

CLIENT HANDBOOK
Our Commitment to You





Our Mission

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



Our Role

The role of the Alzheimer Society of Toronto is to offer support, information and education to people with dementia, their families and their caregivers, to increase public awareness of dementia, to promote research and to advocate for services that respect the dignity of the individual.



Our Vision

We envision a world without Alzheimer's disease and other dementias.

Our Values

C

Collaboration

A

Accountability

R

Respect

E

Excellence



Service Closer to You

To broaden the reach of our mission across the Greater Toronto Area, we have teams in satellite offices for support, programs and education both in person and online.

A Note from our CEO

At the Alzheimer Society of Toronto, we are pleased to offer you services and support that promote a better quality of life for both the persons living dementia and the persons caring for a loved one living with dementia. The Alzheimer Society of Toronto has been providing free programs and services in the Greater Toronto Area since 1981. Since then, our goal has stayed the same: We are committed to alleviating the personal and social consequences of Alzheimer's disease and other dementias and promoting research.

Within this booklet, you will find information that outlines your rights as a client, as well as what to do in the event of any issues that may arise. Please take some time to review this information.

If you have any questions, please call our office at **416-322-6560**.

Your satisfaction is extremely important to us. Thank you for the honour of serving you on this journey.

Sincerely,



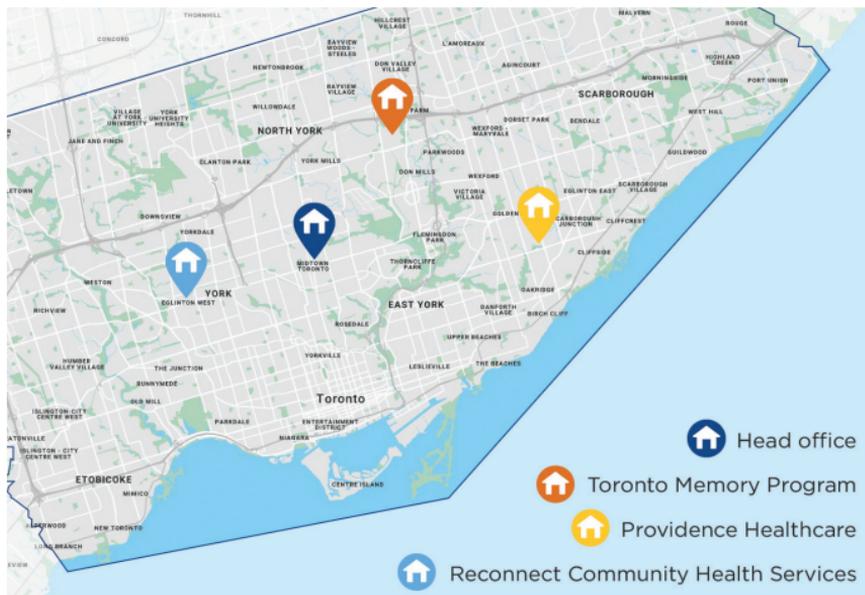
Scott Russell
Chief Executive Officer
Alzheimer Society of Toronto
416-847-8897

The Alzheimer Society of Toronto (AST) is recognized as a leading resource in the Greater Toronto Area for people living with dementia and their caregivers. AST aspires to be a leader in the development of best practices in dementia care. We pride ourselves on forward-thinking and inclusive practices. For these reasons, you will notice the term “caregiver” used interchangeably with “care partner” throughout AST’s communications, with a gradual move towards “care partner”. We feel that care partner reflects a more inclusive approach to caregiving by situating the person who is providing the care as an equal partner alongside the person who is receiving care. All programs and services are comprised of many components, which include:

- Counselling Services
- Care Navigation
- Support Groups
- Social Recreation Programs
- Young Onset Adult Day Program
- Caregiver Project
- Education Sessions for people living with dementia, families, caregivers and healthcare professionals
- Professional Training Programs
- Alzheimer Society Music Project
- Volunteer respite peer-led support groups, and program support
- Fundraising and Events
- Inter-professional collaboration and building community partnerships
- Online Programming (webinars, and social recreation)

Interpretation services may be available upon request.

We service anyone living in the "M" postal code area. Clients are seen at any of our four office locations, although our events and services are provided at various locations across the city. These alternate locations include: community centres, libraries, and healthcare organizations. A comprehensive listing of all our programs and services can be found at the following website: www.alz.to



We support anyone affected by memory loss or dementia. This includes people living with dementia, their caregivers or anyone looking for information. We also support healthcare professionals, and other community agencies.

