



ALZHEIMER SOCIETY WATERLOO WELLINGTON

DEMENTIA PROGRAM GUIDE

*Programs and Services from
September to December 2024*

*Programmes et services de
Septembre à décembre 2024*

Alzheimer Society

WATERLOO WELLINGTON

www.alzheimerww.ca



Make a lasting difference: Become a Monthly Donor

**Your monthly gift helps
loosen the grip of isolation, supporting care partners
and people living with dementia.**

A 25% growth in demand has created an urgent need to expand programs.

Help us fight dementia and social isolation. By supporting vital programs with a monthly gift, you ensure services are accessible to everyone who needs them.



\$25.00

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**Any monthly amount helps.
Scan the QR code, or go to alzheimerww.ca to sign up today.**

Alzheimer*Society*
WATERLOO WELLINGTON

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MESSAGE FROM OUR EXECUTIVE DIRECTOR

Fall has arrived and we are ready for the cooler temperatures. It was definitely one hot summer!

The Alzheimer Society Waterloo Wellington (ASWW) is honoured to be able to support people living with dementia and their care partners to *“Live Their Best Day”*.

Statistics show that people living with dementia and care partners who are engaged with the Alzheimer Society’s programs and services can experience a possible delay in admission to Long Term Care by as much as 2 years.

ASWW has many educational, social, and therapeutic recreational opportunities that can help you achieve better health outcomes. I would encourage you to join the fun and become involved as soon as you possibly can.

We have an exciting new Respite Program available for Care Partners. This pilot project will run from Oct. 1, 2024 to March 31, 2025. Care partners can access in-home respite to support their personal self care and a better overall quality of life.

ASWW has been advocating for this type of support for many years. Together we can demonstrate that respite care is so important. When the pilot is successfully completed there is a high probability of ongoing funding. Check out page 6 for more information.

Being engaged and getting involved with the Alzheimer Society supports better health outcomes. Please come and join us.

- Michelle Martin, Executive Director

EDUCATION

Join us virtually on Zoom or in-person for seminars or multi-week series at our offices across the region. **Register by calling the office or asking your Social Worker.** Our virtual seminars do not require a camera. you can join via computer, phone, or tablet. Space is limited for in person seminars. Register Today. A full description of all our seminars is found on page 12.

CORE COURSES

OVERVIEW OF DEMENTIA

- Cambridge - September 27 from 10 to 11:30 AM
Virtual - October 18 from 12 to 1:30 PM
- Kitchener - November 25 from 10 to 11:30 AM
- Guelph - December 10 from 1 to 2:30 PM

MILD COGNITIVE IMPAIRMENT

- Virtual - September 6 from 12 - 1 PM
Kitchener - December 2 from 10 - 11 AM

Here are some suggested seminars for each stage of the dementia journey.

- **These are just suggestions; you will know your situation best.**
- **Adult learners learn best through repetition, so please feel free to attend as many seminars as you wish.**

Core Courses

Special Topics

EARLY STAGE	Overview of Dementia	Brain Health	The Different Dementias	Traveling When Someone Has Dementia
	Mild Cognitive Impairment	Advance Care Planning	Top Three Questions and Top Three Tips	First Steps for Care Partners
MID - STAGE	Care Essentials Learning Series (4 Weeks)	Visiting Tips	Sundowning	Teepa Tips
		Cheat Sheet	Home Safety	U-First!© for Care Partners
LATE STAGE	Late Stage Dementia	Ambiguous Loss	End of Life: Considerations for Care	Options for Care

ADDITIONAL SESSIONS

Please ask your Social Worker or call one of our offices to register for any of our First Step sessions.

SPECIAL TOPICS

IN-PERSON SESSIONS: Seminars are located at our offices in Kitchener (831 Frederick St.), Cambridge (1145 Concession Rd.), and Guelph (202-25 Wellington St. N).

