

DEMENTIA GO-TO POINT MANUAL

Be A
Dementia
Friend

DEMENTIA-FRIENDLY
SINGAPORE

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About this manual

This manual serves as a reference for employees of organisations in the Dementia Go-To Points (GTP) to support persons living with dementia in the community. It dovetails the Dementia 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.



Why is there a need for Dementia-Friendly Communities?

In 2019, it was estimated 55 million people living with dementia globally, according to The Alzheimer's Disease International's World Alzheimer Report 2024 titled 'Global changes in attitudes to dementia'. It was expected to increase to 139 million by 2050 according to the WHO.

In Singapore, the prevalence of dementia is about 8.8% amongst the elderly aged 60 years old and above.¹ 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.

¹ Institute of Mental Health (28 August 2024). IMH study shows decrease in prevalence of dementia and improvement in treatment gap among older adults in Singapore over the past decade.

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

Dementia Go-To Points (GTPs)

- Dementia GTPs are touch points within the community which 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 Dementia GTPs are trained to identify the person who has been brought to them and will assist to reunite them with their caregiver, where possible.
- Dementia GTPs also serve as **resource centres** that provide information and useful resources on dementia.



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, provides low intensity psychosocial intervention and support caregivers.
- If higher level of support is required, Community Intervention Team (COMIT) programmes can provide assessment, psycho-social intervention, counselling, and psycho-education 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.



- 360° Virtual Reality Dementia-Friendly HDB Home Design Guide is an interactive and experiential guide that provide tips on how to make homes dementia friendly. 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.



B. Dementia Go-To Point (GTP)

Role of a Dementia Go-To Point

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

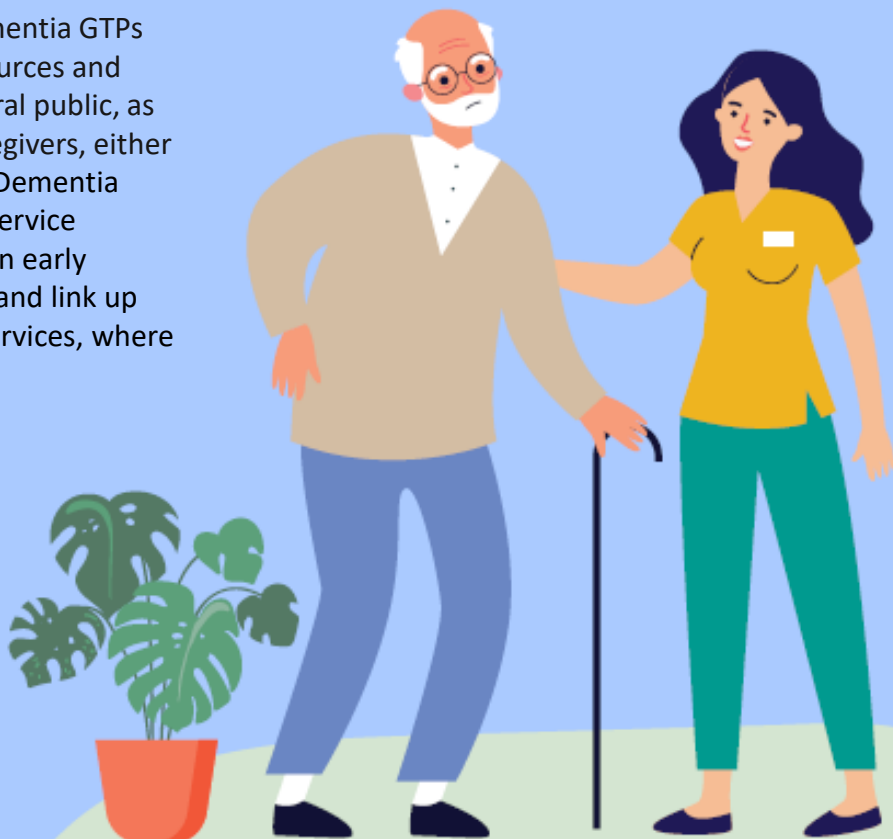
1. “Safe Return” Point

As “safe return” points, Dementia GTPs staff undergo basic dementia awareness e-learning course 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 refer the caregiver to the local CREST team for further assistance. CREST as the first mental health touchpoint can advise and provide service linkages that support the persons living with dementia and their caregivers, if necessary.

