Helps persons experiencing dementia to exercise in an outdoor social setting.

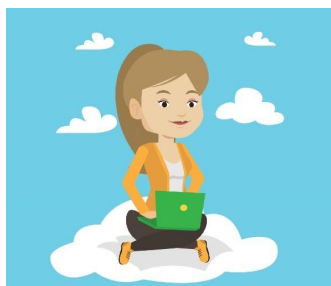
**Sessions:** Every Friday from May to September (weather permitting).

### Qigong Exercise Program

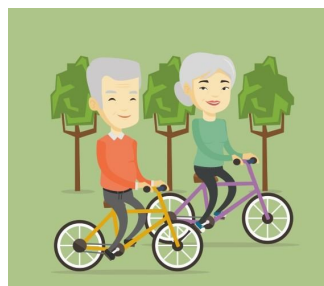
**For:** Individuals concerned about their memory, individuals living with cognitive change or dementia, care partners, family and friends.

**Purpose:** Provides an opportunity for participants to enjoy physical exercise that's suitable for all ages.

**Sessions:** Every Monday and Thursday virtually for 1 hour.



Scan to view Virtual Care Partner Support



Scan to view Virtual Social Recreation



## FRONTLINE STAFF AND COMMUNITY EDUCATION

### Customized Education

**For:** General Public including service clubs, businesses, rest & retirement homes, community organizations, schools, libraries, colleges and universities.

**Purpose:** Education tailored to the interests or the group.

**Sessions:** 1

**Contact the Alzheimer Education Department to book a session now!**



Scan to view General Public Education

### Dementia Friendly Communities

**For:** General Public, Local Businesses, Faith Base Groups, Libraries, Transportation Services, Emergency Responders.

**Purpose:** A Dementia Friendly Community is a place where people living with dementia are understood, respected, and supported. It's an environment where they will feel more confident in their abilities to contribute to community life, will be included in conversations, and have a choice and control over their day-to-day lives.

**Sessions:** 1

**Contact the Alzheimer Education Department to book a session now!**

**A minimum of 10 participants is required to book a Community Education Session.**



## AGING AND DEMENTIA SIMULATION

The Aging and Dementia Simulation is a hands on interactive educational experience that provides the frontline service participants an opportunity to walk in the shoes of an aging individual with memory impairments. Participants get a glimpse of what it feels like to have physical and sensory losses.

**Contact the Alzheimer Education Department to book a session now!**



## LENDING LIBRARY

The Alzheimer Society of Niagara Region maintains a Lending Library at our office where you will find books, DVDs, and meaningful activity kits. Please call for information.

## EDUCATION: FRONT LINE STAFF – LONG TERM CARE

### Psychogeriatric Resource Consultants

Psychogeriatric Resource Consultants (PRCs) work as advisors, educators, facilitators and network builders. They assist staff in managing complex behaviours with a specific focus on long-term care and transition. Referrals can be made by any agency funded by the Ministry of Health and Long-Term Care.

PRC staff are certified to offer several evidence-based programs for Frontline Service Providers including GPA, PIECES, PAC and DEMENTABILITY. **Note there are fees involved in certificate programs.**

### Gentle Persuasive Approach to Care (GPA)

GPA is an evidence-based, innovative, quality care program for interdisciplinary staff and students across multiple health care sectors. GPA re-frames challenging behaviour to be interpreted as self-protective or responsive behaviour occurring as a result of unmet needs, encouraging staff to assess the meaning behind behaviour and work alongside the person with dementia.



### P.I.E.C.E.S.<sup>™</sup>

P.I.E.C.E.S.<sup>™</sup> is a best practice learning and development initiative that provides an approach to understanding and enhancing care for individuals with complex physical and cognitive/mental health needs and behavioural changes for registered health care professionals. The P.I.E.C.E.S.<sup>™</sup> model helps us to understand the whole person.



### U-First!<sup>®</sup>

U-First!<sup>®</sup> is a training program that helps non-registered health care providers develop a common knowledge base, language, values and approach to caring for people with Alzheimer's disease and cognitive impairment by understanding the person and associated behaviour changes and working as a team to develop individualized support strategies.



### DementiAbility

DementiAbility's goal is to expose the abilities – and the potential – of each person living with dementia. Through innovative evidence-based, person-centered education, resources, tips, tools and approaches to dementia care, professionals and other care partners will know how to support the whole person.



