

## First Link® Dementia Helpline

- **English:** 1-800-936-6033
- **Cantonese or Mandarin:** 1-833-674-5007
- **Punjabi, Hindi or Urdu:** 1-833-674-5003

## Resource centres

Located throughout the province, resource centres offer a variety of print resources, education, support groups and access to trained support staff by appointment.

For more information, visit [alzheimerbc.org](http://alzheimerbc.org).

### LOWER MAINLAND AND FRASER VALLEY

#### Fraser Region

201 – 15127 100th Avenue, Surrey  
 English 604-449-5000  
 Punjabi 604-742-4956

**North Fraser**                    604-298-0780  
**Chilliwack – Hope**            604-702-4603

#### North Shore and Sunshine Coast

212 – 1200 Lynn Valley Road,  
 North Vancouver  
 604-984-8348; 1-866-984-8348

#### Vancouver and Richmond

303 – 828 West 8th Avenue, Vancouver  
 290 – 7000 Minoru Boulevard, Richmond  
 English 604-675-5150  
 Cantonese or Mandarin 604-279-7120

### VANCOUVER ISLAND

#### Greater Victoria

202 – 4420 Chatterton Way, Victoria  
 250-382-2052

### INTERIOR AND NORTH

#### North and Central Okanagan

307 – 1664 Richter Street, Kelowna  
 250-860-0305; 1-800-634-3399

#### South Okanagan & Similkameen

104 – 35 Backstreet Boulevard, Penticton  
 250-493-8182; 1-888-318-1122

#### Central Interior

405 – 235 1st Avenue, Kamloops  
 250-377-8200; 1-800-886-6946

#### West Kootenay

778-774-2133; 1-855-301-6742

#### East Kootenay

778-761-2011; 1-833-426-0534

#### Northern Interior, Northeast & Northwest

302 – 1811 Victoria Street, Prince George  
 250-564-7533; 1-866-564-7533

### PROVINCIAL OFFICE

300 – 828 West 8th Avenue, Vancouver  
[info.helpline@alzheimerbc.org](mailto:info.helpline@alzheimerbc.org)  
[www.alzheimerbc.org](http://www.alzheimerbc.org)

# First Link®

YOUR LINK TO DEMENTIA SUPPORT

**Alzheimer Society of B.C. programs and services for people living with dementia and caregivers**



# First Link®

YOUR LINK TO DEMENTIA SUPPORT



Ministry of Health

# Alzheimer Society

BRITISH COLUMBIA



## What is First Link®?

First Link® dementia support includes all of the Alzheimer Society of B.C.'s services for people affected by dementia. First Link® is available throughout the progression of the disease, from diagnosis (or before) to end-of-life care.

You can connect to First Link® in three ways:

- By asking your health-care provider for a referral.
- By calling the First Link® Dementia Helpline.
- By calling or making an appointment at one of our resource centres throughout the province.



**First Link®**  
YOUR LINK TO DEMENTIA SUPPORT

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Monday to Friday, 9 a.m. to 8 p.m.

**Cantonese or Mandarin:** 1-833-674-5007  
**Punjabi, Hindi or Urdu:** 1-833-674-5003  
Monday to Friday, 9 a.m. to 4 p.m.

## What to expect

Whether a health-care provider refers you or you connect by yourself, we will call you within a few weeks to provide information about our services, including:

- **Individual support:** Ongoing support calls to help understand dementia, recognize changing needs, navigate community resources and plan for the future.
- **Dementia education\*:** Education on a variety of topics throughout the progression of the disease including *Getting to Know Dementia*, the *Family Caregiver Series* and *Accessing Services*. On-demand videos are also available for those unable to attend a live workshop or webinar.
- **Support groups\*:** These groups, including specialty groups (e.g. young-onset, long-term care, LGBTQ2S+, etc.), provide information and peer support for people in the early stages of dementia and for caregivers. Available in English, Cantonese, Mandarin, Punjabi and Hindi.
- **Coffee and Chat:** Online social group for people living with early symptoms of dementia to laugh, share experiences and connect with others who are affected by dementia.
- **Minds in Motion®\*:** A social and fitness program for people in the early stages of dementia and a care partner.
- **Information:** Access brochures, fact sheets, videos and newsletters, including updates on local events.
- **First Link® Dementia Helpline:** Information and support for anyone affected by dementia or anyone who wants to learn more about the disease.

## Why First Link®

First Link® connects you with someone who understands dementia and who can suggest programs and services to address your ongoing needs. We can also provide information about other helpful community and health-care services.

*"I see the road ahead clearly now,  
and I'm not afraid to walk it."  
– A caregiver*

The Alzheimer Society of B.C. is committed to building a province where people affected by dementia are welcomed, supported and included – a truly dementia-friendly B.C.



\*In-person, online or telephone options are available. In-person groups may vary by community. Call the First Link® Dementia Helpline for more information.