

Forget US NOT

勿忘我

Building a
Dementia
Friendly
Community



YOUR GUIDE TO BUILDING
A DEMENTIA-FRIENDLY SINGAPORE

共建失智友善新加坡手册

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BUILDING A DEMENTIA-FRIENDLY COMMUNITY FOR OUR LOVED ONES

According to the Well-Being of the Singapore Elderly study led by the Institute of Mental Health in 2015, one in 10 people aged 60 and above may have dementia. This translates to almost 78,000 people as of 2017. This ratio goes up to one in two for those aged 85 and above.

Dementia can rob people of their memory and thinking skills, and even change their personalities. They may misplace personal belongings, struggle to find their way home or forget their children and spouses when the condition worsens.

Behind the debilitating façade, parts of the “old self” remain. Dementia does not dent the human desire for a normal and dignified life, nor should it reduce people’s rights as unique social beings deserving of inclusion, respect and trust. Even if they forget how to get home or struggle with simple financial payments, long cherished daily rituals – like morning coffee at the kopitiam or trips to the supermarket – still mean a lot to them.

Keeping them behind locked doors at home or in nursing homes may be the convenient option, but it would devastate them, the same way it would devastate any of us. As Singapore emerges as a key node in this global epidemic of dementia that primarily afflicts seniors, it’s our collective responsibility to ensure that people living with the condition are supported to lead active, engaged and meaningful lives for as long as possible.

In 2016, the Lien Foundation and Khoo Teck Puat Hospital launched the Forget Us Not initiative to do just that. The programme aims to build a community of care by training members of the public – known as “dementia friends” – with the knowledge and skills to identify and support persons with dementia in the community. Yishun is the first dementia-friendly community in Singapore, followed by Bishan East-Thomson constituency. The Alzheimer’s Disease Association has also come on board the movement to expand efforts and drive greater awareness, education and ground-up support for persons living with dementia and their caregivers.

To date, more than 26,000 dementia friends have been trained across the island. They include staff, volunteers and members from more than 120 diverse organisations, including civic and religious groups, social service organisations and schools, as well as food and beverage and retail businesses, banks and public transport companies.

This handbook will arm you with tips and knowledge on how to recognise and help persons living with dementia. We hope you find it useful.

Visit www.forgetusnot.sg to play a part in creating a dementia-friendly Singapore.

PREFACE





1 IN EVERY 10 PERSONS AGED 60 YEARS AND ABOVE HAS DEMENTIA



1 IN EVERY 2 PERSONS AGED 85 YEARS AND ABOVE HAS DEMENTIA

78,000 > 130,000
2017 → 2030

AT PRESENT, THERE ARE 78,000 PERSONS WITH DEMENTIA AND IT IS PROJECTED THAT THIS FIGURE WILL INCREASE TO MORE THAN 130,000 BY 2030.

WHAT IS DEMENTIA?

Dementia is a condition that causes progressive intellectual decline leading to increasing difficulties in coping with everyday activities.

It is not part of normal ageing but risks increase with age. However, cases of younger persons being diagnosed with dementia is on the rise as well.

Common types of Dementia include:

- **Alzheimer's Disease**

It is the most common type of dementia and it is a progressive condition where symptoms gradually worsen over the years.

- **Vascular Dementia**

This is related to stroke and is also known as post-stroke dementia.

RISK FACTORS AND REDUCTION

Currently, there is no cure for dementia. However, there is medication that may help slow down symptomatic progression of the condition. Adopting a healthy lifestyle can reduce one's risk of developing dementia, as well as reduce the risk of stroke and heart attack.

RISK FACTORS FOR DEMENTIA INCLUDE:

- High blood pressure
- High blood cholesterol
- Diabetes
- Excessive alcohol consumption
- Smoking
- Mid-life obesity
- Lack of mental stimulation
- Lack of physical activity
- Depression, loneliness and social isolation

TO LOWER YOUR RISK OF DEMENTIA, YOU CAN:

- Keep your blood pressure at a healthy level
- Monitor blood glucose if you suffer from diabetes
- Eat a balanced diet
- Exercise regularly (e.g. jog or brisk walk once a week)
- Go for regular health checks (e.g. annual full body check-up including cognitive screening)
- Be socially engaged (e.g. join neighbourhood social activities, meet friends for a meal, volunteer for charity)



COMMON SYMPTOMS

OF PERSONS WITH DEMENTIA



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PROBLEMS WITH RECENT MEMORY

They often forget recently learnt information. They may forget important dates or events, and ask for the same information repeatedly. The memory loss can affect their daily routine.



