

# DEMENTIA GO-TO POINT MANUAL



Supported by QiC



# Contents

A	<b>Dementia-Friendly Singapore</b>	<b>2</b>
	What is a Dementia-Friendly Community?	<b>2</b>
	Why is there a need for Dementia-Friendly Communities?	<b>5</b>
B	<b>Dementia Go-To Point</b>	<b>6</b>
	Role of a Go-To Point	<b>6</b>
C	<b>Expectations of a Go-To Point</b>	<b>7</b>
D	<b>AIC Support for Go-To Points</b>	<b>12</b>
E	<b>Go-To Point Protocols</b>	<b>14</b>
	Things to Note	<b>16</b>
	Go-To Point Crisis / Emergency Protocols	<b>16</b>
F	<b>Go-To Point Locations</b>	<b>17</b>
G	<b>Annexes</b>	<b>18</b>
	Annex A: Referral Email Template	<b>18</b>
	Annex B: PDPA Consent Form	<b>19</b>
	Annex C: List of Dementia Collaterals and How to Use Them	<b>20</b>
	Annex D: Important Contacts	<b>27</b>
	Annex E: Methods of Identifying Lost Seniors or Persons Living with Dementia brought to Go-To Points	<b>28</b>
	Annex F: FAQs for Go-To Point Staff	<b>30</b>
H	<b>Contact Us</b>	<b>32</b>

## About this manual

This manual serves as a reference for employees of organisations in manning the dementia Go-To Points (GTP) to support persons living with dementia in the community. It dovetails the GTP set-up process, role and expectations as well as provides a list of resources in assisting wandering persons living with dementia and dementia information.



# A Dementia-Friendly Singapore

Dementia-Friendly Singapore (DFSG) aims to build a caring and inclusive society to support persons living with dementia. With the support from the community, persons living with dementia and their families will feel respected, valued and confident to continue to live and age well in the community.



## What is a Dementia-Friendly Community?

A Dementia-Friendly Community (DFC) is a community where:

- ♥ People are aware of dementia and know how to communicate with persons living with dementia
- ♥ Resources exist for early recognition and support for persons living with dementia
- ♥ Persons living with dementia and caregivers feel supported
- ♥ Businesses and services are respectful and helpful towards persons living with dementia
- ♥ Environments are safe and easy to navigate for persons living with dementia.

## A DFC is ideally modelled around five components:

1

### Awareness Building & Education

- A network of **Dementia Friends** who know the basic signs and symptoms of dementia serve as community lookouts and are able to assist persons living with dementia who may be distressed or disoriented and in need of help in public spaces.



2

### Go-To Points (GTPs)

- GTPs are touch points within the community which serve as **resource centres** that provide information and useful resources on dementia.
- GTPs also serve as **“safe return” points** where members of the public can bring persons living with dementia/seniors that appear lost and are unable to identify themselves or find their way home. Staff at GTPs are trained to identify the person who has been brought to them and will assist to reunite them with their caregiver, where possible.



3

### Services

- Dementia care and mental health-related services are available for individuals who are at risk of, and those diagnosed with mild, moderate or severe dementia, as well as caregivers.
- For instance, Community Resource, Engagement and Support Team (CREST) programmes are run by various service partners in the community for support on early recognition of dementia, basic emotional support, service linkage to health and social services as well as caregiver support groups and counselling services.
- If higher level of support is required, Community Intervention Team (COMIT) programmes can provide assessment, counselling, therapy, psychoeducation support, case management for clients with mental health conditions, as well as caregiver support.



4



### Technology

- Technological solutions are encouraged, such as the CARA app to assist families to rally for community support in locating their wandering senior and person living with dementia. To find out more, scan the QR code.