First Steps For Care Partners

Kitchener - September 9, 16, 23, 30 at 1pm

Vascular Dementia

Guelph - September 10 at 10am

For People Living With Dementia: After the Diagnosis

Kitchener - September 12 at 2pm

Brain Health

Victoria Park Seniors Centre -

September 26 at 10:30am

For People Living With Dementia: Strategies For Better Communication

Kitchener - September 26 at 2pm

Taking Control Of Our Lives: 8 sessions in Kitchener, October 2 through November 20 at 10am

For People Living With Dementia: Hearing From Others, The Voices Of Experience:

Kitchener - October 3 at 2pm

Brain Health: Kitchener - October 7 at 1pm

Cheat Sheet For Cognitive Stimulation and Communication

Guelph October 10 at 1pm

Understanding The Stages Of Dementia

Guelph - November 7 at 2pm

Brain and Behaviour

Guelph - November 14 at 2pm

How Should I Respond To Changing Behaviours?

Guelph - November 21 at 2pm

Enhanced Communications:

Guelph - November 28 at 2pm

VIRTUAL TOPICS: We host virtual seminars via Zoom. We will send out an email to all registered with information on connecting and resources before each session.

3 D's of Dementia: September 25 at 6pm

Options For Care: October- 8, 15, 22 at 6pm

Most Asked Questions About Memory:

October 24 at 10:30am

Grief And Loss In Dementia:

November 1 at 12pm

U-First© For Care Partners:

November 5, 12, and 19 at 6pm

M.I.N.D. Eating Plan:

November 28 at 10:30am

Hints For The Holidays When People Have Dementia: December 4 at 12pm

Brain Health: December 16 at 1pm

Red Flags Of Dementia:

December 19 at 10:30am

DROP-IN IN-PERSON EDUCATION: Drop-in at the Evergreen Seniors Community Centre in Guelph (683 Woolwich St. Guelph) for a free 1-hour in-person dementia education, **no registration needed.**

Inside The Brain: An Interactive Brain Tour: October 22 at 11pm

Busting The Myths: December 18 at 11am

Parkinson's And Dementia: Nov. 27 at 11am

SOCIAL WORK



ENHANCING CARE FOR CARE PARTNERS

In partnership with the Reitman Centre for Alzheimer's Support and Training, we offer group programs that help manage the day-to-day care of the person living with dementia, reduce emotional stress and burden, and improve the care partner's ability to cope with the demands of caregiving. To find out more please speak to your Social Worker.

T.E.A.C.H.

Training, Education, and Assistance for Caregiving at Home

- *An interactive group program for care partners of a person living with dementia.*
- *Focuses on common caregiving themes, including self-care, healthcare system navigation, relationship changes, and future planning*
- *Coaches care partners in practical communication and coping skills, learning from other care partners*

C.A.R.E.R.S:

Coaching, Advocacy, Respite, Education, Relationship, Simulation

A skills-based group program for care partners

- Focuses on practical skills and emotional supports needed to care for people living with dementia.
- Teaches problem solving techniques and provides strategies for keeping a meaningful relationship

****NEW****

RESPIRE CARE PILOT PROGRAM

Beginning October 1, 2024, and Running Until March 31, 2025.

ASWW has received funding from Ontario Health to provide low intensity respite services for ASWW clients.

The program offers one regularly scheduled 4 hour shift/per week in home respite to support social recreational activities. This service is provided through a third-party respite provider, and staff are qualified and trained in supporting people living with dementia. As a care partner you would be able to leave your home, while the respite worker supports the person living with the dementia.

This is a great opportunity to practice self-care, attend a monthly support group or education session or take of care other tasks that take you out of the home. There is no charge for this program. If you are interested, there is a screening process. Please speak to your social worker to see if you qualify.

MONTHLY CARE PARTNER SUPPORT GROUPS

Led by a Registered Social Worker, there are a variety of monthly groups for many types of care partners and situations. For more information, please reach out to your Social Worker or call our offices. If you are not sure if you can attend a group because the person living with dementia that you are caring for can not be left alone, please connect with your Social Worker to explore available options. Clients can register for one group at a time to allow for as many participants as possible per group.