### Positive Approaches to Care

Developed by renowned dementia educator Teepa Snow, PAC aims to help care partners understand brain changes resulting from dementia and learn ways of approach that accommodate for those changes.



Interested parties should call the office and connect with the Psychogeriatric Resource Consultants at [905-687-3914](tel:905-687-3914)



Scan to view Dementia Education for Healthcare Providers

## Community Resources

### Distress Numbers (for Emergencies, dial 911)

Niagara Crisis Line / COAST Niagara	1-866-550-5205	
Health811 (formerly Telehealth) 24-hour Caregiver Support	Dial 811 1-866-797-0000	
Suicide Crisis Helpline	Dial 988	
Distress Centre: <ul style="list-style-type: none"><li>• Beamsville, Grimsby, West Lincoln</li><li>• Fort Erie/Ridgeway</li><li>• Port Colborne/Wainfleet</li><li>• St. Catharines &amp; Niagara Falls</li></ul>	905-563-6674 905-382-0689 905-734-1212 905-688-3711	<a href="http://www.distresscentreniagara.com">www.distresscentreniagara.com</a>
Caregiver Hotline	1-833-416-2273	<a href="http://www.ontariocaregiver.ca">www.ontariocaregiver.ca</a>

### Community Service Agencies

Home & Community Care	1-800-810-0000	<a href="http://www.healthcareathome.ca/hnhb">www.healthcareathome.ca/hnhb</a>
INCommunities	Dial 211	<a href="http://www.211ontario.ca/search">www.211ontario.ca/search</a>
Lifeline	1-866-784-1992	<a href="http://www.lifeline.ca">www.lifeline.ca</a>
MedicAlert® Safe & Found®	1-877-217-7449	<a href="http://www.medicalert.ca/safe-and-found">www.medicalert.ca/safe-and-found</a>

### Community Support Services of Niagara

St. Catharines Welland Beamsville	905-682-3800 905-788-3181 905-563-9501	<a href="http://www.happyinmyhome.ca">www.happyinmyhome.ca</a>
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### Meals on Wheels

Fort Erie	905-871-9366	<a href="http://www.mealsonwheelsforterie.ca">www.mealsonwheelsforterie.ca</a>
Niagara Falls (includes NOTL)	905-356-7548	<a href="http://www.mealsonwheelsniagara.ca/niagara-falls">www.mealsonwheelsniagara.ca/niagara-falls</a>
Port Colborne	905-835-1581	<a href="http://www.mealsonwheelspc.ca">www.mealsonwheelspc.ca</a>
Thorold - St. Catharines	905-682-0333	
Welland / Pelham	905-788-3181 ext. 771	<a href="http://www.mealsonwheelsniagara.ca/welland-pelham">www.mealsonwheelsniagara.ca/welland-pelham</a>
Grimsby / Lincoln / West Lincoln	905-563-9501 ext. 752	<a href="http://www.mealsonwheelsniagara.ca/west-lincoln">www.mealsonwheelsniagara.ca/west-lincoln</a>

### Elder Abuse

Ontario Network for the Prevention of Elder Abuse	416-916-6728	<a href="http://www.onpea.org">www.onpea.org</a>
Niagara Elder Abuse Prevention Network (ASNR)	905-687-6856 ext. 529	<a href="http://www.alzheimerniagara.ca/neapn">www.alzheimerniagara.ca/neapn</a>
Seniors Safety Line	1-866-299-1011	
Niagara Regional Police	905-688-4111 ext. 5031	<a href="http://www.niagarapolice.ca">www.niagarapolice.ca</a>
Crime Stoppers	1-800-222-8477	<a href="http://www.crimestoppersniagara.ca">www.crimestoppersniagara.ca</a>



## Community Resources

### Regional Municipality of Niagara

Seniors Community Programs (Outreach Services, Adult Day Services, Respite Companion Program, Supportive Housing)	905-984-2621	<a href="http://www.niagararegion.ca">www.niagararegion.ca</a>
Gatekeepers	905-684-0968	<a href="http://www.niagararegion.ca/living/seniors/gatekeepers.aspx">www.niagararegion.ca/living/seniors/gatekeepers.aspx</a>
Public Health	905-688-3762	<a href="http://www.niagararegion.ca/health">www.niagararegion.ca/health</a>

