

# Alzheimer's HELPLINE

A resource to help answer your questions about Alzheimer's Disease and other dementias

## What is the purpose of HELPLINE?

- HELPLINE was created in 1995 to provide support, information and education to the general public, caregivers and people diagnosed with Alzheimer's disease and other dementias.
- HELPLINE staff and volunteers respond to over 5,000 calls and e-mails annually.

## Who should call HELPLINE?

- Anyone who has a concern or questions related to Alzheimer's disease or another dementia is welcome to call. This may include the person themselves, a caregiver, a family member, a concerned neighbour or a friend.

## Who answers HELPLINE calls?

- Trained staff and volunteers provide information and support to callers.

## How can HELPLINE assist me?

- HELPLINE provides an opportunity to access information. Factsheets, brochures, booklets, and other resources are available.
- The information provided will assist caregivers and people with Alzheimer's disease or another disorder in planning and problem solving.
- The Client Service staff will provide counseling over the phone or in person by appointment.
- Callers are welcome to call as often as needed.
- HELPLINE offers regular follow-up calls to people upon request.
- The Client Service staff will provide information on community resources and how to access them.

**For more information, call our HELPLINE:**

943-6622 (in Winnipeg) or 1-800-378-6699 (outside Winnipeg)

or the Regional office nearest you

Monday – Friday 8:30 a.m. – 4:30 p.m.

E-mail: [alzhelp@alzheimer.mb.ca](mailto:alzhelp@alzheimer.mb.ca)

Web site: [www.alzheimer.mb.ca](http://www.alzheimer.mb.ca)

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