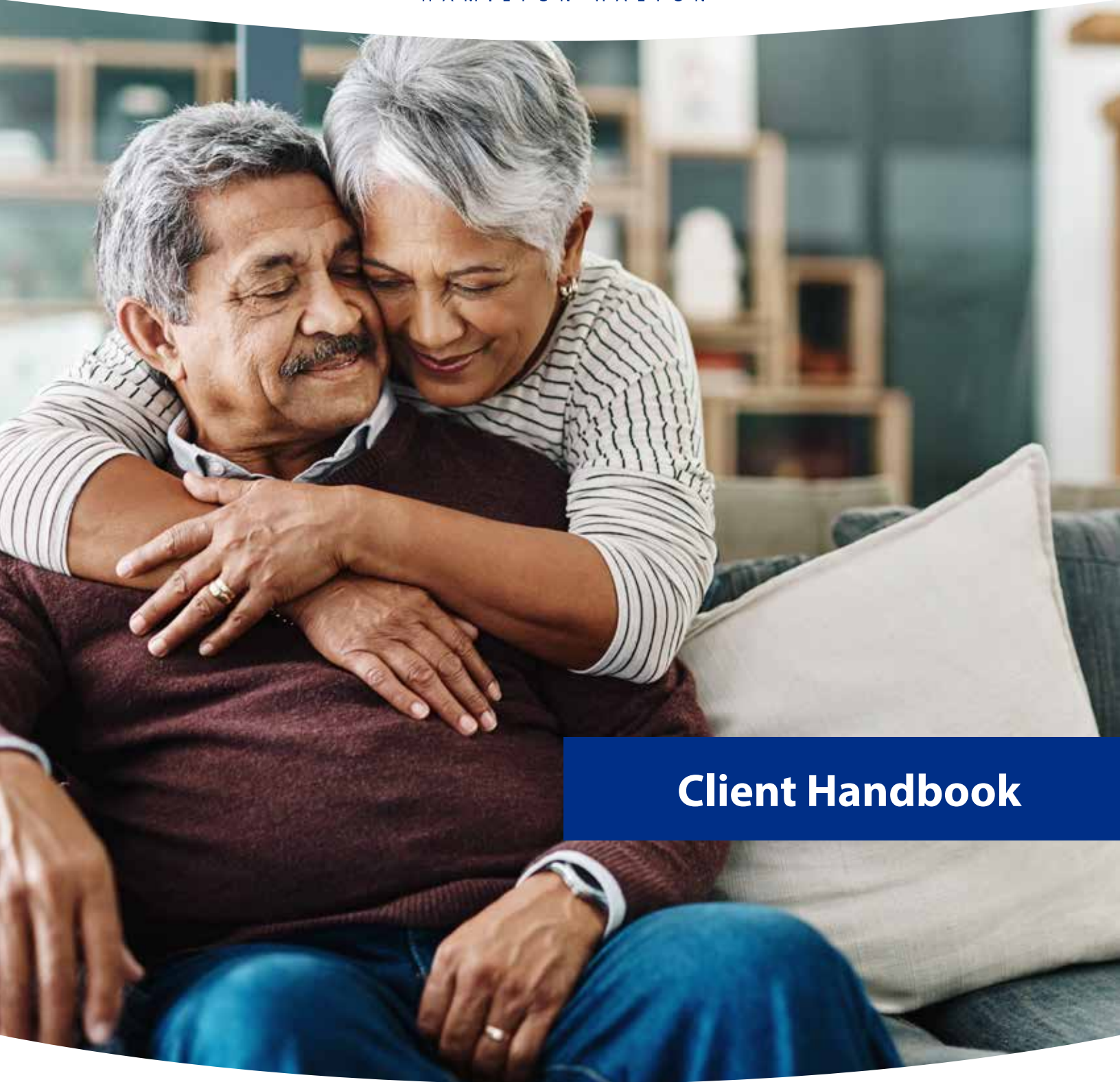


Société Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON



Client Handbook

Case Worker:

Phone:

Email:



M Lewis
Michelle Lewis, CEO

WELCOME

Navigating the journey of Alzheimer’s or related dementias can be challenging, and we are here to stand by your side. This handbook is a resource crafted with care, designed to help you access the services, programs, and assistance you need. Our dedicated team is committed to providing compassionate care and fostering a sense of belonging.

Welcome to a community where you are not alone—where understanding and support are at the heart of everything we do.

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ABOUT US

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton (ASBHNHH) is the local community agency dedicated to **supporting families living with dementia**. We are part of a network of Alzheimer Societies operating across Ontario offering a variety of services in our region.

We focus our programs and services around our **three pillars of care** including:

- Dementia Education
- Counselling & Support Services
- Health & Wellness Activities

PHILOSOPHY OF CARE

The Alzheimer Society believes that people affected by dementia have **the right to the highest possible quality of life and quality of care**. The Society believes that care should be tailored to the unique needs, interests, habits and desires of carers and persons living with dementia served, regardless of the stage of the disease.

