
24/7 Helpline

The Alzheimer's Association® 24/7 Helpline (800.272.3900) is available around the clock, 365 days a year. Through this free service, specialists and master's-level clinicians offer confidential support and information to people living with dementia, caregivers, families and the public.

Contact the Helpline day or night to:

- Speak confidentially with master's-level care consultants for decision-making support, crisis assistance and education on issues families face every day.
- Learn about the symptoms of Alzheimer's and other dementias.
- Find out about local programs and services.
- Get general information about legal, financial and care decisions, as well as treatment options.
- Receive help in your preferred language through our bilingual staff or translation service, which accommodates more than 200 languages.
- Dial 711 to connect with a TRS operator.

Our professional staff has the knowledge to address a variety of topics:

- Memory loss, dementia and Alzheimer's disease.
- Medication and treatment options that may delay clinical decline or help temporarily address symptoms for some people.
- Safety issues.
- Tips for providing quality care.
- Recommendations for finding quality care providers.
- Strategies to reduce caregiver stress.
- Legal and financial documents for future care.
- Aging and brain health.
- Referrals to local community programs and services.

Three ways you can connect with our Helpline:

1. **Call us.** We are available around the clock, 365 days a year at 800.272.3900. Dial 711 to connect with a TRS operator.
2. **Chat with us.** Visit alz.org/helpline and click the "Live Chat" green button on the page to connect with a member of our Helpline staff. Live chat is typically available from 7a.m.-7p.m. (CST) Monday through Friday.
3. **Online.** Complete the form found at alz.org/contactus to let us know how we can help you. We will respond to you within 24 hours.

Note: Our Helpline staff does not perform diagnosis. If you or someone you care for is having memory problems, please see your doctor. The 24/7 Helpline is supported in part by a grant from the Administration on Aging, U.S. Department of Health and Human Services.

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to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.

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