

# Alzheimer Society

P E E L



## Volunteer Handbook





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## Alzheimer Society Peel Sites

### *Evelyn’s Place Day Program*

- Unit 10, 7560 Airport Road, Mississauga, ON L4T 4H4

### *Sam McCallion Day Centre*

- 157 Queen St E, Mississauga, ON, L5G 3L9

### *Brunel Day Centre*

- 385 Brunel Road, Mississauga, ON L4Z 1Z5

### *Head Office*

- 60 Briarwood Ave, Mississauga, ON, L5G 3N6

### *Nora’s House*

- Location protected for client privacy



## Introduction

Thank you for your interest in volunteering with Alzheimer Society Peel (ASP). Volunteers play a vital role in helping us support people living with dementia and their care partners across the Region of Peel. This handbook is designed to give you a clear overview of who we are, what we do, and what you can expect as a volunteer with ASP.



**40<sup>th</sup>**  
Amazing years of support, advocacy and education

**55,000** Clients & Care Partners Serviced



First Ever Music Care Certified Organization



**145** Exceptional Staff



**5,172**  
Total Volunteer & Student Placement Hours

**9,700** Individuals Supported Through BSO



ASPIRE to Excellence  
**carf**  
ACCREDITED



**109,000** Units of Support & Services Provided

**965** Support Groups & Educational Sessions



First Link - 28%  
**BSO - 54%**



Increase in Demand for Services



## Introduction

Thank you for your interest in volunteering with Alzheimer Society Peel (ASP). Volunteers play a vital role in helping us support people living with dementia and their care partners across the Region of Peel. This handbook is designed to give you a clear overview of who we are, what we do, and what you can expect as a volunteer with ASP.

### Who We Are

Alzheimer Society Peel was incorporated in 1983 as a charitable, non-profit organization and is the largest Alzheimer Society chapter in Canada. Each year, ASP provides tens of thousands of units of support and services to people living with dementia and their care partners across Peel Region.

All ASP programs and services are offered free of charge or at a nominal fee. No diagnosis or referral is required to access support.

## About Alzheimer Society Peel

### Our Mission

Alzheimer Society Peel exists to alleviate the personal and social consequences of Alzheimer's disease and related dementias and to help find the cause, prevention, and cure.

### Our Vision

Provide Help for Today and Hope for Tomorrow by offering support and programs for individuals and their CarePartners affected by Alzheimer's disease and other related dementia.

### Our Role in the Community

ASP helps in the community by providing information, resources, education, support and consulting. Our staff and volunteers provide support programs, educational resources, referral services and more to ease the burden of care and improve the quality of life for people living with Alzheimer's disease and other dementias, as well as their caregivers and families.



## What does ASP do!

ASP supports people living with dementia, their care partners, and the broader community through a continuum of care, education, and navigation services across Peel Region.

### Care & Support Services

- **Adult Day Programs** offering structured activities, personal care, meals, and transportation in safe, home-like environments
- **Nora's House**, an overnight respite program providing 24/7 professional care and relief for care partners
- **Navigation and Dementia Resource Consulting**, available free of charge to individuals, families, and caregivers at any stage
- **Support Groups** for people living with dementia, caregivers, and those experiencing ambiguous loss

### Education & Community Awareness

- **Public education** sessions for community groups, workplaces, schools, faith groups, and healthcare organizations
- Dementia awareness, brain health education, and caregiver training
- A resource lending library and educational materials available to the public

### Early Intervention & Care Navigation

- **First Link**<sup>®</sup>, an early-referral program connecting individuals and families to information, services, and support as soon as possible after diagnosis
- Collaboration with healthcare providers and community agencies to reduce stigma, improve system navigation, and support timely care

### System-Level Impact & Leadership

- **Behavioural Supports Ontario (BSO)**, providing specialized dementia care support across hospitals, long-term care, and community settings
- **A front-line leader in music-based therapeutic supports for people living with dementia (PLWD)**, using evidence-informed approaches to enhance wellbeing, emotional regulation, and meaningful engagement
- Ongoing innovation and advocacy in person-centred dementia care, strengthening collaboration across the health system and improving coordinated service delivery



## Why Volunteer with ASP

### Why Volunteer?

With Ontarians living with dementia projected to rise by 42% in the next decade, the human toll and strain on the healthcare system will be substantial. Last year alone, Alzheimer Society Peel supported 55,000 clients and care partners, collaborated with hundreds of healthcare professionals, and raised vital funds to support research and community programs. This impact is made possible by our dedicated and passionate volunteers.

