

Commonly-Asked Questions

Tell me more about the Dementia Friends Mobile App

With an ageing population, it is estimated that one in ten of our seniors above 60 years old have dementia. The rising trend means that many of us will be caregivers or perhaps already caring for someone with dementia. As such, we need to create a kinder, more compassionate and socially inclusive community by raising public awareness about dementia.

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

For instance, with the “Finding My Loved One” function, caregivers can tap on the app’s virtual community to help look out for their missing loved ones. Dementia Friends will receive a notification about the missing person – with photo, age, description, last seen location and places frequented. They can keep a look out from wherever they are and respond via the app if they spot the missing person.

The end goal is 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.

What is a Dementia Friend?

A Dementia Friend is someone who is aware about the signs and symptoms of dementia, keeps a look out for persons with dementia and helps to bring the wandering person to a safe place for further assistance.

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

Why should I become a Dementia Friend?

Singapore is an ageing population. In fact, the prevalence rate for dementia is 1 in 10 persons aged 60 and above.

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.

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!

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

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.

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.

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.

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.

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.

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

Yay! Great news!

Do remember to "close" the submission in the app. Otherwise, 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.

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.

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.

Now, I'm with the person who had been reported 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 patiently.

If the person appears to require immediate medical attention is required, 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.

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.