2. Resource Centre

As resource centres, Dementia GTPs provide educational resources and information for the general public, as well as resources for caregivers, either onsite or digitally. Some Dementia GTPs that are eldercare service provider, who can assist in early recognition of dementia and link up with dementia-related services, where necessary.



C. Setting-up a Dementia Go-To Point

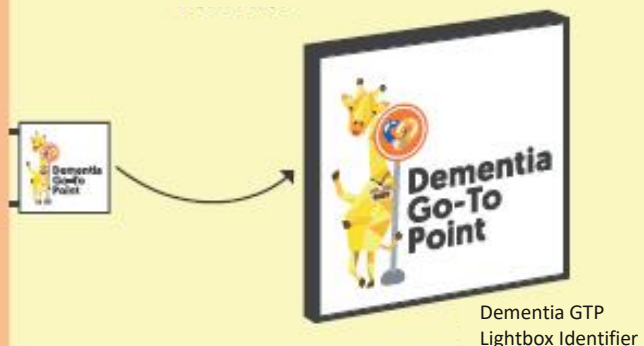
1. Easy Identification as GTP via the GTP decal display

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



For standalone buildings such as a nursing home, Dementia GTP partner may want to consider installing a light box identifier. However, the production cost will be borne by the GTP partner. Please contact AIC to request for the design.

(To be confirmed)



For any co-branding Dementia GTP identifiers, please approach AIC for discussion.

2. Designate a hosting area for lost persons living with dementia while waiting for their loved one to fetch them

Dementia GTP partners should set aside a safe and comfortable space in the GTP venue for the persons 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 tools aim to create a comfortable and safe physical environment for persons living with dementia.

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



What if we are unable to enhance the space or set up the hosting area?

A safe and comfortable hosting area is important for the senior or person living with dementia to stay calm and kept safe while waiting at the GTP venue. These environment recommendations are to prevent the person from any accidents and/or injuries.

If the venue owner is unable to make the recommended enhancements or set up the hosting area, being a **satellite Dementia GTP** is another option to support the seniors and persons living with dementia in the community.

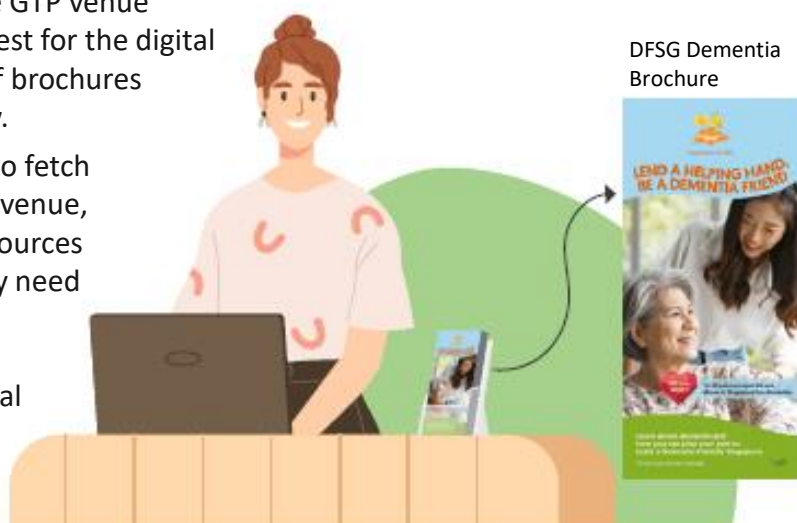
Based on the assessment of suitability, AIC will advise the **satellite Dementia GTP** its paired Dementia GTP with a hosting area, so that the staff can bring the senior or person living with dementia to the advised location and wait for their next of kin.

