



Dementia Friendly Communities  
Worldwide:  
A Summary of Web Searches

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## **1.0 Summary of Web Search**

### **1.1 What are Dementia Friendly Communities?**

Dementia friendly communities (DFCs) are communities that show high levels of public awareness of dementia and are able to offer support and understanding to people living with it, as well as their caregivers. These communities are ultimately more inclusive to people living with dementia and help them to preserve independence and control in their lives. In developing DFCs, the goal is to work with those affected by dementia and their caregivers to identify how quality of life can be improved. (*Alzheimer's Society, UK*)

### **1.2 Search Strategies Used**

Two main sources provided relevant information for the topic under investigation. Firstly, the search engine Google was used to explore what programs and initiative currently exist in different countries around the world. Due to the newness of dementia friendly communities, this strategy was highly informative. In addition, online databases CINAHL and ProQuest were searched for the following cross-references terms:

- “dementia friendly communities”
- OR “dementia capable communities”
- OR “dementia friendly community”
- OR “dementia capably community”

From the above Boolean terms, only two articles were found to be relevant – an evaluative research study and a systematic review. Both were included in the report.

### **1.3 Overall Goals of DFCs**

*The following four goals were decided upon after a web search of dementia friendly communities was conducted, and the goals of all these communities were reviewed. These particular objectives stood out.*

- a. To improve the quality of life for those living with dementia
- b. To reduce stigma associated with dementia
- c. To reduce barriers that prevent people with dementia from engaging in community activities / To encourage those with dementia to continue to participate in activities they did before living with dementia.
- d. To create safe environments (public and home) for people with dementia

## **1.4 Community Projects Existing Worldwide**

UK: DFC National Programme launched in UK in 2012

- Hampshire (County), UK
- Yorkshire (County), Sheffield (City), UK
- Kent (County), Medway (City), UK
- Debenham (City), Suffolk (County), UK
- Redcar, Stockton on Tees, Sunderland of Northumberland (County) of the North East of UK.
- Ballina/Killaloe (City), Mayo (County), UK
- Blackrock/Stillorgan (Town), UK
- Donegal (County), Ireland
- Kirklees (District), UK
- West Midlands (City), UK
- Sutherland (County), UK
- University of Warwick (a guideline not a community project)

Ireland:

United States:

- Museum of Modern Art (MoMA), New York, USA
- Twin Cities (St. Paul's/Minneapolis), USA

Australia:

- Randwick (City), AU

Belgium:

- Bruges (City), Belgium

## 1.5 Summary of Programs that Foster a DFC

*Below is a list of brief descriptions of notable programs that make a community more dementia friendly. Each is followed by a) letters that identify which of the “overall goals of DFCs” the program accomplishes; and b) numbers that correspond to websites listed later on in the chart of this report (page 4).*

The “**Dementia Champion**” **buddy program** is where volunteers offer respite to caregivers of people with dementia, and help those living with it to engage in community activities (a., d.) (2, 3, 11)

The **Shared Lives** program is where people living with dementia are able to temporarily or permanently live in the home of someone willing to offer support, prior to needing nursing home care. (b.,c.) (7)

The **Our House** project engages people living with dementia in the maintenance and upkeep of the care home where they live. (d.) (7)

**Support groups** for people with dementia and their caregivers (b., d.) (3, 8, 11)

A **symbol system** in local business and service centres helps people with dementia identify them as safe and welcoming places where they can seek help if they become confused or disoriented. (c., d.) (2, 22)

**Help cards** for people with dementia to show at business and service centres that are dementia friendly, so that without having to explain, the staff can read what the client needs from the staff in order to communicate and accomplish what they need to. (b.) (4)

**Staff training** at business and service centres, making employees more aware of ways people with dementia may act and being sensitive to the accommodations needed for them (b., c., d.) (6, 24, 16, 18, 15)

**Community map – “The People and the Place”** displays the frequently used services or business in the community by person with dementia, for them to reference if they ever get confused. (b., c., d.) (9)

**School programs** (teach young people about dementia and its normalcy instead of seeing it as a fatal disease. It is also an opportunity for people with dementia to be involved by come into classrooms and and speaking with the students. (a.) (2, 5, 7)

