

Alzheimer Society of Niagara Region & Alzheimer Society Niagara Foundation

ANNUAL REPORT 2012 — 2013



Message From the President & CEO



Société Alzheimer Société
NIAGARA REGION

“Doing better with the same; no door is the wrong door; accessibility; quality improvement; increased client experiences; collaboration”: these are some of the buzz phrases that organizations in the Community Service Sector have been challenged with over this past year.

Despite the reality that dementia is the leading cause of dependency and disability amongst older Canadians, and that both the Alzheimer Societies of Canada and Ontario have promoted action plans to respond to the personal and societal burdens of dementia, it remains one of the few prolonged conditions that is not supported by a national comprehensive chronic disease management strategy.

Reflecting on this past year, we are very proud of our accomplishments at the Alzheimer Society of Niagara Region, as you will read in our Annual Report. It is undoubtedly a story of achievement and success, driven by our unwavering dedication to our mission.

Our Society has a reputation for being a proactive leader in specialized dementia care that builds community capacity. We believe in an holistic approach to care that enriches lives and provides integrated service delivery. Through our First Link[®] program, we have established clear mechanisms for access to appropriate services and resources in a timely manner. We have listened to the voices of those with dementia and their care partners to continue meeting their unique needs. Our services respond to the necessity for individualized, home-based support, while providing further opportunities for education, socialization, and support in community settings.

This year, various definition changes as to who our client is, sparked province-wide discussions. When most Alzheimer Chapters started, the care partner was the primary client but today, with advanced diagnostic tools and more awareness, there has been a complete shift in this paradigm. We offer a vast array of programs and education for persons with any dementia. As a result, our Chapter renegotiated our statistical reporting with the LHIN and are moving forward in the Case Management functional centre that will better reflect our interactions with the person with dementia. The LHIN also implemented the Screener Tool to complement the interRAI CHA, a client assessment tool. All these activities have caused changes in our documentation and necessitated staff to be re-trained.

We embarked on the task of developing a new strategic plan that will shape our future over the next three years. Innovation, client-centred programs and collaboration are the key to our growth and sustainability. The scope of change that is required will involve careful planning and a shift in our resources. We have also focused on measureable outcomes that will certainly put our newly established Quality Improvement committee to task.

We have continued to be an Integrated Community Lead and instrumental in the local work of the Behavioural Supports Ontario (BSO) project that enhances services for Ontarians with complex behaviours associated with mental health, dementia or other neurological conditions, wherever they live. Also, our collaboration with Memory Clinics in Niagara has provided sustainable solutions for the long wait times for specialist referrals. Our involvement in the Port Colborne Clinic has proven to be invaluable.

Our mission, vision and values could never be fulfilled without the commitment and dedication of highly skilled individuals. We would never be able to accomplish such greatness without the governance and expertise of our Board of Directors, partners, volunteers and staff. We applaud all their dedication.

The Alzheimer Society of Niagara Region will continue to be a strong voice for this population and advocate for a national Dementia Strategy.

Reverend Rob Fead, President 2012-13
Teena Kindt, CEO
Alzheimer Society of Niagara Region



STAFF 2012—2013

CEO

Teena Kindt

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Jo O'Brien, Interim Programs

Gwen Schenk, Interim Programs

Nancy Rushford, Programs

Cathy Horn, Education

Martha Winhall, Education

Terry McDougall, Fund Development

Foundation

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Shelley Schaubel

Psychogeriatric

Resource Consultants

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Ann Tassonyi

Administration

Erin Cunningham

Carolyn Dowd

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Dina Keranovic

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Charlotte Zwierschke

Delphine Pagotto

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Dana Thiesen

Gina Bendo

Sarah Putman

Vicki Bragagnolo

Tarryn Anderson

Marie Brophy

Gerry Bucsis

Lori Pauls

Laura Macklem

Barbara Summers

Ann Chartier

Maintenance

John Stefanac

Welcome

2013 New Staff

Denise Turgeon,

Family Support Counselor

ALZHEIMER SOCIETY OF NIAGARA REGION BOARD OF DIRECTORS 2012—2013

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Dan Skinner, Director

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Dr. Rhonda Collins

Management Staff of the Alzheimer Society of Niagara Region and Alzheimer Society Niagara Foundation



Teena Kindt
CEO
ASNR/ASNF



Jo O'Brien
Interim Director
of Programs



Gwen Schenk
Interim Director
of Programs



Terry McDougall
Director of Fund
Development



Staff Service Awards 2012—2013

5 Years:
Gis le C t 



“You are understood, and there are people like me here. I had never met anybody like me until I came here. You are listened to, taken seriously. You feel loved.”

