

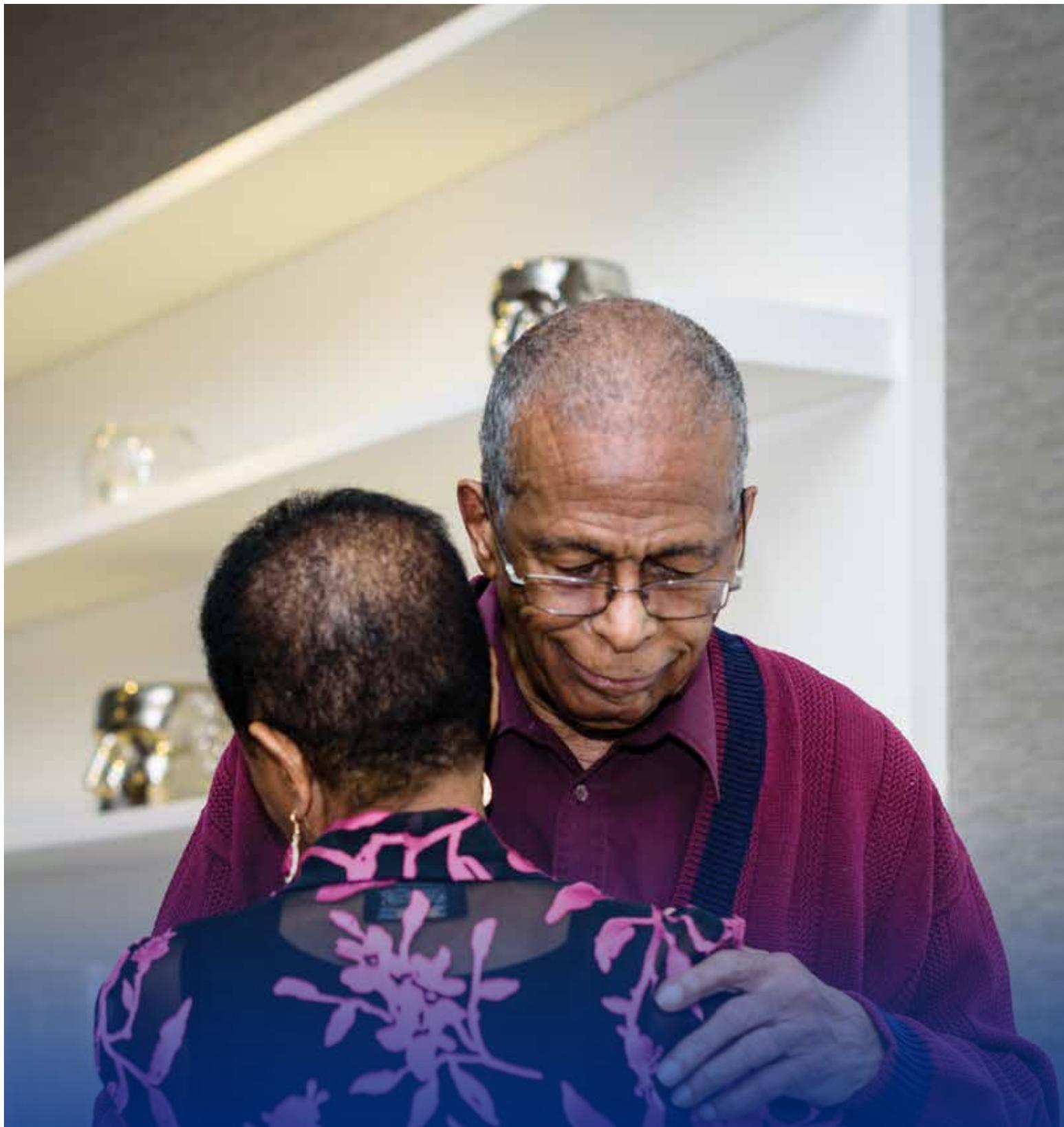
Alzheimer Society
TORONTO



ANNUAL REPORT

2018-19

alz.to



Thank you for helping us build a road map for renewal and growth. It will prepare us for the growing numbers of people living with Alzheimer's and other dementias.

A Message from our CEO *Scott Russell*



Just over a year has passed since I was appointed CEO of the Alzheimer Society of Toronto. During this time, thanks to your support, our organization has undergone an incredible period of renewal, growth, and preparation that positions us to do more to achieve our vision of a world without Alzheimer's disease or other dementias. You have been an important part of this process.