**Campaigns**, whether local or national, raise awareness about dementia and reduce stigma at a public level. (a.) (2, 3, 10, 17, 24)

Development of a **DFC Toolkit** guides communities that want to become dementia-friendly in getting programs set up. (a., b., c., d.) (3, 4, 7)

The **outdoor environment** can be made dementia friendly by removing environmental barriers in public spaces, and designing urban spaces to be less disorienting to people with dementia. (b.,c.) (3, 7, 8, 12, 19, 27)

**Creating safe homes** for people with dementia can be accomplished by making the home legible, distinctive, familiar and welcoming. (b.c.) (19, 20, 21, 24, 26)

Partnering with local police to create a **database** of people living with dementia in each neighbourhood to ease localization if they ever become lost. (b., c.) (22)

A **24-hour dementia hotline** can be used by caregivers or people living with dementia if they have questions about the disease or services available or are disoriented and are seeking help. (b., d.) (7, 13)

**Art programs** where people with dementia and their caregivers or a friend come to engage in arts activities. Through this, they are able to engage in the community as well as build a support network with others living with dementia.

→ The Museum of Modern Art in NYC has groups of people with dementia and their loved one come to private session of interactive art viewing (b., d.) (23)

→ Intergenerational Art Program in Thunder Bay pairs young people with people living with dementia to participate in art creation. (a., b., d.) (25)

## 2.0 Website Review: Dementia Friendly Communities

	Website	Organization	Description
1	<a href="http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=1843">http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=1843</a> UK	Alzheimer's Society (UK)	<i>Introduction to "What are Dementia Friendly Communities?"</i> "Communities that show high levels of public awareness of dementia and are able to offer support and understanding to people living with it, and their carers. These communities are ultimately more inclusive to people living with dementia and help them to preserve independence in their lives"
2	<a href="http://dementiachallenge.dh.gov.uk/category/areas-for-action/communities/">http://dementiachallenge.dh.gov.uk/category/areas-for-action/communities/</a> UK	Department of Health, UK	Outline of goals and progress in dementia friendly communities GOALS: - work with people with dementia and their carers to explore what could be done in their communities to improve quality of life - create a symbol system to be displayed at organizations that are dementia friendly - public education so that more people are informed about the disease and can get involved PROGRESS: - training of 500+ volunteers as "Dementia Friendly Champions" - 50+ towns and cities in the UK signing up to be recognized as dementia friendly (symbol system) - development of Local Dementia Action Alliances - launch of a dementia education pilot project in 21 schools - nationwide campaign to raise awareness of dementia and encouraging people to see their GP if concerned, reaching 37 million.
3	<a href="http://www.alzheimer.ie/Get-Involved/Dementia-Friendly-Communities.aspx">http://www.alzheimer.ie/Get-Involved/Dementia-Friendly-Communities.aspx</a> Ireland	Alzheimer's Society of Ireland & Innovations in Dementia	Helping people w dementia to live in their communities and <b>retain their traditional social networks</b> . Want to do so by being person-centred, giving a voice to the one affected to find a meaningful place in their community. Biggest BARRIERS: - lack of community awareness - lack of support in community activities What are we doing to create DFCs? - developing educational tools to enhance public awareness - dementia awareness training for key people/carers for those with dementia - "Dementia Friends, Dementia Champions"