PROBLEMS WITH VISUAL PERCEPTION

They may have difficulties identifying objects in a familiar environment, and be unable to judge distances and depths correctly. Activities like reading and driving may become challenging.



CHANGES IN MOOD, BEHAVIOUR & PERSONALITY

They may have rapid mood swings for no reason, withdraw from group activities, become passive and sleep more than usual. They can become a little insensitive towards others.



WITHDRAWAL FROM HOBBIES & ACTIVITIES

They may lose interest in their usual hobbies, lack motivation at work and avoid social activities.



MISPLACING THINGS

They may lose things and be unable to retrace their steps to find them again. Sometimes, they may accuse others of stealing. This may occur more frequently over time.



CONFUSED WITH PLACES & TIME

They may be confused with day and night, and read the time wrongly. For example, asking for lunch at night. They may not be sure of their location and feel frustrated in unfamiliar and noisy environments, causing them to lose their way.



DIFFICULTIES IN PLANNING & THINKING

They may have trouble handling money, paying bills and following instructions, resulting in difficulty in financial transactions. They may also have trouble concentrating and take much longer to do things.



DIFFICULTIES IN COMMUNICATION

They may struggle to express themselves, and experience problems finding the right word or naming objects. They may also have problems understanding what others are saying to them and may stop conversations with no idea on how to continue. They may also repeat themselves.



DIFFICULTIES COMPLETING FAMILIAR TASKS

They may face difficulties completing familiar tasks that they used to do well, including cooking and driving etc.



POOR JUDGEMENT & IMPAIRED SOCIAL BEHAVIOUR

They may not know what is appropriate or safe. For instance, they may use crude or coarse language or make insensitive remarks.



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THE ABCDs OF DEMENTIA

MILD STAGE

MODERATE STAGE

SEVERE STAGE

		MILD STAGE	MODERATE STAGE	SEVERE STAGE
A ctivities of daily living		Difficulty planning and managing household affairs such as cleaning and cooking	Needs regular reminders and prompts in daily tasks	Problems with balance, coordination, resulting in instability and falls
		Difficulty initiating activities	Requires help in dressing, grooming, bathing and going to the toilet	Total dependence in dressing, grooming, showering and feeding Eating and swallowing problems Loss of bladder and bowel control
B ehaviour		May become socially withdrawn or have low mood	More easily upset and frustrated	Passive/withdrawn
C ognition	Memory	Difficulty with short-term memory	Difficulty with short- and long-term memory May begin to forget some friends and family members	No apparent awareness of past or present
	Language	Problems remembering the right word or name	Difficulty in expressing emotions and making needs known	Unable to engage in a meaningful conversation Incoherent speech and may express needs by yelling or calling out
	Calculation	Problems with handling finances	May have problems performing simple calculations	Unable to perform any calculation
D isorientation		Gets lost in less familiar places	Poor orientation of day, date and/or time Gets lost outdoors even in familiar places	Gets 'lost' even in own home

Caring for someone with dementia not only requires personal commitment but also knowledge, patience, creativity, skill and unconditional love. There will be times you will feel sad, helpless, discouraged or lonely, and it is important to reach out for care and support.

Ways you can take care of yourself as a caregiver:

- Ask for help when you need it
- Join a caregivers support group
- Continue to keep up with hobbies and interests
- Meet up with friends and relatives regularly
- Eat healthily and exercise regularly

You can learn useful caregiver tips through our videos: www.forgetusnot.sg/videos.html



JOURNEY AS A
CAREGIVER



A DEMENTIA-FRIENDLY COMMUNITY

A dementia-friendly community (DFC) is an environment where persons living with dementia and their caregivers are supported and included in society. People and organisations have a basic understanding of dementia, and they do what they can to support persons with dementia and their caregivers by reducing anxiety, stigma and frustration.

Dementia-friendly people, neighbours, shops, markets and businesses are sensitised to the challenges of persons living with dementia and treat them with empathy, understanding and patience. By doing so, they are empowered to live with dignity and respect, as independently as possible.

Helping persons with dementia to lead an active, engaged life for as long as they can and building support in the community can prevent them from being institutionalised.

The following pages contain some general guidelines to help you interact and assist persons with dementia in most situations, particularly for those that (may) lose their way.