IN PERSON SUPPORT GROUPS

3rd Tuesday,
Morning

Locations:
Kitchener
Cambridge
Guelph

Call you Social worker
to Register

RURAL IN PERSON SUPPORT GROUPS

4th Wednesday,
Afternoon

Locations:
Ayr, Erin, Fergus
Mount Forest,
St. Jacobs

Call your Social Worker
to Register

(offered through
Ontario Telemedicine
Network)

VIRTUAL SUPPORT GROUPS

1st Thursday
10 AM - 11:30 AM
(this group is open only for
Care Partners supporting someone
living in Long Term Care)

2nd Thursday
6 PM to 7:30 PM

2nd Friday
9:30 AM to 10:30 AM

Call your Social Worker
to Register



DELIGHT Program

Dementia Lifestyle Intervention for Getting Healthy Together (DELIGHT) is an 8-week lifestyle intervention program designed to support people living with dementia or mild cognitive impairment, and their care partners. Each session includes: • Group exercise and educational discussions on wellness topics • Opportunity for socialization • Healthy snacks provided each week

Mondays and Thursdays | September 23 – November 18, 2024 (no class October 14)
10:30 am – 12:00 pm

To register, please contact Nidhi Sanghavi: 519-824-5150 x 234 | wellness@ytr.ymca.ca *Assessments will be completed before and after the 8-week program.* **Cost:** Free for Members and Non-Members | **Location:** A.R. Kaufman Family YMCA (Kitchener)



Minds in Motion®

We offer a variety of in-person and virtual social recreation to help you live your best day. Join any of our social recreation programs by calling our offices. For complete descriptions of each program, turn to page 13.

Our Minds in Motion® program is an 8-week program that runs for 2 hours (in-person) and 1.5 hours (virtually). It is designed for persons with mild cognitive impairment and early to mid-stage of dementia and their care partners, and consists of up to 1 hour of low-impact physical activity, and up to 1 hour of fun recreational/mentally stimulating activities.

To register for Minds in Motion®, please speak to your Social Worker or call our office and dial 2090.

A registration form and movement assessment are required to participate to ensure your safety. A medical clearance form may be required for some participants. Please allow up to a minimum of one business week to hear from a coordinator that you have been accepted in the session you are interested in. Due to our program being offered at community locations, sometimes promoted dates are changed.

This program is free to attend, and is **100% funded through the generosity of donors.**

If you would like to become a monthly donor to help support programs such as these, please visit our website at www.alzheimerww.ca or call any of our offices.

MINDS IN MOTION®

SEPTEMBER - DECEMBER OFFERINGS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Victoria Road Recreation Centre, Guelph 9:30 AM - 11:30 AM		Hespeler Scout Building, Cambridge 9:30 AM - 11:30 AM	Rec Complex, Waterloo 9:30 AM - 11:30 AM	Virtual 10 AM - 11:30 AM
		Stork YMCA, Waterloo 1 PM - 3 PM	Bridgeport Community Centre, Kitchener 1 PM - 3 PM	
	Chaplin YMCA, Cambridge 1:30 PM - 3:30 PM	Evergreen Seniors Centre, Guelph 1:30 PM - 3:30 PM	Victoria Park Seniors Centre, Fergus 1:30 PM - 3:30 PM	

SOCIAL RECREATION

IN-PERSON AND VIRTUAL OFFERINGS

Registration is required for all in-person and virtual Social Recreation offerings; please register by calling any of our offices. Please note that you may be required to make arrangements to pick up supplies for the creativity workshop. All sessions are subject to change.



MONTHLY MEMORY CAFE

1st Wednesday at 10 AM (Kitchener)
2nd & 4th Wednesday at 10 AM (Cambridge)
Every Friday at 10:30 AM (Guelph)



VIRTUAL SOCIAL HOUR

Mondays at 1:30 PM (Virtual)



CREATIVITY WORKSHOPS

September 10 at 4 PM (Virtual)
October 8 at 2:30 PM (Kitchener)
October 15 at 3:30 PM (Virtual)
November 12 at 2:30 PM (Guelph)
December 10 at 3:30 PM (Virtual)



SPARK A MEMORY PHOTO BOOK

Meet virtually with a team member or volunteer who will help you create a photobook of your own memories, you will receive a hard copy in the mail once complete



ACTIVITY PACKAGES

Self-directed, independent leisure activity packages available. Call the office to request one.