The Alzheimer Society of Niagara Region was founded in 1984 through the vision of a small group of family caregivers who wanted to share their experiences and lend support to other families. Today, we are one of the largest counselling Alzheimer Chapters in Canada. A cure for dementia is yet to be found, but quality of life after a diagnosis is very possible and is what we strive for. Over this past year, we have celebrated many successes, as well as overcome many challenges, as you will read in this report.



First Link is the intake gateway to ASNR’s programs and services that give individuals with dementia, their care partners and family members a direct connection to a network of education and support services specific to their situation. This program has demonstrated over the past five years that it enhances seniors’ health, wellness and quality of life, promotes self-management supports for persons with dementia and those who care for them, and improves access and sustainability by promoting effective utilization of resources.

In the 2012-13 year, First Link received 792 referrals from various sources. New referrals enter into ASNR through First Link and are “triaged” based on individual needs and level of risk. One of the goals of the First Link Program is to link persons with dementia to services at the Alzheimer Society earlier in the disease process. Through general education, we have been committed to ensuring family physicians and other health care providers can identify signs and symptoms of dementia and know the referral process to our services. The First Link Coordinator made 1,330 phone visits with registered service recipients. We estimate that the average intake phone call requires 35 minutes, and yet we have still been able to contact 93% of referrals within 5 business days.



The First Link Coordinator has direct participation in 2 of the 4 memory clinics now being offered by Family Health Teams in the Niagara Region. The involvement of First Link with these clinics has provided invaluable opportunities for learning and collaboration with the 17 family physicians associated with these teams. ASNR is also involved with the Port Colborne Memory Clinic. This clinic is special because it’s the first of its kind in Niagara that isn’t part of a Family Health Team, which means anyone living in Port Colborne can be referred to the clinic no matter where their doctor is located.

Chapter Accomplishments



The need and interest in our Early-stage Programs continues to grow. These programs provide persons with dementia and their care partners opportunities to nurture their strength and resilience by engaging in enjoyable and health promoting activities with others who share a similar experience. The program includes a Learning Series (for persons with dementia and their care partners), the coffee club discussion group, R.E.B.E.L. group and the Wellness Program. Recently, we added drum circle classes to the Wellness Program. Our gentle exercise and meditation class is now offered weekly and additional art classes have been added to the schedule.

We were proud to once again co-host 'A Changing Melody' Forum, a learning and sharing forum for persons with early-stage dementia and their family partners in care. The forum was very well attended and persons with dementia were featured speakers for the event.

Many thanks to our early-stage community and their care partners for participating in a safety research project. The Murray Alzheimer Research and Education Program (MAREP) at the University of Waterloo brought together a team of persons with dementia, family members and researchers to investigate safety and develop the 3rd guide in the By Us For Us (BUFU) Partnership Series which will be available this summer.

We thank the Niagara Hospitality Golf Tournament for sponsoring our dinner dance, "A Night Under the Stars." Corsages and boutonnieres for guests were donated by Creations by Helen. Guests enjoyed dancing to the tunes of Brad Boland and the beautiful décor supplied by Marlene and Party Connection. One couple explained they haven't danced together in years and wanted to thank us for an evening that helped them to remember the wonderful times they had in the past but also an opportunity to create new and joyful memories.



We thank our wonderful volunteers who share not only their time and talents, but give of themselves in our Early-stage programs. Susan, Jessica, Gail, Heather, Diana, Jean and Brett—we could not do this without you!!