We are committed to servicing the needs of our clients and our community.

Compliments and Complaints Process

The Alzheimer Society of Toronto welcomes and respects the values and beliefs of all individuals. We follow person-centered principles in all our programs and services, and adhere to the Canadian Charter of Rights for People Living with Dementia, which ensure that:

- People living with dementia know their rights
- People living with dementia are empowered to advocate for the protection and respect of their rights
- People and the organizations that support people with dementia know these rights

We are committed to meeting your needs and providing you with exceptional programming and service. As an Alzheimer Society client, we wish to ensure that your voice is heard.

As a client or caregiver, you have the right to let us know you feel about the quality of care that we provide. To share your comments or concerns you may reach us by telephone, **416-322-6560**, or by email at **feedback@alz.to**.

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.

Your experience, feedback and opinion matter to us!

Client Bill of Rights



The Right to be Respected

You will be supported with dignity in a non-judgmental, courteous manner, regardless of your diagnosis, symptom(s) or personal situation.



The Right to Privacy and Confidentiality

The service provided will respect your privacy in accordance with the Personal Health Information Protection Act, 2004.



The Right to be Free from Harm

You will access services that are free of physical, emotional, verbal, sexual or financial abuse.



The Right to Individuality and Freedom from Discrimination

Your individuality will be recognized acknowledging your unique needs and preferences. You will be given equal support without discrimination based on culture, gender, sexual orientation, language, age, socioeconomic status, physical or mental health status and spiritual or faith beliefs.



The Right to Be Informed and Freedom of Choice

You will be provided information about our services and given clear access to information on our policies and procedures. You can choose to consent to or refuse our services.



The Right to Participate in Decision Making

You will be invited to participate in decisions regarding your care and encouraged to provide meaningful input into what is being offered. You may request access to the information in your health record and have an opportunity to correct factual errors.



The Right to Raise Concerns

You will be informed on how to make a complaint and can expect a timely response.

Your Responsibilities as a Client

The Alzheimer Society of Toronto is committed to maintaining a safe environment for both clients and volunteers.

Inappropriate behaviour, harassment or coarse language will not be tolerated. Those who engage in disruptive behaviour may be denied access to our services.

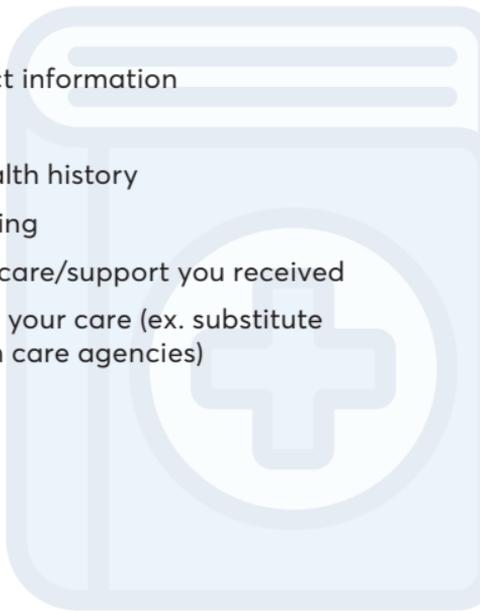
Privacy and Your Personal Health Information

The Alzheimer Society of Toronto is committed to protecting individual privacy and maintaining client confidentiality with regards to any and all personal health information.

We will collect your personal health information (PHI) 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 and if the law permits), for example, from other health care providers involved in your care. The collection, use, and disclosure of your PHI follows the guidelines of the Personal Health Information Protection Act, 2004 (PHIPA).

Your Health Record includes:

- Your date of birth and contact information
- OHIP number
- Your physical and mental health history
- Issues that you are experiencing
- Record of your visits and the care/support you received
- Names of persons involved in your care (ex. substitute decision makers, other health care agencies)



We collect, use and share your Personal Health Information to:

- Provide health support and services based on your needs
- Deliver our programs
- Communicate with other healthcare professionals involved in your care
- Seek your consent
- Perform risk management and quality improvement activities
- Gather statistics
- Carry out client surveys
- Follow legal and regulatory requirements
- Fulfill other purposes permitted or required by law

Your Choices

You have a right to make choices and control how your health information at the Alzheimer Society of Toronto is collected, used and disclosed, with some exceptions. For most healthcare purposes, your consent is implied as a result of using our programs and services, unless you tell us otherwise. We may also collect, use and share your health information to communicate or consult with other health care providers about your care, unless you tell us you do not want us to do so.