DELIGHT PROGRAM

Mondays and Thursday
September 23 - November 18
10:30 AM -12:00 PM (Kitchener YMCA)



What is your legacy?

**You don't need to be wealthy to leave a legacy -
anyone can use the tax advantage of leaving a charitable gift
in their estate, regardless of its size.**

***Did you know that leaving a
charitable gift in your will
saves taxes on your estate?***

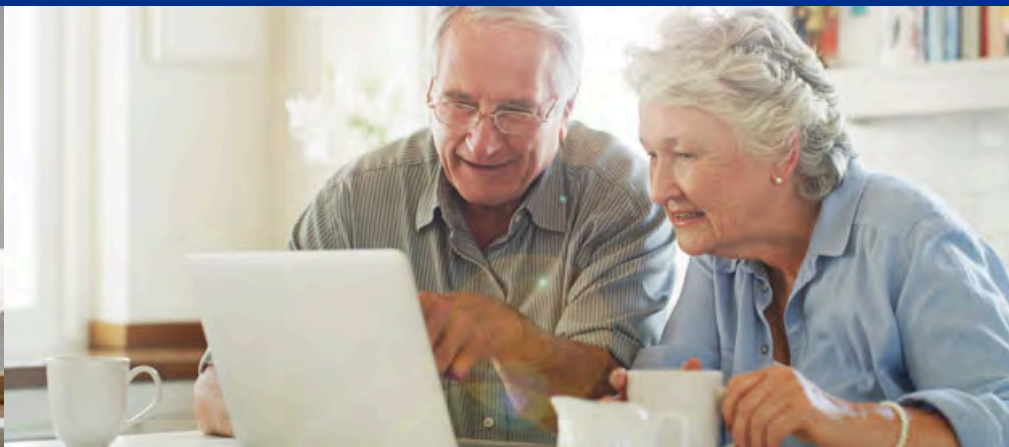
You have many reasons to leave a legacy, but two good reasons are making sure your estate is distributed the way you want, and ensuring your favourite charities can continue their work.

Your gift will help people living with dementia. You can create a lasting legacy! Your bequest to the Alzheimer Society Waterloo Wellington truly helps others live their best day.

Take the first step, ask for the FREE Estate Planning Guide. Complete your will, leave your legacy, and help to build better days for your community.

Contact: Lawrence Lutgendorff / 519-742-8518 ext 2021 / lawrence@alzheimerww.ca

Alzheimer*Society*
WATERLOO WELLINGTON



ALZeducate

Your online resource for best practice dementia education.

Live webinars and on-demand courses provided by the Alzheimer Society for:

- People living with dementia and Care Partners
- Health care providers
- Anyone that wants to learn more about dementia

Build your knowledge and skills to live well or support people living with dementia:

For Health Care Providers:

- Introduction to Dementia (Certificate Program)
- U-First® (Certificate Program)
- Aging and the Senses
- Communication
- Person-Centered Care
- Dementia-Friendly Communities
- Finding Your Way
- Medication Overuse in Older Adults
- ...and more.

For People Living with Dementia and Care Partners

- Overview of Dementia
- Communication
- Meaningful Activities
- Support for Care Partners
- Living Safely with Dementia
- Young Onset Dementia
- Lewy Body Dementia
-and more.

Create your Alzheduate account to begin your learning journey. www.alzeducate.ca



Questions? Email: alzed@alzon.ca or visit: www.alzeducate.ca

For your local Alzheimer Society, click [here](#) or contact:

Alzheimer Society Waterloo Wellington / asww@alzheimerww.ca / 519-742-1422

PROGRAM DESCRIPTIONS

EDUCATION

3 D's of Dementia: Dementia, Delirium and Depression are often called the Geriatric Giants. This talk will compare and contrast the three to help you differentiate between them, and learn the best steps to take in each situation. (Virtual, September 25 at 6 PM)

For People Living With Dementia: After the Diagnosis: This talk looks at 10 steps people might want to focus on after they receive a diagnosis to help them ensure the highest quality of life on their dementia journey. (In Person, Sept 12, 2pm, Kitchener office)