Renewal: We renewed our strategic vision and plan, which many of you, our stakeholders, helped create through a process of consultation that informed our process. With this roadmap in place, by 2022 we will expand services, create more partnerships, and continue to inspire and mobilize our funders and the

community. At the same time, we will remain laser focused on our people and our purpose. The plan will enable us to scale our organization to meet the anticipated needs of our clients and the health system. For example, we will create a first-of-its-kind dementia-friendly hub in Toronto. It will unite the delivery of services and programs, and point the way to a future of enhanced community supports.

Growth: Our fundraising and community events reached new heights through the Unforgettable Evening Gala with presenting sponsor IG Private Wealth Management, the IG Wealth Management Walk for Alzheimer's, the IG Wealth Management Walk for Memories, and the Spirit of John concert. We continued expanding the services available to care partners and people living with dementia. In the past year, counselling and supports reached more than 5,000 families, the Music Project served more than 1,100 people, and our Active Living programs had more than 1,500 participants. We also introduced an Adult Day Program for people living with young onset dementia, the Horse Program, and guided tours at the Aga Khan Museum.

Preparation: We are building dementia-friendly communities that support the inclusive participation of care partners and people living with dementia. We will achieve this goal by leveraging our specialized knowledge in dementia care. We are supporting the health system in new and specialized ways through long-term care residences, hospitals, and primary care clinics. In collaboration with the Alzheimer Society of Ontario, and through the generous support of Alice and Grant Burton, we are transforming the educational offerings for formal and informal care partners, first responders, and physicians.

The Alzheimer Society of Toronto's period of renewal, growth, and preparation is defining our way forward to achieve our vision while we search for a cure, and enhance communities of support and inclusion.

Thank you for being part of this pivotal year.

Scott Russell



OUR MISSION

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

OUR VISION

A world without Alzheimer's disease and other dementias.

OUR VALUES

Collaboration, Accountability, Respect, Excellence

Sponsors Spotlight

Two great walks, 2 wonderful sponsors.



CARSWELL
FAMILY FOUNDATION

IG Wealth Management is a national leader in the delivery of personalized financial solutions. Through tailored financial planning workshops, it helps Canadians manage the economic and social impacts associated with Alzheimer's disease and other forms of dementia.

For the first year, IG Wealth Management partnered with us as the National Title Sponsor for the IG Wealth Management Walk for Alzheimer's, which took place in more than 300 communities across Canada. Toronto hosted four separate walks, raising more than \$100,000. Funds raised will support educational programs, counselling services, and research. A big thank you to all the incredible volunteers who donated their time and were the backbone of this event.

IG Wealth Management was also the Title Sponsor for the IG Wealth Management Walk for Memories, Toronto's largest fundraiser for dementia. This year's walk was supported by more than 2,000 individuals, including 1,400 registered walkers, and raised \$615,000.

Special thanks to our Family Night sponsor, the Carswell Family Foundation for its generous support in matching all fundraising dollars raised by children registered at the event. The foundation also supported the opportunity for participants to stay at the Sheraton Centre Toronto Hotel the night before the walk at a discounted rate and enjoy dinner, family-friendly activities, and entertainment.



To learn more about IG Wealth Management Walk for Alzheimer's, IG Wealth Management Walk for Memories, or one of our other annual fundraising events, visit alz.to/fundraising-events.



FTD
Warriors



I'M WALKING
♥ FOR MY ♥
GRANDAD
♥

I'M WALKING
♥ FOR MY ♥
GRANDAD
♥



Unforgettable Evening Gala

Millions raised for navigating the dementia journey.



IG Private Wealth Management supported our Unforgettable Evening Gala as Presenting Sponsor. Each year, the gala brings together friends, celebrities, philanthropists, and business leaders to raise support for persons living with dementia and their care partners. Since 2006, the gala has raised a remarkable \$4 million, including \$565,000 this past year for our First Link® Care Navigation program. Through this program, we help people connect to the services and programs they need, and create a personalized plan to manage their health care journey. (For more information about First Link®, see page 16.) Thank you to all our sponsors and everyone who made this year's gala a great success.

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Spirit of John

A gift of music from Spirit of the West and John Mann.

A night of memorable live music was performed to a sold-out crowd of more than 900 people.

