Dementia Singapore

SBS Transit

FIND YOUR WAY

A collaborative nationwide dementia-friendly wayfinding initiative



ABOUT THIS RESOURCE

This publication was developed to help institutions and organisations that may be interested in implementing dementia-friendly wayfinding in their facilities. It details our thought process and the lessons we have learned over the development and implementation of Find Your Way Phase 1.

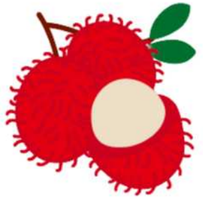
Find Your Way Phase 1 involved reviewing wayfinding in four Bus Interchanges and five MRT Stations and the features implemented were based on constraints within an existing built-up infrastructure.











ACKNOWLEDGEMENTS

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MADE FOR GOOD

Made for Good
Health-focused design social enterprise
for their generous support in curating and designing this publication

FOREWORD

Dementia affects far more than memory — it impacts daily routines, relationships, independence, and overall quality of life. Maintaining independence, especially through wayfinding, is crucial, because as dementia progresses, navigation and mobility become challenging, reducing autonomy.

Person-centred environments support People Living With Dementia (PLWD). Just like prosthetic devices help those with physical disabilities, environmental 'prostheses' — clear signage, pictorial cues, and familiar landmarks — help them navigate and preserve familiarity.

This inspired the Find Your Way initiative, empowering individuals with dementia to navigate public transport independently. Bringing it into libraries, schools, and community spaces not only supports PLWDs, but also builds awareness and understanding.

These efforts contribute to Singapore's vision of a dementia-inclusive society — enabling dignity, independence, and meaningful living for all.



Associate Professor Philip Yap
Chairman, Dementia Singapore

NOTE FROM EMILY

I might be living with cognitive impairment, but I still travel by bus and MRT independently. Public transport is my main way to get around, and I want to stay independent for as long as I can. That's why I've been involved in the Find Your Way initiative with Dementia Singapore and SBS Transit since 2021.

For people with mild cognitive impairment or early-stage dementia, fear of getting lost and social isolation are major challenges. Colour-coded murals, clear floor arrows, and dedicated signage help users regain confidence, supported by trained staff, Caring Commuter Champions, and Dementia Go-To Points.

Bus interchanges can be confusing, especially older ones with many unlabeled entry and exit points. Precise directional arrows are crucial to guide commuters to the right bus berth. For MRT stations, the focus is on helping users find their exit from the gantry.

Even small errors in signage can cause stress, so our goal is a clear, consistent, and comprehensive system to help people with mild dementia travel safely and independently across Singapore.



Emily Ong
Dementia Expert by Experience

Emily Ong is a Dementia Expert by Experience, patient and consumer advocate with a special interest in environment and dementia, rehabilitation, disability rights, employment, women and care partners, and a member of the Find Your Way Phase 1 working team.