Early-stage Programs are not funded by the Local Health Integration Network and we must rely on the generosity of our wonderful community partners. A very special thank you to The E.J. Freeland Foundation, Pen Centre Management, Mr. Furnace/Huero, Niagara Hospitality Golf Tournament, Tim Horton's and the Alzheimer Society Niagara Foundation.

Thank You



Chapter Accomplishments



The Education Department has seen some changes over this past year. We first said good bye to Jo O'Brien, then to Cathy Horn who both retired from the role of Director of Education. In March, the staff and volunteers were very happy to welcome Martha Winhall as the new Director. The highlight of the year was a well-attended workshop featuring Dr. J.B. Orange, a Professor and the Director of the School of Communication Sciences and Disorders at Western University. Dr. Orange presented "Enhancing Communication to Optimize Personhood Among Individuals with Dementia." Activities that complement our extensive education program included:

- *10 Public Forums with 329 attendees*
- *196 staff trained through the New Regional Employee's Orientation and GPA program*
- *Six (9 week) Caregiver Education Series sessions in Niagara Falls and St. Catharines with 151 care partners attending*
- *65 volunteers trained through the Volunteer Training Program*
- *39 Virtual Dementia tours (VDT), allowing 879 professional care partners in the community, long term care and retirement homes, university, college, volunteers, and high school students to experience dementia losses first hand*
- *12 Health and Information Fairs*
- *77 presentations to facilities, academic institutions and community based organizations reaching 1535 people*

Our 165 dedicated volunteers shared their time and skills throughout the year in programs such as Friendly Visiting, Early-Stage programs, Caregiver Caf , office support, Virtual Dementia Tours, education, special events, data entry, gardening, fundraising, and the Board of Directors. Together, they dedicated more than 3600 hours proving that volunteers can make a difference. Without them we would not be able to provide the programs and services that we do.



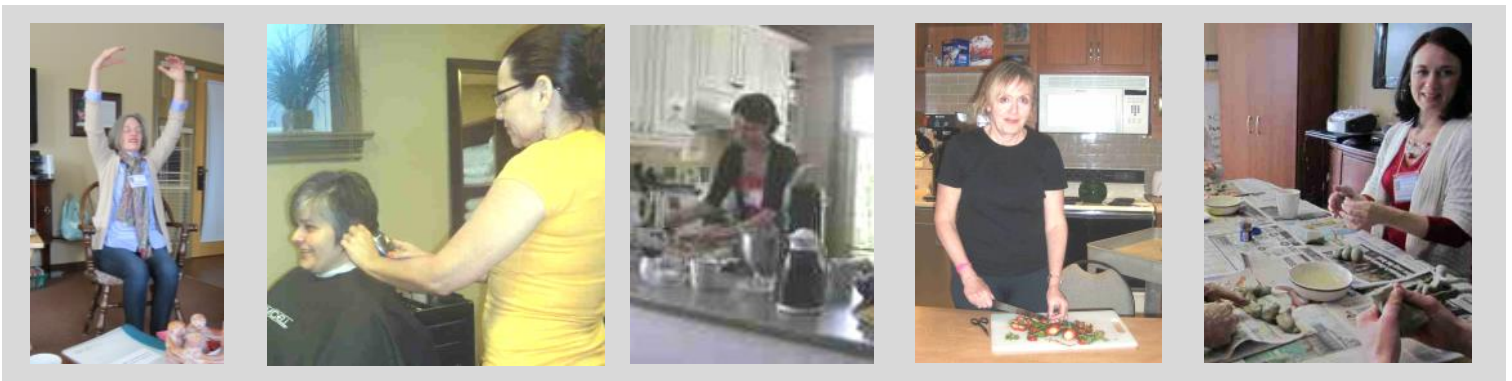
Chapter Accomplishments



Société Alzheimer Society
NIAGARA REGION

We are proud of our volunteers that were recognized for their outstanding volunteer work at appreciation evenings offered by municipalities. Diana Mazzone was recognized by the City of St. Catharines for her dedication to the Early-Stage Programs and Marge Dempsey was recognized by the City of Niagara Falls for her continued support in the Education Department. It is wonderful to have our dedicated volunteers appreciated by others.