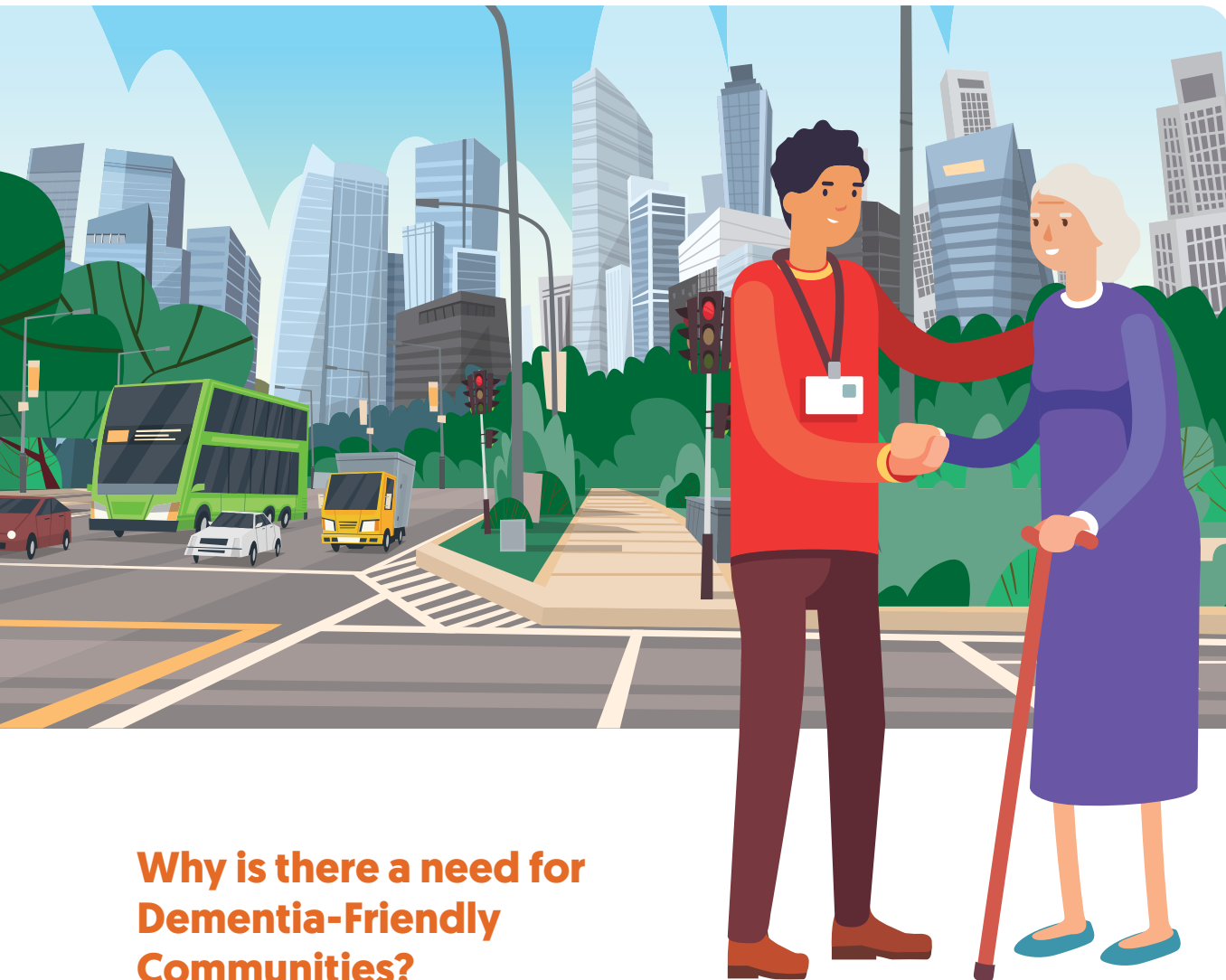


5

### Infrastructure

- Various local and national stakeholders who are committed to having a senior and dementia-friendly environment. Examples include converting steps to small ramps and installing railings in areas prone to fall-related injuries.
- Business premises that are accessible, easy to navigate and safe for persons living with dementia and those who are at risk of dementia. One example is clearer signage with larger texts.





## Why is there a need for Dementia-Friendly Communities?

Globally, there are 46.8 million people living with dementia and this number is expected to double every 20 years, according to The Alzheimer's Disease International's World Alzheimer Report 2015 titled 'The Global Impact of Dementia'.

In Singapore, the prevalence of dementia is about 10% amongst the elderly aged 60 years old and above. With a rapidly ageing population, dementia is an area of concern that we should pay more attention to, going forward.

Having more supportive DFCs will encourage persons living with dementia to continue to live in their own homes and go about their usual routines in the community because its members — neighbours, shopkeepers, coffee shop drink sellers, and even bank tellers — can understand and help them.

A supportive and caring community also helps to lessen the stress and fatigue which caregivers of persons living with dementia may face. They will have a peace of mind when their loved ones venture out of the home.

# B Dementia Go-To Point

## Role of a Go-To Point

There are two main roles of a Go-To Point (GTP):

### 1. Resource Centre

As resource centres, GTPs provide educational resources and information for the general public, as well as resources for caregivers, either onsite or digitally. Some GTPs that are already in the eldercare sector can assist in early recognition of dementia and recommend dementia-related services, where necessary.

### 2. “Safe Return” Point

As “safe return” points, GTPs staff undergo basic dementia awareness e-learning courses to equip them with knowledge and skills to be able to communicate with persons living with dementia. In the event that a lost person has been brought to the GTP and is unable to identify themselves or provide their family’s contact details and address, staff will be able to offer assistance. This includes calming the person down and finding out his/her next of kin’s contact details through other means in order to reunite them with their loved one and return home safely.

Upon contacting the next of kin or family member, the staff member may also seek the consent of the caregiver to have an AIC staff give them a call. The intent of this call is to find out more about their situation and see how AIC might be able to provide further support.





# C Expectations of a Go-To Point

## 1. Display the GTP identifiers

AIC will issue a GTP decal sticker to aid public to identify the venue as a GTP. GTP partners are to ensure these are displayed visibly on either the venue's entrance glass doors or windows.



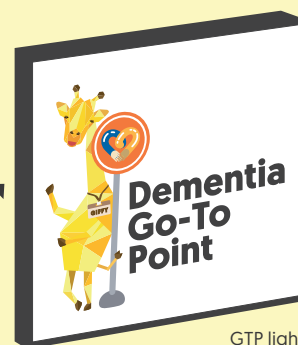
A5 GTP decal sticker

PUSH

PUSH



For standalone buildings such as a nursing home, you may want to consider installing a light box identifier. However, the production cost will be borne by the GTP partner. Please email [ccmh@aic.sg](mailto:ccmh@aic.sg) to request for the design from AIC.



GTP light box identifier

If you would like to explore co-branding the GTPs, please approach AIC for discussion.

## 2. Make dementia information and resources available

Display dementia brochures and posters prominently at your GTP venue for public to access. Request for replenishment when the stock is running low. For GTP venues which have space constraints, you may want to consider displaying e-copies on interactive displays at your GTP venue.