Image credit: Dementia Singapore

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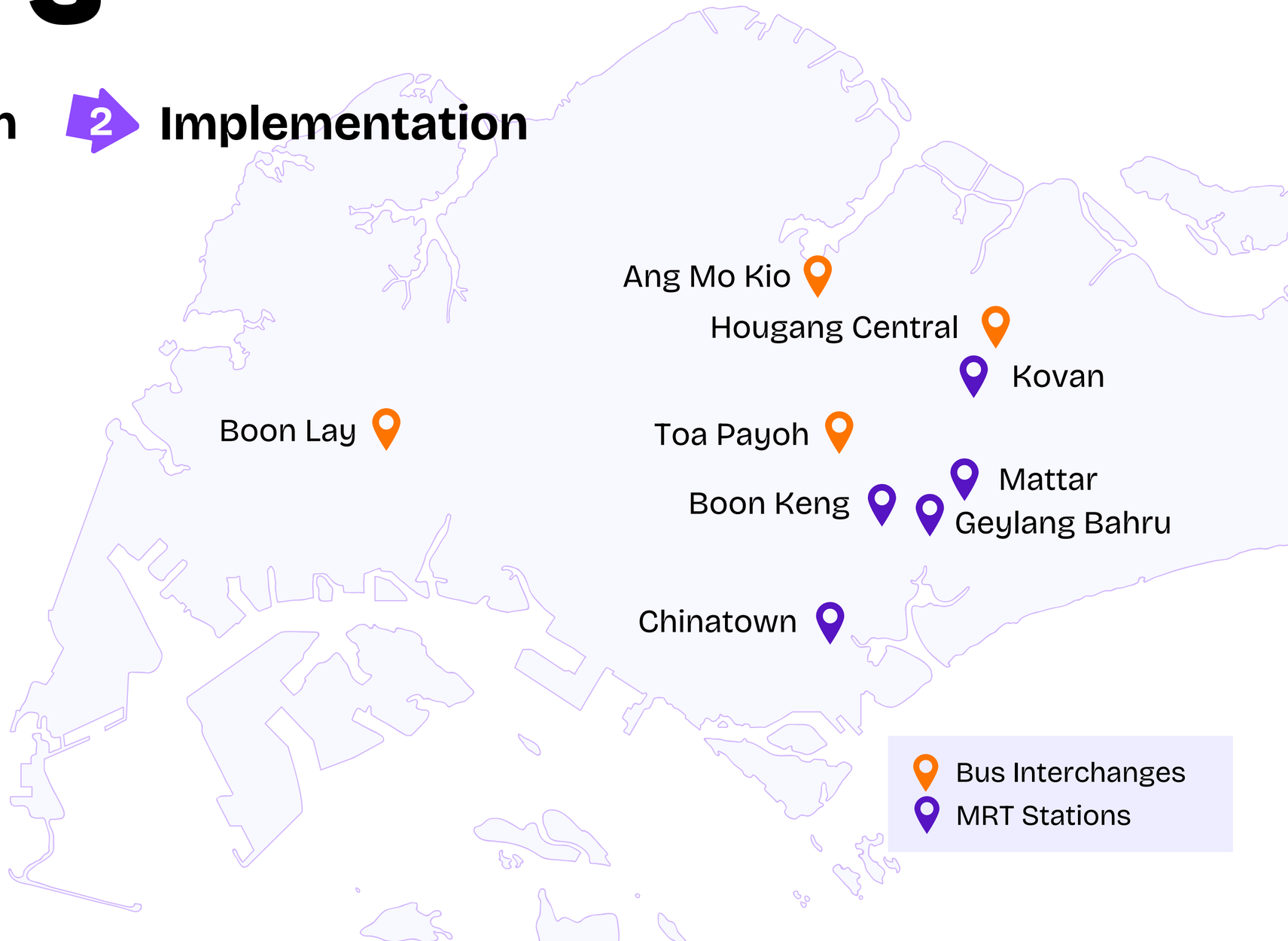


OUR MISSION

Find Your Way is part of our efforts to build a dementia-inclusive Singapore, empowering persons living with dementia to travel on our public transport independently.

This initiative is co-developed with persons living with dementia, referencing international dementia-friendly design principles and implemented in the cultural context of Singapore.



Image credit: Dementia Singapore

OUR BEGINNINGS

Inspired by the mural wayfinding project in Kebun Baru [1], SBS Transit established the “Find Your Way” (FYW) project in collaboration with Dementia Singapore and persons living with dementia.

FYW aims to make navigation around existing bus interchanges and MRT stations more accessible for persons living with dementia.

It also seeks to highlight how a dementia-inclusive environment empowers persons living with dementia to continue living well and stay meaningfully involved in the community.



Image credit: SBS Transit

[1] Dementia Singapore. (2021). Finding My Way Home.
Retrieved from: https://dementia.org.sg/2021/06/22/finding-my-way-home/. Accessed on 23 Nov 2023.

WHO WE HELP



Persons with mild dementia

FYW empowers them to navigate public transport nodes independently.



Persons with moderate dementia and accompanying caregivers

FYW wayfinding pictograms can be used by caregivers to engage with their loved ones along their journeys.



Higher functioning persons with other disabilities

SELECTION OF TRANSPORT NODES AND LIMITATIONS

Existing transport hubs with a high elderly crowd were chosen for the first phase of FYW and included a mix of bus interchanges and MRT stations. Working with existing facilities and infrastructure limited the design solutions which had to be sustainable in terms of implementation and maintenance, and yet appropriate for our target audience.

Lighting types and levels might not be optimal for the elderly or those with dementia.

Glare and changing light conditions in open-air environments could diminish the effectiveness of some features.