During the past year, the volunteer program is proud to have gained new partnerships. Brock Cares and Brock Rotaract Club generously provided their time and talent to complete major office cleaning and painting on several occasions throughout the year. The Brock Leaders Citizenship Society was instrumental in the success of our Walk for Memories, especially with the change of venue to the university. The Public Health Community Food Advisory department provided a number of cooking classes and healthy eating sessions through our Caregiver Café program.



Throughout the last year, we have been very privileged to have almost doubled the amount of Friendly Visiting volunteers that are visiting throughout the Region. Requests for these volunteers continue to grow and, with the continued dedication of our volunteers, we were able to provide 1430 hours of support.

It's been a busy year for our two Psychogeriatric Resource Consultants (PRCs) as they continue to build capacity and provide educational opportunities to Long Term Care Home staff as well as Long Term Care funded community partners.

In addition to consultations around complex issues in Long Term Care, they have facilitated numerous workshops including PIECES, U-First, Gentle Persuasive Approaches and the 3 D's (Dementia, Delirium and Depression). As well, a workshop was developed to support community based Personal Support Workers in applying different approaches to bathing. A full day forum was also facilitated for PSW's working in Long Term Care Homes about providing person centred care to persons with dementia and responsive behaviours.

The PRC's, in partnership with Behavioural Supports Ontario, are also actively supporting the testing and implementation of a Responsive Behaviour Protocol in Long Term Care Homes.

Chapter Finance



Alzheimer Society of Niagara Region

Condensed Statement of Financial Position as at March 31, 2013

Assets

Current Assets	\$	193,292
Fixed Assets	\$	1,068,766
	\$	1,262,058

Liabilities & Reserves

Current Liabilities	\$	99,597
Reserves	\$	1,162,461
	\$	1,262,058

Condensed Statement of Operations for the year ended March 31, 2013

Revenue

Base Funding	\$	1,266,175	71%
Alzheimer Foundation	\$	440,000	25%
Program Grants	\$	53,043	3%
Lotteries/Other	\$	33,926	2%
	\$	1,793,144	100%

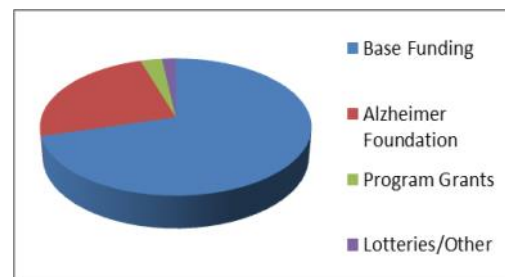
Percentages

Expenditures

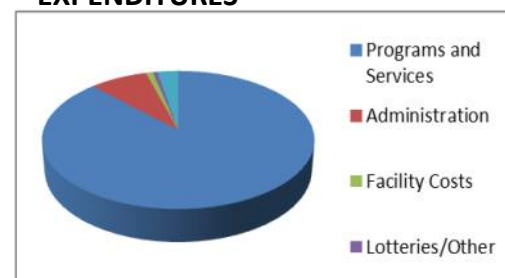
Programs and Services	\$	1,568,995	88%
Administration	\$	141,971	8%
Facility Costs	\$	16,631	1%
Lotteries/Other	\$	11,498	1%
Depreciation	\$	50,772	3%
	\$	1,789,867	100%

Excess of Revenue Over Expenditures \$ 3,277

REVENUE



EXPENDITURES



This report is based on the financial statements audited by Wormald Masse Keen Lopinski Chartered Accountants. The audited financial statements are available at the office of the Alzheimer Society of Niagara Region.

Commitment to Accountability

In addition to its responsibility in reviewing the chapter's financial statements, the Alzheimer Society of Niagara Region Management Committee looks at other areas of the chapter's business. From the government and general public's perspective, this would include: programs and services to the community, receipted donations and charitable status, public documents, revenue and expenditure allocation for programs and services. The aforementioned is performed in accordance with the Canadian accounting standards for not-for-profit organizations and the Canadian Institute for Chartered Accountants Standards.