Spirit of John, a concert in support of the Alzheimer Society of Toronto's Music Project, was held on January 31 at the Phoenix Concert Theatre. Back for its fourth year, this event was inspired by John Mann, lead singer of Spirit of the West, who was diagnosed with early-onset Alzheimer's disease in 2014.

A night of memorable live music was performed to a sold-out crowd of more than 900 people. While John was not able to attend, the remaining members of Spirit of the West performed, along with other celebrated Canadian artists.

The concert raised \$95,000, which will be used to purchase digital music players that will be given free of cost to persons living with dementia. The devices are loaded with their favourite music, which triggers memories. The benefits of this form of therapy are well documented and include increased focus, awareness, and well-being.

We would like to thank Pirate Toronto and Phoenix Concert Theatre for organizing Spirit of John and our event sponsors TD Bank Group, Slaight Music, IG Wealth Management, and SOCAN Foundation.



Music Project



This past year, the Alzheimer Society of Toronto's Music Project created more than 1,100 personalized music playlists, which were loaded on digital music players and given free of charge to persons living with dementia.

We have supported the rollout of this initiative at other local Alzheimer Societies across Ontario. In the past year, we helped the Alzheimer Society of Cornwall and District and the Alzheimer Society of York Region to deliver the Music Project. We also continue to support delivery through four other local Societies.

In Toronto, our volunteers make access to the Music Project as convenient as possible by meeting clients in local library branches. They provide personalized music packages and guidance on using the music players, and offer additional resources.

**To learn more about the Music Project,
visit musicproject.ca.**

Fundraising

2018/19 Event Highlights

Unforgettable Evening Gala

PRESENTED BY IG PRIVATE WEALTH MANAGEMENT

\$565,000

raised for our First Link® Care Navigation program



Spirit of John

BACK FOR ITS FOURTH YEAR!



\$95,000

raised to purchase digital music players

IG Wealth Management Walk for Memories

supported by more than

2000+

individuals and walkers

\$615,000

raised for programs and services



IG Wealth Management Walk for Alzheimer's

300

communities across Canada participated

\$100,000

raised across 4 community parks in Toronto



Education

Enhancing literacies and abilities for better outcomes.

Thanks to an incredibly generous gift of \$976,090 from Alice and Grant Burton, we have been able to pursue four ongoing enhancements to the delivery of education.



The course was excellent. It provided exactly the type of information and level of detail that I was seeking. The facilitators were very helpful and encouraging. It was wonderful to learn from the experiences of the other students who are currently frontline workers assisting those who live with dementia."

- Health care professional enrolled in the Dementia Care Training Program

U-First!® for professionals provides workshops on dementia care for health care providers. We are creating a "Part 2" follow-up workshop for professionals and have completed an external needs assessment to help guide our curriculum development process.

U-First!® for family care partners is currently in development. To date, we have completed a needs assessment with input from families, U-First! learners and facilitators, Alzheimer Societies across Canada, and other stakeholders.

A First Responder Information Centre for first responders was created in collaboration with the Alzheimer Society of Ontario and first responders. This group developed a series of tools (online resource centre, updated identification kit, and resource guide) that provide first responders with updated best practice guidelines for dementia. The Alzheimer Society of Toronto is providing support to build on these resources in the upcoming year.

Accredited online modules for family physicians across Canada has been developed through a partnership with Dr. Dallas Seitz and his team. The modules, which we continue to help enhance, are available online and help ensure doctors are aware of the value to their patients of our First Link® program.

We continue to offer a wide range of popular in-person and online education programs, led by our social workers and an expanded team of education coordinators. This past year, they delivered 676 sessions to 6,521 people.

Among this total were 1,579 health care professionals — including doctors, personal support workers, and care partners — who completed one of our Dementia Certificate Programs. They are highly valued by experienced professionals and those new to their field, and include:

- The Dementia Care Training Program (DCTP), which raises awareness of Alzheimer’s and other forms of dementia and how these diseases impact care. DCTP remains in high demand, and our online sessions are fully booked.
- Behavioural Support Training Program (BSTP), which focuses on enhancing skills required to manage responsive behaviours associated with dementia that health care professionals and front-line staff have challenges supporting. This past year, we completely revitalized BSTP to make it even more effective. We also added more opportunities for hands-on and reflective learning, and ensured all our staff were prepared to deliver the new curriculum.

