

Telephone Support: a Presentation for Female Caregivers

Narrator: Have these Thoughts crossed your Mind?

I am struggling with caring for my loved one...

I need more information about where I can find help with...

I need to know what to expect...

I am tired, I need some time off...

I am overwhelmed and I do not know what I need or where to start looking for help...

For questions like these, or other problems there is telephone support.

What is telephone support?

Telephone support is:

- A chance to speak with a health care professional who can help with decision-making, crisis assistance, and education about problems family caregivers like you face every day
- Offered in English and in over 170 other languages to best meet your needs as a caregiver
- Able to guide you to local community programs, services, and ongoing support

Alzheimer's Association, 2014

Here is a sample of a telephone support phone call:

Healthcare Professional: Thank you for calling the Alzheimer's Association, how may I help you?

Female Caregiver: I am calling because my husband has Alzheimer's disease and I don't know what to do anymore. Our kids are always busy and not around to help very often. What kinds of services do you offer?

Healthcare Professional: There are a lot of different support and services available for you. First of all, if you have any questions or concerns at any time you can call this number and someone will be available to talk to you and help you out. If you are looking for someplace for your husband to go during the day, we have respite day programs in both Toledo and Oregon. We also have support groups, and we can help connect you with other resources in the area.

One of our newer programs is a companion program in which we have trained individuals to better communicate with individuals with Alzheimer's. They are able to talk with and do activities with your loved one while you do stuff around the house. We publish newsletters every four months that can be picked up or found online that show when support groups are meeting, when free educational classes are offered, and when events are occurring in the community.

Female Caregiver: Oh, wow that is a lot of different options. So I can call this number at anytime and someone will be able to answer my questions or help me with my situation?

Healthcare Professional: Yes, that is correct. During weekdays, someone local will be available to assist you, but there are also qualified personnel available through the hotline around the clock.

Female Caregiver: So from here, you can help me find and set up other support and services that are available for me to use in my local area and nationwide?

Healthcare Professional: That is right. We are very familiar with resources that are available for Alzheimer's patients and their caregivers. We can help set you up with resources that meet your needs and that you are interested in using.

Female Caregiver: Everything sounds so helpful. I am glad that there will be someone I can talk to anytime of the day or night. I just hate having to bother one of the kids in the middle of the night when I don't know what to do with him. I miss getting out of the house to do things because I can't leave him alone. I would be interested in learning more about your day care programs. It is nice to know there is someone in my corner.

Narrator: For Caregiver Questions or Problems call the Alzheimer's Association 24/7 telephone helpline at 1.800.272.3900

References:

Alzheimer's Association. (2014). 24/7 helpline. Retrieved from http://www.alz.org/we_can_help_24_7_helpline.asp?type=carecenter_footer&ga=1.115206407.1684720714.1415216036

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