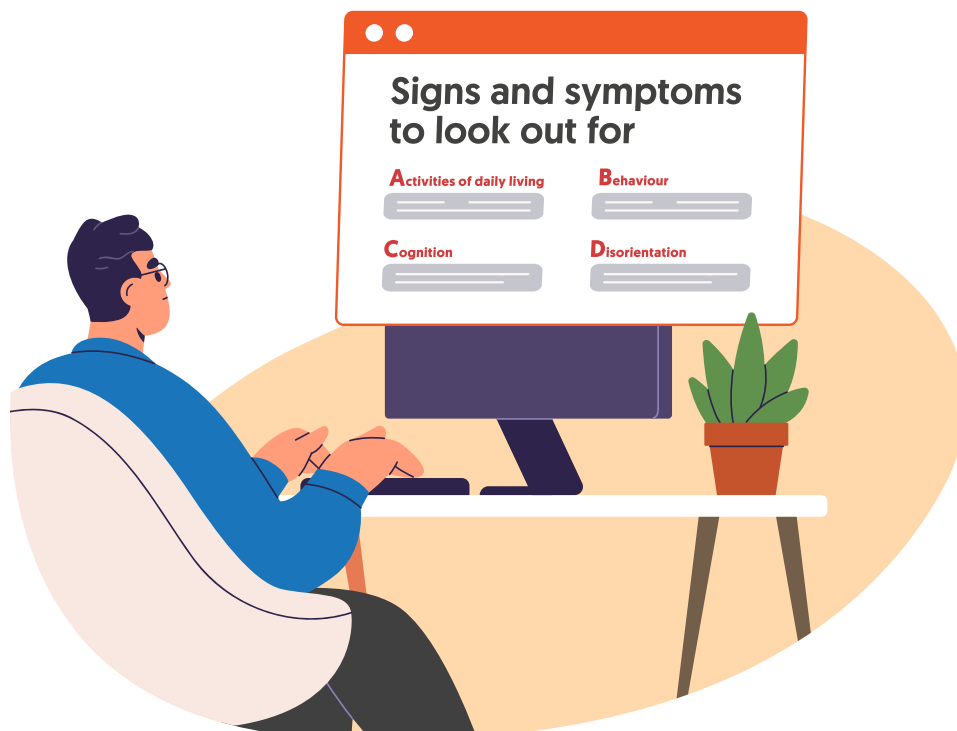


## 3. Ensure employees manning the GTP venue are familiar with GTP protocol

There must be an employee who oversees the GTP venue:

- ♥ He/she must have basic dementia awareness (i.e. Complete AIC e-learning module) and
- ♥ is familiar with the GTP protocol on assisting lost seniors or persons living with dementia brought to the GTP by a member of public

AIC encourages all GTP employees to complete the e-learning module on basic dementia awareness (refer to page 11 for details).



## 4. Designate a hosting area for lost seniors or persons living with dementia while waiting for their loved one to fetch them

GTP partners should set aside a safe and comfortable space in the GTP venue for the senior or person living with dementia while they wait for their next of kin to arrive to fetch them home.

The environmental audit tools highlight the dementia-friendly design guiding principles, meant for general public, caregivers and/or care professionals to assess and identify key area for improvement to the physical environments to better support persons living with dementia.

These aim to create a comfortable and safe physical environment for persons living with dementia. To find out more, scan the QR code.



### Environment Audit Tool Theme

## SAFETY

#### Rationale

Free of potential hazards that will cause injuries such as falls

*Note: To have a staff accompany the person living with dementia at all times, if necessary*

#### Things to Note

- No potential hazards such as hot water points, worn out wires, protruding objects on ground that can cause trip and fall
- No sharp objects such as furniture with sharp edges
- No slippery or wet surfaces
- High-back chairs with armrests, if possible. Avoid chairs with wheels
- Bottled water or biscuits can be offered to the person living with dementia

### Environment Audit Tool Theme

## FAMILIARITY

#### Rationale

Being around familiar objects gives the person living with dementia a sense of assurance

#### Things to Note

- Preferably a setting that is home-like, such as a staff lounge
- Avoid empty rooms

### Environment Audit Tool Theme

## SEEING AND BEING SEEN

#### Rationale

The space should be easily located and provide privacy

#### Things to Note

- Enclosed area like a room is preferred
- Away from high foot traffic
- Well-lit and ventilated room

**Environment Audit Tool Theme**

**SIZE**

**Rationale**

Adequate space in the room to move around

**Things to Note**

- Spacious enough so as to not feel claustrophobic

**Environment Audit Tool Theme**

**MOVEMENT AND ENGAGEMENT**

**Rationale**

Allow movement and engagement

**Things to Note**

- This is also in relation to the size of the room
- Allow person living with dementia to stand and move if they wish to
- Do not hold on to person living with dementia to stay if he/she wants to leave
- Engage in games — you can add puzzles, newspaper on a table and the person living with dementia engaging in it with the staff



## Environment Audit Tool Theme

# STIMULUS REDUCTIONS & ENHANCEMENTS

### Rationale

Avoid stimulus triggers such as noise, sight and smell etc

### Things to Note

- No mirror or reflective walls
- No loud sounds
- No strong lighting
- Ensure the room is well ventilated
- Not too cold and hot to be in



If your GTP venue is unable to make the above recommended enhancements to the hosting area environment, please ensure that a staff accompanies the person at all times. This is to prevent the person from any accidents and/or injuries.


## 5. Share resources with next of kin


When the next of kin arrives to fetch their loved one from your GTP venue, please share the available resources and check in with them if they need further support. You may refer them to [DementiaHub.SG](https://dementiahub.sg) for additional services and resources or write to [ccmh@aic.sg](mailto:ccmh@aic.sg) for any queries.

# D AIC Support for Go-To Point



## AIC will support its GTP partners in meeting the GTP expectations through the following ways

Expectations of a GTP	How AIC/DFSG team will support
<p><b>1</b> Display the GTP identifiers</p>	<p>AIC will issue two GTP decal stickers and two posters as part of the welcome pack when the GTP is officially listed as a GTP.</p> <p>Staff can put up the decal stickers at the venue's entrance glass doors or windows. The GTP posters can be displayed inside the venue to inform visitors about the purpose of a GTP.</p>
<p><b>2</b> Make dementia information and resources available</p>	<p>As a start, AIC will arrange for dementia collaterals (refer to <a href="#">Annex C</a>) to be delivered to the GTP venue.</p> <p>GTP partners can request for the top up of the collaterals by filling up an e-form via the link below or scan the QR code.</p> <p><a href="https://form.gov.sg/60b5d79f60fc3f0012bc1aaf">https://form.gov.sg/60b5d79f60fc3f0012bc1aaf</a></p> 

Expectations of a GTP	How AIC/DFSG team will support
<p><b>3</b> Ensure employees manning the GTP venue are familiar with GTP protocols</p>	<p>AIC developed an e-learning module on basic awareness which is available on the AIC website for everyone to learn about dementia.</p> <p>The e-learning module will take about 45 – 60 minutes to complete. Upon completion of the module, an e-certificate will be issued. You can access it via the link below or scan the QR code. AIC will also conduct a briefing for GTP employees to familiarise them with the role and function of a GTP.</p> <p>For a list of ways to identify lost seniors or persons living with dementia, GTP staff can refer to <a href="#">Annex E</a>.</p> <p><a href="https://ccmhdcomms.github.io/dementiaawareness20/">https://ccmhdcomms.github.io/dementiaawareness20/</a></p> 
<p><b>4</b> Designate a hosting area for lost seniors or persons living with dementia while waiting for their loved one to fetch them</p>	<p>GTP partners can approach AIC’s DFSG Team for advice on the suitability of the space or things to note when selecting a hosting space, if needed.</p>
<p><b>5</b> Check with next of kin if they are facing challenges and require further support</p>	<p>Share with them the displayed collaterals on site and refer them to the CREST team.</p>

AIC developed a video to empower partners in setting up a Go-To Point.