Over the past year, we provided training for the Alzheimer Society of Ontario’s U-First!® online program, which helps front-line staff develop a common knowledge base, language, and approach to dementia. We also provide ongoing training to the general public and staff at organizations that directly engage with people in the community (For more information, see Dementia-Friendly Communities™, page 13), as well as to staff at the Alzheimer Society of Toronto, the Alzheimer Society of Ontario, and the Alzheimer Society of Canada.

Adult Day Program

Active minds social club.



We provide supervised recreational and social programming for people living with dementia through an Adult Day Program, which helps persons living with dementia remain socially engaged with their peers and provides respite for their care partners.

With funding from the Central East Local Health Integration Network, we launched a pilot to offer this

program to people living with young onset dementia (under the age of 65 years) in the Scarborough area. The program is located and supported by the Scarborough Centre for Healthy Communities. Similar programs are being run by the Alzheimer Society of Durham Region and the Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland & Haliburton under the same funding model.

Active Living

A healing touch of love and music.

We help enhance social inclusion and physical well-being for persons living with Alzheimer's and other forms of dementia, and their care partners, through our Active Living Program, which includes:



DATE NIGHT

Date Night is an opportunity for persons living with dementia and their partner to enjoy an evening out where they can relax and feel comfortable in a dementia-friendly setting. They enjoy a delicious homemade meal, music, and dancing. Date Night began as a pilot, but it has proved so successful and well received we decided to make it a permanent offering to all our clients.



Explaining the inspiration for this program, Laura McGill, a First Link® Care Navigator, said, "While working on the Caregiver Project for Seniors, I often heard from spouses of persons living with dementia that they missed that 'couple' feeling, including romantic and special moments, which is often overshadowed by the day-to-day tasks of being a care partner."

HORSE PROGRAM

Sponsored by Woodbine Entertainment and offered through the Community Association for Riders with Disabilities (CARD), we introduced a new multi-week program that involves interactions with a therapy horse. Through the sights, sounds, and feel of these beautiful and gentle creatures, persons living with dementia reconnect with positive early life memories. They also experience the joy and contentment that comes from caring for and interacting with animals.

DEMENTIA-FRIENDLY CONCERT

We are partnering with Xenia Concerts to offer three music concerts in the upcoming year. The concerts will be free, accessible, and planned based on the special needs of our clients.

This past year, through Active Living we:

 ran
231
sessions

 served
3,896
clients

 partnered
with **18**
organizations

To learn more about the Active Living Program, visit alz.to/activeliving.

"There are many great classes and programs at CARD but none more heart warming than the Horse Program. I had the privilege of working with a father and daughter. He was a very quiet man and at first quite apprehensive. He was quite tentative with the grooming but as I put my hand over his (with his permission) and brushed our horse I could feel him relax. He always made sure that his daughter had a turn and when I asked him why he said, 'she needs to feel good too.'"

- CARD program volunteer



"Before completing the training, I knew very little about Alzheimer's and other forms of dementia. The training filled the substantial gaps in my knowledge and by understanding how the conditions manifest and affect perception, I feel more compassionate to those affected."

– Dementia-friendly community training participant



Dementia-Friendly Communities™

Places of understanding, respect, and support.

DEMENTIA FRIENDLY COMMUNITIES TORONTO

We are helping to build dementia-friendly communities across Ontario where people are understood, respected, and supported to remain active and engaged within their communities. The independence and safety of people living with dementia is encouraged and promoted, according to their individual capacities, through changes in physical, social, and cultural environments.

The Alzheimer Society of Toronto delivers training to an organization's staff to help them engage people

living with dementia and their care partners in ways that help them feel understood, valued, and empowered.

Organizations receiving training this past year include the Community Association for Riders with Disabilities, Social Justice Tribunals Ontario (their call centre), and the Aga Khan Museum. Training also continues at the City of Toronto, as well as at the 100 Toronto Public Library branches, where we are now halfway through training their staff to make all their facilities dementia-friendly.



In total, this past year we have facilitated:



36
training
sessions



trained
637
people

To learn more about Dementia-Friendly Communities™ visit,
alz.to/dementia-friendly-communities.

"Thank you to the Alzheimer Society for hosting these tours. We both really enjoyed the one we attended. Paul chatted about it for most of the evening yesterday. I'm so glad these events are engaging his interest and curiosity, as very little else does these days, no matter how I try."

— Care partner of a person living with dementia



Guided Tours

Engaging minds and memories through art and culture.