Code of Ethics

The Alzheimer Society of Niagara Region complies with the Ethical Fundraising and Financial Accountability Code. Its primary purpose is to assure donors of the integrity and accountability of charities that solicit and receive financial support.

The era where charities are supported just because they are perceived as doing “good work” is over. Our challenging economy has meant that we must be more creative than ever in terms of engaging donors, demonstrating a strong impact and communicating value. Today’s donors are learning more about the charitable organizations they wish to support and making choices based on the specific, measurable impact that they expect their gift will bring to their community or the cause at hand. Donors are “careful consumers”, asking tougher questions and demanding more personalized attention.

The Alzheimer Society Niagara 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.

As we reflect back on another successful year, the Foundation raised an incredible \$553,250 exclusively through our events and donations. We exceeded our \$100,000 goal for our Coffee Break Campaign due to the tremendous support of the Niagara Marine Industry Charitable Council with a donation of \$35,660. Even with a change of venue to Brock University for our Walk for Memories, we raised almost \$4,000 over the goal of \$63,000 in net revenue thanks to Avondale Stores being the title sponsor. The Peter Saracino Alzheimer Golf Classic raised \$39,250 and the Curl for Memories raised \$14,200 in net revenues.

As we approached the end of our past Strategic Plan, a decision was made not to hire a consultant but to have senior staff and the Board formulate a plan to shape our direction over the next 3 years. After reviewing and analyzing current accomplishments and what we need to develop to remain viable and competitive, we articulated strategic directions, goals and activities. Our priorities are to re-engage our planned giving program, actively seek third party opportunities, enrich our stewardship program with donor-centred functions, expand our communication and marketing plan through social media to increase the organization’s overall profile and enhance the Board’s leadership abilities through educational and networking opportunities.

We have been extremely fortunate to have received support from The Robert Bell and Gladys May Bell Memorial Foundation for the past ten years for our Incontinence and Transportation Programs. Over the past couple of years, this Foundation has been negotiating with our Foundation to manage the remainder of their funds. In December, The Bell Foundation entrusted us with a \$308,000 donation to continue administering these vitally needed programs in the Region. The Freeland Foundation is in their second year of a three year program pledge to ensure the continued success of our Early-Stage Programs. We were also very fortunate to have received several transfers of stock and a generous bequest this year.

We have benefited from a number of third party events. Some of the top events included: The Flora Broley Memorial Ball Hockey Tournament hosted by the Brock Leaders Citizenship Society (\$7,313); The Fore Ladies Only Golf Tournament (\$13,000); The Niagara Falls Professional Firefighters Association’s calendar sales (\$6,500); The Nitsopoulos Family Golf Tournament (\$3,280); The Eddie Coffey Event (\$1,400) and the OANHSS Golf Tournament (\$5,500). Our Celebration Program continues to grow, raising \$2,564 through weddings alone.

Behind every successful organization is solid leadership and expertise. We continue to be inspired and humbled by the hard work of our Board, staff, volunteers and partners. They are the driving force behind the Foundation’s success; without their dedication we would not be able to fulfill our financial obligations to the Alzheimer Society. For their unwavering commitment – we thank them very much.

During this upcoming fiscal year, we will celebrate 10 years since the inception of the Alzheimer Society Niagara Foundation. We are very committed to our mission and devoted to being creative and innovative in our approach while continuing to be good stewards of the contributions others entrust to us through their philanthropic wishes. We look forward to continuing to build on the success we have achieved thus far.

Bob Miller, Chair
Teena Kindt, CEO

Alzheimer Society Niagara Foundation

ALZHEIMER SOCIETY NIAGARA FOUNDATION BOARD OF DIRECTORS 2012—2013

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John Riediger, Director

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Dan Skinner, Director

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John Pula, Director

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Jim Gregson, Director

Peter Saracino Alzheimer Golf Classic 2012

Another successful annual tournament was held on June 6, 2012 at Peninsula Lakes Golf & Country Club. With a great turn out of participants, generous support from our many sponsors and donations of great items for our live and silent auctions, this event raised \$39,250 in net revenue! A big thank you is extended to everyone whose generosity and commitment makes the day possible, including our title sponsor, Wormald Masse Keen Lopinski LLP, our Golf Committee and many dedicated volunteers.