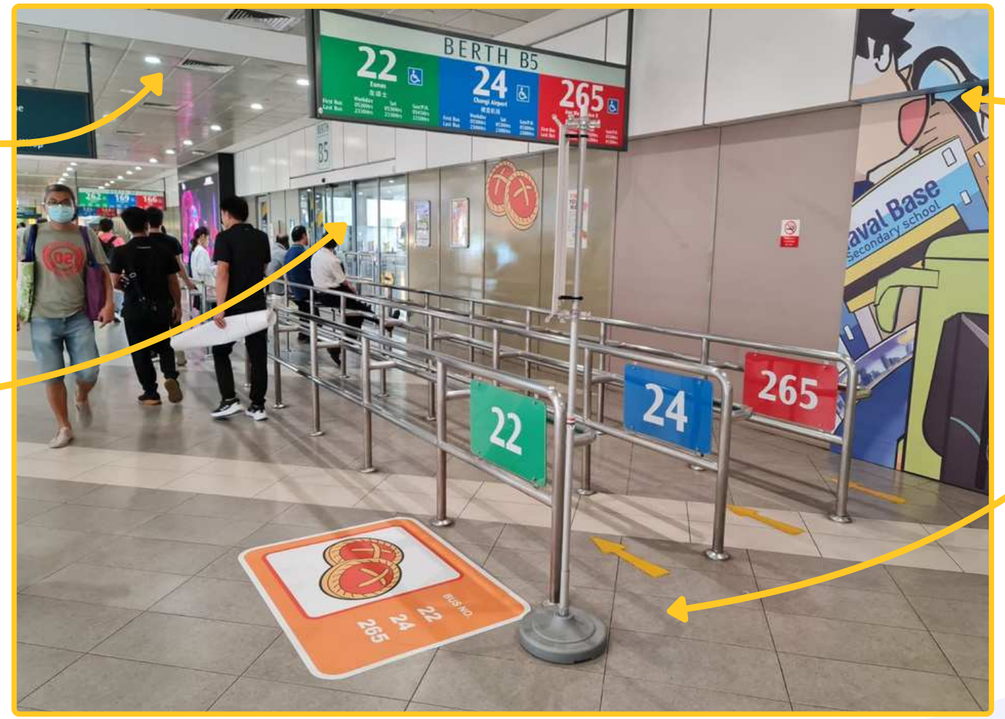


Image credit: Dementia Singapore

Existing signage and advertising created visual “noise” and a complex field of view.

Background materials and finishes could create distraction and confusion, as well as affect practical implementation.

SITE SURVEY: BUS INTERCHANGES

The main wayfinding challenge for bus interchanges is the difficulty in locating the correct boarding berth for the target bus service in the midst of the myriads of other berths and bus routes/numbers.

The existing system identifies berths by numbers which can also be confused with bus numbers when there are cognitive and memory impairments.



Image credit: Dementia Singapore

SITE SURVEY: BUS INTERCHANGES

Identification Signage

Mounted at high level with multiple colours used to differentiate the different bus numbers within that berth. These same 3-4 colours are repeated for all the berths.

Additional hip-level signs are mounted on the barriers separating the queues for different buses within that berth. Sometimes the bus numbers are also painted on the floor.