MISSION

People with dementia are at the centre of everything we do. The Alzheimer Society leverages its own and community resources to deliver health promotion, advocacy, and support services to people with dementia, those at greatest risk of developing dementia and their care partners.

We embrace the Alzheimer Society of Canada's mission to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

VISION

People affected by dementia live well as vital and integral members of their community.

VALUES

Passion – Inclusivity – Excellence – Leadership – Integrity –
Accountability – Flexibility

OUR PROGRAMS

The **First Link Referral Program** is designed to help individuals with dementia get the help they need as soon as possible.

Counselling & Support Groups are for persons living with dementia and their care partners.

Education Programs for family, friends & persons with dementia are offered throughout the stages of the disease.

Public Awareness Activities, Speakers & Presentations provided to groups & organizations requesting information related to dementia.





Health Promotion Programs encourage a healthy lifestyle and social opportunities in a dementia-friendly environment.

Exercise Programs offer exercises designed for older persons.

Psychogeriatric Resource Consultant provide support to Long Term Care homes and community agencies, through the identification of strategies and resources to meet client, resident and staff needs.

BSO Outreach Team, Responsive Behaviour Specialists and Intensive Case Managers help older persons, who have a cognitive impairment and are experiencing responsive behaviours, continue to live in their homes.

Meaningful Volunteer Opportunities offer learning experiences and enrich our programs and services.

**For the full list of programs and more information please visit:
www.alzda.ca**



CLIENT BILL OF RIGHTS

The Client Bill of Rights reflects the organization's mission, values and guiding principles and is a key factor in the planning, delivery and evaluation of services provided through local chapters. All clients can reasonably expect to be provided a full range of services, including individual support, referral services, support groups, educational workshops and information resources.

All individuals who use the services provided by the Alzheimer Society have:

1. The right to be dealt with in a courteous and respectful manner and to be free from mental, physical and financial abuse;
2. The right to be dealt with in a timely manner that respects client dignity and privacy and that promotes client autonomy;
3. The right to be dealt with in a manner that recognizes client individuality and that is sensitive to and responds to client needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors;
4. The right to receive service which supports the management of client health and care, and make informed decisions: person-centred care;
5. The right to have information about the service(s) provided and who will provide these service;
6. The right to participate in assessment of their requirements and development of their Plan for Intervention, as well as participation in any and all reviews, evaluations and revisions of the client plan of service;

7. The right to give or refuse consent to the provision of any service offered by the Alzheimer Society and/or referral to a community agency;
8. The right to raise concerns or recommend changes in the service provided to them (and in connection with policies and decisions that affect their interests), to the Alzheimer Society, government officials or to any other person/party, without fear of interference, coercion, discrimination or reprisal;
9. The right to be informed of the laws, rules, and policies, which direct the operation of the Alzheimer Society;
10. The right to be informed in writing of the procedures for initiating complaints about the Alzheimer Society;
11. The right to have their records kept confidential, with disclosure only when the Society is required or allowed by law.

CLIENT RESPONSIBILITIES

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton offers inclusive programs with intent to provide a mutually respectful and safe environment for all clients, employees, volunteers, and visitors. All of us have the right to share our thoughts, experiences, and perspectives in an environment that is respectful and free from discrimination and abuse. Behaviours that negatively impact our respectful environment are not acceptable and will not be tolerated.



PRIVACY & YOUR PERSONAL HEALTH INFORMATION

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton is committed to protecting individual privacy and the confidentiality of the personal health information it holds. We collect your personal health information directly from you, or from your substitute decision maker. Occasionally we collect information about you from other sources, if you have given us permission to do so or if the law permits, for example, from other health care providers involved in your care. Our collection, use and disclosure (sharing) of your personal health information is done following the guidelines of the Personal Health Information Protection Act, 2004 (PHIPA).

With your consent, your Personal Health Information (PHI) will be disclosed to other community health service providers who are already offering you services or may in the future. Disclosing your PHI enables health service providers in our community to obtain up-to-date information to help coordinate health support and service planning for you.

Your PHI may be collected through your personal and social health history, and it can only be accessed by authorized staff who are involved in providing your health services. Your care providers must keep your information confidential and safe.

As a client, you have the right to:

- Have your personal health information kept confidential, unless legally mandated
- Access your personal health information
- Request a correction of incomplete or inaccurate information contained in your health record
- Provide and revoke required consents at any time



To learn more about how your personal health information is collected, used, and disclosed, please contact our Privacy Officer, at **1-800-565-4614 ext. 206** or send an email to **privacy@alzda.ca**.

If you have any issues or concerns about how your health information is being handled, you have the right to contact the Information & Privacy Commissioner of Ontario, at:

**2 Bloor Street East, Suite 1400
Toronto, ON, M4W 1A8**

Telephone: 416-326-3333 or, 1-800-387-0073

Website: <http://www.ipc.on.ca>

COMPLIMENTS & COMPLAINTS PROCESS

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton welcomes and respects the values and beliefs of all individuals. We follow person-centered principles and are committed to meeting your needs and providing you with exceptional programming and service.

