

Alzheimer Society

WATERLOO WELLINGTON

2015 | COMMUNITY REPORT



Living Well with Dementia



Report from the Chair and Executive Director

Celebrating our First Year

It is hard to believe that Alzheimer Society Waterloo Wellington's first year as an amalgamated Society has already come to an end. Looking back now, we can say with confidence that amalgamation was in fact the best course of action. The amalgamation was a board-led and staff-driven process that enabled us to expand our service offerings and enhance our service quality. By joining together our talents, resources, and experiences, along with the support from amazing community partners, we are able to work seamlessly as one organization present in various settings across the cities and townships within our catchment area.

This past year has been one of building, where we worked hard to establish a stable and strong foundation for our new organization. We learned from what had worked well in the past, and created new processes to allow us to grow for the future. These included new policies, programs, offices, and technologies that allow us to better meet client needs.

As we look to the future, we plan to continue to increase our organizational effectiveness and grow our capacity to ensure we have the financial and human resources necessary to achieve our mission. We are also working to enhance our outreach initiatives to ensure that we work seamlessly within our integrated health system. We are committed to delivering quality programs and services that are there for you when and where you need them. We are here to help all persons affected by dementia to live well by alleviating the personal and social consequences of dementia. Thank you for helping us to achieve our mission.

Sincerely,

Nancy Kauffman-Lambert, *Chair*

Jennifer Gillies, *Executive Director*



The Alzheimer Society is the leading not-for-profit health organization working nationwide to improve the quality of life for Canadians affected by Alzheimer's disease and other dementias and advance the search for the cause and cure.

Living well with dementia

Receiving a dementia diagnosis can be an overwhelming and challenging time for the person being diagnosed, as well as the entire family. Many are wondering what they can do to make life better for themselves and for the people around them.

Alzheimer Society Waterloo Wellington supports persons living with dementia and their families, in living well with a dementia diagnosis. Our programs and services are designed to help people remain supported, active, engaged, informed, safe, and in control of their health throughout the dementia journey.

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Helping People Stay Supported

Alzheimer Society Waterloo Wellington's registered Social Workers provide counselling and support to individuals and families when and where they need it to address their specific goals.

Offering Counselling

Counselling appointments are available to persons with dementia, care partners, family members and friends either over the phone or in-person at one of our sites including Cambridge, Guelph, Kitchener, Mount Forest, Elmira, Erin, and New Hamburg. Social Workers help clients problem-solve individual situations, navigate the system, and gain invaluable insight that will support them throughout their journey.

New to the Society is a Social Work on-call system where clients can access a Social Worker without an appointment during business hours.

Facilitating Support Groups

Our registered Social Workers offer supportive group counselling to help clients learn about the disease, discuss topics relevant to their situation, offer peer support and connect with others going through similar experiences. Ongoing, and new time-limited support groups, are available for either the person living with dementia or for care partners who are spouses and adult children. Specialized groups include our 'ambiguous loss' group, as well as a group for care partners who are supporting someone living with young onset dementia.

Coffee Break[®]

Enjoying a cup of coffee with friends won't fix everything, but it can help. Last year, we shared a Coffee Break[®] with many of our local businesses, organizations, and community groups. Together, we raised \$48,138 with all funds supporting the programs and services being offered in your Waterloo Wellington community, including our counselling services, education, support groups, and referrals to community services.



Ask us how you can host your Coffee Break!

Helping People Stay Active

Alzheimer Society Waterloo Wellington held a series of focus groups throughout Waterloo Wellington in late 2014. What we heard was how important it is to be connected to a community of individuals going through similar experiences. In response, we are striving to offer more ways for clients to connect with each other and their communities to stay socially and physically active.

Providing Opportunities to Join a Club or Group

Alzheimer Society Waterloo Wellington offers groups for persons with dementia as well as for care partners. The goal is to provide a space where people can engage in conversation, participate in activities, and connect with others going through similar experiences.

