

## Support Groups

### For whom?

Family members of people with dementia syndrome are invited to join support groups.

These groups offer a chance to share thoughts, concerns, and experiences with others in similar situations and receive emotional and practical support.

Caregivers whose loved ones are no longer with us, are also welcome. Your contribution by sharing your experiences is invaluable.

### **We organize support groups across Estonia, both on-site and virtually.**

In recent years, the number of people from different nationalities living in Estonia has increased, which is why we also organize Russian- and English-language virtual support groups. To participate in a virtual support group, you need access to a computer and a functioning internet connection. More information on the timing and location of the support groups can be found on the Dementia Competence Centre's website, [www.dementsus.ee](http://www.dementsus.ee), in the events calendar, and on Facebook: Dementsuse Kompetentsikeskus.

Participation in support groups is free of charge!

**If you need advice, contact the Dementia Competence Centre, and we will find suitable solutions together!**



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## Dementia Competence Centre Vision 2025

The vision of the Dementia Competence Centre is to ensure a dignified life for people with dementia syndrome and their families in Estonia.

### Mission of the Dementia Competence Centre

The mission of the Dementia Competence Centre is to improve the well-being and quality of life of people with dementia and their families by implementing activities that raise awareness about dementia and available support options, and by improving the quality and accessibility of healthcare and social services.

### Values of the Dementia Competence Centre

The Dementia Competence Centre aims to contribute to four simple and important goals for every person:

- Prevent dementia;
- Diagnose early;
- Live as well as possible with dementia;
- Die with dignity.



# Service

[www.dementsus.ee](http://www.dementsus.ee)  
FB: [dementsusekompetentsikeskus](https://www.facebook.com/dementsusekompetentsikeskus)  
[info@dementsus.ee](mailto:info@dementsus.ee)

Information and Trust Line  
644 6440  
Monday to Friday, from  
09:00–16:00

## For whom?

The Information and Trust Line provides support and practical advice for people with dementia syndrome and their families, healthcare and social care professionals, and those wishing to raise awareness about dementia.

- Callers will be helped to understand what dementia is and receive practical recommendations on how to handle the disease at different stages and where to get help;
- Professionals can receive advice from experts in the relevant field;
- Callers have the option to remain anonymous.

Note: We do not provide healthcare services!

If you have questions when the helpline is closed, you can email [info@dementsus.ee](mailto:info@dementsus.ee).

The Information and Trust Line is open every weekday Monday to Friday, 09:00–16:00.

Callers pay for the call based on the telephone operator's price list.

## Personal Counseling

### For whom?

Personal counseling is a supportive service for people with dementia and their families who need advice and more in-depth listening on issues related to dementia syndrome.

Personal counseling offers support and practical recommendations for finding the best solutions.

### What does personal counseling include?

- We explain the symptoms of dementia and highlight the characteristics of symptoms associated with dementia syndrome;

- We provide advice on how to maintain daily life for a person with dementia, including the use of assistive devices and how to organize their leisure time;
- We offer advice on how to communicate better with a person with dementia;
- We offer suggestions for adapting and designing a suitable environment for a person with dementia;
- We support people with dementia and their families throughout this journey, offering **experience counseling, spiritual and grief counseling, and advice on legal matters**;
- We share information about supportive services throughout the dementia journey.

Confidentiality and anonymity are guaranteed for those seeking help!

Personal counseling can be provided by phone, online, or, when possible, in person.

To request personal counseling, please call our Dementia Information and Trust Line-

644 6440.

Calls are charged based on the phone operator's price list.

Personal counseling is free of charge and is funded by the Ministry of Social Affairs.

## Social Services and Emergency Social Assistance

Local government is responsible for providing social services and emergency social assistance. To receive social services, individuals must contact their local municipality, which will assess their need for help. More information about social services can be found on the Ministry of Social Affairs website: [www.sm.ee](http://www.sm.ee).

## Expert Counseling for Professionals

### For whom?

The expert counseling service is intended for service providers working with people with dementia (care institutions, nursing care, home service providers, caregivers, social workers, occupational therapists, day centers, etc.), social care workers, and specialists in local governments. Expert counseling provides support for social and healthcare professionals to find the right way and direction for solving dementia-related issues, as well as advice on creating an appropriate environment and service for people with dementia.

### How to access expert counseling:

An appointment and mode of consultation (including virtual meetings) will be arranged with the specialist, during which individual counseling will take place.

The service is free of charge.

To schedule, email [info@dementsus.ee](mailto:info@dementsus.ee) or call the Dementia Information and Trust Line- 644 6440.

## Seminars

The Dementia Competence Centre organizes seminars, information days, and conferences on dementia for social care professionals and families of people with dementia.

If you would like assistance in finding trainers for dementia-related education, please email [info@dementsus.ee](mailto:info@dementsus.ee) or call 644 6440.

We are happy to assist you!