			<p>buddy system (volunteers who help people living with dementia accomplish daily activities)</p> <p><a href="http://www.dementiafriends.org.uk">http://www.dementiafriends.org.uk</a></p> <ul style="list-style-type: none"> <li>- removing environmental barriers</li> <li>- engaging people who are living with dementia and their families in community action</li> <li>- supporting people with the diagnosis of dementia (family carer planning, support groups, cognitive stimulation therapy)</li> <li>- develop a Dementia Friendly Community Toolkit based of the experience thus from from other locations</li> </ul>
4	<p><a href="http://www3.hants.gov.uk/adult-services/adultservices-professionals/dementia/dementia-friendly-toolkit.htm">http://www3.hants.gov.uk/adult-services/adultservices-professionals/dementia/dementia-friendly-toolkit.htm</a></p> <p>UK</p>	<p>Hampshire County Council (via Innovations for Dementia) along with Local Government Association</p>	<p>Community Toolkit with Guidelines for:</p> <ul style="list-style-type: none"> <li>- engaging people with dementia and their carers; businesses; community organizations</li> <li>- dementia friendly outdoor environments</li> <li>- Help Cards for people with dementia</li> </ul>
5	<p><a href="http://www.worcester.ac.uk/discover/dementia-friendly-communities.html">http://www.worcester.ac.uk/discover/dementia-friendly-communities.html</a></p> <p>UK</p>	<p>University of Worcester (West Midland UK)</p>	<p>Pilot Project in 22 schools, striving to teach an understanding of:</p> <ul style="list-style-type: none"> <li>- dementia as a disease</li> <li>- struggles as a caregiver</li> <li>- assistive technologies used</li> </ul>
6	<p><a href="http://www.adementiafriendlycommunity.com">http://www.adementiafriendlycommunity.com</a></p> <p>UK</p>	<p>Highlands Community Interest Company</p>	<p>Outline of DFC Plan for East Sutherland:</p> <ul style="list-style-type: none"> <li>- help local services and businesses to be dementia-friendly</li> <li>- increase opportunities for people with dementia to participate in the activities of their choice / not have to stop the activities they enjoy due to dementia</li> <li>- challenge the myths and stereotypes of dementia which are barriers to change</li> </ul>
7	<p><a href="http://www.innovationsindementia.org.uk/projects_communities.htm">http://www.innovationsindementia.org.uk/projects_communities.htm</a></p> <p>UK</p>	<p>Innovations in Dementia Community Interest Company – York, UK</p>	<p><i>York Dementia Without Walls Project – creating a dementia friendly York</i></p> <ul style="list-style-type: none"> <li>- created a report by people with dementia for people with dementia exploring what’s needed in York</li> </ul> <p><i>Ageing Well Programme in Hampshire and Sheffield</i></p> <ul style="list-style-type: none"> <li>- developed a dementia friendly community toolkit <i>Shared Lives</i></li> <li>- program that allows people living with dementia to live temporarily or permanently in the home of</li> </ul>



			<p>a family willing to offer them support, rather than this individual having to seek out care in a nursing home.</p> <p><i>Our House Project:</i></p> <ul style="list-style-type: none"> <li>- to engage people living with dementia in the maintenance and upkeep of the care home where they live.</li> </ul>
8	<p><a href="http://www.housinglin.org.uk/_library/Resources/Housing/OtherOrganisation/DementiaCapableCommunities_summaryFeb2011.pdf">http://www.housinglin.org.uk/_library/Resources/Housing/OtherOrganisation/DementiaCapableCommunities_summaryFeb2011.pdf</a></p> <p>UK</p>	Innovations in Dementia	<p>What things in a dementia-capable community make a difference?</p> <ul style="list-style-type: none"> <li>- the physical environment</li> <li>- local facilities</li> <li>- support services</li> <li>- local environment</li> <li>- local groups</li> </ul>
9	<p><a href="http://www.acarersvoice.com/dementia-friendly-community/dementia-friendly-communities/">http://www.acarersvoice.com/dementia-friendly-community/dementia-friendly-communities/</a></p> <p>UK</p>	A Carer's Voice (Sutherland, UK)	<p>Goals:</p> <ul style="list-style-type: none"> <li>- identify key partners, services</li> <li>- work with local businesses, organizations to develop a map called "The People and the Place" of key services clients might use regularly.</li> <li>- challenge stigma, myths, misconceptions</li> <li>- increase opportunities for people living with dementia to remain engaged in the community</li> </ul>
10	<p><a href="http://www.thewi.org.uk/campaigns/current-campaigns-and-initiatives/dementia-friendly-communities">http://www.thewi.org.uk/campaigns/current-campaigns-and-initiatives/dementia-friendly-communities</a></p> <p>UK</p>	The National Federation of Women's Institutes	A part of the Prime Minister's Dementia Challenge and the Dementia Friendly Community Group of the Alzheimer's Society
11	<p><a href="http://www.dementiapartnerships.org.uk/projects/dementia-friendly-communities-in-kent-and-medway/">http://www.dementiapartnerships.org.uk/projects/dementia-friendly-communities-in-kent-and-medway/</a></p> <p><a href="http://socialinnovation.typepad.com/silk/2012/10/dementia-friendly-communities.html">http://socialinnovation.typepad.com/silk/2012/10/dementia-friendly-communities.html</a></p> <p>UK</p>	Dementia Partnerships ... project managed by SILK (Social Innovation Lab for Kent)	<p>The City of Kent and it's county, Medway, have been working towards developing dementia friendly communities to improve the quality of life for people with dementia and their carers. Some of their strategies have included:</p> <ul style="list-style-type: none"> <li>- DementiaWeb</li> <li>- Dementia 24hr hotline</li> <li>- Dementia Cafes, Support Groups</li> <li>- Dementia buddy system at Darent Valley Hospital</li> <li>- Dementia crisis and discharge support</li> <li>- intergenerational school projects</li> <li>- "High Street" (removing environmental barriers)</li> <li>- Social innovations Mentor Model</li> </ul>
12	<p><a href="http://www.housinglin.org.uk/Topics/browse/Housingand">http://www.housinglin.org.uk/Topics/browse/Housingand</a></p>	Housing LIN (Learning and	<p>Dementia friendly environments:</p> <ol style="list-style-type: none"> <li>1. familiar</li> <li>2. legible (clues to where to go, what is</li> </ol>

