ANNUAL GENERAL REPORT 2016 - 2017



Mission

To advocate for and with people with dementia and their care partners, and provide access to a diverse range of appropriate resources and supports.

Vision

A community where individuals with dementia and their care partners are fully supported to maximize their quality of life and well-being.

1,891 New referrals to the Alzheimer Society of Niagara Region 7,513 Volunteer hours of service 7,773 Participants in a community education program 3,124 Front line dementia care staff trained \$607,025 Raised through events & donations

"I learned that even though I am experiencing changes, I am still the same person and that is enough. I am still valued and important."

- Person Living With Dementia

ALZHEIMER SOCIETY OF NIAGARA REGION #1 - 403 ONTARIO ST., ST. CATHARINES, ON L2N 1L5 905-687-3914



It's not just their disease. It's ours too.

That is the 2017 awareness message that Alzheimer Societies have been sharing with all levels of government and the general public. Each year, 25,000 Canadians hear the words, 'you have dementia.' But dementia is more than just numbers; it is about our families, our friends and our communities experiencing the personal and social impact of dementia. It also translates into greater demand for services within our healthcare system and soaring costs.

Dementia doesn't discriminate and can affect anyone. It's one of the fastest-growing diseases of our time and can only be beat if everyone takes action. In order for persons living with Alzheimer's disease and other dementias and their care partners to live well and thrive in their communities, they need to be linked to a community of education, support and quality services.

Reflecting on this past year, we are very proud of our accomplishments at the Alzheimer Society of Niagara Region. As you will read in this Annual Report, we have continued to increase educational opportunities and expand our programs and services within Niagara despite the lack of any increase in our base government funding. It is a story of people, passion, commitment and relationships.

Some of our most rewarding work took place during Alzheimer Awareness Month in January. As part of the Ontario Dementia Strategy initiative, we were asked to meet with our MPP's and get their endorsement for a fully-funded plan that includes strategies for living well with dementia, early diagnosis, more supports for caregivers, building capacity for the dementia workforce and research. We made the visits with our Dementia Champions, Earl and Jori Warren. Earl's powerful story about his journey with early onset dementia was also showcased in the three regional daily newspapers. As a result of a province-wide effort, it was announced in April that an Ontario Dementia Strategy will be funded for \$100 million over three years to enhance access to care, information and support when a diagnosis is made!

Again, there has been a lot of activity at a provincial level with 30 Alzheimer Societies working toward a mutual Federation Agreement that would bring equity and a standard of service delivery for all persons living with dementia, no matter where they live in the province. An agreement was signed that binds us as a federation and includes the provision for shared services to consolidate administrative functions such as human resources, legal support and the procurement of services across the province.

At a federal level, the private members bill introduced by our own Niagara Falls MP, Rob Nicholson, was passed through the House of Commons and has now gone to the Senate Committee. This bill would create a Canadian Alzheimer's Disease and Dementia Partnership that would bring together researchers, clinicians, health-care providers and private industry to work alongside Canadians living with dementia to develop and implement a National Strategy.

It is a real privilege to work with highly skilled and enthusiastic people who believe in our mission, vision and values. We would like to acknowledge the staff for their commitment and compassion for the clients we serve. We would like to also formally recognize the enormous contribution made by all our Board Members, volunteers, partners, donors, and the LHIN.

We would like to extend a special thank you to the clients and families who publicly shared their stories and the impact of dementia on their personal lives. You are the voice of our organization and together we have made a difference. Without your openness this would not have been possible.

As dementia grows exponentially across Ontario, we will continue to play an active role in the development and implementation of a transformative strategy on behalf of every person living with dementia and their care partners.

Together, we will build on the momentum we've created until we reach our vision of a world without Alzheimer's disease.