The Alzheimer Society of Toronto offers free admission and specialized tours to local cultural landmarks for persons living with dementia and their families and care partners. Specially trained docents lead these events, which are accompanied by Alzheimer

Society of Toronto representatives and volunteers. This past year, we offered this program to more than 300 people in partnership with the Aga Khan Museum, the Art Gallery of Ontario, the Royal Ontario Museum, and the Toronto International Film Festival.



To learn more about guided tours, visit alz.to/guidedtours.

Partnerships

Extending our reach through collaboration.



The City of Toronto selected us to organize and deliver their third annual Family Caregiver Day on April 2, in appreciation of the incredibly vital social and economic contributions made by family care partners.

We partnered with the Toronto Council on Aging, which addresses issues and concerns of older adults in Toronto, to co-host a "Living Well with Dementia" symposium

in November. More than 75 people attended the event. They heard from guest speakers, participated in hands-on activities, and received "Dementia 101" and health care navigation information.

As part of the Toronto Caregiver Collaboration Forum initiative, we hosted two working groups to inform the City of Toronto's Toronto Seniors Strategy 2.0, which is focused on improving the lives of older adults.



To assure quality in the delivery of all our services, we signed up with the Canadian Centre for Accreditation. We are currently reviewing and improving program- and service-related policies, procedures, and processes. To support these efforts, we created a quality improvement department, and the entire Alzheimer Society of Toronto team is dedicated to ongoing projects that improve efficiencies and best serve our community.

First Link®

Making connections that have a big impact.

First Link® connects persons living with dementia and their care partners to the education, supports, and services they need as early as possible — before a crisis — and throughout the progression of the condition. The program is the only province-wide service of its kind in Ontario that gives persons living with dementia and their care partners a single access point.

To ensure that care partners and persons living with dementia are connected to First Link®, we hosted 12 networking breakfasts to strengthen our ties with community partners.

Our First Link® Care Navigation service was launched last year and rolled out across all local Societies in Ontario this year. Care Navigation helps ensure earlier and greater access to support services, enhances care partner capacity, and strengthens linkages between clinical and community support services. Underscoring the importance of this role, we expanded our team to four First Link® Care Navigators with investments from the Ministry of Health and Long-Term Care and the Alzheimer Society of Toronto. This past year, Care Navigators provided support to more than 900 individuals, helping them navigate the health care system. This included individualized assessments, care planning, ongoing follow-up, and communication between providers and across sectors along the continuum of care.

To learn more about First Link®, visit alz.to/firstlink-partnership.

ACROSS ONTARIO, THE EVALUATION OF THE FIRST LINK® CARE NAVIGATION SERVICE DEMONSTRATED SIGNIFICANT POSITIVE IMPACTS.

83.9% of persons living with dementia and **85.2%** of care partners agree or strongly agree that they feel better able to ask or advocate for help with their needs.

84.8% of persons living with dementia and **85.3%** of care partners agree or strongly agree that they were connected to supports/services at the time of their need.

74.5% of persons living with dementia agree or strongly agree that the supports and services from the Alzheimer Society have led them to feeling less overwhelmed by the diagnosis.

73% of care partners agree or strongly agree that they feel more confident in their ability as a care partner.

As the need for referrals through this program continues to grow, so has our intake team. We now have three Intake Coordinators. This past year, they connected more than 3,700 care partners and persons living with dementia to services.

We also provided financial support through our Caregiver Project for Seniors program, which helped mitigate costs for 725 care partners so they could access supports and services.

In November 2018, the Minister's Medal awards honoured our First Link® Care Navigation program with a certificate of recognition for outstanding innovation. The awards recognize initiatives undertaken in Ontario that improve health outcomes by engaging patients as partners, and by enhancing value and quality in our health care system.



"We were helped so quickly, and things changed so fast. I can't believe I thought my mom needed to move into a home. There is so much we can do to support her at home."

– Care partner who accessed First Link® for a person living with dementia



Thank you to our Donors

We apologize for the accidental misspelling or omissions of donor names. If you have not been appropriately recognized, please contact us and we will correct the oversight in future publications.

Leaders of Hope

We are grateful to the individuals, foundations and corporations who have made a significant gift to the Alzheimer Society of Toronto.

\$1,000,000+

Alice & Grant Burton
George C. Hunt Family Foundation

\$500,000 - \$999,999

Government of Canada's New
Horizons for Seniors Program
Temerty Foundation

\$250,000 - \$499,999

\$100,000 - \$249,999

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\$50,000 - \$99,999

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Cynthia Devine & Peter Sucharda,
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Foundation

\$25,000 - \$49,999

Mike French & Luisa Torelli
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Thank you to the following individuals, foundations and organizations for their generous support of \$1,000 or more in 2018-2019.

