

Montreal, 25 May 2020

## COVID-19 AND THE AVAILABILITY OF SERVICES AT THE ALZHEIMER SOCIETY OF MONTREAL

The statement below replaces the statement issued on 11 May 2020

At the Alzheimer Society of Montreal, the well-being of our clients and staff is paramount.

As such, for preventative reasons and following the recommendations of the Ministère de la Santé et des Services sociaux du Québec, the decision has been taken by our management team to suspend all services requiring direct contact with our clients.

The suspension of activities is effective from Saturday, March 14, and will last until further notice.

**Access to our head office and service points is strictly prohibited during this period.**

This includes:

- Support groups for caregivers,
- Art therapy workshops,
- Social activities for people living with dementia (including Monday and Friday Meet-Ups),
- Activity centres (Ahuntsic, Lachine, and Westmount),
- In-home respite and stimulation services,
- Art Links,
- Tales and Travels,
- Trainings for health care professionals,
- Conferences,
- Alzheimer Cafés.

**Despite the suspension of the above activities, our programs and services team remains operational and has found creative ways to continue offering support and information to our clients and the public:**

- Our clinical services team continues to provide psychosocial support by phone, video conference, and email:
  - o The Society's intake and referrals service operates as normal, with the exception that in-person consultations cannot take place.

**Since March 14, our intake and referrals service has supported 236 clients remotely, primarily by phone.**

- Our counsellors for caregivers and people living with dementia continue to support our clients, assess their needs, and guide them towards trustworthy resources in order to mitigate their level of vulnerability.

**Since March 14, over 480 hours of intervention have been provided to over 100 clients by 5 counsellors.**

- Our team provides support and advice to health care professionals who are assisting people living with dementia and caregivers in difficult situations.

**These professionals can contact us by phone (514-369-0800) or by email at the following address: [education@alzheimermontreal.ca](mailto:education@alzheimermontreal.ca).**

- Families who benefit from the Society's respite and stimulation services are contacted on a weekly basis to receive support and identify any potential situations requiring the intervention of our counsellors or health and social services.

**Since March 14, over 70 families have been contacted every week by our respite and stimulation coordinators and their workers.**

- Both our weekly and monthly support groups for caregivers are now facilitated via Zoom. This means that caregivers can continue receiving peer support and benefit from social interaction with people they know and with whom they share similar experiences.

**Since March 14, 49 support group meetings have taken place.**

**- 3 weekly groups are currently taking place: 2 in French and 1 in English.  
- 8 monthly support groups are currently taking place: 3 following their usual schedule (one 2-hour meeting every month), and 5 others more frequently (one 1-hour meeting every 2 weeks).**

- Our clients living with dementia who participate in our various groups (cognitive stimulation, art therapy) have also been contacted.

**On our platforms:**

- Weekly mini conferences are presented on Facebook Live pertaining to subjects that could benefit caregivers and people living with dementia who are currently at home.

**Since March 14, there have been over 3,500 views of the 9 conferences.**

- We will provide regular updates to our subscribers and share different resources available to the public during this time of crisis.

Questions: [info@alzheimermontreal.ca](mailto:info@alzheimermontreal.ca)