- ✓ THE *K.I.N.D* GESTURE
- ✓ THE *C.A.R.E* APPROACH

HOW YOU CAN HELP





THE K.I.N.D GESTURE

Keep A LOOKOUT

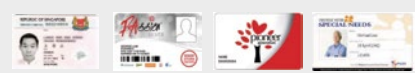


Look out for the following behaviour:

- They may display signs of disorientation
- They may look dirty or unkempt
- They may ask for food or money

Notice THEIR NEEDS AND OFFER HELP

- Bring them to a place to sit and rest
- Offer a drink or some simple food
- Guide them to check if they have some form of identification or if they can recall their home telephone number



Interact WITH PATIENCE



- Speak softly and slowly to them
- Ask one question at a time and be patient when waiting for a response
- Jog their memory by giving them the names of the nearby landmarks or the name of the location



Dial FOR HELP

If you are unable to provide help:

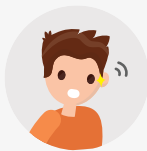
- Alert security if found lost in buildings
- Call the police as a last resort. Take note not to tell the elderly that you are doing so as it may alarm them
- Continue to chat with them to provide reassurance until help arrives

THE C.A.R.E APPROACH

Clear, SIMPLE & PATIENT

- Use short and simple sentences
- Speak clearly
- Speak at a slower pace
- Use open-ended questions. Be flexible to modify questions to closed-ended ones if they struggle to answer.
E.g. Modify from "Where do you stay?" to "Do you stay in Yishun Ring?"
- Use visual aids to help them understand or express themselves

Acknowledge THEIR CONCERNS



Be attentive when listening



Comfort them if they express worries



Offer them food and drinks



Find them a quieter location to take a rest

Respectful AND REASSURING

- 1 Use a friendly and caring tone
- 2 Put on a smile
- 3 Avoid questions that start with "Do you remember"
- 4 Do not argue or correct them
- 5 Maintain eye contact

Engage TO PROVIDE COMFORT AND BUILD TRUST



BUILD A TRUSTING RELATIONSHIP

- Introduce yourself with a smile
- Provide assurance that you are there to help



WHAT CAN YOU DO WHILE WAITING FOR HELP TO ARRIVE?

- Look out for topics that may be of interest and talk to them about it
- You may ask questions like:
"How many children or grandchildren do you have?"
"What did you previously work as?"
"What is your favourite dish that you cook?"



ASK FOR INFORMATION TO ASSIST THEM

- Ask 1 question at a time. Allow time for them to respond
- You may ask questions like:
"Did you come here with anyone?"
"Where are you going?"
"May I give a call to your _____?"
"Do you have your NRIC or any cards that contain your next-of-kin's contact with you?"

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为我们所爱的人 共建失智友善社区

根据心理卫生学院于2015年所作的新加坡年长者健康研究, 年龄60及以上者, 十分之一患有失智症。2017年这个群体就达到7万8千人。85岁及以上者, 二分之一患有失智症。

失智症会令人丧失记忆和思考能力, 甚至性情大变。患者可能胡乱放置个人物品, 找不到回家的路, 情况恶化时还会认不出自己的孩子及另一半。

但在疾病的背后, 他们(原有的自我)仍有所保留。失智症不应减低一个人的尊严或对正常生活的渴望。他们也需要他人的包容、尊重和信任。即使他们可能忘记怎么回家或在处理简单的付款面对困难, 日常生活重要的规律, 例如早上的一杯咖啡或逛超市, 任然深具意义。

将他们锁在家里或放在疗养院可能是省事的做法, 但这会夺走他们的人生, 就如同我们也不愿意接受这样的安排。新加坡, 做为对抗失智症的前线国家之一, 我们有共同责任去确保失智症人士能得到支援, 以便继续过着活跃、有意义的生活。

在2016年, 秉持这个初衷, 连氏基金和邱德拔医院联手发起(勿忘我)推广运动。该运动通过培训各阶层的社会大众(被简称“失智症之友”), 让他们具备相关知识和技能去援助失智症人士, 进而打造一个具有关爱的社区。这些成员都具备知识技能去识别和支持社区里的失智症人士。义顺是新加坡首个失智症友善社区, 其次是碧山东 - 汤申选区。新加坡失智症协会随后也加入该运动, 帮助扩大教育范围和提高大众对失智症的认知和同理心。

迄今为止, 全岛各地已有超过2万6千名失智症之友接受培训。他们来自120多个不同的组织和团体的职员、义工和会员。当中, 包括有公民组织与社会服务机构、宗教团体和学校、餐饮与零售企业、银行以及公共交通业者。

此手册为您提供简单的贴士和知识, 让您学习识别及支援失智症人士。希望它对您有所帮助。

请浏览 www.forgetusnot.sg, 为打造一个失智友善的新加坡尽一份心力。

前言





何谓失智症?