3. Make dementia information and resources available

Display dementia brochures and posters prominently for public to access, e-posters are available for the GTP venue with interactive display. Request for the digital artwork and replenishment of brochures when the stock is running low.

When the next of kin arrives to fetch their loved one from the GTP venue, please share the available resources and check in with them if they need further support from CREST.

Staff may refer them to [DementiaHub.SG](https://dementiahub.sg) for additional services and resources or write to enquiries@aic.sg for any queries.



4. Ensure employees manning the GTP venue are familiar with GTP protocol

There must be an employee who is able to oversee the GTP venue during the venue's operating hours:

- ♥ He/she must have basic dementia awareness (by completing 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 (by attending the GTP briefing conducted by AIC)

AIC recommends all staff at the GTP venue to complete the e-learning module on basic dementia awareness (refer to page 14 for details).



5. Satellite Dementia GTP: Support the seniors and persons living with dementia by bringing them to a safe space

As highlighted that a safe and comfortable hosting area is important for the senior or person living with dementia to stay calm and kept safe while waiting for their loved ones. It is understandable that not all venues can set aside a space due to various reasons, such as operational restrictions and space constraints.

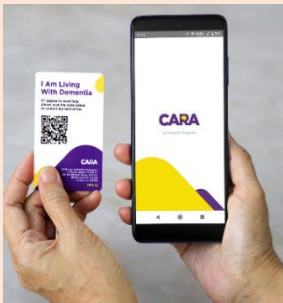
AIC may invite partner to be setup as a **satellite Dementia GTP** to support the lost persons living with dementia by bringing them to a nearby Dementia GTP with a hosting area to receive further assistance. Satellite Dementia GTP will be linked up with a paired Dementia GTP within a walkable proximity, where the lost persons can rest and wait for their next of kin.

Here are some examples of the assessment guidelines to the venue suitability of being a **satellite Dementia GTP**:

Questions	Description
1. Does your venue have a safe space for hosting the lost senior or person living with dementia?	If yes, please consider to be a Dementia GTP instead and reference from the Environment Audit Tools from page 8 to 10.
2. Does your venue staff station at the GTP venue at regular operating hours?	Staff stationing at the GTP venue at regular operating hours is necessary as the members of public may bring the lost senior or person living with dementia to the premise at any day and any time. All Dementia GTPs should open at the operating hours to prevent disappointment when assistance is needed.
3. Does your venue staff able to bring the lost person to a nearby Dementia GTP during working hours?	Satellite Dementia GTP staff is required to bring the lost person to a nearby Dementia GTP with a hosting area for further assistance because their venue is not suitable to keep the lost person safe and comfortable. Therefore, if the staff is not allowed to perform this task, it will not meet the expectation of a satellite Dementia GTP.
4. Does your venue allow the display of Dementia GTP identifier and resources?	It is a requirement for all Dementia GTP partners to display the identifier visibly at the venue. For resources on dementia, minimally the staff should be able to share some sources with the members of public for more information, such as DementiaHub.sg.