You may access it via the link below or scan the QR code.

[www.aic.buzz/SetUpaGTP](http://www.aic.buzz/SetUpaGTP)



The “Looking to the Future – Inclusive Design for People Living with Dementia” guide aims to empower community care organisations on enhancing the environment with retro-fits and minor adaptations such as choice of furniture to optimise the dementia-friendliness of the environment to enable and support the person living with dementia.

You may access it via the link below or scan the QR code.

[www.Aic.buzz/looking-future-plwd](http://www.Aic.buzz/looking-future-plwd)

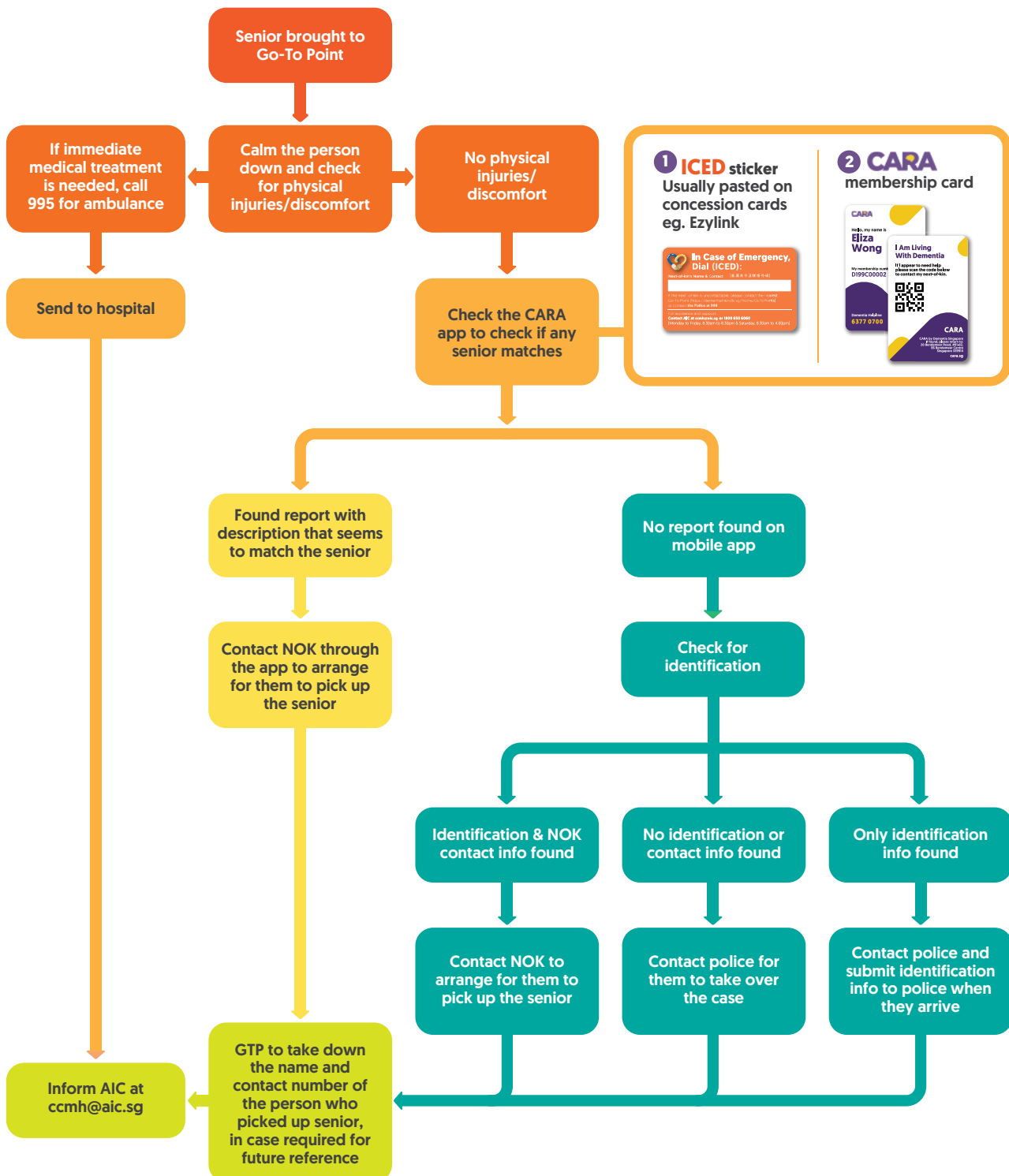


### Tell Us How We Can Better Support You

Feel free to share with us your feedback at <https://form.gov.sg/60c1bdfbef6eab0011bc3216> or scan the QR code.



# E Go-To Point Protocols





## Things to do when a person living with dementia is brought to your Go-To Point

### 1. Calm the person down and bring them to the hosting area

For the safety of the lost senior or person living with dementia, do make sure that this person is accompanied by your team member at all times

### 2. At the hosting area, check for any injury or discomfort faced by the person

If medical assistance is needed, you should call an ambulance to send the person to a hospital

### 3. If there is no injury or discomfort, you can log in to the CARA app and check if the person has been reported missing by their caregiver

### 4. If there is no matching report, check for any identification such as through:

- a. Identity Card (for residential address)
- b. The person's mobile phone that may have the contact of their next of kin
- c. CARA membership card or e-card in the CARA app
- d. ICED (In Case of Emergency, Dial) sticker which is usually pasted on the concession card

A more comprehensive list of ways to identify lost persons can be found in [Annex G](#)



### 5. If you are able to find details of their next of kin, you can contact them directly to inform them about their loved one at your Go-To Point

### 6. Staff at the Go-To Point can seek permission from the caregiver to leave their number with the Go-To Point should a similar incident happen again

### 7. If the staff at the Go-To Point are comfortable, they may also help to make a referral to dementia services in the community.