Brain Health: Learn the critical suggestions for maintaining a healthy brain. You'll be provided with information and strategies that can be implemented into your daily routine. (In person and virtual, multiple offerings)

Brain and Behaviour: This seminar will help participants understand the connection between the brain, the effects of dementia, and changes in behaviours. (In Person Nov. 14th, 2pm Guelph office)

Busting the Myths: Examine some current misconceptions about Alzheimer's disease and dementia. We will look at common ideas to see if they are accurate or not, and make suggestions for healthy lifestyle choices based on the latest research. (In Person)

Cheat Sheet for Cognitive Stimulation and Communication: This talk will provide you with some suggestions on how to support conversation for people living with dementia. It includes suggestions for conversation starters and an opportunity for questions and discussion. The session is designed for care partners of people living with dementia who are in the early and mid-stages of their journey. (In person, Oct. 10th, 1pm, Guelph Office)

For People Living with Dementia: Strategies for better Communication This talk considers how people can make communication easier for themselves and others by learning to be their own advocates for the best possible communication opportunities. (In Person, Sept. 26, 2pm Kitchener Office)

Enhanced Communication: During this session, participants will identify the best practices to ensure clear and compassionate communication. (In Person Nov. 28th, 2pm Guelph office)

Grief and Loss in Dementia: This talk recognizes the uniqueness and complexity of loss and grief in dementia, describes relevant grief concepts, explores ideas for learning to live with loss and grief and develops an understanding of supportive services in the community. (Virtual, November 1, 12pm)

For People Living With Dementia: Hearing From Others, The Voices of Experience:

This talk is about strategies to live with the symptoms of dementia. This talk focuses on the lived experience of three women with dementia, as they share how they adapt to symptoms of dementia. They examine their lives in relation to the 10 warning signs as they become use to their new normal. (In Person October 3, 2pm, Kitchener Office)

Hints for the Holidays When People Have

Dementia: When big holidays like Christmas, Hanukkah, Diwali, and other traditional celebrations occur it can be a challenge for a person living with dementia and others in their circle. We also look at gift ideas for people at any stage of the journey. (Virtual Dec. 4th, 12pm)

How Should I Respond to Changing Behaviours:

This talk considers why peoples behaviours change, and what care partners can do to minimize the stress for themselves and the person living with dementia, when changes leave them wondering how to react to different behaviours. (In person, Nov 21, 2pm Guelph office)

Inside the Brain: This session will cover what dementia is and how brain changes are affecting the person living with dementia by looking at each brain region individually. (In Person, Oct. 22, 11pm Evergreen Centre)

M.I.N.D Eating Plan: The MIND diet aims to reduce the risk of dementia and the decline in brain health that can occur as people get older. It combines aspects of two very popular diets, the Mediterranean diet, and the Dietary Approaches to Stop Hypertension (DASH) diet. (Sample menu included. Virtual, Nov 28, 10:30am)

Most Asked Questions About Memory: Using a series of short films, we will consider common questions about memory, and how to be proactive about brain health. (Virtual, Oct. 24, 10:30am)

Overview of Dementia: This session will cover learning about dementia, adapting to changes in the brain, and living well with dementia. If you are beginning your dementia journey, this is the place to start. *(In person and virtual, Multiple offerings)*

Parkinson's and Dementia: This talk will focus on Parkinson's disease dementia and its relationship to Lewy Body Dementia (LBD). We will compare Parkinson's and LBD and consider some ideas to live well with a variety of symptoms. *(In - Person, November 27 at 11 AM, Evergreen Centre)*

Red Flags of Dementia: This talk looks at 10 Warning Signs and possible red flags for dementia. What to look for in daily life, if you are concerned about someone's function or memory, and what next steps might be. *(Virtual, December 19 at 10:30 am)*

U-First for Care Partners: An education program for those directly supporting someone experiencing behaviour changes due to dementia. For this 3-week course, we will give you a workbook and a tool which compliments the lessons. *(Virtual, November 5, 12, and 19 at 1pm)*