Offering Minds in Motion®

We are one of six local Alzheimer Societies in Ontario offering Minds in Motion, an eight week fitness and social activity program designed for people with early symptoms of dementia and their care partner. The program helps couples stay physically active, get involved in their community, and have fun. The program has been offered in Kitchener, Guelph and Cambridge and will be launched in Waterloo this year.



Launching Dementia Friendly Walking Groups

Alzheimer Society Waterloo Wellington launched its first walking group at the Lang's walking track in Cambridge. We are also pleased to announce that we have partnered with the YMCA of Guelph and Kitchener's "Step Forward Walking Support Group," to offer dementia friendly community walking groups.

Expanding our Companion Program

Our companion program, which provides meaningful matches between persons with dementia and trained volunteers, has expanded to include telephone visits to persons on the wait list.

Care Partner Social

It's all fun and games at our Care Partner Social *friend-raiser*! Our close-knit community of care partners enjoy an afternoon relaxing, mingling, fostering new friendships, and strengthening their relationship with the Society.



Helping People Stay Informed

People learn best when information is tailored to their situation and learning needs. Alzheimer Society Waterloo Wellington offers opportunities to learn in a variety of formats to ensure that persons with dementia, care partners, the general public, and health professionals have the information they need, when and where they need it.

Hosting Education Series

Our education series, designed for persons living with dementia, as well as a series designed for care partners, provides learners with information they need to understand how best to live with, and manage, life with dementia.

Offering a new Ambiguous Loss Group

Ambiguous loss refers to the unique types of losses that are not clear or definite, and as such, leave a person without the closure they seek. In recognition of this experience, we are offering a new four week support group for care partners that focuses on understanding and learning to live with ambiguous loss and grief throughout the dementia journey. It offers strategies for maintaining meaningful connections, and finding understanding amongst feelings of ambiguity and uncertainty.

Piloting a New Working CARERS Program

The working CARERS program is an eight week program for care partners who are currently working while caring for a person with dementia. It is an innovative therapeutic group intervention providing education, support and skill building that is unique to individual carers who provide care to family members with dementia. The CARERS program and model originates from The Cyril & Dorothy, Joel & Jill Reitman Centre for Alzheimer's Support and Training. Four of our Social Workers each underwent 36 hours of training to be able to facilitate this group program which will be offered three times between October 2015 and December 2016.

Did you know?

Each of our offices has a resource library with books, DVD's, and activity resources for you to borrow?

New Accessible Devices

With financial support from the Waterloo Wellington Local Health Integration Network, we are now able to offer our clients Tele-typewriting service (TTY) and provide them with accessible hearing devices when receiving services. Please let us know how we can make our services even more accessible to you.

Offering a Dementia Experience

This unique education session is an opportunity to have a hands-on experience and learn what a person with dementia may go through while trying to complete simple tasks. The facilitators require that participants move out of their comfort zone and participate in activities and educational material, rather than only listen to information. The facilitators aim to provide an experience that elicits an empathetic response from the participants and helps them to relate to persons with dementia.

Disseminating our New Dementia Education Series on DVD

A six-part education series on dementia is now available to borrow from any of our three offices, as well as the Senior's Centre for Excellence in Drayton, East Wellington Community Services in Erin, and public libraries in Guelph, Wellington County, and Waterloo Region. The films include: An Overview of Dementia; Brain Changes; Communication; Approach; Responsive Behaviour; and Caregiving. The creation of these DVD's and their dissemination was made possible through generous grants from the Guelph Community Foundation and the United Way Guelph Wellington.



“It is the doctor who gives the diagnosis. But it is the Society that helps improve lives for persons living with dementia and their families.”

- Alzheimer Society Client

Purse-Suasion

Going once...going twice...SOLD! Our annual “Purse-Suasion: Purses with Purpose” event was another smashing success last year raising a total of \$21,025 which helps to fund many of our programs and services. Who doesn't like getting dolled up for an evening of tasty treats, specialty drinks, and of course PURSES? Hope you can join us at our next Purse-Suasion event on May 6th, 2016.