### 8. Share dementia resources with next of kin and link them up with care services should they require further support

When the next of kin arrives, seek consent from him/her to refer the lost person to dementia services for home assessment and linkage to appropriate dementia-related resources and services. (Please refer to [Annex B](#) on page 15)

Otherwise, you can refer them to a list of hotlines and support services (refer to [Annex E](#)) that you may print out and pass to them

## Things to Note:

- ♥ It is recommended that the hosting area for the senior/person living with dementia has a CCTV in place to ensure the safety for both the staff and persons living with dementia.



## Go-To Point Crisis / Emergency Protocols

All Go-To Point partners should have their own Emergency Protocols and follow their own protocols in the event of an emergency. The protocols are to protect lost seniors/persons living with dementia and for your own safety. Otherwise, it is recommended to call the police or ambulance should any emergency arise.

# F | Go-To Point Locations



The listing of GTPs established nationwide can be found on Health Hub



<https://www.healthhub.sg/directory/dementia-go-to-points>

# G Annexes



## Annex A: Referral Email Template

**How to use this form:** If you would like to make a referral on behalf of a caregiver, you may fill in this form and send it to [careinmind@aic.sg](mailto:careinmind@aic.sg). Please fill in the PDPA consent form **FIRST (found in Annex B)** as the referral template requires certain personal information e.g. NRIC, full name, address.

<b>AIC Referral Form</b> To refer, kindly <i>copy and paste this form in an email</i> and send it to <a href="mailto:careinmind@aic.sg">careinmind@aic.sg</a> .			
<b>Referring From:</b> (Name of GTP / Staff Name)			
<b>Name of Client:</b> (As in NRIC)		<b>NRIC:</b>	<b>Age:</b>
<b>Residential Address:</b>			
<b>Contact No. of Client:</b>			
<b>Name of Next of Kin:</b>		<b>Contact No. (Next of Kin):</b>	
<b>Medical/psychiatric history:</b> (if known or if any)			
<b>Presenting issues:</b> (Reason or referral)			
<b>Behavioural problems:</b> (Please check the appropriate box)	<input type="checkbox"/> Irrelevant and incoherent in holding a conversation <input type="checkbox"/> Talking to himself or herself <input type="checkbox"/> Expressed thoughts or ideas of other people spying or harming them. <input type="checkbox"/> Challenging behaviours e.g. screaming, shouting, agitated, aggressive <input type="checkbox"/> Others, please specify:		
<b>Is the client known to any community partners or service providers:</b> (If yes, please provide email of case manager, social worker or service providers)			
<b>Family background and social support:</b>			
<b>Did client give consent for this referral?</b>	YES / NO		

## Annex B: PDPA Consent Form

**How to use this form:** If you are helping the caregiver to fill in the Referral Email Template (**Annex A**), please get the caregiver to fill in the form below to give consent for the collection of personal particulars.




Consent Form			
<b>PART 1</b>			
<b>Client's personal particulars (To be completed by client / next of kin / caregiver)</b>			
Name:		NRIC / FIN No.:	
Tel:	(H)	(HP)	Gender: *M / F      Age:
Address:			
Spoken Language: *English / Mandarin / Malay / Tamil / Others (pls specify)			
Marital Status: *Single / Married / Divorced / Widowed / Separated			
Next of Kin Name:		Tel:	(H)                      (HP)
Current Employment Status: *Unemployed / Part-time employed / Full-time employed			
* Please circle where necessary			
<b>PART 2</b>			
<b>To be completed by client, or to read verbally and GTP staff document</b>			
<input type="checkbox"/> I, _____ of _____ agree to the following:			
	[Name of Client]	[NRIC of Client]	
<input type="checkbox"/> I, _____ of _____ spoke to the following:			
	[Name of Staff]	[NRIC of Staff]	
I understand and agree that my personal information may be obtained from or disclosed to hospitals and other healthcare (including mental health) providers, as well as community and grassroots organisations. These organisations and volunteers working with them may use my personal information to contact me, and help and support me to manage and monitor my health condition (including mental health) on an ongoing basis. My personal information provided to these organisations and volunteers will only be used for these purposes and will be kept confidential.			
_____ Signature of Client/Staff		_____ Date	
_____ [Name and signature of next of kin/caregiver]			

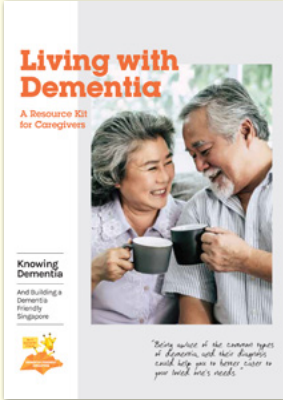



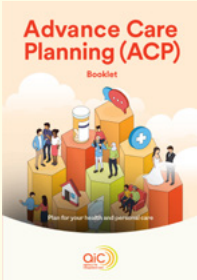

## Annex C: List of and How to Use Them

**Table 1: Standard list of resources provided by AIC**

For the request of resources/collaterals, you may visit <https://form.gov.sg/60b5d79f60fc3f0012bclaaf> or scan the QR code.













Title	Summary	Picture	Remarks
<p><b>Dementia Brochure</b></p>	<p>Describes the signs and symptoms of dementia and how every individual can play a part in the community to build a Dementia-Friendly Singapore.</p>		<p>Format: Brochure</p>
<p><b>Dementia GTP Decal Stickers</b></p>	<p>Inform the public that the designated venue is a GTP for resources on dementia and a “safe return” point for lost persons living with dementia.</p>		<p>Format: A4 and A5</p>
<p><b>Dementia GTP Poster</b></p>	<p>Inform the public about the functions and role of a GTP.</p>		<p>Format: A4 poster</p>

Title	Summary	Picture	Remarks
<p><b>Living with Dementia - A Resource Kit for Caregivers</b></p>	<p>A 4-part series on “Living with Dementia – A Resource Kit for Caregivers”, providing essential information, practical tips, activities and resources on dementia to support caregivers in caring for their loved ones.</p>		<p>Format: ePublication</p> <p>Scan the QR for the online version.</p>  <p>Book 1</p>  <p>Book 2</p>  <p>Book 3</p>  <p>Book 4</p>
<p><b>Recipe Cards - Food for Thought Eat Well Live Well and Think Well</b></p>	<p>Healthy recipes for seniors</p>		<p>Format: Cards</p> <p>Scan the QR for the online version.</p>  
<p><b>Advance Care Planning (ACP) for my Care</b></p>	<p>A series of discussion to plan for future health and personal care</p>		<p>Format: Brochure</p> <p>Scan the QR for the online version.</p> 

**Table 2: List of useful videos**

These are provided as a guide and you may wish to use these resources to complement your service accordingly. You can find the full list of videos on Dementia-Friendly Singapore Youtube channel.