Coffee Break 2012

Honourary Chair Keith Abbott, franchisee of the Bulk Barn, kicked off National Coffee Break Day on Thursday, September 20, 2012 by providing free cake and coffee at his Fairview Mall store location. Members of the Niagara Marine Industry Charitable Council were on hand to present their contribution of \$35,660 to this year's campaign. Thanks to the commitment from communities throughout the Niagara Region, this year's Coffee Break raised a total of \$101,150! Large or small, every Coffee Break makes a difference and is an easy and fun way to participate in raising funds to support the Alzheimer Society of Niagara Region.



Walk for Memories 2013

The 9th Annual Walk for Memories, sponsored by Avondale Food Stores, took place in its new venue at the Walker Complex in Brock University on Saturday, January 26th. The Brock Leaders Citizenship Society was instrumental in the planning and executing of this successful event that raised \$70,700 in gross revenue. Energy Fitness Studio and the Brock Cheerleaders warmed up the more than 250 walkers that participated. Some of the top teams from this year's event included CAW \$3,495; Alpha Pi Phi Sorority \$2,769; and Rexall Pharma Plus \$2,298. Our top individual was Karen Gillespie who raised \$6,084! The walk route featured interesting exhibits and samples stressing the importance of maintaining a healthy brain through diet and physical activity. Entertainment included young pop singing sensation Belle Matthews from Mississauga and members of Cottage Brew, a well-known local classic rock band.



Curl for Memories 2013

Fun was had by all at the 14th Annual Curl for Memories Bonspiel held Saturday, March 16th at the Welland Curling Club. Most importantly, \$14,200 was raised in support of vital programs and services for individuals with dementia. Special thanks to our title sponsor, Value Muffler and Brake Centre in Niagara Falls, Gloria Campbell, our event's Honourary Chair, the work of the Bonspiel Committee and volunteers. This year's top pledged team was Dohn's Rockers, raising \$1,217 while our top individual was Cathy Sutherland, raising \$1,217. A special mention to several other teams for their success in raising pledges; Legends In Our Own Minds, Glories' Babes, The Board Rocks! and The McQuiggan's.



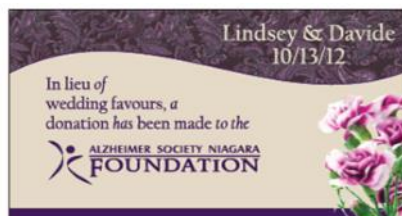
Third Party Events

A third party event occurs when an external group plans and organizes their own event in the community, with proceeds directed to the Foundation. We have been very fortunate to receive tremendous support from the community with over \$35,000 in revenue generated this past year through events such as the Fore Ladies Only Golf Tournament, Nitsopoulos Golf Tournament, Flora Broley Memorial Ball Hockey Tournament, OANHSS Region 2 Golf Tournament, Niagara Falls Professional Firefighters' Association calendar sales and a benefit concert by The Eddie Coffey Band.



Special Occasion Celebration Program

In lieu of favours for a wedding or gifts for other important occasions like birthdays or anniversaries, the occasion can be made even more memorable by encouraging donations to the Alzheimer Society Niagara Foundation. This innovative idea is popular as it provides the opportunity to mark a special milestone and, at the same time, support the programs and services of the Alzheimer Society of Niagara Region for persons living with dementia, their families and care partners. Our staff will work with you to develop a customized place card, table sign, or donation card that is suited to your event. This year, \$2,584.13 was raised through the Celebration Program.



TOP SUPPORTERS 2012—2013

Donors \$20,000 +

Edward J. Freeland Foundation
Estate of Frederick Edward Marlow
The Robert Bell & Gladys May Bell Memorial Foundation

Donors \$10,000 - \$19,999

Upper Lakes Marine & Industrial Inc.

