

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 the disease, 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 for managing symptoms.
- Receive help in your preferred language through our bilingual staff or translation service, which accommodates more than 200 languages.
- Access support through our TTY service (TTY: 866.403.3073) if assistance is required via a teletype device.

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 help with cognitive and behavioral symptoms for a time.
- 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.

A model of collaboration

The 24/7 Helpline provides nationwide service while delivering personalized response and local follow-up. An online knowledge bank and community resource database helps staff respond quickly and accurately to calls, providing disease information, caregiver education and local resources across the country.

The Alzheimer's Association 24/7 Helpline is supported in part by grant number 90ADCC0001-01-00 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.

TS-0104 | Updated August 2019