Dementia-Related Videos			
Title	Synopsis	Thumbnail	URL
<p><b>1</b> <b>All About Dementia – Ask the Experts</b></p> <p><b>Episode 1 - Do I Have Dementia? Where To Seek Support?</b></p>	<p>This is a 6-part series “All About Dementia – Ask the Experts”</p> <p>Dr Chen Shiling and Ms Emily Ong answer questions related to dementia diagnosis and treatment.</p>		<p><a href="https://Aic.buzz/ATE-ep1">https://Aic.buzz/ATE-ep1</a></p> 
<p><b>2</b> <b>All About Dementia – Ask the Experts</b></p> <p><b>Episode 2 - Planning Ahead Finances &amp; Legal</b></p>	<p>This is a 6-part series “All About Dementia – Ask the Experts”</p> <p>Mr Yue-En Chong answers questions related to finances and legal planning.</p>		<p><a href="https://Aic.buzz/ATE-ep2">https://Aic.buzz/ATE-ep2</a></p> 
<p><b>3</b> <b>All About Dementia – Ask the Experts</b></p> <p><b>Episode 3 – Living With Dementia (Communication)</b></p>	<p>This is a 6-part series “All About Dementia – Ask the Experts”</p> <p>Ms Michelle Ong and Mr Anjang Rosli answer questions related to communicating with person living with dementia.</p>		<p><a href="https://Aic.buzz/ATE-ep3">https://Aic.buzz/ATE-ep3</a></p> 
<p><b>4</b> <b>All About Dementia – Ask the Experts</b></p> <p><b>Episode 4 - Living With Dementia (Daily Activities)</b></p>	<p>This is a 6-part series “All About Dementia – Ask the Experts”</p> <p>Ms Low Mui Lang answers questions related to managing the daily activities for persona living with dementia.</p>		<p><a href="https://Aic.buzz/ATE-ep4">https://Aic.buzz/ATE-ep4</a></p> 
<p><b>5</b> <b>All About Dementia – Ask the Experts</b></p> <p><b>Episode 5 - Living With Dementia (Changes In Behaviour)</b></p>	<p>This is a 6-part series “All About Dementia – Ask the Experts”</p> <p>Dr Ng Wai Chong answers questions related to managing the behaviour changes of person living with dementia.</p>		<p><a href="https://Aic.buzz/ATE-ep5">https://Aic.buzz/ATE-ep5</a></p> 







## Dementia-Related Videos

	Title	Synopsis	Thumbnail	URL
6	<p><b>All About Dementia – Ask the Experts</b></p> <p><b>Episode 6 – Living With Dementia (Self-Care For Caregivers)</b></p>	<p>This is a 6-part series “All About Dementia – Ask the Experts”</p> <p>Ms Sharon Gan &amp; Mr Richard Ashworth answer questions related to self-care for caregivers.</p>		<p><a href="https://Aic.buzz/ATE-ep6">https://Aic.buzz/ATE-ep6</a></p> 
7	<p><b>Living With Dementia: Will You Ever Forget Me?   Can Ask Meh?</b></p> <p><b>Collaboration between AIC and Our Grandfather Story</b></p>	<p>This is what persons living with dementia experience daily. Hear from persons living with dementia and their caregivers in this episode of ‘Can Ask Meh?’</p>		<p><a href="https://youtu.be/kbtRvBNkn0w">https://youtu.be/kbtRvBNkn0w</a></p> 
8	<p><b>Going Home (A short film on dementia)</b></p>	<p>This film depicts the journey of an old lady with dementia as she tries to find her way home to her granddaughter.</p>		<p><a href="https://www.youtube.com/watch?v=9iXPHhfk_7E">https://www.youtube.com/watch?v=9iXPHhfk_7E</a></p> 
9	<p><b>Knowing Dementia Launch Video</b></p>	<p>Describes the ABCD signs and symptoms of dementia through the eyes of a senior with dementia.</p>		<p><a href="https://www.youtube.com/watch?v=0mM4tFK_i4E">https://www.youtube.com/watch?v=0mM4tFK_i4E</a></p> 
10	<p><b>Dementia Friendly Community Video</b></p>	<p>An informational video describing the elements of a Dementia-Friendly community and how everyone can help.</p>		<p><a href="https://www.youtube.com/watch?v=rn9-GAwwxZ8">https://www.youtube.com/watch?v=rn9-GAwwxZ8</a></p> 

## Dementia-Related Videos




	Title	Synopsis	Thumbnail	URL
11	<b>Forget Us Not</b> 勿忘我	Through the eyes of a caregiver, this video depicts how family members and the community can support persons living with dementia in heartwarming ways.		<a href="https://www.youtube.com/watch?v=wI0YCOXsc78&amp;t=36s">https://www.youtube.com/watch?v=wI0YCOXsc78&amp;t=36s</a> 
12	<b>ForgetUsNot Sg</b> Youtube Channel	This channel belongs to the Forget Us Not initiative led by Lien Foundation and Khoo Teck Puat Hospital. More videos can be found here.		<a href="https://www.youtube.com/channel/UCIU DGcaqcZ7uHF9Vgbuv7hA">https://www.youtube.com/channel/UCIU DGcaqcZ7uHF9Vgbuv7hA</a> 



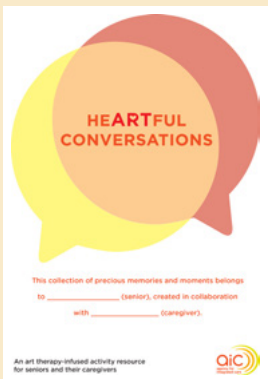
## Dementia-Related Activity Guide Videos

	Title	Thumbnail	URL
1	<b>Knowing Dementia Activity Guide</b> – Sitting Exercises		<a href="https://youtu.be/Oscnz3KKqcE">https://youtu.be/Oscnz3KKqcE</a> 
2	<b>Knowing Dementia Activity Guide</b> – Standing Exercises		<a href="https://youtu.be/fndFiGaX_7-82">https://youtu.be/fndFiGaX_7-82</a> 

**Table 3: List of resources for activity ideas**

AIC has developed a list of resources under the AIC Wellness Programme to engage seniors and persons living with dementia through the provision of meaningful activities. You can use these resources to complement your services accordingly.

