



Frequently-asked Questions

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1. About the Dementia-Friendly Singapore initiative

a) Why do we need to build a Dementia-Friendly Singapore?

Did you know? One in 10 persons aged above 60 years old has dementia. This means that many of us will know someone or be caring for someone with dementia in our lifetime. As such, we need to create a kinder, more compassionate and socially inclusive community by raising public awareness about dementia.

The Dementia-Friendly Singapore (DFSG) is an initiative led by the Ministry of Health (MOH), and the Agency for Integrated Care (AIC) to raise awareness of dementia and empower individuals and businesses to better support persons with dementia and their caregivers. The aim is to help persons with dementia and their caregivers feel respected, valued and supported to live independently in the community and to age in place.

b) Who is Giffy?

Giffy the giraffe is the mascot for Dementia Friends.

Giffy embodies all the ideals of what a Dementia Friend is:

- Lives, works, and plays in a community
- Long neck to help keep a look out for others
- Spend most of their lives standing to
- Big heart to care for others





2. About the Dementia Friends mobile app

a) What is the Dementia Friends mobile app?

The Dementia Friends mobile app was developed as part of the Dementia-Friendly Singapore initiative to build a supportive community for persons with dementia and their caregivers. Besides resources, the app aims to get more people to show their support by signing up as Dementia Friends. This harnesses the power of community to support persons with dementia and their families.

The Dementia Friends mobile app has 2 main functions:

1. Consolidate resources and information on dementia and caregiving
2. Leverage the community of Dementia Friends to help keep a look out for missing persons with dementia

Ultimately, the Dementia Friends mobile app aims to support caregivers in caring for their loved ones with dementia at home so that they can continue to live and age well in the community.

b) I think the Dementia Friends app is great! But will it be available in other languages?

For now, the Dementia Friends mobile app is only available in English. For future enhancements, we are looking into including other languages as well.



3. If you are caring for a loved one with dementia

a) How do I submit a missing person report?

First, you will need to download the Dementia Friends mobile app and sign up as a Dementia Friend.

Go to the **“Finding My Loved One”** tab.

Ensure that you have the following information in your mobile phone:

- Recent picture of your loved one on hand*
- Name*
- Age*
- Gender*
- Attire
- Physical appearance (e.g. height, hair colour, and unique physical characteristics like a mole etc.)
- Relationship to you
- Last seen location*
- Date and time that your loved one was last seen
- Places frequently visited by your loved one

Only those fields marked with an asterisk are mandatory. However, filling in as much information as possible will be useful to help our Dementia Friends to identify your loved one.

Once you fill in the necessary fields and submit, an administrator will call you for verification purposes.

b) Can I share the information on the Dementia Friends mobile app on my Facebook page?

When the Dementia Friends mobile app administrator calls you to verify the details provided, he/she will also ask if you wish to cross-share the missing person information on the [Dementia-Friendly Singapore Facebook page](#). Feel free to let the administrator know your preference.

c) Will my personal number be shared on the app?

No, your personal mobile number will not be shared with all of the Dementia Friends.

You will receive any notification of sightings through the app. If the Dementia Friend consents to sharing his personal number with you, you will also be able to contact him/her directly.



d) How will I know if anyone has seen my loved one?

You will receive any notification of sightings through the app. If the Dementia Friend consents to sharing his personal number with you, you will also be able to contact him/her directly.

Please note that only the person who submitted the missing person report will be notified.

e) My loved one has been found! What should I do now?

That's great! 😊

Do remember to “close” the submission in the app. If not, your loved one's information would still be publicly available for viewing. Also, well-meaning Dementia Friends would still be on the lookout, and deprived of this good news!

For more information and practical advice, please download the [Caregiver's Guide for Persons with Dementia who Wander](#) on the app.

If your loved one has not been diagnosed, consider bringing him/her to a polyclinic or hospital so that a doctor can advise you on the possible next steps and how you can support your loved one.

f) Can I fill in my loved one's profile and save it so when he/she is lost, I do not have to fill in all the fields, as some are already filled in?

Currently, the app does not allow you to save the profile of your loved one. After each case, AIC will follow up to recommend resources and services to support you and your loved one.



4. If you are a Dementia Friend

a) What is a Dementia Friend?

A Dementia Friend is someone who is aware of the signs and symptoms of dementia and keeps a look out for persons with dementia.

Anyone can download the app and sign up as a Dementia Friend.

b) Why should I become a Dementia Friend?

Singapore has an ageing population. In fact, one in 10 persons aged 60 and above has dementia.

This means that you are likely to be coming across more and more persons with dementia in your personal life. It is important to equip yourself with the knowledge and skills on how to communicate with persons with dementia. It is also good to know the available resources out there, in case you or someone you know needs it.

The Dementia Friends mobile app serves as a common platform for anyone to join a community of people who are willing help a fellow neighbour out in times of need.

c) How do I become a Dementia Friend?

First, you will need to download the Dementia Friends mobile app from either the Apple app store (<http://tiny.cc/dfios>) or the Google Play store (<http://tiny.cc/dfandroid>).

Next, input your email address, name and phone number onto the sign up page.

You will then receive a One-Time Password (OTP) through SMS to key into the mobile app.

Once successfully verified, you are officially a Dementia Friend!

Do note that you will need to grant the Dementia Friends mobile app access to your location, camera, and contacts.

Take some time to familiarise yourself with the app by reading through the resources and check out all the upcoming events!



d) Why can't I receive the One-Time Password?

This is likely a network glitch. Please try again at a later time.

If you continue to have trouble downloading the Dementia Friends mobile app, please contact us with the contact information found at the end of this document.

e) I'm already a Dementia Friend! What do I do now?

As a Dementia Friend, you will receive in app notification alert when a person had been reported missing. You can help keep a look out for these persons in the community and submit sightings to inform caregivers if you happened to see them.

You can help to raise awareness for dementia by sharing the app with your personal contacts and any caregivers that you come across in your daily life.

f) How do I submit a sighting, if I spot the missing person in public?

First, you will need to sign up as a Dementia Friend with your mobile phone number and email.

Ensure that you have a recent photo of your loved one, then click on "Lend a Helping Hand" and fill as much information as possible.

All this information will greatly help people to identify them in the community.

g) Now, I'm with the person who has been reported missing on the app. What should I do?

If you find the person, inform the family by posting a sighting in the case. Check the "Found" box and allow for your number to be disclosed. The caregiver will receive a notification containing your number, so wait for them to contact you.

If the person requires medical attention, call for an ambulance. If not, please stay with them or bring them to the nearest Go-To Point and approach the staff for assistance.

h) How do I know if the person reported missing has already been found?

When a person has been found and the case has been closed on the mobile application, you will receive a notification.



i) I just want to help keep a look out for missing persons with dementia, and don't want to grant access to my camera, location, and contacts.

The Dementia Friends app requires various permissions for its key functions to work. With these permissions granted, you will be able to access the Go-To Points near your location, submit a case if you are a caregiver and contact the family of the missing persons if needed. The app will only access the required functions when needed.

j) I feel strongly about this cause and wish to do more than just keep a look out. How can I contribute more?

Sign up as a volunteer using the Volunteer Form on the Dementia Friends mobile app and send the completed form to careinmind@aic.sg. We will work together with our community partners to match you based on your areas of interest and preferred location.

If you have other questions or feedback, please contact us via the following channels:

Email: careinmind@aic.sg

Facebook: <https://www.facebook.com/DementiaFriendlySingapore>

Singapore Silver Line: 1800-650-6060

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