	Dementia/Design/?&msg=0 &parent=5091&child=8525  UK	Improvement Network), University of Warwick	expected etc) 3. distinctive (Contrasting floors, walls, visually attractive clues) 4. accessible 5. safe 6. comfortable  Dementia friendly neighbourhoods
13	<a href="http://www.housinglin.org.uk/Topics/browse/HousingandDementia/DementiaFriendlyCommunities/?parent=8761&amp;child=8851">http://www.housinglin.org.uk/Topics/browse/HousingandDementia/DementiaFriendlyCommunities/?parent=8761&amp;child=8851</a>  UK	Housing LIN	Providing holistic, personalized support for <b>caregivers</b> of people with dementia. Services: - telephone hotline (volunteer-run) - emergency and on-call short time respite care - group activities; social support sessions - Food n' Friend Luncheons - medication and pharmacy support - Carer's Café - Fit Club (gentle exercise for carers) - specialist support; memory clinic
14	<a href="http://www.housinglin.org.uk/Topics/browse/HousingandDementia/DementiaFriendlyCommunities/?parent=8761&amp;child=8762">http://www.housinglin.org.uk/Topics/browse/HousingandDementia/DementiaFriendlyCommunities/?parent=8761&amp;child=8762</a>  UK	North East dementia Alliance, Housing LIN	A evidence-based paper outlining the policy and foundations in developing dementia friendly communities in the North East of England
15	<a href="http://www.communitykirklees.org.uk/funding/dementia-friendly-communities-in-kirklees/">http://www.communitykirklees.org.uk/funding/dementia-friendly-communities-in-kirklees/</a>  UK	Community Partnerships – Kirklee, UK	Expected outcomes of being dementia friendly: - reduce stigma - work with local services to be more dementia aware - consult with local people to identify priorities in making the community more dementia friendly  create a local “steering group” that can sustain funds for the initiatives once funding ceases.
16	<a href="http://www.livability.org.uk/church/dementia-friendly-churches/">http://www.livability.org.uk/church/dementia-friendly-churches/</a>	Livability	Provide practical tips on how to make your church dementia-friendly.
17	<a href="http://www.fightdementia.org.au/research-publications/itas-vision-a-dementia-friendly-australian-society.aspx">http://www.fightdementia.org.au/research-publications/itas-vision-a-dementia-friendly-australian-society.aspx</a>  AU	Alzheimer's Australia (Fight Dementia Campaign)	<i>“It's a Vision – A Dementia-Friendly Australian Society”</i> Alzheimer's Australia released three reports in May 2013 calling local government associations and organizations across the country to make their communities dementia-friendly over the next 12 months, destigmatizing dementia and promoting quality of life among those living with it.