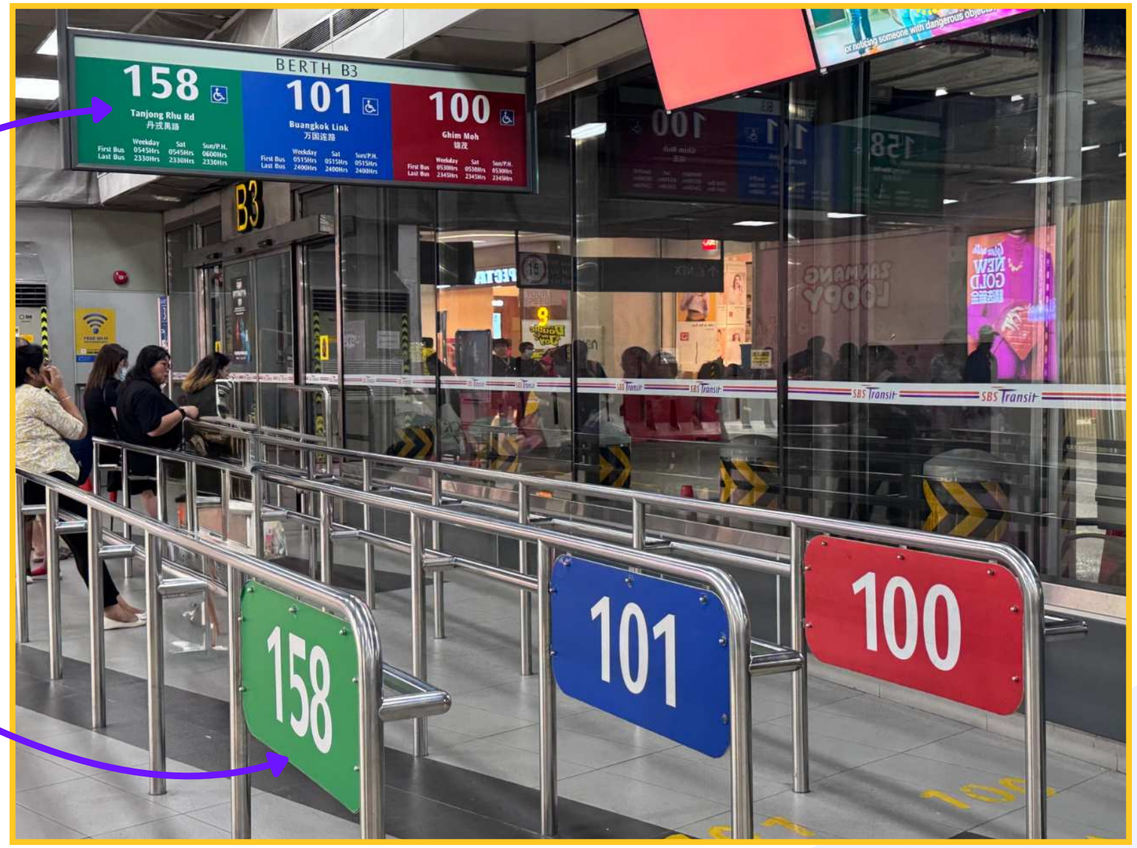


Image credit: Dementia Singapore

SITE SURVEY: BUS INTERCHANGES

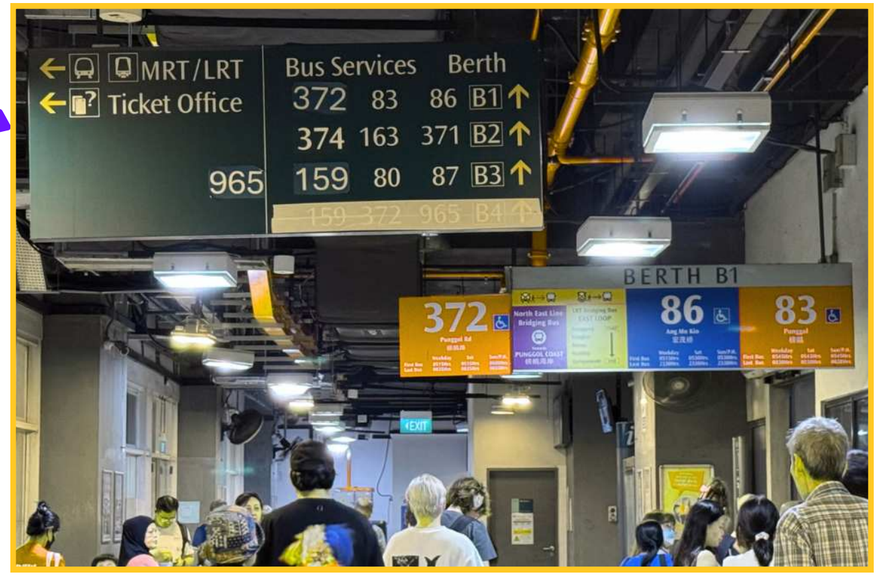
Directional Signage

Displayed with white text on dark background providing good contrast. Text sizes are not very large, and the multiple sets of numbers - berth and bus numbers, may be confusing. Signage is mounted at top level which may affect its visibility for persons with dementia.

Informative Signage

TV screens showing bus and berth numbers, bus arrival times, and destinations. Labels are only in English. Multiple numbers and information make the signage busy and confusing.

Common bus depot layouts are arranged linearly and spread over the perimeter of the pedestrian area. Some berths may be a long distance from where one alights or enters the interchange.