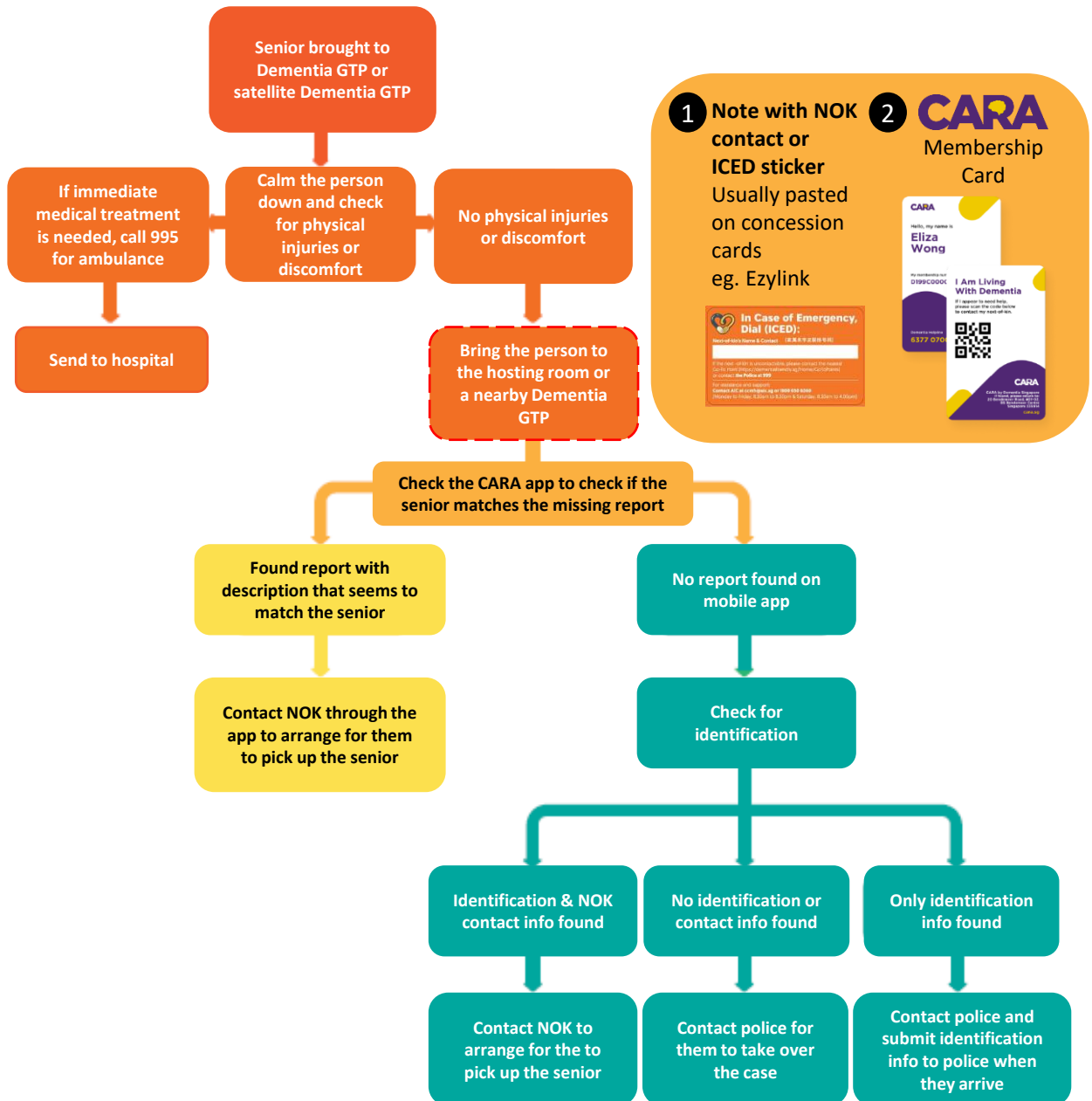
D. Onboarding Guide of Dementia Go-To Point

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

Steps	Actions to be taken
1 Set up the Hosting Area	Ensure the hosting area is safe and comfortable for persons living with dementia. Partner may refer to the Environmental Audit Tools to make necessary enhancements. Please send images of the hosting area to AIC for the suitability of space or things to note. Keeping the senior or person living with dementia calm and safe at your venue is important. If your venue is unable to host the lost individual, please ensure that the person is accompanied at all times to prevent accidents or injuries. Satellite Dementia GTP staff should send the person to the paired Dementia GTP with a hosting area advised by AIC.
2 Download CARA Mobile App	Dementia GTP venue staff to download the CARA Mobile Application (CARA SG) on their mobile phones – via Google Play Store or Apple App Store. Scan the QR code for more information or visit cara.sg. 