失智症是一种引起智力逐渐下降的病症，以致患者在日常生活中遇到越来越多的困难。它并非正常老化的过程，但随着年龄的增长，患病的风险会相应提高。不过，被确诊的年轻患者在近年也有呈现上升的趋势。

常见的失智症类型

- **阿兹海默症**
这是最普遍的失智症类型，它是渐进式的病症，症状会逐年恶化
- **血管性失智症**
这类型与中风有关，也被称为中风后失智症

风险因素与预防措施

失智症至目前为止仍无法治愈；它只能通过药物来减缓症状。选择过一个健康的生活方式，不但可以降低患上失智症的风险，也可以减少中风和患上心脏病的机率。

失智症的风险因素包括:

- 高血压
- 高血脂
- 糖尿病
- 过量饮酒
- 吸烟
- 中年肥胖
- 缺乏脑力激发
- 缺乏体力活动
- 忧郁、寂寞、与社会隔离

如何降低失智症的风险:

- 维持健康的血压水平
- 糖尿病患者要监控血糖含量
- 饮食均衡
- 定期锻炼
(例如: 每周一次慢跑或快走)
- 进行定期身体检查
(例如: 年度全身检查, 包括智力测试)
- 社交活跃
(例如: 参加邻里社交活动, 与朋友聚餐, 当慈善义工)



失智症人士的 常见症状



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短期记忆出现问题

他们常常忘记最近发生的事，记不住重要的日子或事情，而且反复地问着同样的问题。失忆会影响他们的日常活动。



视觉出现问题

他们在识别物件、判断距离与深度可能有偏差。日常活动如阅读、驾车等也受到影响。



情绪、行为和个性出现转变

患者情绪起落很大，喜怒无常，也会避开人群和团体活动，变得消极，并长时间嗜睡。他们也会对别人的感受较不敏感。



对嗜好、工作或社交活动缺乏热忱

他们可能对嗜好或工作感觉力不从心。也可能避开社交活动。



找不到东西

他们会忘了东西摆放的位置而找不到个人物品，甚至会因此责怪别人偷窃。这种情形可能会越来越频繁。



对空间/地点和时间感觉混淆

他们可能日夜颠倒，或混淆用餐时间。例如，把晚餐当成午餐。他们也可能不清楚自己所在的位置，遇到陌生或吵杂的环境而感到困惑，因此迷路。



思考和规划困难

患者在处理个人钱财、支付账单和了解程序等方面有困难，因而无法进行财务交易。他们可能也无法集中精神，做起事来也需要较长的时间。



在沟通上有困难

患者无法表达自己，无法使用适当的词语或名称来表达某些事。他们可能也无法理解别人所说的话，并因为不知如何反应而突然停止谈话。他们也可能不断重复自己说的话。



难以完成熟悉的事务

对过去驾轻就熟的活动，如今感到难以完成。例如，烹饪、驾车等等。



判断力与社会行为出现偏差

他们在辨别对错、安全意识可能下降。例如，对他人说出粗俗的语言或在日常生活中诸多挑剔。



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失智症 的阶段

初期

中期

晚期

日常活动

处理家务事（如打扫和烹煮）时有困难

处理日常事务也需要不断提醒

平衡感和协调感出现问题，造成行动不稳，容易跌倒

难以主动去做事

在穿着、梳理、洗澡和上厕所等事上需要协助

在更衣梳理、洗澡和进食等生活作息上完全需要别人帮助

进食和吞咽有困难

膀胱肠道失控而造成小便失禁

个人行为

不太愿意与人交往、情绪低落

经常感觉沮丧懊恼

消极/退缩抽离

记忆力

记不起近期的事

记不起近期和以前的事

或开始忘了某些朋友和同事

无法分辨过去或现在

语言能力

记不起适当的词语或名称来表达某些事

难以表达情绪和个人需要

无法进行有意义的交谈

语无伦次，或大声呼叫来表达需要

计算能力

理财方面有困难

做简单计算时有困难

无法进行任何计算

定向感障碍

在比较不熟悉的地方容易迷路

分不清日子、日期或时间

出外时即便在熟悉的地方也会迷路

在自己家中也会迷失

照顾失智症人士不仅需要承诺与责任感，也需要有相关的知识、耐心、变通力、技巧和无限的爱心。看护者有时会感到悲伤、无助、失望或孤单，因此需要得到一定的关怀和支持。

看护者要如何照顾自己的需要：

- 有需要时要寻求援助
- 加入看护者的支援小组
- 维持个人的爱好和兴趣
- 经常与亲友见面和保持联系
- 注意饮食和经常运动

您可以通过我们的视频来学习更多看护者的贴士：

www.forgetusnot.sg/videos.html



身为
看护者 的历程



失智友善社区

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失智友善社区是一个关爱的环境，失智症人士和家人能得到支援与包容。社区里的人、各种机构对失智症有基本的认识，也懂得如何帮助减少他们焦虑不安的情绪。