18	<a href="http://isitdementia.com.au/correctional.html#1">http://isitdementia.com.au/correctional.html#1</a> AU	Alzheimer's Australia Fight Dementia Campaign	Video series on how professionals working in a range of fields can learn to recognize signs of dementia and react in a more appropriate, sensitive way.
19	<a href="http://www.australianageingagenda.com.au/2013/06/13/article/Dementia-friendly-hospitals/SKVKNLFDIE.html">http://www.australianageingagenda.com.au/2013/06/13/article/Dementia-friendly-hospitals/SKVKNLFDIE.html</a> AU	NSW/ACT DTSC = New South Wales/Australia Capital Territory Dementia Training and Study Centre	The NSW/ACT DTSC launched a national dementia design consultancy service for hospital and residential care facilities. The stress on people with dementia to be admitted into hospital is significant, and this initiative hopes to create facilities with environments that are non-threatening and promote social engagement for people with dementia.
20	<a href="http://www.health.vic.gov.au/dementia/">http://www.health.vic.gov.au/dementia/</a> AU	Victorian Government Health Information	Outlines ways residential homes can create dementia-friendly environments
21	<a href="http://www.hammond.com.au/news/partnership-helps-make-homes-dementia-friendly">http://www.hammond.com.au/news/partnership-helps-make-homes-dementia-friendly</a> AU	HammondCare (in association with Alzheimer's Australia)	Launched document of helpful hints for dementia-friendly homes.
22	<a href="https://webgate.ec.europa.eu/eipaha/news/index/show/id/344">https://webgate.ec.europa.eu/eipaha/news/index/show/id/344</a> BE	European Innovation Partnership on Active and Healthy Ageing (EIPAHA)	Bruges is a pioneering city in dementia-friendly communities. Their initiatives include: - symbol system to identify businesses and services in the city which are safe places for people with dementia. - local police have developed a database of people living with dementia so if they are confused they can be tracked easily
23	<a href="http://www.moma.org/meetme/about/index">http://www.moma.org/meetme/about/index</a> USA	Museum of Modern Art (MoMA): Alzheimer's Project	Outreach program for people with Alzheimer's and their partner to learn about and participate in artistic activities in an enjoyable and thought-provoking environment that fosters the preservation of dignity among those affected. Also an outlet for support between individuals affected by dementia
24	<a href="http://www.minnpost.com/cityscape/2013/05/toward-making-twin-cities-dementia-friendly-community">http://www.minnpost.com/cityscape/2013/05/toward-making-twin-cities-dementia-friendly-community</a> USA	Alzheimer's Working Group (committee organized by state legislature)	Statewide campaign involving 50 community organizations seeking to help communities support people with Alzheimer's - helping organization leaders (like Pastors, Rabbis, etc) to recognize symptoms and refer to help - helping organization be sensitive to needs of

			<p>residents with Alzheimer's</p> <ul style="list-style-type: none"> <li>- educating first responders to recognize people with cognitive disabilities</li> <li>- raise public awareness, diminish stigma</li> </ul>
25	<p><a href="http://www.alzheimerthunderbay.ca/default.asp?pgid=108">http://www.alzheimerthunderbay.ca/default.asp?pgid=108</a></p> <p>CAN</p>	Alzheimer's Society, Thunder Bay	Intergenerational Art Program, stimulating creativity while fostering compassion, awareness and community engagement.
26	Journal of integrated care International	Journal of integrated care	Dementia friendly communities aren't just confined to care homes or residential facilities. Many people with dementia, particularly early-stage, live at home. DFCs are safe, welcoming, accessible and enjoyable places. Six design principles: familiarity, legibility, distinctiveness, accessibility, comfort, safety,
27	Reviews in Clinical Gerontology – Cambridge University Press  UK	Reviews in Clinical Gerontology – Cambridge University Press	<p>Details key findings from research of how outdoor spaces, built environment and everyday technologies affect the quality of life of people living with dementia.</p> <p>Evaluation of dementia-capable communities is currently absent in the literature and is needed to develop this care model.</p>