We are deeply grateful to the volunteers who support individuals living with dementia, their families, care partners, healthcare professionals, and the broader work of Alzheimer Society Peel.

### Benefits of Volunteering

Volunteers are people who care about their community and want to make a meaningful difference. As an ASP volunteer, you will have the opportunity to:



Meet new people and build meaningful connections



Develop new skills while learning about dementia



Support a cause you believe in while giving back to your community



Boost your wellbeing and achieve your personal goals



## Volunteer Opportunities at ASP

ASP offers a wide range of volunteer roles to match different interests, skills, and availability. Full role descriptions are provided separately and reviewed during screening and onboarding.

### Client Facing Roles (Working directly with People Living With Dementia)

#### Day Program Volunteer

Volunteers support staff and members at ASP Day Program locations through meaningful activities such as arts and crafts, discussion groups, exercise, music, gardening, and social engagement. They can help by setting up and participating in activities, one-on-one support, music or recreation therapy and facilitating meal times. Volunteers are encouraged to share unique skills or talents where possible.

What we are looking for:

- Availability: Monday–Friday, 8 AM–5 PM (flexible depending on need), Kitchen Support Specific from 11 AM-2 PM
- Commitment: 1–3 hours per week
- Minimum age: 18
- Location: One of our day program sites (Sam McCallion Day Centre, Brunel Day Program, or Evelyn’s Place Day Program) **See pg 1 for addresses**
- Fluency in other languages is an asset!

#### Nora’s House Respite Care Volunteer

Nora’s House provides overnight respite in a secure, home-like environment for people living with dementia, offering care partners critical time for rest. Volunteers engage participants through conversation, music, crafts, gardening, cooking, and companionship. Volunteers provide support for individuals needing more one-on-one assistance.

What we are looking for:

- Availability:
  - Tuesday 1-5 PM, Wednesday 10 AM-2 PM, Thursday 1-5 PM
- Location: Mississauga, exact address withheld for privacy until volunteer is placed
- Minimum age: 18
- Fluency in other languages is an asset!



## Volunteer Opportunities at ASP

ASP offers a wide range of volunteer roles to match different interests, skills, and availability. Full role descriptions are provided separately and reviewed during screening and onboarding.

### Client Facing Roles (Working directly with People Living With Dementia)

#### Peer Support Group Facilitator (CarePartner Café)

We are seeking current or former CarePartners of people living with dementia to volunteer alongside staff as Peer Support Group Facilitators for our monthly CarePartner Café support groups. Volunteers help facilitate dialogue and foster a welcoming supportive space where CarePartners can connect, share experiences, and learn from one another.

What we are looking for:

- Lived experience with people living with dementia, preferably as a CarePartner
- Availability:
  - Wednesday's from 12:45 PM to 2:45 PM for in-person support groups, dates vary by location
  - 6:45-to 8:45 PM on the third Wednesday of each month for our virtual support group
- Ability to travel to one of the following locations for in-person: Brunel Day Program, Head Office (60 Briarwood Ave), Peel Manor in Brampton
- Fluency in other languages is an asset!

#### BSO Art Therapy Program Volunteer

This hospital-based role supports an art therapy program at the McCall Centre for individuals living with dementia who are in transitional care and awaiting long-term care placement. Through guided art activities and one-to-one engagement, volunteers support the ASP Art Therapist and BSO placement student in creating meaningful connection and stimulation. This program is perfect for volunteers with a passion for art and hospital environment experience.

Program Details:

- Location: McCall Centre, Trillium Health Partners Queensway Health Centre
- Day & Time: Thursdays, 12:30–3:30 PM
- Duration: January–April (two 5-week sessions; commitment of approximately 4–5 weeks)
- Fluency in other languages is an asset!



## Volunteer Opportunities at ASP

ASP offers a wide range of volunteer roles to match different interests, skills, and availability. Full role descriptions are provided separately and reviewed during screening and onboarding.

### Community Services and Clerical Volunteering

#### Education Volunteer

Education Volunteers support public education sessions, health fairs, and awareness events across the community, helping to share information about brain health, dementia, and ASP services. At this time, we are primarily seeking volunteers to assist our Public Education Coordinators in their delivery of the Gentle Persuasive Approach (GPA) training to healthcare and social work professionals.