友善的邻居、商店、邻里企业等，对失智症人士具有同理心、耐心和体谅。这样一来，他们可以活得自主，也更有尊严。

如何 给予协助？

协助失智症人士尽可能长久地过着积极活跃的生活，在社区中建立支持的力量以预防他们被制度化。

以下页面包含一些通用指南，可帮助您在大多数情况下与他们进行互动并提供援助，尤其是可能迷失方向的人士。

- ✓ 善心之举 - *K.I.N.D*
- ✓ 关爱慰问 - *C.A.R.E*

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善心之举 K.I.N.D

注意失智症人士 的需要并予以协助

- 带他们到一个可以坐下休息的地方
- 提供饮料或轻食
- 建议他们查看身上是否有任何身份证明，或者能提供任何联络亲人的电话号码



留意四周

留意是否有以下的行为征兆：

- 他们可能会出现迷失方向的迹象
- 他们可能看起来很脏或不整洁
- 他们可能要求食物或金钱



拨电求助

若无法给予任何协助，请您：

- 如果在大厦里，则告知保安人员
- 若无其他方法，需要报警，请避免告知迷失者您要怎么做，以免他们受到惊吓
- 继续陪伴他们聊天，安抚他们，直到警员到达



以耐心来互动

- 温和而缓慢地跟他们说话
- 一次只问一个问题，在等待回复时要有耐心
- 告诉他们附近地标的名称或位置的名称，以帮助他们唤起记忆



关爱慰问

C.A.R.E

说话清楚

简单、有耐心

- 用简短的句子
- 速度要放慢
- 采纳开放式的提问。如果他们回不来，则可以灵活变通，将提问改为是非题
例如：“您住在哪里？”改为
“您住在义顺环吗？”
- 使用视觉辅助工具来帮助他们理解或自我表达

给予尊重与安抚

- 1 用友善、关怀的语气
- 2 脸带微笑
- 3 避免以“您记不记得...？”为提问的开场白
- 4 别争辩或纠正他们
- 5 保持目光接触

舒缓情绪

建立信任

✓ 建立互信关系

- 面带微笑地自我介绍
- 告诉对方您是真心要帮助他



等待救援的时候，您可以：

- 找他们可能感兴趣的话题，并与他们闲聊
- 您可以提出以下问题：
“您有几个孩子或孙子？”
“您之前做什么工作？”
“您最喜欢煮什么菜？”

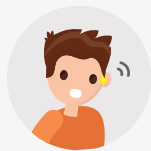


尽可能问一些有助于他们的信息：

- 每次发问一道问题，让他们有充分的时间回复
- “有人和您一起来这里吗？”
“您要到哪里去？”
“您想要我怎么帮您？”
“您身上有证件（身份证/易通卡）吗？”
“您要我替您打电话给_____吗？”

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认同所关注的事



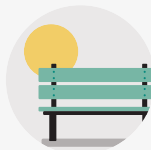
细心聆听



如果他们显得忧虑，
安抚他们



提供食物和饮料



找一个更安静的
地方让他们休息

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RESOURCES

资料

For more information on dementia, caregiver training and caregiver support groups, please contact:

欲了解更多有关看护者的服务，请联系：

Alzheimer's Disease Association
新加坡失智症协会

Tel 电话: 6377 0700
(Monday - Friday 周一至周五,
9am - 6pm)

Website 网址: www.alz.org.sg

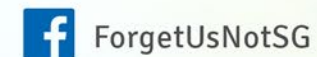


For useful caregiver tips, please refer to:

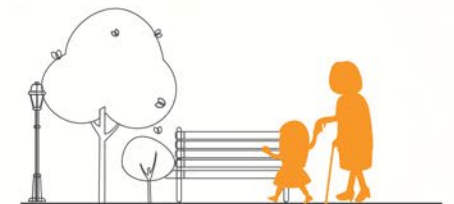
欲学习更多看护者的贴士，请上网：

www.forgetusnot.sg/videos.html

www.forgetusnot.sg



For enquiries, email us at
info@forgetusnot.sg



Let us not forget our loved ones,
even as they seem to forget us.

让我们勿忘挚爱，
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www.forgetusnot.sg

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