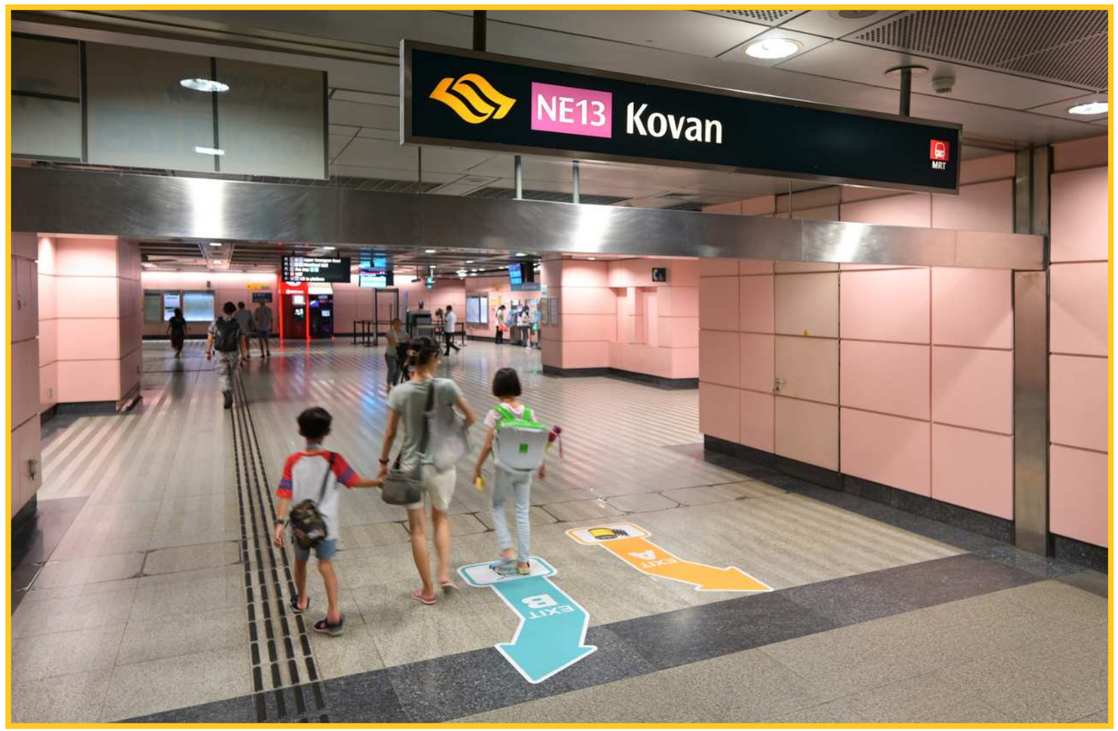




Images credit: Dementia Singapore

SITE SURVEY: MRT STATIONS

Wayfinding in MRT stations is generally more straightforward whereby the main wayfinding task is to locate the desired exit after alighting from the train.





