

# First Link® Dementia Helpline

- English: 1-800-936-6033
- Cantonese or Mandarin: 1-833-674-5007
- Punjabi: 1-833-674-5003



## Resource centres

### 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  
 Abbotsford – Mission 604-859-3889  
 Chilliwack – Hope 604-702-4603  
 White Rock 604-541-0606

#### North Shore & Sunshine Coast

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

#### Vancouver

300 – 828 West 8th Avenue, Vancouver  
 English 604-675-5150  
 Cantonese or Mandarin 604-687-8299

#### Richmond

290 – 7000 Minoru Boulevard, Richmond  
 English 604-279-7120  
 Cantonese or Mandarin 604-687-8299

### VANCOUVER ISLAND

#### Greater Victoria

202 – 306 Burnside Road West, Victoria  
 250-382-2052

#### North & Central Vancouver Island

4 – 4488 Wellington Road, Nanaimo  
 250-734-4170; 1-800-462-2833

### INTERIOR AND NORTHERN

#### North & 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 1-800-936-6033

#### Northern Interior, Skeena & Peace

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

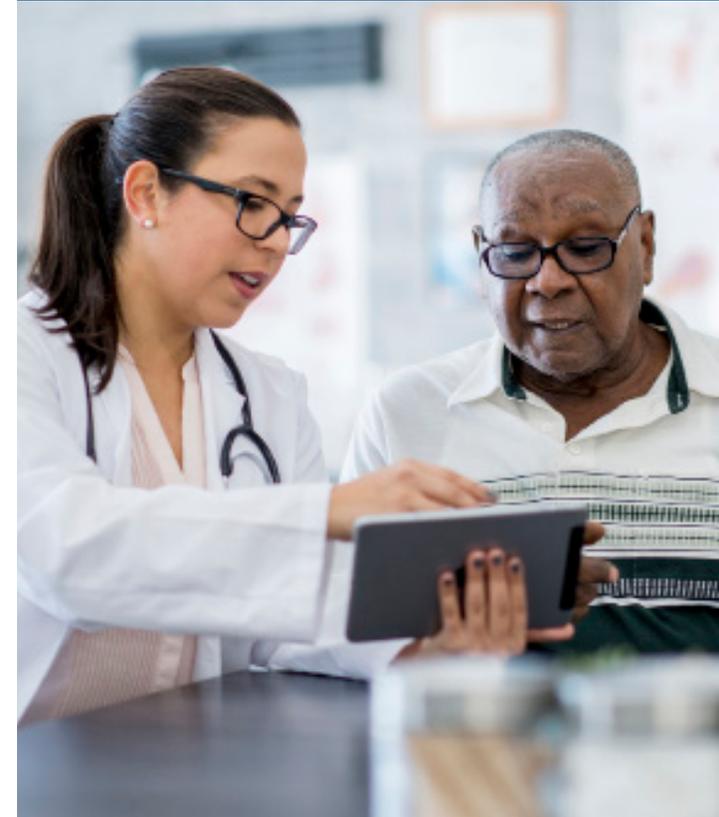
### PROVINCIAL OFFICE

300 – 828 West 8th Avenue, Vancouver  
 firstlink@alzheimerbc.org  
 www.alzheimerbc.org

# First Link®

YOUR LINK TO DEMENTIA SUPPORT

Referring people living with dementia and their caregivers to Alzheimer Society of B.C. programs and services





## A diagnosis of dementia can be hard to give and hard to hear

Both people living with dementia (whether in the early or later stages) and caregivers can be referred to First Link®. Refer your patients or clients as soon as you suspect dementia. They will receive ongoing support between clinical visits, as well as access to Alzheimer Society of B.C. programs and services, allowing them to live as well as possible.

To access referral forms, you can:

- Email [firstlink@alzheimerbc.org](mailto:firstlink@alzheimerbc.org).
- Download them from [alzheimerbc.org](http://alzheimerbc.org).
- Use your Electronic Medical Records (EMR) systems.
- Call the First Link® Dementia Helpline.

Submit your referral form by faxing 604-238-7390 or 1-833-238-7390.

## After you refer

Within a few weeks of being referred, your client or patient will be contacted by the Alzheimer Society of B.C. We will provide more information about our services, including:

- **Individual support:** Ongoing support calls to help understand dementia, identify changing needs and plan for the future.
- **Dementia education:** In-person and online education on a variety of topics throughout the progression of the disease including Getting to Know Dementia, the Family Caregiver Series and Life in Long-Term Care.
- **Support groups:** These groups provide information and peer support for people in the early stages of dementia and for caregivers, available either in-person or by telephone.
- **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 and videos and newsletters including updates on local events.
- **First Link® Dementia Helpline:** Information and support for people affected by dementia or anyone who wants to learn more about the disease.

## Why should you refer

Health-care providers are crucial; with a referral, people are connected to First Link® dementia support 11 months sooner than if they were to refer themselves. This is a critical time for planning and developing support networks.

*“We may only see an individual or family once or twice, but with a First Link® referral, we know they will be provided with ongoing support.”*  
– Eve Lyon, social worker,  
St. Paul’s Hospital.

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



First Link® Dementia Helpline  
(toll-free):

**English:** 1-800-936-6033  
(Monday to Friday, 9 a.m. to 8 p.m.)

**Cantonese or Mandarin:** 1-833-674-5007  
(Monday to Friday, 9 a.m. to 4 p.m.)

**Punjabi:** 1-833-674-5003  
(Monday to Friday, 9 a.m. to 4 p.m.)