

Alzheimer *Society*

WATERLOO WELLINGTON

Alzheimer Society Waterloo Wellington Annual Report

September
2017

Alzheimer Society Waterloo Wellington is a registered charity: 10670 5338 RR0001



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President's Introduction

2016/2017 has been a great year, full of embracing change and implementing quality improvements. We are extremely proud of the impact the Alzheimer Society Waterloo Wellington (ASWW) has on our community in supporting people living with dementia to "Live Their Best Day".

Our strategic and operating plan for 2017/2018 focusses on maximizing positive outcomes and implementing quality improvements so people living with dementia in our community are supported. We have listened to your feedback and are committed to providing meaningful services including education, individual/family support provided by our amazing team of Social Workers, group meetings/support groups and therapeutic/recreational opportunities that are truly client centred. ASWW is focussing on 4 key strategies so we can continue this impactful work in Waterloo Wellington:

1. Deliver a meaningful client experience
2. Generate revenue to meet the growing demand for our services
3. Attract, retain and engage exceptional employees and volunteers
4. Maximize the impact of our programs and services in the community

ASWW is a key partner at the Ontario Dementia Strategy planning tables to ensure that the voices of people living with dementia and their families are heard. We will advocate for health system improvements and continue working with community partners to maximize this health system change opportunity. We look forward to sharing in this opportunity together.

ASWW is working closely with other Ontario Alzheimer Societies and Alzheimer Society of Ontario (ASO) to ensure best practice, standardization and strong risk management processes are in place for all programs and services delivered across Ontario. All Alzheimer Societies across Ontario have signed a "Mandatory Shared Services Agreement" which will create opportunities for maximizing capacity and excellence using a shared services hub. This is an exciting new change that will allow ASWW to focus more time and resources on front-line service delivery to clients.

The ASWW Board of Directors is proud to be on this journey with you. Thank you to our donors, funders and sponsors for their ongoing support. Most importantly, thank you to our clients, volunteers, community partners and staff. Together we are making a significant difference in the lives of people living with dementia in our community.

Warm regards,

Pamela Krauss
President



ED Introduction

Alzheimer Society Waterloo Wellington (ASWW) is proud to be able to partner with people living with dementia, their care partners and our community. It really does take a collective effort to support people to “Live Their Best Day”. ASWW is honoured to provide client centred, high quality responsive programming, grounded in best practice approaches including education as well as Social Work support and social/therapeutic opportunities. We are grateful to our donors, sponsors, funders, many community partners, staff and volunteers. Their generosity allows us to support our community.

Over this past year, ASWW has embraced a philosophy of continuous quality improvement. Our philosophy includes consistent program evaluation, gathering feedback, utilizing best practice approaches and making responsive changes along the way. This has led to many positive changes that have improved the way we are delivering programs to the community. We asked for your opinions and we are listening. We are adding, removing and changing our programming to reflect your feedback and support you better!

We have received positive feedback regarding the new format of our Learning and Support Series and appreciate your invaluable suggestions. We are utilizing this feedback, have updated the content and encourage you to attend this valuable learning opportunity.

In January 2017, ASWW launched Ontario Telemedicine Network (OTN) support groups to better support rural areas. Feedback has been extremely positive and participation is growing. We have now expanded to include; Palmerston, Mount Forest, Cambridge, Guelph, Ayr, Elmira, Fergus and Erin.

We listened to your feedback about offering more social opportunities. In January 2017, ASWW launched the Peer Connections group in partnership with the City of Kitchener. This unique program provides a social opportunity for both caregivers and people living with dementia simultaneously. We are running the program again this upcoming Fall and Winter. Be sure to check it out.

ASWW will continue to operate in a continuous quality improvement culture, working side by side with clients and community partners. Thank you for participating in ongoing program evaluations and completing our surveys. Providing client centred care is our priority and we look forward to continuing this journey together.

We look forward to seeing you.