ALZHEIMER SOCIETY OF NIAGARA REGION BOARD OF DIRECTORS 2016—2017

Maureen Shantz, President Darrell Neufeld, Vice President Judy Willems, Past President Heather Doerksen, Treasurer Cathy Miller, Secretary Catherine Esposito, Director Laura Ford, Director Vic Kerschl, Director Dennis Martin, Director Rene O'Brien, Director

STAFF 2016-2017

Management Team

Teena Kindt, CEO ASNR/ASNF Mary Clark, Director of Programs Terry McDougall, Director of Fund Development Denise Verreault, Director of Education

Staff Service Awards 2016—2017

<u>5 Years</u> Tarryn Anderson Gerry Bucsis Gail MacKenzie-High Laura Macklem Terry McDougall

10 Years Erin Cunningham Charlotte Zwierschke

<u>26 Years</u> Dion McParland

Cynthia Krawczuk Erin Cunningham Wendy Nasmith **Psychogeriatric Resource Consultants** Gail MacKenzie-High Emma Martin Education Dream Ackland Gailynne Irvine Support/Administration Gisèle Côté Dina Keranovic Kristine Scott Janine Thompson Dawn Tuckwell

Foundation

Client Programs & Services Tarryn Anderson Gina Bendo Marie Brophy Gerry Bucsis Cathy Dennis Cathy LeBlanc Cathy Lockett Kathie Green Laura Macklem **Dion McParland** Angela Monrad Lori Pauls Sarah Putman **Barbara Summers** Charlotte Zwierschke Maintenance

John Stefanac

Chapter Finance

Condensed Statement of Financial Position as at March 31, 2017

Assets

Current Assets	\$319,396
Fixed Assets	\$978,473
	\$1,297,869

Liabilities & Net Assets

Current Liabilities	\$157,182
Net Assets	\$1,140,687
	\$1,297,869

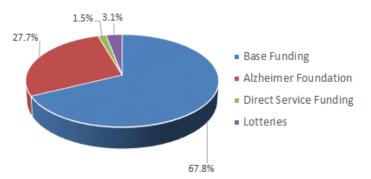
Condensed Statement of Operations for the year ended March 31, 2017

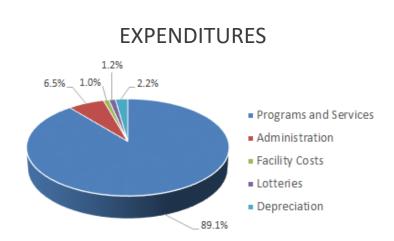
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	Percentages
\$1,297,763	67.6%
\$530,000	27.7%
\$29,076	1.5%
\$58,610	3.1%
\$322	0.0%
\$1,915,771	100.0%
\$1,720,667	89.1%
\$125,744	6.5%
\$18,999	1.0%
\$22,439	1.2%
\$43,130	2.2%
\$1,930,979	100.0%
	\$530,000 \$29,076 \$58,610 \$322 \$1,915,771 \$1,720,667 \$125,744 \$18,999 \$22,439 \$43,130

(\$15,208)

REVENUE





Our Accomplishments

- Psychogeriatric Resource Consultants provided 342 education sessions to 3,124 Long Term Care and community based professionals. In addition 1,194 individual consultations were provided to support residents in Long Term Care homes. This year, the PRCs have also upgraded skills in order to be able to provide Mental Health First Aid for Seniors education sessions, as well as Positive Approach to Care[™] training and skills workshops.
- First Link[®] is a referral program that connects individuals diagnosed with dementia and their care partners to a range of services offered by the Alzheimer Society of Niagara Region, as well as to appropriate community supports. This year we received **1,891 referrals**, including the following: 78 Referrals from Memory Clinics
 - 154 Referrals from Primary Care Physicians
 382 Referrals from Geriatric Specialists
 330 Referrals from CCAC
 181 Referrals from other Community Partners
 766 Referrals from families, self, or other
- Memory Clinics in Niagara totaled 7 with staff linked directly to 5 of them. This year our chapter completed the Evaluation of First Link and Primary Care memory clinics. The study, funded by the Ontario Brain Institute, partnered with Alzheimer Ontario, and seven Alzheimer chapters to form a steering committee. Data was collected from 46 primary care memory clinics across Ontario to explore and report on the contribution of the First Link program within memory clinic and in the context of integrated health services. The final report was completed in April 2017. Our chapter will continue to work with the steering committee to review findings in the coming year.
- The Niagara Elder Abuse Prevention Network has expanded their cross sector partnerships to include: Niagara Regional Police Services, Victim Services Niagara and Crime Stoppers Niagara. One ASNR staff member sits on this Network, and this staff member has provided 20 educational workshops/training sessions reaching 337 people, 19 client visits, and 16 consults to service providers over the last year.
- Supporting Independent Living (SIL) is a transdisciplinary team with members representing Niagara Region Mental Health, Seniors Community Programs and ASNR. This team serves clients living at imminent risk, often with many barriers to service that may include: dementia, poverty and unstable housing situations. This four person team served 189 unique individuals across Niagara and conducted approximately 1,500 client visits. This team provides seniors with outreach services using a holistic and compassionate approach, delivered in an empowering and collaborative manner. The team educates and advocates for members of the community, offering resources to improve the quality of life for older adults in Niagara.