Helping People Stay in Control

Persons with dementia have the right to be included in their own care, but they need support and information to do so. Care partners also need help as they support their family member or friend through the journey. Receiving education, information, and support are key components to living well with a dementia diagnosis.

Supporting Clients Through the Assessment Process

Alzheimer Society Waterloo Wellington has partnered with 11 assessment clinics to offer 25 days a month of support services to community members undergoing the dementia assessment process. Meeting people as early in the journey as possible enables them to be connected to services and engaged in their own care early in the process.

Facilitating Self-Management

Alzheimer Society Waterloo Wellington partnered with Lakehead University, the University of Waterloo, the Alzheimer Society of Ontario, and others on the development of a new program that enables persons with early-stage dementia to *Take Control of Your Life*. The innovative program was designed by persons living with dementia, care partners, service providers, and researchers. In fall 2014, we facilitated the first eight-week 'pilot group' in Guelph. Over the past year, this pilot program has also run in North Bay and Vancouver. We are excited to offer this innovative program again in the future when the research process is complete.

Leading Innovation

Our staff and clients helped develop the curriculum for the new education program for persons with dementia, being launched across Canada!

Educating About Brain Health Strategies

There are many strategies that persons with dementia, as well as everyone, can use to keep their brains as healthy as possible. We offer education sessions which focus on what you can do to remain as healthy as possible.

Winter Warmer

Last year our Winter Warmer Whisky tasting event raised \$13,356 through ticket sales and a live and silent auction. Warm up this winter with our 8th annual whiskey tasting event, where we will be expanding our pallet to enjoy some wonderful bourbons.



Helping People Stay Engaged

Remaining engaged in community life allows persons living with dementia to share their talents with others, give back in a meaningful way, and shape the future that they would like for the generations that follow. Alzheimer Society Waterloo Wellington has worked alongside our dementia champions on several initiatives that help persons affected by dementia to have a meaningful impact on their communities.

Fostering Dementia Advocates

Dementia Champions, Doug Deller and Louise Watson, accompanied Alzheimer Society staff and champions from across Ontario to Queen's Park for a day at the legislature to deliver a message that 'you CAN do something about dementia'. Champions were invited as guests into the Speaker's and Member's Gallery and to speak with MPP's. The united voice of dementia champions across Ontario made it clear that the government needs to include persons living with dementia in developing a dementia strategy.

Engaging Persons with Dementia as Committee Members

Several persons living with dementia, along with family members and professionals, are working together to plan our first annual *A Changing Melody*, a 'learning and sharing' forum designed by and for persons with dementia, as well as formal and informal care partners. The forum, planned for the Fall of 2016, is an opportunity for persons with dementia and their families to teach others about how to live well with a dementia diagnosis, since they are the experts.

Supporting Volunteerism and Meaningful Engagement

Alzheimer Society Waterloo Wellington was one of six Societies across Ontario selected to partner with Alzheimer Society Canada to explore ways to meaningfully include persons with dementia in operations. This initiative will ensure processes are in place to actively recruit and support persons with dementia seeking volunteer opportunities within our Society.

"Talking face to face with the two MPPs that day was important. They talked to both Doug and I about our experience, which I believe had an impact...I hope it reinforced the message that it is important to talk to those who have the disease and their care partners to 'get it right' when creating changes." - Louise Watson



Helping People Stay Safe

A safe and supportive community is needed in order for persons with dementia and their families to fully engage in community life. Alzheimer Society Waterloo Wellington has partnered with several key organizations to explore how we can help persons with dementia live safely.