In some cases, we must have your permission to give your health information to people outside of your healthcare team. We may also need consent to communicate with any family members or friends with whom you would like us to share information about your health (unless one or more is your substitute decision maker).

You may give and revoke your consent at any time.

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

If you would like to know more about how your personal health information is handled and shared, or would like to access your record, please call **416-322-6560** to speak with our Privacy Officer.

For more information about your privacy rights, or if you were unable to resolve a problem directly with our agency, contact the Privacy Commissioner of Ontario at **416-326-3333** or **1-800-387-0073**.



Use of Email

The Alzheimer Society of Toronto welcomes the use of virtual technology to support clients in managing their care. Should you wish to email our staff, please understand that there are risks related to privacy and timeliness of response. Email can be used to make or confirm appointments, or to notify you of a delay or a need to reschedule. AST cannot guarantee the privacy of emails, and therefore staff are not permitted to include any of your personal information in the email. Furthermore, staff will only respond to an email during work hours.

By providing us with your consent, you agree that:

- Email is not to be used for medical emergencies or other time-sensitive matters
- Emails you send or receive may be copied into your client record at AST
- We may forward emails internally or externally to other members of your care team, if necessary, to optimize your care
- Email communication is not an appropriate substitute for in person or telephone consultations. You are responsible for following up with AST staff for support
- We will be informed of any changes to your email address and/or changes on how you wish to communicate with us via email

Your consent to using email will be captured during our intake process and can be changed or revoked at any time.

Accessibility for Ontarians with Disabilities Act, (AODA) Customer Service Policy

The Accessibility for Ontarians with Disabilities Act, 2005 (the AODA) is a provincial law that implements and enforces accessibility standards in order to achieve equity for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Alzheimer Society Toronto is committed to providing respectful care that focuses on the unique needs of the individual. Providing equitable care that respects the dignity and independence of people with disabilities is priority, and we are committed to removing all barriers that prevent people with disabilities from fully participating within our facilities, programs and services.

Assistive Devices

People with disabilities may provide their own assistive devices for the purposes of obtaining, using and benefiting from AST services.

Communication

AST will communicate with people with disabilities in ways that take into account their disability.

Service Animals

AST welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from the premises, AST will ensure that alternate means are available to enable the person with a disability to access our programs and services.

Support Persons

The Alzheimer Society of Toronto welcomes people with disabilities who are accompanied by a support person. In the event that a fee is charged in relation to a support person's attendance at a Society sponsored event, advance noticed of the fee will be provided.

Notice of Temporary Disruption

AST will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in our facilities and services where we have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. AST will provide notice by posting information in visible places on our premises or on our website, or by any other method that may be reasonable under the circumstances.



Training for Staff

AST provides training to all employees, volunteers and others who deal with the public, and all those who are involved in the development and approval of customer service policies, practices and procedures. Training includes the following:

- An overview of the AODA and the requirements of the standard
- AST's plan related to the customer service standard
- Best practices used when interacting and communicating with people with various types of disabilities
- What to do if a person with a particular type of disability is having difficulty accessing AST services
- Best practices used when interacting with people with disabilities who use an assistive device, service animal or support person

Staff and volunteers will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

A friendly reminder, if you are unwell (cough, fever, breathing difficulties) please reschedule your visit.

Care Notes

Your next appointment is scheduled: _____

Located at: _____

Your staff contact is: _____

Phone: _____

E-mail: _____

We are here to support you.

Please call us at **416-322-6560** and let us know how we can help.

Head Office:

Alzheimer Society of Toronto
20 Eglinton Ave West, (16th floor)
Toronto, ON M4R 1K8

Satellite Office

Reconnect Community Health Services
2562 Eglinton Ave West, (2nd floor)
York, ON M6M 1T4

Satellite Office

Toronto Memory Program
1 Valleybrook Dr. #400
North York, ON M3B 2S7

Satellite Office

Providence Healthcare
3276 St. Clair Ave E, Room B222,
Scarborough, ON M1L 1W1

Should you require assistance after hours, contact **2-1-1 Ontario Community and Social Services Help Line**.

Ontario 211 is a free helpline that connects you to community and social services in your area 24 hours a day, 365 days a year, in over 150 languages.