What we are looking for:

- Availability: GPA Training sessions run on select dates from 8:30 AM - 4:30 PM. Volunteer must be available all day.
- Minimum age: 18
- Location: Most sessions held at Brunel Day program, occasionally at Evelyn's Place Day Program. Health fairs vary.
- Fluency in another language is an asset!

#### Fundraising and Outreach Assistant

Volunteers assist our fund development, events, and marketing teams with planning, execution, outreach, of our major fundraising initiatives. No experience necessary.

What we are looking for:

- Availability: Monday–Friday, 9 AM–4 PM (flexible)
- Commitment: Approximately 1–3 hours per week
- Location: Head Office, 60 Briarwood Ave, Mississauga
- All ages welcome!

#### Office and Administrative Volunteer

Office Volunteers assist our community services and corporate departments with administrative, organizational, and communication tasks that support ASP programs and teams. They also act as a first point of contact between ASP and the community, greeting our walk-ins and support group members. No experience necessary.

What we are looking for:

- Availability: Monday–Friday, 9 AM–4 PM (flexible)
- Location: Head Office, 60 Briarwood Ave, Mississauga
- All ages welcome!



## Volunteer Opportunities at ASP

ASP offers a wide range of volunteer roles to match different interests, skills, and availability. Full role descriptions are provided separately and reviewed during screening and onboarding.

### Casual Commitment and Group Volunteering

#### Event Volunteer

Event Volunteers support fundraising and awareness initiatives such as the Walk for Alzheimer's, Dementia Care Day Conference, and other special events. See our website, [alzpeel.com](http://alzpeel.com), for upcoming events.



#### Group and Corporate Volunteering

ASP welcomes corporate and community groups and can coordinate group volunteering opportunities, including:

- Gardening and outdoor clean-up
- Crafts, meal times, and seasonal activities with Day Program members
- Large-scale projects (painting, organizing, space refreshes)
- Event support and special initiatives collaboratively created to highlight your group's unique skills

For more information on Corporate and Group Volunteering, kindly email the Volunteer and Student Coordinator at [i.maatallah@alzheimerpeel.com](mailto:i.maatallah@alzheimerpeel.com) or fill out the following form with your organization's goals, interest, participants and availability: [Corporate Volunteering Interest Form](#)



## Volunteer Rights at ASP

ASP values volunteers as integral members of our team.

Volunteers have the right to:

A safe and respectful environment

Clear role descriptions and expectations

Training and supervision appropriate to the role

Feedback, support, and recognition

Accommodation for accessibility needs where possible

Chances to change roles or take breaks as needed



## Volunteer Responsibilities and Conduct

Volunteers are expected to:

- Act professionally and respectfully
- Maintain confidentiality and privacy
- Follow safety protocols and staff direction
- Communicate absences or breaks for school, work, and life in advance when possible

Volunteers are not required to provide personal care, transportation, medication assistance, or handle money.

## Safety, Reporting, and Support

ASP is committed to providing a safe environment for volunteers, clients, and staff. Volunteers are encouraged to report hazards, incidents, or concerns to their supervisor.

Accommodations and supports can be discussed at any time.



## Recruitment, Screening, and Onboarding

To ensure the safety of our clients and volunteers, ASP uses a structured screening process that includes a:

- Volunteer application
- Interview
- Reference checks
- Vulnerable Sector Check
- Proof of two COVID-19 Vaccinations

Before starting, all volunteers must complete onboarding documentation, including confidentiality and code of conduct agreements.

### Ready to Apply? This is How!

If you would like to apply to become an approved volunteer with Alzheimer Society Peel, please complete our [volunteer application form](#) (click here or the image below to be redirected to the form).

#### What to Expect After You Apply

- Attending a meet-and-greet interview, where your motivations and the role are reviewed
- Review and agreement to all Society-wide policies and procedures
- Completing and returning confidentiality, privacy, and media release forms
- Attending a virtual dementia education session with our Public Education Coordinators
- Participating in a full site tour and safety orientation
- Engaging in role-specific training, where necessary

The Volunteer and Student Coordinator will guide you through each step and ensure you feel informed and supported throughout!



# Alzheimer Society

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## Volunteer Handbook

### Thank You!

Thank you for your interest in volunteering with Alzheimer Society Peel. Your time, compassion, and commitment make a meaningful difference in the lives of people affected by dementia!

For questions or support, please contact: [volunteer@alzheimerpeel.com](mailto:volunteer@alzheimerpeel.com) or [i.maatallah@alzheimerpeel.com](mailto:i.maatallah@alzheimerpeel.com)

or call **416-886-4285**. We look forward to hearing from you.