Building Dementia Friendly Communities

Alzheimer Society Waterloo Wellington has joined four other Alzheimer Societies in Ontario as pilot sites for launching a Dementia Friendly Communities initiative. In partnership with the Waterloo Wellington Dementia Advisory Group and the Murray Alzheimer Research Education Program, we will be educating the public and training local businesses about how to assist people with dementia in the most appropriate way. The initiative will help create a community where people with dementia are included, understood, valued and welcomed.

Creating Safe Pathways for Persons with Dementia

Persons with dementia, like all individuals, respond to their environment. Because of changes within the brain, they may not be able to control their response to the environment, and as a result, respond in a way that is socially inappropriate or even criminally offensive. To address this issue, the Safe Pathways collaborative community approach was created to support and guide individuals with dementia and their care partners away from and/or through the Wellington County Judicial System. Community partners for this program include: Alzheimer Society Waterloo Wellington, Guelph Police Services, Seniors at Risk – Wellington, Specialized Geriatric Services, St. Joseph's Health Centre Guelph and more.



Helping Persons with Dementia Live Safely in the Community

Finding Your Way is a program that offers practical advice on how people with dementia can stay safe while staying active. It informs persons with dementia, family members and the broader community on how to best reduce the risk of someone with dementia going missing. Alzheimer Society Waterloo Wellington has incorporated the important information from the Finding Your Way program into counselling and education sessions, and hosted three community information sessions for persons with dementia, care partners and professionals in Cambridge, Guelph, and Kitchener. We look forward to expanding the program in the coming year, and continuing to support people with dementia to live safely.

Developing E-Learning for Police Services

Alzheimer Society Waterloo Wellington has been working with the Waterloo Regional Police Services (WRPS) to better understand their learning and education needs. We will be working closely with WRPS over the coming year to design tailored e-learning modules that will teach key facts about dementia, strategies for addressing the safety needs of persons with dementia, and strategies for successful communication.



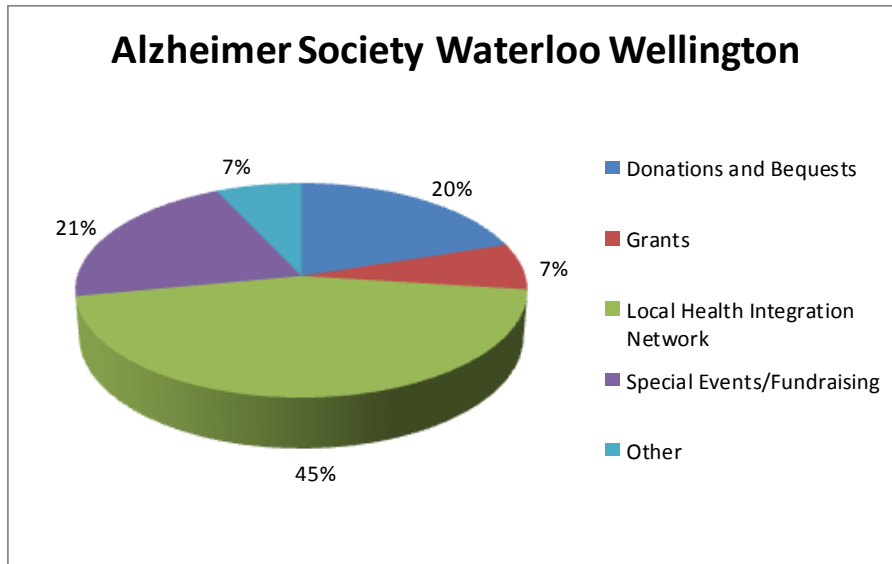
**WALK FOR
ALZHEIMER'S
MAKE MEMORIES
MATTER™**

Walk for Alzheimer's

Last year our Walk for Memories event raised \$138,557 to help enhance the quality of life of persons living with dementia, their families, and care partners. The Walk is the Society's largest fundraiser, enabling us to offer our core programs and services across the Waterloo Wellington region at no charge to our clients. This year the event has been re-branded as the **Walk for Alzheimer's — Make Memories Matter**. The Walk for Alzheimer's is the largest fundraising activity for Alzheimer's disease and other dementias in Canada. Supporters can donate or register to walk and collect pledges at www.walkforalzheimers.ca. We hope to see you at one of our Walk for Alzheimer's taking place in Waterloo, Cambridge, Guelph, or Mount Forest on **January 31, 2016**.