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\$50,000 - \$199,999

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\$5,000 - \$9,999

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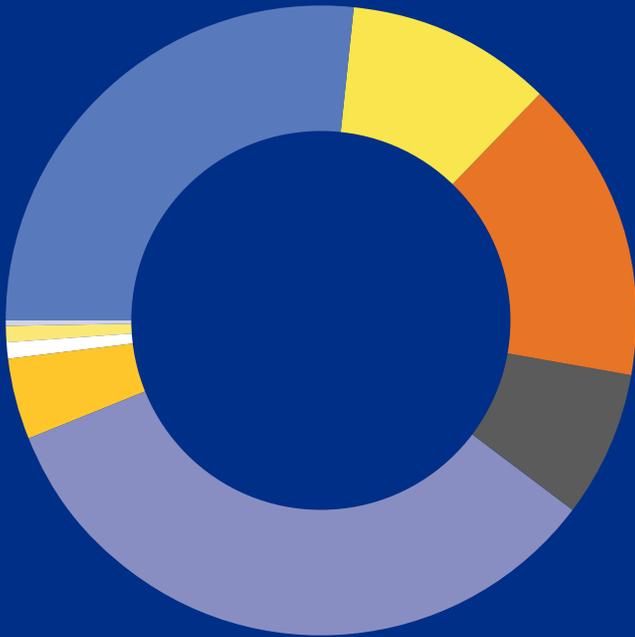
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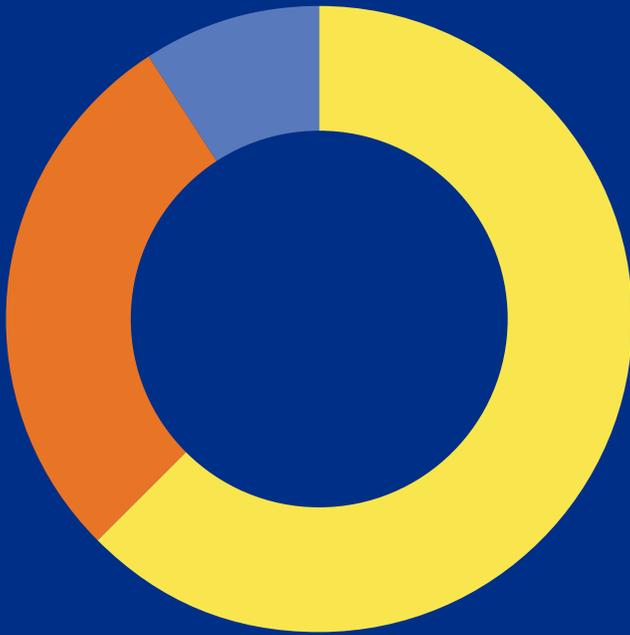
Statement of Operations (in dollars)

April 1, 2018 – March 31, 2019



Revenue

| | 2018 | 2019 |
|--|------------------|------------------|
| Events | 1,468,132 | 1,640,230 |
| Corporate giving & foundation giving | 1,166,260 | 645,221 |
| Individual giving & direct marketing | 867,994 | 951,642 |
| Bequests | 303,753 | 445,638 |
| Total support from the public | 3,806,139 | 3,682,731 |
| Government health programs | 1,561,942 | 2,057,338 |
| Partner charities | 307,198 | 250,857 |
| Literature & seminars | 43,240 | 61,932 |
| Investment & other income | 21,885 | 44,035 |
| Amortization of deferred capital contributions | 15,000 | 10,000 |
| Total revenue | 5,755,404 | 6,106,893 |



Expenses

| | 2018 | 2019 |
|---|------------------|------------------|
| Total programs & service | 3,839,243 | 3,948,693 ● |
| Fundraising | 1,607,314 | 1,790,183 ● |
| Administration | 656,190 | 567,260 ● |
| Total expenses | 6,102,747 | 6,306,136 |
| Excess (deficiency) of revenue over expenses | (347,343) | (199,243) |



ALZHEIMER SOCIETY OF TORONTO

20 Eglinton Avenue West,
16th Floor Toronto, ON M4R 1K8

T: 416.322.6560

E: write@alz.to

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