

## Alzheimer's Association Helpline

### An Overview

The Alzheimer's Association Helpline is a toll-free service that is available 24 hours a day, seven days a week, to provide information and guidance to all those in need. The helpline can be reached at 1.800.272.3900

### Who does the Helpline Support?

The Alzheimer's Association Helpline serves people with memory loss, caregivers, health care professionals and the public.

### What can the Helpline assist with?

The highly trained and knowledgeable staff of the Helpline can provide information or put people in touch with Association chapters to address a variety of dementia-related issues that include:

- Understanding memory loss, dementia and Alzheimer's disease
- Medications and other treatment options
- Skills to provide quality care and to find the best care from professionals
- Strategies to reduce stress and manage lifestyle changes
- Legal, financial and living-arrangement decisions
- General information about aging and brain health to Maintain Your Brain™
- Medicare and Medicaid benefits
- Professional and community services
- Safety services

### What are some features of the Helpline?

The Alzheimer's Association's Helpline provides confidential care consultation provided by master's level clinicians who can help with decision-making support, crisis assistance and education on issues families face every day.

Help is available in a caller's preferred language using the Association's translation service that features over 140 languages and dialects.

The Helpline staff can make referrals to local community programs, services and ongoing support for individuals.

### How does the Helpline support local chapters?

The Helpline assists Association's chapters in responding to the information and support needs of people with Alzheimer's disease and their caregivers, health care professionals, and the general public 24 hours a day, seven days a week.

This partnership provides chapters many benefits, including after business hours coverage, access to caller information for follow-up the next business day, and a translation service to assist callers in their preferred language.

### Is there anything the Helpline is unable to provide?

The Alzheimer's Association Helpline staff does not provide diagnosis. The Helpline staff provides information, education, support and referral.

Other support services from the Alzheimer's Association and its national network of 81 chapters and 300 local points of service include:

- **Safe Return™**, a nationwide identification program to assist in the safe and timely return of individuals who have wandered and become lost, as well as other safety information. The program has helped recover over 10,000 of people since its creation in 1993.
- Peer or professionally led **support groups** for caregivers and others dealing with Alzheimer's disease available through the chapters. Specialized groups include children of people with the disease, individuals with early-onset or early-stage Alzheimer's, adult caregivers, among others.
- **Educational materials** (brochures, videos, audiotapes, books, etc.) on topics related to Alzheimer's disease and related disorders, and a variety of ongoing educational programs.