Financials

An overview of Alzheimer Society Waterloo Wellington's major sources of funding for the 2014-2015 fiscal year are presented below. Detailed information on revenue and expenses is provided in our audited financial statements, available upon request.



Thank You for Making this Past Year Such a Huge Success!

As a newly amalgamated Society, we were able to introduce new programs and services, and double the number of new registered clients, all because of your generous and ongoing support. You should feel proud of the work you have supported and know that your donations and commitment to Alzheimer Society Waterloo Wellington are truly appreciated. None of this would be possible without you – *thank you from the bottom of our hearts.*

Because of donors like you, we can create a safe, informed, active and supportive community for persons with dementia and their families.



Did you know?

Dementia is on the rise:



2,621 - the number of new registered clients who received service. Double the number from last year.

➤ **13,500**

The projected number of persons over the age of 65 living with dementia in Waterloo Wellington by 2020

➤ **71,000**

The number of Canadians currently living with dementia under the age of 65

➤ **747,000**

The number of Canadians currently living with Alzheimer's disease or a related dementia

➤ **1.4 million**

The projected number of Canadians living with Alzheimer's disease or a related dementia in 2031

Top Ten:

1. We are a part of 11 assessment clinics throughout Waterloo Wellington
2. There is an on-call social worker available during our business hours to support individuals who need immediate service
3. You do not need a referral from a health care professional to access our services
4. We offer education sessions in over 15 different cities and towns in Waterloo Wellington and provide social work in 8 communities throughout Waterloo Wellington
5. We are the premier support for all types of dementia, not just Alzheimer's disease
6. Our core services are available at no cost to clients
7. We are available for as long as you need - from pre-diagnosis throughout the journey
8. We can provide education sessions at your work place, or to a group you belong to
9. Education sessions are offered in the morning, afternoon, evening, and weekends to accommodate your busy schedules
10. We offer 26 ongoing groups for care partners and persons with dementia and two time-limited, specialized counselling groups for care partners



Our Society has 300+ active volunteers!
Thank You.

Our Team

Leadership Team

Jennifer Gillies, PhD., Executive Director

Caitlin Agla, Director of Programs & Services

Sherri Sutherland, Director of Development

Programs and Services Team

Bethany Galbraith, Public Education Coordinator

Robin Smart, Public Education Coordinator

Janine Wilson, Public Education Coordinator

Claire Brown, Social Worker

Cara Dowhaniuk, Social Worker

Lynelle Drudge, Social Worker

Colleen Martin, Social Worker

Lindsay Wilson, Social Worker

Stephanie Vigil, Program Coordinator

Thayna Walter, First Link Coordinator

Development Team

Kevin Barrie, Communications Coordinator

Barb Eastman-Lewin, Coordinator of Volunteers

Andrew Geekie, Development Coordinator

Operations Team

Sian Lockwood, Systems Coordinator

Jill Ross, Finance Coordinator

Board of Directors

Executive

Nancy Kauffman-Lambert,
Chair

Pamela Krauss, Vice Chair

Sue Hart, Secretary

Directors

David Brattan

Cathy Harrington

Brian Hummel

Melissa Kwiatkowski

Christopher Loucks

Melanie McKellar

Scott Wahl

Our three offices are here to serve you

Cambridge

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Guelph

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Kitchener

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

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

Values C.A.R.E - Collaboration, Accountability, Respect, Excellence.

Alzheimer *Society*

WATERLOO WELLINGTON

Help for Today.
Hope for Tomorrow...[®]