• The Quality Improvement Committee has continued to work towards the goals set out in the Quality Plan that was submitted to the LHIN. Results of a client satisfaction survey sent out in early March indicate:

- 82% of clients surveyed felt satisfied or very satisfied with services provided by ASNR
- 94.4% of clients surveyed stated that they would recommend ASNR services to others
- Group attendance increased significantly by 39%
- The number of clients (registered individuals served) increased by 12.4%

- A new evening Support Group for care partners was started up in the community of Thorold, on January 4, at Niagara Region Headquarters. It runs the first Wednesday of each month at 6:00pm.
- The Exercise/Tai Chi Program served 48 clients and care partners offering exercise, friendship and support on Tuesday & Thursday afternoons.
- Tele-Care volunteers made a total of 548 friendly visiting calls to clients of the Tele-Care program
- Friendly Visiting volunteers made a total of 519 visits to 34 clients.
- Art Expressions had 24 people participate in 20 sessions and exhibit their artwork at the Walk for Alzheimer's Art Gallery.
- Minds in Motion[®] held 85 sessions during the first year of the Ontario Trillium Foundation in two separate locations in partnership with the YMCA of Niagara. "The most beneficial part of Minds in Motion[®] is being able to interact with others in a fun filled atmosphere!" - Participant

New Program

Self- Care for the Caregiver

This 16 week program provides a gently guided practical program of self-discovery and personal growth for caregivers of persons who are living with dementia. This program brings together care partners to learn about the value of honest self-examination, quieting their minds, and nurturing their inner self. There were nineteen caregivers who were able to participate in this program in 2016.

"This course has been extremely informative, and beneficial in the advice, wisdom and insight provided through the course material and the amazing instructors. The course and instructors have been very helpful, effective, and inspirational. This has been a true gift."

Early Stage Programs

We facilitated 54 Early Stage program sessions over the past year with 498 attendees. Individuals met others who understand their experiences and focused on nurturing strength, resilience and engaging in health promoting activities.

Our **Advisory Group** is made up of 6 persons living with dementia who meet once per month to share their invaluable wisdom and insights with ASNR staff on various projects. Bea Kraayenhof, a member of our local and Ontario Advisory Group, provided testimony to the Canadian Standing Senate Committee on Social Affairs, Science & Technology on the issue of dementia in our society.

The **Peer Mentor Program** continues to grow as we work with our clients living with dementia and their care partners, providing opportunities for collective engagement and true partnership. We had 8 peer mentors in 3 Brain Wave Cafés.

The **Young Onset Gap Analysis Project** for clients with young onset dementia and their care partners provided invaluable insights into their experiences and challenges. The results will be published by the Alzheimer Society of Canada.

Family Support & Intensive Case

Program

The Counselling Team consisting of 8 Family Support Counsellors and 2 Intensive Case Counsellors made 7,164 visits to clients, totalling 4,166 hours. This dynamic team of staff at ASNR continues to provide education, support, referrals to community resources and counselling to persons with dementia and their care partners across Niagara Region through home visits, case conferences, support groups, and Brain Wave Cafés. Care partners have continued to express what this support means to them in caring for someone with dementia through comments such as:

"I cannot praise enough the help and support I got from my counsellor, without whose compassion and advice I cannot imagine getting through the last five years. The counsellors do an amazing job and every caregiver should have access to one."

"Being connected to other services as well as the Family Support Counsellor was awesome and so helpful. Thanks for everything. I am myself after the death of my husband still enjoying the art expression program."