As a client of the Alzheimer Society, we wish to ensure that your voice is heard. As a client or caregiver, you have the right to let us know how you feel about the quality of care that we provide. This is an opportunity for us to learn how we can better meet your needs and to ensure that we consistently fulfill our promise in delivering the highest quality of care.

To share your comments or concerns you may reach us by telephone at **1-800-565-4614 ext. 513** or by email at **feedback@alzda.ca**.

ACCESSIBILITY

In fulfilling our mission, the Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton always strives to provide our services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and receive the same benefit from the same services, in the same place and in a similar way as other customers.

Our Commitments to Accessibility:

- To promote accessibility in respect of the Accessibility for Ontarians with Disabilities Act (AODA).
- Have general policies, practices, and procedures about providing services to people with disabilities.
- Have developed, communicated, and enforced a policy and procedures for providing accessible customer service to people with disabilities.
- To make the policies available to public upon request.
- Have policies, practices and procedures on service animals and support persons.
- To communicate when there is a temporary disruption of services or facilities.

Please tell us if you need special assistance to access our services. For more information on our accessibility for people with disabilities policies and procedures contact Human Resources at **1-800-565-4614 ext. 413** or email **hr@alzda.ca**





SERVICES EN FRANÇAIS

Un diagnostic de la maladie d'Alzheimer ou d'une démence apparentée marque le début d'un parcours long et complexe, qui ne devrait jamais se faire seul. À ce titre, la Société Alzheimer s'engage à guider les personnes touchées par la perte de mémoire, ainsi que les membres de leur famille.

Vous vous demandez quels services seraient nécessaires dans votre situation?

 1-800-565-4614 ext. 879

 aide@alzda.ca

OTHER LANGUAGE SERVICES

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton recognizes the linguistic diversity of the people it supports and has a partnership with Access Alliance Multicultural Health & Community Services to provide translation and interpretation services to our clients and caregivers.

OFFICE LOCATIONS

Operating Hours: 8:30 a.m. – 4:30 p.m. Monday to Friday



Brantford

25 Bell Lane, Suite 100
Brantford, ON N3T 1E1

(Entrance at rear of Brantwood Community Services)

519-759-7692



Haldimand

42 Main Street South
Hagersville, ON N0A 1H0

905-768-4488

Hours: 8am - 4pm, Monday to Friday



Norfolk

645 Norfolk St. N.
Simcoe, ON N3Y 3R2

519-428-7771



Hamilton

550 Fennell Ave E, Suite 205
Hamilton, ON L8V 4S9

905-529-7030



Halton

4391 Harvester Rd, Unit 8
Burlington, ON L7L 4X1

289-837-2310

BY APPOINTMENT ONLY:



Brant County
202-25 Curtis Ave, Unit 202
Paris, ON L3L 3V3
(Located at Cowan Community Hub)



Haldimand
201 Forest St E
Dunville, ON N1A 3G5
(Located at True Experience)



Hamilton
438 Hughson St N
Hamilton, ON L8L 4N5
(Located at COMPASS Community Health)



Hamilton
1041 West 5th St.
Hamilton, ON L9B 1J5
(Located at Ressam Gardens Memory Care Community)



Milton
185 Ontario St S
Milton, ON L9T 2M4
(Located at Allendale Long Term Care Home)

CLIENT ADVISORY COMMITTEE

The Client Advisory Committee serves in an advisory capacity to improve experiences of our clients at the ASBHNHH. This Committee brings together persons living with dementia and care partners with a variety of experiences to:

- Share unique stories, opinions, and perspectives
- Provide feedback on programs, services, materials, and strategies developed for persons living with dementia and care partners
- Suggest new approaches for meeting the needs of persons living with dementia and care partners
- Make recommendations on how the ASBHNHH can achieve high quality, client centered services
- Help advance our client engagement practices

If you are interested in participating in the client advisory committee or would like more information, please contact our Director of Quality, Impact and Evaluation at feedback@alzda.ca or **1-800-565-4614 ext. 513**.



Alzheimer Society

GET INVOLVED!

Participate | Sponsor | Donate

Last Saturday of May.
Brantford | Jarvis | Hamilton | Oakville
walkforalzheimers.ca

LAND ACKNOWLEDGEMENT

We acknowledge the traditional territories upon which we gather. Our offices and the areas in which our staff serve are located on the traditional territories of the Mississauga and the Haudenosaunee nations, within these lands they are protected by the “Dish with One Spoon” wampum agreement.

For many thousands of years, the first people sought to walk gently on this land, offering their assistance to the first European travelers and sharing their knowledge for survival in what was at times a harsh climate.

May we seek a new relationship with the original peoples of this land, seek relationships with the winds, waters, grounds, and sky, respecting all inhabitants and admiring what the original peoples of the land are protecting.

May we create relationships based on honour and deep respect.

May we be guided by love, a good mind and produce actions with good intention as we transform our personal and professional relationships with our indigenous friends and neighbors.

Written and shared by Melissa Sockanowich, RPN – Chippewas of Rama First Nation

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