Vascular Dementia: Vascular dementia (VaD) is considered the second most common type of dementia. Learn about the different types, and how you can reduce your risk. *(In-Person, September 10 at 10 am, Guelph Office)*

First Steps for Care Partners: This 4-week introductory series for care partners focuses on understanding and supporting a person with dementia. *(Kitchener - September 9, 16, 23, 30 at 1pm)*

Taking Control of Our Lives: 8 sessions of two hours each. This program considers some of the issues and challenges people living with dementia might experience and things that might help to live well with dementia. Participants will be sharing their experiences, setting goals, trying out different strategies, and reflecting with the group on how these goals worked. *(In person, Wednesday October 2 to November 20 from 10am to 12 noon)*

Options for Care: These sessions provide an opportunity to explore how to support increasing care needs and considers applying for, and moving to, Long Term Care. *(Virtual, Tuesday, October 8 to 22 from 6pm to 8pm)*

SOCIAL WORK

TEACH: TEACH (Training, Education & Assistance for Care giving at Home) is a 4-week program. We will focus on common care giving themes: self-care, relationship changes, health care, system navigation, and future planning.

CARERS: CARERS (Coaching, Advocacy, Respite, Education, Relationship, Simulation) is an 8-week program designed for care partners focusing on the practical skills and emotional support needed to care for people living with dementia.

Care Partner Support Groups: Led by a Registered Social Worker, there are a variety of monthly groups for all types of care partners and situations. For more information or to register, please reach out to your Social Worker or call our offices. *(In-Person and virtual, multiple offerings)*

Rural Support Groups: These groups provides a space for information-sharing and to connect with other care partners who share similar experiences supporting a person living with dementia. There is a brief presentation on topics of the group's choice, followed by group discussion. *(In person, 4th Wednesday, Ayr, Erin, Fergus, Mount Forest and St. Jacobs)*

SOCIAL RECREATION

Creativity Workshop: Join us for our monthly Creativity Workshop, where we create something special to keep. *(In-Person and Virtual, Multiple Offerings)*

DELIGHT: The DELIGHT program aims to provide habilitation within a program that also fosters social relationships and connection, optimism, and hope for living well with dementia. *(In-Person and virtual, multiple offerings)*

Memory Café: Drop-in program that focuses on fostering meaningful connections among participants with casual conversation, activities, and special guests. *(In-Person and virtual, multiple offerings)*

Minds in Motion®: A gentle, group exercise class, followed by a fun and engaging recreational activity, participants will exercise both their bodies and minds. *(In-Person and virtual, multiple offerings)*

ELECTRONIC EMAIL COMMUNICATIONS

The Alzheimer Society of Waterloo Wellington (ASWW) offers clients the opportunity to communicate through the use of electronic email communications. ASWW will use reasonable means to protect the security and confidentiality of electronic information sent and received. However, because of the risks outlined below, ASWW cannot guarantee the security and confidentiality of electronic email communication and will not be liable for improper disclosure of confidential information that is not the direct result of intentional misconduct by ASWW.

The risks of electronic email communications include, but are not limited to, the following:

- The privacy and security of electronic email communication cannot be guaranteed
- Employers and online services may have a legal right to inspect and keep emails that pass through their system
- Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true 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
- Electronic email communications can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of the physician or the patient. Email senders can easily misaddress an email, resulting in it being sent to many unintended and unknown recipients
- Email is indelible. Even after the sender and recipient have deleted their copies of the email, back-up 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
- Despite reasonable efforts to protect the privacy and security of electronic email communications, it is not possible to completely secure the information
- Email communication is considered part of the clinical record. Copies of emails between client and ASWW staff may be attached into client file
- Information provided by client via email is subject to Exceptions to Confidentiality as outlined in ASWW Terms of Service

By providing ASWW with my email address, implicitly I agree to the use of my email for the purpose of electronic communications with ASWW. *Please note, that this document is in addition to the Terms of Service found in the Alzheimer Society of Waterloo Wellington Program Guide (found on the following page).*

Questions or concerns about our Electronic Email Communication terms of service can be discussed with an ASWW staff member. Alternatively, you may contact our office and request to speak with the ASWW's Privacy Officer for more information or to make a complaint. You may also forward complaints about ASWW's handling of your information to the Information and Privacy Commissioner of Ontario: by phone (1-800-387-0073); or by mail (1400-2 Bloor Street East, Toronto, Ontario, M4W 1A8).