Cover	Title	Summary
<p>1</p>  <p><b>JOYFULLY ENGAGED</b> An Activity Toolkit for Seniors with Higher Care Needs</p>	<p><b>Joyfully Engaged Toolkit for seniors with higher care needs</b></p>	<p>Features 12 activity ideas with activity considerations and facilitation tips to engage seniors with higher care needs in simple and meaningful activities.</p>
<p>2</p>  <p><b>Arts, Ageing and Wellbeing Toolkit</b> A Resource for Arts Clubs, Centres and Other Activities for the Community Care Sector</p>	<p><b>Arts, Ageing and Well-being Toolkit</b></p>	<p>Features 8 arts-based activities suitable for a wide range of seniors, including those requiring additional assistance in community care facilities (e.g. nursing homes, centres).</p>
<p>3</p>  <p><b>FIT &amp; FUN</b> Adaptive Sports Toolkit for the Community Care Sector</p>	<p><b>Fit &amp; Fun Adaptive Sports Toolkit</b></p>	<p>Featuring 14 adaptive sports, caters to wheelchair players in community care facilities (e.g. nursing homes, centres). The toolkit also provides facilitation tips, further adaptations and suggestions on alternative equipment to use to make adaptive sports feasible and enjoyable for many.</p>

Cover	Title	Summary
<p>4</p> 	<p><b>Hand in Hand Activity Guide</b></p>	<p>Features 30 fun activities, plus useful pointers for facilitators on making activities meaningful for clients, running groups effectively and possible activity modifications.</p>
<p>5</p> 	<p><b>Planning Effective Group Activities</b></p>	<p>Features tips to plan and conduct group activities for community care clients. Suggestions on how group activity facilitators can better contextualise activities for different care settings are also included.</p>
<p>6</p> 	<p><b>Heartful Conversations: An Art Therapy-Infused Activity Resource for seniors and their caregivers</b></p>	<p>Aims to enhance person-centered care by providing insights into seniors' memories and values. Using a past, present and future framing, guided by the evidence-based "5 Ways to Well-being" approach from the United Kingdom's New Economics Foundation, this resource is intended to cultivate purposeful engagement between seniors and their caregivers to strengthen bonds through creative art-making and valuable conversations.</p>



To download the resources under the AIC Wellness Programme, click on the link: [www.aic.sg/care-services/aic-wellness-programme](http://www.aic.sg/care-services/aic-wellness-programme) or scan the QR code on the left.

## Annex D. Important Contacts

<b>Emergency Public Numbers</b>	
Singapore Police Force	999
Ambulance / Fire Engine	995
Non-emergency Ambulance	1777* <i>*Services are chargeable, starting at \$80 for a 1-way trip.</i>
<b>Helplines</b>	
AIC Hotline	1800 650 6060 [Monday – Friday: 8.30am – 8.30pm / Saturday: 8.30am – 4.00pm]
Dementia Helpline (Dementia Singapore)	6377 0700 [Monday – Friday: 9.00am – 6.00pm / Saturday: 9.00am – 1.00pm]
Health Promotion Board Dementia InfoLine	1800 223 1123 [Monday – Friday: 8.30am – 5.00pm / Saturday: 8.30am – 1.00pm]
<b>Hospital 24-hour / Emergency / A&amp;E Telephone</b>	
Alexandra Hospital	6379 3162 [A&E]
Changi General Hospital	6788 8833 [24-Hour]
Parkway East Hospital	6340 8666 [A&E]
Gleneagles Hospital	6470 5688 [A&E]
Institute of Mental Health	6389 2222
Khoo Teck Puat Hospital	6555 8000 [General]
KK Women's And Children's Hospital	6293 4044 [24-Hour] 6394 1199 [Women 24-Hour] 6394 1177 [Children's A&E]
Mount Alvernia Hospital	6347 6210
Mount Elizabeth Hospital	6731 2218 [A&E] 6731 2219 [A&E]
National Neuroscience Institute	6357 7153 [General] 6256 6011 [After Office Hours]
National University Hospital	6779 5555 [24-Hour]
Raffles Hospital	6311 1555 [A&E]
Singapore General Hospital	6321 4311 [A&E]
Tan Tock Seng Hospital	6256 6011 [24-Hour]
Thomson Medical Centre	6350 8812 [24-Hour]

For advice on care services and schemes, you may visit AIC Links located at the various hospitals. For more information, you may visit <https://www.aic.sg/about-us/aic-link> .



## Annex E. Methods of identifying lost seniors or persons living with dementia brought to Go-To Points

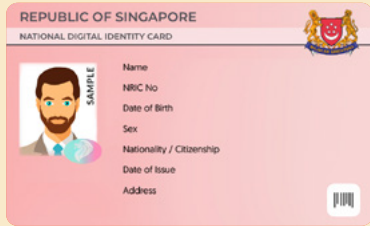




Take note of the following tips if a lost senior/person living with dementia is brought to your centre:

Try to meet the person's immediate needs first – offer some food and water, and a quiet space for the lost senior/person living with dementia

1. To calm them down
2. Always ask for permission before searching the items of the lost senior/person living with dementia
3. Be respectful and patient towards the lost senior/person living with dementia at all times
4. Try to show a visual reference of what you are requesting from the lost senior/person living with dementia. E.g. if you are requesting for the elderly's NRIC, you can show them your IC to prompt the person
5. Ask for one thing at a time
6. Try to ask 'yes' or 'no' questions instead of open-ended questions

Here are some of the items that you can look out for if a lost senior/person living with dementia is brought to your Go-To Point. Do note that this is not an exhaustive list.