Volunteer Program



- Number of Volunteers: 201

 91 Admin Volunteers
 110 Direct Service Volunteers
- Total Volunteer Service Hours: 7,513

 2,340 Admin Hours
 5.173 Direct Service Hours
- Walk for Alzheimer's: 128 Volunteers - Volunteer Hours that day: 386.5
- Started online training program for volunteers
- <u>Ontario Service Awards 2016</u>: Flo LaBelle, Lois Ouellette, Linda Proulx, John Pula, Anne Radojcic, Myra Stewart
- City of St. Catharines Volunteer Award: Bob Miller
- Niagara Falls Volunteer Award: Jessica Pace-Smith
- <u>RAVA</u> (Regional Association of Volunteer Administrators) Volunteer Award of Excellence: Diane Darling & Jean Richardson

Education Program

- 8 French Language group sessions were held, reaching 237 Francophones in the community
- 13 Health and Education Fairs were attended across the Niagara Region with 325 interactions
- 7 Public Forums held with 155 attendees
- **45** Aging & Dementia Simulations had 756 front line staff and students participating, including 87 staff persons form the Kidney Care program at the Niagara Health System and 68 Dental Hygienists working in our community
- Next Steps & Care Essentials series held 41 group sessions to family care partners and friends throughout the year in six cities across Niagara with 589 attendees
- **120 Education Presentations** delivered to individuals, facilities, academic institutions, and community based organizations with 2,431 attendees.
- 7,773 participants attended an education program offered by the Alzheimer Society of Niagara Region

Message From the Chair & CEO of the Alzheimer Society Niagara Foundation

According to the Philanthropic Trends Quarterly[©], published by KCI, charities have to accept that times have changed. The world is much more complex and charities need to figure out how to engage constituents in ways that are meaningful to them.

Our Foundation recognizes that in our challenging economy, prospective donors are more astute and selective about their charitable giving. They seek greater alignment between their own philanthropic objectives and those of an organization's mission and values. Today's philanthropists are less influenced by the flood of marketing messages and are thinking more strategically about the impact their gift can have.

We believe that change happens through people, strong relationships, solid investment policies and the expertise to develop solutions to overcome challenges. As we look back over this year, we are very proud of all our accomplishments.

The Foundation raised an incredible \$607,025 through its events and donations. Police Chief Jeff McGuire spearheaded our annual Coffee Break Campaign as the Honourary Chair. The campaign raised \$77,539 largely due to the tremendous support of the Niagara Marine Industry Charitable Council with a donation of \$29,058. We continued to expand our Walk for Alzheimer's at Brock University and thanks to the community, our title sponsor Avondale Food Stores, and the support of Brock University, we raised \$71,234 in pledges and sponsorship. The Peter Saracino Alzheimer Golf Classic, sponsored by Wormald Masse Keen Lopinski Chartered Accountants raised a record amount of \$50,858 and the Curl for Memories sponsored by Value Muffler and Brake Centre raised \$9,917 in net revenues.

We have benefited from several third party events that raised \$67,684 with very little use of our internal resources. Some of the top events included: Revera Golf Tournament (\$35,365); The Flora Broley Memorial Ball Hockey Tournament hosted by the Brock Leaders Citizenship Society (\$9,624); OANHSS Region 2 Golf Tournament (\$3,000); Matthew Moretto Memorial Charity Run (\$3,035); Bridge Centre of Niagara's Barbecue (\$2,490); Angelo Nitsopoulos Birthday Roast (\$7,350); Portal Village Walkathon (\$670); and Sitel Events (\$1,314). Our Celebration Program raised \$3,018 through wedding, birthday and anniversary celebrations. We continue to draw \$30,000 annually from the fund set up by The Robert Bell and Gladys May Bell Memorial Foundation for The Society's Incontinence and Transportation Programs.

This year we received \$105,389 in estate gifts from bequests to proceeds of real estate property. Moving forward, we will be devoting more efforts to educating individuals in the importance of making a Will and how a gift to charity can ease the tax burden on estates without reducing what is left to families.

Behind every successful organization is solid leadership, expertise and dedicated individuals. 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.

Our success is the community's success. We are very committed to our mission and devoted to being innovative in our methodology while continuing to be good stewards of the contributions others entrust to us through their philanthropic wishes.

We look forward to both the challenges and rewards of the upcoming year.