TERMS OF SERVICE

The Alzheimer Society Waterloo Wellington's (ASWW) role is to support persons living with dementia/cognitive impairments and their care partners in living well with a dementia/cognitive impairment diagnosis.

Our programs and services include support and education groups, counseling, care coordination, and social/recreational opportunities. These programs may be offered in-person, by phone, or virtually through email or video conferencing. Please note that we are using online technology that helps us connect with you. Privacy measures put in place by these technologies will protect your privacy. Despite reasonable efforts to safeguard the confidentiality and security of electronic and virtual communications, it is only possible to partially secure the information.

Our programs help people remain supported and engaged throughout the dementia/cognitive impairment journey. Some French language services are available upon request.

All personal information is protected by confidentiality. A confidential file will be created by a Registered Social Worker (RSW) or a supervised Social Work intern during your initial intake appointment. We will securely keep your file in our electronic database per the Personal Health Information Protection Act, 2004 (PHIPA). All paper records will be held for at least 10 years for staff to refer to. Information we keep on file may include the following:

- The services you receive from us and the dates we provided them to you
- Demographic and statistical data
- Information about you and your situation is necessary to understand your service needs

ASWW operates as a team where all staff and student interns are ethically bound by confidentiality. Information is only shared where it is found to be clinically necessary and helpful in providing service to you.

Your health information may be shared with or collected from your 'circle of care.' The circle of care refers to individuals and organizations who provide services to you. This may include: doctors, hospitals, Home and Community Care Support Services, day program providers and community support services. You can tell us if you do not want us to share information with certain members of your circle. You may also permit us, verbally or in writing, to share your personal information with any individual or organization outside of your circle of care. Exceptions to confidentiality in which staff members must report or are required to share your personal health information without your permission include some of the following examples:

- Medical emergencies
- Court-order
- If we believe you or someone you know is at risk of or experiencing harm to self or others.
- If a child under the age of 16 could be at risk
- Professional misconduct in the form of abuse or behaviour that has placed you or someone you know at risk

One can discuss questions or concerns about our Terms of Service with an ASWW staff member. Alternatively, you may contact our office and request to speak with ASWW's privacy officer for more information or to make a complaint by contacting Michelle Martin by email: mmartin@alzheimerww.ca or by calling our offices, ext. 2014. You may also forward complaints about ASWW's handling of your information to the Information and Privacy Commissioner of Ontario: by phone (1-800-387-0073); or by mail (1400-2 Bloor Street East, Toronto, Ontario, M4W 1A8).

The Alzheimer Society Waterloo Wellington strives to provide a safe setting for all. Violent, aggressive, threatening or disruptive conduct is not permitted. Verbal or physical abuse of our staff or volunteers will not be tolerated. Thank you for your cooperation!

At the Alzheimer Society Waterloo Wellington, we welcome people of any age, ability, gender identity and expression, race, colour, and sexual orientation.

Our Philosophy:

We aspire to be a leader in the development of best practices in dementia care and be seen as a resource for those living with dementia. Our success is due to the desire to be person-centred* in our approach. Through partnerships, we deliver quality and safe programs and services. We contribute to creating dementia friendly communities that are diverse, inclusive, and equitable.

**Person-centred focuses on the person's abilities and positive aspects, not their limitations.*

Our Mission:

To alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

Our Vision:

To be a sustainable and responsive leader in the field of dementia offering specialized services to all persons along the dementia journey.

Our Values:

Collaboration Accountability Respect Excellence

Accredited by
**Canadian Centre
for Accreditation**



Agréé par
**Centre canadien
de l'agrément**

Contact Information

Cambridge Office - 1145 Concession Rd. N3H 4L5 - 519-650-1628

Kitchener Office - 831 Frederick St. N2B 2B4 - 519-742-1422

Guelph Office - 202-25 Wellington St. W. N1H 7T9 - 519-836-7672

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Charitable Registration Number:

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