Method	Description	How to use this information	Picture, for reference
1 ICED Sticker	<p>Sticker provided by AIC and DFSG initiative.</p> <p>It is recommended for the sticker to be pasted on any small items or devices the senior/person living with dementia frequently brings along with him/her.</p>	You can contact the next of kin directly using the information stated on the ICED sticker.	
2 CARA Membership	A physical card will be provided to the person living with dementia.	You can contact the next of kin by scanning the QR code on the physical card.	

Method	Description	How to use this information	Picture, for reference	
3	Identity Card (Pink or blue)	While persons living with dementia may have a physical IC with them, some caregivers may have placed a photocopied version of the IC in their loved ones' wallet, instead of having them hold on to their original IC.	The IC contains information such as the person's name, home address and IC number. This information is useful for the police to retrieve the personal details of the next of kin quickly.	
4	EZ-Link card	*Note: Some seniors/persons living with dementia may not be using an EZ-Link card with their name and related information on it.	The ez-link card contains information such as the senior's name and IC number. This information is useful for the police to retrieve the personal details of the next of kin quickly.	
5	Driving License	Though the senior/person living with dementia may no longer be driving, they may still keep their driving license in their wallet.	The driving license contains information such as the senior's name and IC number. This information is useful for the police to retrieve the personal details of the next of kin quickly.	
6	Medical or hospital records	The senior/person living with dementia may have old medical or hospital records in their bag or wallet.	You can contact the medical institution stated in the medical records. Inform them that the lost senior/person living with dementia is at your centre and ask if they are able to contact the next of kin for you. Do note that they will not be able to provide you with the next of kin's information.	
7	Writings on T-shirts and other articles of clothing	Some caregivers may use a fabric marker to write important information on their loved one's sleeves or clothes tags. Some examples include: <ul style="list-style-type: none"> <li>Contact number of next of kin</li> <li>IC number and name of their loved one</li> </ul>	You may contact the caregiver if his/her number is provided. Otherwise, information such as the person's full name and IC number are useful for the police to retrieve the personal details of the next of kin quickly.	
8	Keyring holder	Caregiver may write their details on a ring tag, and attach it with a bunch of keys that the loved one usually brings out.	You may contact the caregiver if his/her number is provided. Otherwise, information such as the person's full name and IC number are useful for the police to retrieve the personal details of the next of kin quickly.	

## Annex F. FAQs for Go-To Point Staff

**How to use this:** You may refer to the FAQs prepared here in case any member of the public has questions. Please **DO NOT** print this out and share it with members of the public.

If there are any questions you are unsure of, please feel free to refer the member of public to the AIC point of point [you may refer to the back cover for the contact information].



S/N	GTPs
1	<b>What happens if the lost person does not want to stay at the Go-To Point or insists on leaving the centre and just walks out on his/her own?</b>

If the person refuses to stay at a Go-To Point, and you do not feel that it is safe to let himself or herself remain alone outside the centre or where you found him or her, you should call the police for further assistance.

If the person insists on moving around or leaving the centre, you may gently and politely ask them to remain inside. Otherwise, please do not restrict their movement. If he/she leaves the centre, try to tag along if possible while contacting the police for assistance, do contact the police so that they can follow up with the person. The person's safety is of utmost importance.

S/N	GTP OPERATIONAL CONCERNS
2	<b>Do staff have to physically accompany the person until family members or the police arrive?</b>

It will be good if a staff member is able to accompany the person at all times. Alternatively, you can find a space where the person can sit and where a staff member will be able to keep an eye on him/her.

You can try to engage the person in activities available at your premise such as reading newspapers, magazines, colouring or playing a puzzle. However, if they insist on getting up and moving around, please do not restrict their movement. It might be more constructive at this point to try to find the contact details of the person's next-of-kin.

3	<b>What should I do if the centre is closing but the caregiver has yet to arrive?</b>
	If the caregiver has already been informed, give them another call for them to understand the urgency of picking up their loved one. Otherwise, the best solution is to inform the police so that they will be able to take over at this point.



#### 4 **What if I keep trying to contact the caregiver, but get no response, or the caregiver is unwilling to come down?**

If you are still unable to get hold of the caregiver after a few attempts, you may contact the police as they would ultimately be in the best position to identify the lost senior/person living with dementia and bring them home. Do share the available information and contact details of the caregiver with the police so that the person need not be interviewed again.

#### 5 **What should I do if the senior or the person living with dementia starts to show signs of uneasiness or is worried?**

Try to be patient and reassure the person living with dementia that the caregiver is on the way to the centre. Divert their attention by engaging them in activities or conversations.

#### 6 **What are some things I can do, in the event that the person or the caregiver becomes agitated or aggressive?**

You may try the following tips:

- Talk to them in a calming tone and do not match their level of agitation or aggression
- Do not argue or retaliate. Instead, redirect them to another topic of conversation

Please always prioritise the safety of your staff and other persons at your centre. If the caregiver or person living with dementia starts to become aggressive, please contact the police.

#### 7 **What if I am unable to converse with the person living with dementia due to language barriers?**

If possible, ask a colleague or someone nearby who is able to speak the language and might be able to translate for you. Otherwise, try to use hand gestures such as pointing. Ultimately, if all other means of communication has been exhausted, please inform the police and they will be able to take over at this point.

#### 8 **What happens if the designated GTP staff left and I took over?**

The organisation's point of contact should inform AIC and update the newly designated staff's information accordingly. Staff can either complete an e-learning module on dementia and refer to the GTP manual as reference, or contact AIC for upcoming GTP briefings.

**Share your  
feedback  
with us!**



For more information and  
resources, please email  
[ccmh@aic.sg](mailto:ccmh@aic.sg)





Follow:

 **@DementiaFriendlySingapore**

Learn:

 **www.DementiaHub.SG**

Ask:

 **1800-650-6060 (AIC Hotline)**

 **ccmh@aic.sg**

Developed by:

**Agency for Integrated Care  
Dementia Go-To Point Manual**

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