Bob Miller, Chair Teena Kindt, CEO Alzheimer Society Niagara Foundation

ALZHEIMER SOCIETY NIAGARA FOUNDATION BOARD OF DIRECTORS

Bob Miller, Chair Vic Kerschl, Vice Chair April Cotton, Treasurer Anne Radojcic, Secretary

Walk for Alzheimer's

- Held on January 29, 2017, at Brock University
- Raised \$71,234
- Top Pledged Team: Avondale Food Stores \$6,150
- Top Pledged Individual: Anne Treschak \$2,105

Peter Saracino Alzheimer Golf Classic

- Held on June 1, 2016, at Peninsula Lakes Golf & Country Club
- Raised \$50,858 in net proceeds

Coffee Break

- Our Honourary Campaign Chair was Chief Jeff McGuire, of the Niagara Region Police Service
- Top Organization: Niagara Marine Industry Charitable Council raised \$29,058
- Campaign raised \$77,539

Curl for Memories

- Held on November 12, 2016 at the Niagara Falls Curling Club
- Top Team: Royal LePage Rocks \$820
- The event raised \$9,917 in net proceeds

Third Party

 Third Party Events raised \$67,684. A number of events were held this year, including the Flora Broley Play for Memories Ball Hockey Tournament, Bridge Centre of Niagara BBQ, Revera and OAANHSS Region 2 golf tournaments, the Matthew Moretto Memorial Charity Run, and Angelo Nitsopoulos' 60th Birthday Roast.



Julia Coles, Director Nancy Elkin, Director Ian Gallagher, Director Robert Magder, Director Bob Martens, Director Peter Nicholson, Director Rene O'Brien, Director John Pula, Director John Riediger, Director

New Planned Giving Initiative

As I reported at the 2016 Annual General Meeting, the Alzheimer Society Niagara Foundation intended to launch by 2017, a program to foster and facilitate planned donations and legacy gifts to benefit the people in our community living with Alzheimer's disease and other dementias, as well as their supportive care partners and the dedicated staff of the Alzheimer Society of Niagara Region. This program is aimed at encouraging philanthropic support for our cause through various donation 'vehicles.'

- Bequests
- Life Insurance Policies
- Gifts of Securities
- Family Endowment Funds
- Gifts of Property or Assets
- Designated & Charitable Gift Annuities

I am pleased to report that in the Fall of 2017, we will formulate our first Planned Giving Committee from dedicated people in our community with expertise in fundraising, finance and/or estate planning. This group will have the responsibility to activate, energize and organize our new program so that we will have a principled and effective approach when we reach out to the community for support in the ways that I have described.

The need for a planned giving initiative has never been so vital as it is <u>now</u> with the prospect that unless we do this, we will be overwhelmed by the much greater incidence of dementia in our community in the next fifteen to twenty years and not have the funding to pay the cost of necessary services for individuals and their families.

We have created a case for support statement setting out the organization's history, profile, programs and funding, as well as, particulars of the looming dementia 'rising tide' and the cost of responding to it. This statement clearly illustrates the importance of our cause and the need for new and increased financial support. The Foundation would openly welcome anyone to join us in our planned giving initiative either by offering their dedication and expertise as a member of the committee or identifying to us others in the community who could be approached to join.

I am excited about the prospect of dramatically increasing our funding support and reporting on the results in future annual meetings.

THANK YOU TO OUR SUPPORTERS April 1, 2016 - March 31, 2017

Donors \$30,000+

Estate of Doreen Nancy Kozak Revera Retirement LP The Robert Bell & Gladys May Bell Memorial Foundation

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

Allied Marine & Industrial Bell Marine & Mill Supply Ltd. Wayne & Gina Bendo BHH Benefits Dilts Piston Hydraulics Inc. Mr. Alfred Dolson Mr. & Mrs. William Elkin Estate of Robert James Bowman

Donors \$500 - \$999

Mr. William Armstrong Ms. Cheryl Bendo Mr. & Mrs. James Cameron Canadian Tire Financial Services Community Support Mr. W. Frank Cooper Fiorucci Chiropractic Mr. Rick Fleming Mr. James W. Fraser Ms. Christine Gazzola Grantham Lions Club Hydro One Inc. Kaupp Electric Mr. & Mrs. Vic Kerschl

Donors \$250 - \$499

Mr. Ian Adams Ms. Jean Armitage Ballroom & Latin Dancing Studio Marg & Doug Bennett Berenson Inc. Chown, Cairns LLP Mr. Johnny D'Elia Mrs. Betty Fowler **GHD** Limited Ms. Joanne Habib Mr. Walter Harmidarow Hatch Ltd. Ms. Pauline Hopkins Anne & Tom Howe Mr. Clifford Ironberg Kathrine & Frederick Jackson Kelsey's Restaurant, St. Catharines Kevin Sider & Associates

Event Sponsors \$300 +

Avondale Stores Limited Brock University Cooper Wealth Management Inc. George Darte Funeral Chapel Inc. IA Clarington Investments Joseph Carlomusto, CIBC Wood Gundy Meridian Credit Union Metal Supermarkets/BDD Metals Inc. Ontario Power Generation Portage Mutual Insurance Rankin Construction Inc.