Warm regards,

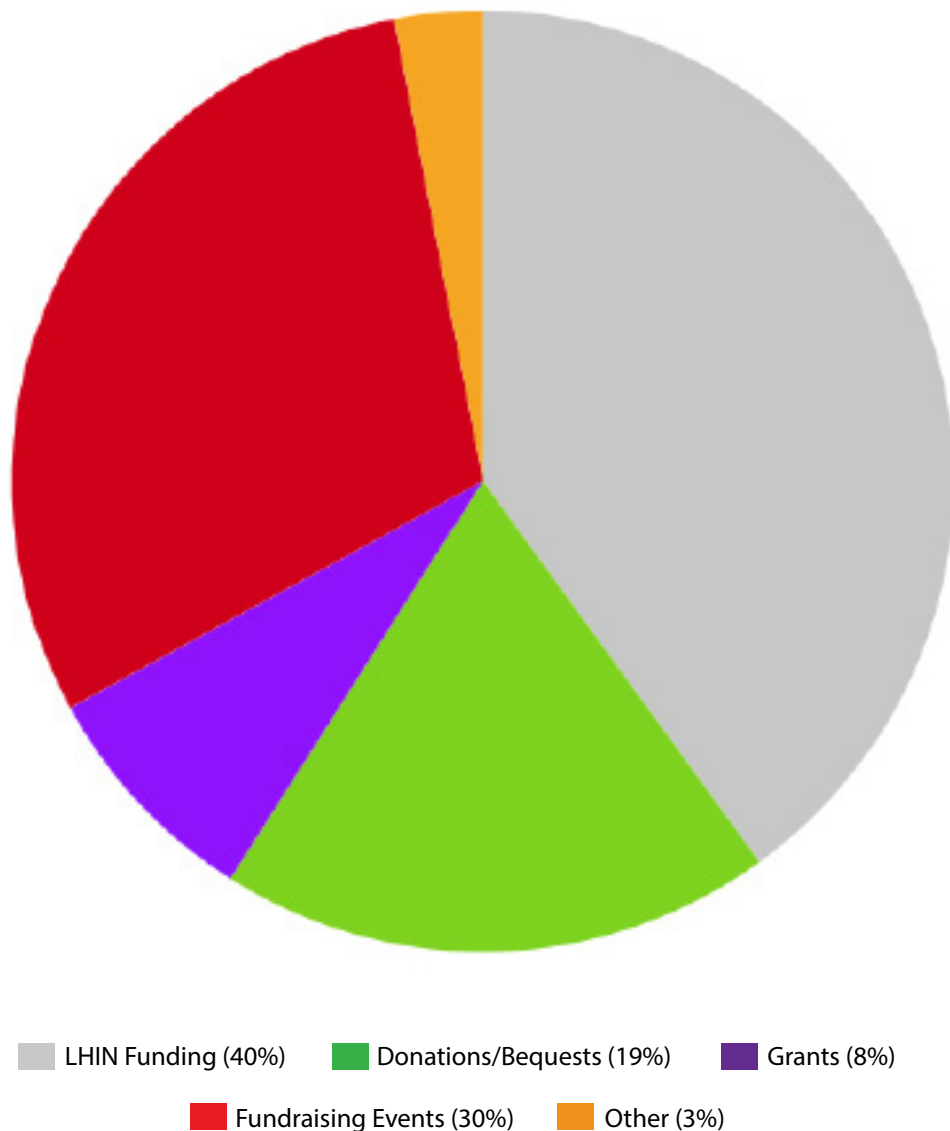
Michelle Martin,
Executive Director

Alzheimer Society Waterloo Wellington Funding Snapshot

A brief snapshot of the Alzheimer Society Waterloo Wellington's major sources of funding and financials for the 2016-2017 fiscal year is presented here.

Detailed information on revenue and expenses is provided and our audited financial statements, are available upon request.

Please contact us for more information.



Thank you to all of our donors in 2016-2017. Large or small, every donation helps us to make a difference. Your hard work through various fundraising events, sponsorship and generous donations ensures that we are able to help those with dementia to "Live Their Best Day".

Alzheimer Society Waterloo Wellington Financial Snapshot

Alzheimer Society of Waterloo Wellington

Statement of Operations
year ended March 31, 2017

in dollars

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The Accompanying Notes are an Integral Part of the Financial Statements

	2017	2016
REVENUE		
Alzheimer Society of Ontario	27,000	40,999
Bequests	13,535	15,000
General donations	220,993	188,759
Grants	103,606	111,432
Interest and other income	9,749	15,063
Local Health Integration Network - Family Support	202,124	202,124
Local Health Integration Network - Public Education	222,801	222,801
Local Health Integration Network - VCP	48,980	48,980
Memberships	1,853	552
Special events and fundraising activities	365,330	291,936
	1,215,971	1,137,646
Expenses		
Advertising and publications	379	2,094
Amortization	2,502	-
Bank charges	5,652	3,564
Capital asset acquisitions	492	1,940
Insurance	5,233	6,166
Miscellaneous	323	400
Office, postage, telephone	63,405	58,986
Professional development	5,425	6,807
Professional fees	14,852	15,533
Public awareness, programs and family support	29,167	42,585
Rent and utilities	62,876	67,102
Repairs and maintenance	13,909	16,214
Special events and fundraising	45,614	27,816
Travel and conferences	23,207	22,706
Wages and benefits	856,134	906,643
	1,129,170	1,178,556
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES	86,801	(40,910)

Alzheimer Society Waterloo Wellington thanks Ward & Uptigrove Chartered Accountants for providing their services and completing the annual audit of our financial statements.

For more detailed information on Alzheimer Society Waterloo Wellington's 2016-2017 Audited Financial Statements, please contact us.

What Have We Been Up To?

Region of Waterloo Arts Organizations Join Together For Dementia-Friendly Community Spaces

September 11, 2017 — Nine of the Region of Waterloo's leading arts organizations have united in a commitment to provide accessible and dementia-friendly spaces in the area's major arts and cultural centres.