Donors \$5,000 - \$9,999

Algoma Central Corporation
Estate of Egon Bunk
Manulife Financial

Donors \$1,000 - \$4,999

Alpha Pi Phi Sorority
BHH Benefits
Mr. and Mrs. Allan Colbey
Mrs. Sharleen Colbey
Grantham Lioness Club
Home Trust Company
Latcham Marine Services

Ms. Mary Jo Mastroianni
Niagara Web Marketing
Mr. and Mrs. Bob Miller
Mr. Lyle Reiber
Rexall Foundation
Short Hills Fire & Rescue Association
Mr. Leslie Simonits

Mr. Anthony F. Small
The Rotary Club of St. Catharines
Mr. and Mrs. Angus Verge
Wormald Masse Keen Lopinski LLP
Mrs. Wytske Zantinge

Donors \$500 - \$999

Beatties Basics Office Products
Brock University Centre for the Arts
Canadian Tire Financial Services
CAW Canada—Local 99
Chown Cairns
CYO Basketball
Mr. and Mrs. William Elkin
Mr. Douglas Elliot
Mr. and Mrs. Geoff Fawcett
Mrs. Jean Fawcett
Grantham Lions Club
Mr. Ronald Grieve
Gyro Club of St. Catharines
Mr. and Mrs. Ronald Hansell

Mr. Trevor Hudson
Mrs. Marlene Husband
Joseph J. Sullivan Professional Corporation
Mr. and Mrs. Vic Kersch
Mrs. Teena Kindt
Ms. Susan Korz
MacGillivray Chartered Accountants
Mason Insurance Brokers Limited
Ms. Lynn McCleary
Mr. and Mrs. Peter and Terry McDougall
Mrs. Gillian McGrew
Mr. Patrick McNally
Mr. John Millman
Modern Landfill

Mr. Furnace/Huero Commercial HVACR
OPG Employees' & Pensioners' Charity Trust
Ms. Jayne Pauls
Mr. and Mrs. Douglas H. Rapelje
R.J. Gillespie Enterprises Limited
Running Room
Shalom Manor and Gardens
Stamford Estates
Sullivan Injury Law Professional Corporation
The Dominion Insurance
The Pen Centre
Mrs. Nancy Wales
Mrs. Barb Walker

Donors \$250 - \$499

Ms. Wendy Allen
Mr. William G. Armstrong
Ms. Jennifer Barker
Ms. Mary Bart
Victoria and Susan Bowes
Mr. and Mrs. David Bowman
Mrs. Gerry Bucsis
Ms. Joanne Cartmer
Mr. W. Frank Cooper
Ms. Ines DeBonis
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Mr. David Geiger
Mr. Robert C. Hurlbut
Mr. Clifford H. Ironberg
Canadian Federation of University Women Welland & District

Mr. and Mrs. Nathan Kalles
Karma Candy Inc.
Kevin Sider & Associates
Mr. Brian Law
Mr. Larry Lisoy
Mr. Joe MacKeil
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Mrs. Grace McDougall
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Dr. and Mrs. George Park
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Mr. Harold Seegmiller
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Ted's Tunes
The Orchards Retirement Residence
Mrs. Jacqueline Timlock-Ciocca
Ms. Krista Tsandelis
Mr. Greg Wight

Event Sponsors \$300 +

Avondale Food Stores
BHH Benefits
Chown Cairns
CIBC Wood Gundy
- The Carlomusto Financial Group
Cooper Wealth Management
CYO Basketball
Delta Monte Carlo Bingo Association
Elkin Injury Law
Gales Gas Bars

Investors Group
Meridian Credit Union
Nitrex Metal Technologies
Portage Mutual Insurance
Rankin Construction
Robert Magder Financial Services
Seasons Retirement Communities
Stamford Lions Club
TransCanada Pipelines Ltd.
Value Muffler & Brake Centre
Wormald Masse Keen Lopinski LLP

Third Party Events \$500 +

Eddie Coffey Band Concert
Fore Ladies Only Golf Tournament
Gyro Club of St. Catharines
Modern Landfill Golf Tournament
Niagara Falls Professional Firefighters' Association
Nitsopoulos Golf Tournament
OANHSS Region 2 Golf Tournament
Origin Great Memories Golf Classic
The Flora Broley Ball Hockey Tournament