



**ALZHEIMER SOCIETY  
Brant, Haldimand Norfolk,  
Hamilton Halton**

**Making Life Easier for Staff  
with Penelope Software**

an athena software Q & A



## Athena Software Client Q & A

Alzheimer Society Brant, Haldimand Norfolk,  
Hamilton Halton, Canada

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**“We are very happy with Penelope and Athena,  
and we have recommended it to other Alzheimer  
Societies.”**

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### Agency Snapshot

**Organization Name:** Alzheimer Society Brant, Haldimand Norfolk,  
Hamilton Halton (alzhn.ca)

**Size:** 45-50 users across seven locations in Ontario, with offices in  
Brantford, Hamilton, Oakville, Burlington, Simcoe, Dunnville, and  
Hagersville.

**Mission:** 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 carers.

**Purchased Penelope:** March 2017

**Go Live Date:** June 2017

The Alzheimer Society Brant, Haldimand Norfolk, Hamilton Halton is  
an organization in southern Ontario in Canada that provides care and  
resources for people with dementia.

After engaging in a search for case management software options,  
the organization purchased Penelope in March 2017, and went live  
with the system three months later.

## **Journey to Penelope**

One of the members of the organization's software selection team was JoAnne Chalifour, the Director of Operations for the agency.

Since Penelope was launched at the organization in June 2017, JoAnne said the system's user-friendly interface, and features like smart forms, pre-enrolment / wait list, and automated tasks and reminders, are helping make life easier for staff members.



Recently, we asked JoAnne to identify some of the reasons why the Alzheimer Society Brant, Haldimand Norfolk, Hamilton Halton chose Penelope case management software, and to let us know how things went with the deployment of Penelope, as well as some of the benefits they're seeing for their case management processes post go-live.

## Q & A

### **Why did you choose Penelope?**

“The selecting process was picture perfect. (Our sales rep) Jordan wowed us with his knowledge and assurance. We loved the product from the get-go. It met most of our needs.”

### **What was your deployment experience like?**

“The on-boarding process was well planned and organized. (Our deployment specialist) Amanda was amazing to work with. Calm, patient and supportive. She answered all of our questions.”

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**“We loved the product from the get-go. The on-boarding process was well planned and organized.”**

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### **What are the pain points that Penelope is solving for your organization?**

“Before we moved to Penelope, we used a system that was not as intuitive. These were some of our pain points and how Penelope is helping us:

- The previous database had a very small window that could not be enlarged
- We can add templates to Penelope - we could not in the previous one
- We can see our caseload on our home page - we had to extract a report in the other system
- We can add tasks and reminders – the previous system did not have these features

- We love the pre-enrollment list feature. Other staff can access it to start new groups and activities. This was not available either on our previous system.”

**Do you have any recommendations for other agencies considering Penelope?**

“I would recommend other buyers to have their training as close as possible to their Go Live date.”

**Would you recommend Penelope to other organizations?**

“We are very happy with Penelope and Athena, and we have recommended it to other Alzheimer Societies.”