The Dementia Friendly Communities 'Blue Umbrella Project', a training program offered through the Alzheimer Society Waterloo Wellington in partnership with Murray Alzheimer Research and Education Program (MAREP), provides organizations with enhanced education about dementia along with strategies for specialized support and service to people living with dementia and their care partners.

The participating arts organizations are collectively known as the Alliance for a Grand Community (AGC), a networking consortium of senior arts managers whose goal is to strengthen the impact of the arts and cultural sector through the sharing of best practices, collaboration, and cooperation.



277 Individuals trained

10 Care Partners
Volunteered

15 Dementia Friendly Communities
training sessions delivered

10 Persons with Dementia
Volunteered

38 Volunteer Hours
contributed

Venues certified as dementia friendly through the Blue Umbrella initiative include:

- Canadian Clay & Glass Museum
- Centre-in-the-Square
- Drayton Entertainment (including Dunfield Theatre Cambridge & St. Jacobs Country Playhouse)
- Grand Philharmonic Choir
- Idea Exchange Art + Design
- Kitchener-Waterloo Art Gallery
- Kitchener-Waterloo Symphony
- THEMUSEUM
- Waterloo Region Museum & Historic Sites (incl. MacDougall Cottage & Joseph Schneider Haus).

The combined annual attendance of these cultural attractions is 665,923.

"This is an important first step for arts organizations to show their commitment to collaboration and cooperation in a way that is meaningful and impactful for an important segment of our community", says Andrew Bennett, Executive Director of the Kitchener-Waterloo Symphony.

The training program was completed by front line staff at each member organization earlier this spring. It is estimated that in 2016 there were 564,000 persons in Canada living with dementia; by 2031 it is estimated that the number will increase to 937,000 (Alzheimer Society Waterloo Wellington, 2017). Over 12,000 people over the age of 65 in Waterloo-Wellington are diagnosed with the disease.



Minds in Motion In Action

Minds in Motion

To alleviate the isolating impact of Alzheimer’s Disease and/or dementia, 132 clients participated in Minds in Motion in 2016/2017. This program provides a two hour per week, 8 week session program that combines physical activity and mental stimulation specifically for people living with dementia alongside their care partners.

The program is safe yet challenging, inclusive, fair and age and ability appropriate as the program is designed specifically to set up individuals for success. There is no cure for dementia but we do know that physical activity and social stimulation can delay the progression of the disease and also inspires self esteem. People can actively participate in an exercise class along with their peers, so they can get that blood pumping and make connections with people in their community.

132 Individuals attended Minds in Motion Sessions

6 Sessions were offered - 2 in Guelph, 2 in Cambridge and 2 in KW

7 Volunteers participated in and assisted with Minds in Motion sessions

66 Persons with Dementia Participated in Minds in Motion Sessions

112 Volunteer Hours contributed

We are absolutely thrilled that ASWW was nominated for a SAGE Award (Service Awards for Geriatric Excellence) for the “Team” category! Although we did not win the award, it was an enormous honour just to be nominated in the category, and truly speaks to the importance of what we do.

We strive every day to increase our quality of work and support, and how much we can positively impact our clients’ lives - and to help individuals “Live Their Best Day”.

We are so proud of our amazing team and look forward to continuing on this path to great success.



ASWW Social Workers and PEC's in attendance at the SAGE Awards in Hamilton.

1583 Care partners received 4615 one on one counselling sessions

5246 Individuals participated in 351 Group Education Sessions

209 Individuals living with dementia received one on one counselling sessions

1449 Volunteer Hours contributed

1030 Hours were volunteered to the Volunteer companion program for 1030 visits, to 157 individuals!

2016/2017 By The Numbers



- Memory Clinics: Approximately 794 individuals served
- Learning and Support Series: 66 LSS sessions were provided to approximately 528 individuals
- Ontario Telehealth Network - Program Pilot January 2016 - March 2017: 3 group sessions ran in 3 Communities, serving 37 individuals



Thank You To Our Community Partners!



BOARD OF DIRECTORS

Pamela Krauss - President
Scott Wahl - Vice President
Nancy Kauffman-Lambert - Past President
Christopher Loucks - Treasurer
Melissa Kwiatkowski - Secretary
Brian Hummel - Director
Samantha Martin - Director
Cathy Harrington - Director
Rennie Brudnjak - Director
Melanie McKellar - Director

OUR TEAM

Michelle Martin - Executive Director
Laura Aguiar - Receptionist
Jill Ross - Finance & Site Systems Coordinator
Barb Eastman-Lewin - Coordinator of Volunteers
Joy Noble - Development Coordinator
Mark Paine - Corporate Business Relationship Coordinator
Cara Dowhaniuk - Social Worker
Lynelle Drudge - Social Worker
Colleen Martin - Social Worker
Stephanie Vigil - Social Worker
Natasha Ekelman - Program Coordinator
Emily Lambe - Public Education Coordinator
Robin Smart - Public Education Coordinator
Janine Wilson - Public Education Coordinator
Thayna Walter - Community Program Coordinator

Our Three Offices Are Here to Serve You!

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