Donors \$10,000+

Algoma Central Corporation Community Leaders Invitational Estate of Joseph Peter Rosso Estate of Wytske Zantinge

Mr. Frank Durante First Ontario Credit Union Anne & Harry Fox Grantham Lioness Club In Memory of Connie Reiber Latcham Marine Services Marine Clean Ltd. Marine & Offshore Canada Niagara Community Foundation

J. Kuchyt Services Lester Shoalts Limited Lookout Ridge Joan E. Marlow Fund at the Niagara Community Foundation Ms. Mary Jo Mastroianni Mr. & Mrs. Leonard McClelland Mrs. Grace McDougall Terry & Peter McDougall Nancy & Patrick McNally Mr. & Mrs. Robert Miller Newquest Corporate Solutions Inc. Niagara Dental Hygienists' Society Mr. Gary Niven

Mrs. Teena Kindt John & Karen Kirby Mrs. Cynthia Krawczuk Lancaster, Brooks & Welch LLP Ms. Frances Lawson Mr. Gord Layhew Leibherr-Canada Ltd. Mr. & Mrs. Dennis Martin Master's Care Care Ms. Karen McConnell Dr. Richard Merritt Mrs. Margaret Minor Mr. William Muirhead Niagara Web Marketing Dr. & Mrs. Philip O'Reilly Dr. & Mrs. George Park Ms. Elizabeth Pattison Mr. & Mrs. Doug Rapelje

RBC Royal Bank Robert Magder Financial Services Robert Miller, Chown Cairns LLP Royal LePage Niagara Real Estate Centre, Brokerage Stamford Lions Club Sullivan Injury Law Professional Corp. Tamlor Investments TransCanada PipeLines Limited Value Muffler & Brake Centre Whole Health Pharmacy Partners Wormald Masse Keen Lopinski LLP

Donors \$5,000 +

Peter Ellison Estate of Adaline Robbins Friends of the Society

Ms. Linda M. O'Connell Seagulf Marine Industries Inc. Sullivan Mahoney Endowment Fund at the Niagara Community Foundation Mrs. Joan Stoll Tire Discounter Hamilton Ltd. Mr. Peter Van Capelle Mr. Jim Weaver Westminster United Church

Ms. Jayne Pauls RBC Royal Bank Anne & George Radojcic Royal Henley Retirement Residence Ms. Barbara Rybiak Shoppers Drug Mart Life Foundation Short Hills Fire & Rescue Association Sullivan Injury Law Professional Corporation The Pen Centre Unifor Local 199 Retirees Walker Industries Lorne & Irene Wiley Adrian & Gina Zantinge

Mr. Brian J. Rapone Julie & Steve Reiman Ms. Linda Ressler Royal Canadian Legion Zone B5 Ms. Monica Schmalz David & Maureen Shantz Silver Spire United Church Women Mr. David Simpson Ms. Gillian Somerset Sure-Fix Service Group Inc. Mr. Douglas Taylor Thorold Senior Citizens Association Mr. A. Raymond Tinnerman Anna & Azim Velji Ms. Mary Wakil Brian & Sylvia Walker Ms. Dianna West Mrs. Shirley Young

Third Party Events \$500 +

Bridge Centre of Niagara BBQ Flora Broley Ball Hockey Tournament Niagara Hot Tubs BBQ Angelo Nitsopoulos 60th Birthday Matthew Moretto Memorial Charity Run OANHSS Region 2 Golf Tournament Helen O'Neill Jewellery Sales Niagara Marine Industry Charitable Council - Raffle Portal Village Walkathon Revera Golf Tournament Sitel Employees UNIFOR Day of Remembrance Event Vita Wren's 100th Birthday