### Government of Canada

Seniors Canada	1-800-622-6232	<a href="http://www.canada.ca/en/employment-social-development/campaigns/seniors.html">www.canada.ca/en/employment-social-development/campaigns/seniors.html</a>
Health Canada	1-866-225-0709	<a href="http://www.hc-sc.gc.ca">www.hc-sc.gc.ca</a>
Financial Benefit Programs (CPP, OAS, etc.)	1-800-277-9914	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Canadian Anti-fraud Centre	1-888-495-8501	<a href="http://www.antifraudcentre.ca">www.antifraudcentre.ca</a>
Service Canada	1-800-622-6232	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Veterans Affairs Canada	1-866-522-2122	<a href="http://www.veterans.gc.ca">www.veterans.gc.ca</a>

### Government of Ontario

Ministry of Health & Long-Term Care <ul style="list-style-type: none"><li>Assistive Devices Program</li><li>Ontario Drug Benefit Program</li></ul>	1-800-268-6021 1-888-405-0405	<a href="http://www.health.gov.on.ca">www.health.gov.on.ca</a>
Service Ontario	1-866-532-3161	<a href="http://www.serviceontario.ca">www.serviceontario.ca</a>
Seniors' Secretariat	1-888-910-1999	<a href="http://www.ontario.ca/page/information-seniors">www.ontario.ca/page/information-seniors</a>
Guaranteed Annual Income System (GAINS)	1-866-668-8297	<a href="http://www.ontario.ca/finance">www.ontario.ca/finance</a>
Ontario Disability Support Program (ODSP)	1-800-461-7296	<a href="http://www.mcass.gov.on.ca">www.mcass.gov.on.ca</a>
Ministry of Finance - Tax Office	1-866-668-8297	<a href="http://www.ontario.ca/finance">www.ontario.ca/finance</a>

### Legal Resources

Office of the Public Guardian	1-800-891-0502	<a href="http://www.ontario.ca/page/office-public-guardian-and-trustee">www.ontario.ca/page/office-public-guardian-and-trustee</a>
Advocacy Centre for the Elderly	1-416-598-2656	<a href="http://www.ancelaw.ca">www.ancelaw.ca</a>
Niagara Community Legal Clinic	905-682-6635	<a href="http://www.niagaracommunitylegalclinic.com">www.niagaracommunitylegalclinic.com</a>

The best part of the program was feeling quite comfortable socializing, being supported with others like yourself knowing you are not the only one having to change your life style, doing the best you can with new friends.

- Program Participant

It is great to know that we are not alone and have met some awesome people.

- Program Participant

## COMPLIMENTS & COMPLAINTS

The Alzheimer Society of Niagara Region strives to achieve and maintain the highest possible degree of quality in its programs, services, communications, public relations, and fund development activities. As such, it welcomes feedback from clients, volunteers, donors, funders, and/or anyone else who has dealings with the Society.

There are multiple options to share your comments or concerns with us:

- ✦ Call us at [905-687-3914](tel:905-687-3914)
- ✦ Email us at [info@alzheimerniagara.ca](mailto:info@alzheimerniagara.ca)
- ✦ Complete our annual client survey
- ✦ Complete our feedback form on our website
- ✦ Speak directly with a staff member via phone, email or in person
- ✦ Arrange a meeting with the Director of Programs, Services and Privacy and/or the CEO (Chief Executive Officer)

## RISK OF ELECTRONIC COMMUNICATION

The Alzheimer Society of Niagara Region recognizes that email is an important method of communication. However, because of the privacy risks associated with electronic communication providers are not able to communicate with clients via email and text. If a client wishes to be contacted via email, they must express verbal or written consent that they understand the risk of using email with respect to the protection and privacy of their personal health information.

Transmitting information by email poses several risks that you should be aware of. You should not agree to communicate with staff by email without understanding and accepting these risks. The risks include, but are not limited to, the following:

- ✦ The privacy and security of email cannot be guaranteed.
- ✦ Employers and online services may have a legal right to inspect and keep emails that pass through their system.
- ✦ Email may be falsified. In addition, it is very difficult to verify the 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.
- ✦ Email can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the sender or recipient. Email senders can easily misaddress an email, resulting in it being sent to unintended and unknown recipients.
- ✦ Email is indelible. Even after the sender and recipient have deleted their copies of the email, backup 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.

# *Soci t  Alzheimer Society*

NIAGARA REGION

## CONTACT INFORMATION:

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St. Catharines, ON L2N 1L5

Ph: (905) 687- 3914

Fax: (905) 687- 9952

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

[www.alzheimerniagara.ca/events](http://www.alzheimerniagara.ca/events) (Program details)