Steps	Actions to be taken
3 Staff to undergo the Understanding Dementia e-learning module	AIC developed an e-learning module on basic awareness which is available on the AIC website for everyone to learn about dementia. The e-learning module will take about 45 – 60 minutes to complete. Upon completion of the module, please submit the feedback form and email address, an e-certificate will then be issued to the participant’s email within 2 weeks. Dementia GTP partner can access it via the link below or scan the QR code. 
4 Staff to attend Dementia GTP Protocol Briefing	Dementia GTP Protocol Briefing is a 45-minute session that covers the background and purpose of Dementia GTP initiative, the protocol of GTP and commonly asked questions. AIC recommends all staff at the GTP venue to attend the briefing for assisting the lost seniors or persons living with dementia smoothly when they are brought to the GTP venue.
5 Display GTP Identifiers and Brochures	AIC will send these materials to Dementia GTP partner: • Dementia GTP Decal (Size: A4) • DFSG Dementia Brochure (Size: DL) <i>Available in English/Chinese/Malay/Tamil</i> • Dementia GTP SOP e-Poster (Size: A4) Contact AIC for other resource support.

E. Dementia GTP Protocol



Things to do when a person living with dementia is brought to your Dementia 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, 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 C



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 Dementia GTP

6. Staff can seek permission from the caregiver to leave their number should a similar incident happen again

7. When the next of kin arrives, seek consent from him/her to refer the lost person to CREST for service linkage to appropriate dementia-related services

8. Otherwise, share dementia resources with next of kin should they require further support

You may pass them a copy of DFSG Dementia Brochure or ask them to visit DementiaHub.sg to look for more information.

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.



Dementia GTP Crisis / Emergency Protocols

All Dementia GTP 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 or persons living with dementia and for your own safety. Otherwise, it is recommended to call the police or ambulance should any emergency arise.

F. ANNEXES



Annex A: The Listing of GTPs and List of Resources

The listing of Dementia GTPs established nationwide can be found on:

CARA



[Dementia GTP Locator](https://for.sg/cara-gtp)

Health Hub



[HealthHub.sg](https://for.sg/healthhub-gtp)

**One
map**
Singapore



[OneMap.Gov.SG](https://for.sg/healthhub-gtp)

AIC has developed a list of resources to support persons living with dementia and their caregivers. Here is a consolidated list of resources to support persons living with dementia and caregivers in their journey, which you can use to share with them.



[Consolidated List of Dementia Resources](https://for.sg/dementia-resource-list)

If you have any enquiries on the services or resources, do feel free to email us at enquiries@aic.sg.

Annex B: Important Contacts

Emergency Public Numbers	
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>
Helplines	
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]
Hospital 24-hour / Emergency / A&E Telephone	
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 C: Methods of identifying lost seniors or persons living with dementia brought to Dementia GTP

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	Sticker provided by AIC and DFSG initiative. 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.	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: - Contact number of next of kin - IC number and name of their loved one	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 D: Frequently Asked Questions



S/N	FAQ
Q1.	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?
Ans:	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. Take note of his/her moving direction and appearance, such as clothing colours, and inform the police and family member who has been contacted. The person's safety is of utmost importance.
Q2.	Do staff have to physically accompany the person until family members or the police arrive?
Ans:	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.
Q3.	What should I do if the centre is closing but the caregiver has yet to arrive?
Ans:	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.

S/N	FAQ
Q4.	What if I keep trying to contact the caregiver, but get no response, or the caregiver is unwilling to come down?
Ans:	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 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.
Q5.	What should I do if the senior or the person living with dementia starts to show signs of uneasiness or is worried?
Ans:	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.
Q6.	What are some things I can do, in the event that the person or the caregiver becomes agitated or aggressive?
Ans:	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.
Q7.	What if I am unable to converse with the person living with dementia due to language barriers?
Ans:	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.
Q8.	What happens if the designated GTP staff left and I took over?
Ans:	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.



Learn:
www.DementiaHub.SG

Ask:
1800-650-6060 (AIC Hotline)
enquiries@aic.sg

Developed by:
Agency for Integrated Care
Dementia Go-To Point Manual

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