Images credit: SBS Transit

SITE SURVEY: MRT STATIONS

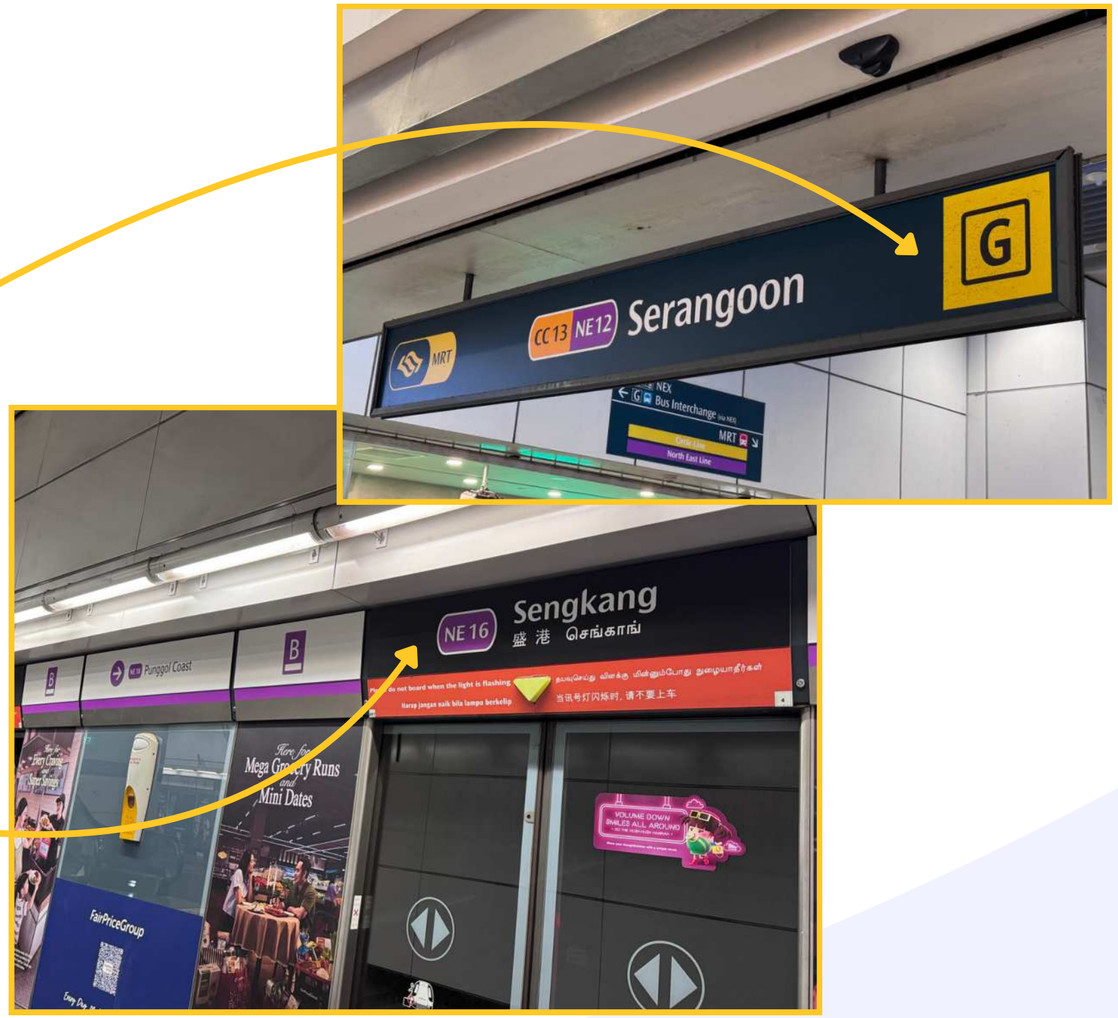


Identification Signage

Exit identification signage with yellow background and black lettering provides good contrast. MRT exits are differentiated using letters, although the newer Thomson-East Coast line stations use numbers for different exits.

Different MRT lines are colour-coded and uses abbreviated letters. E.g. NE refers to North East line and CC refers to Circle line.

Platform identification signage aid users to identify the correct direction. Station name in high contrast lettering and multiple languages, in addition to colour-coded line information.



Images credit: Dementia Singapore

SITE SURVEY: MRT STATIONS



Image credit: Dementia Singapore

Directional Signage

The different MRT exits with their respective places of high interest in white letters against dark background make them easy to see. Signage is however wordy and the multiple information makes it difficult to comprehend.

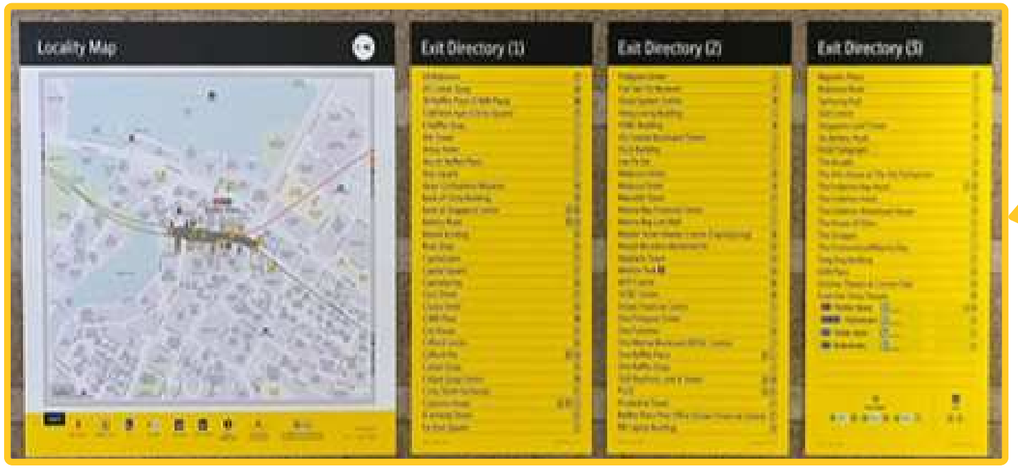
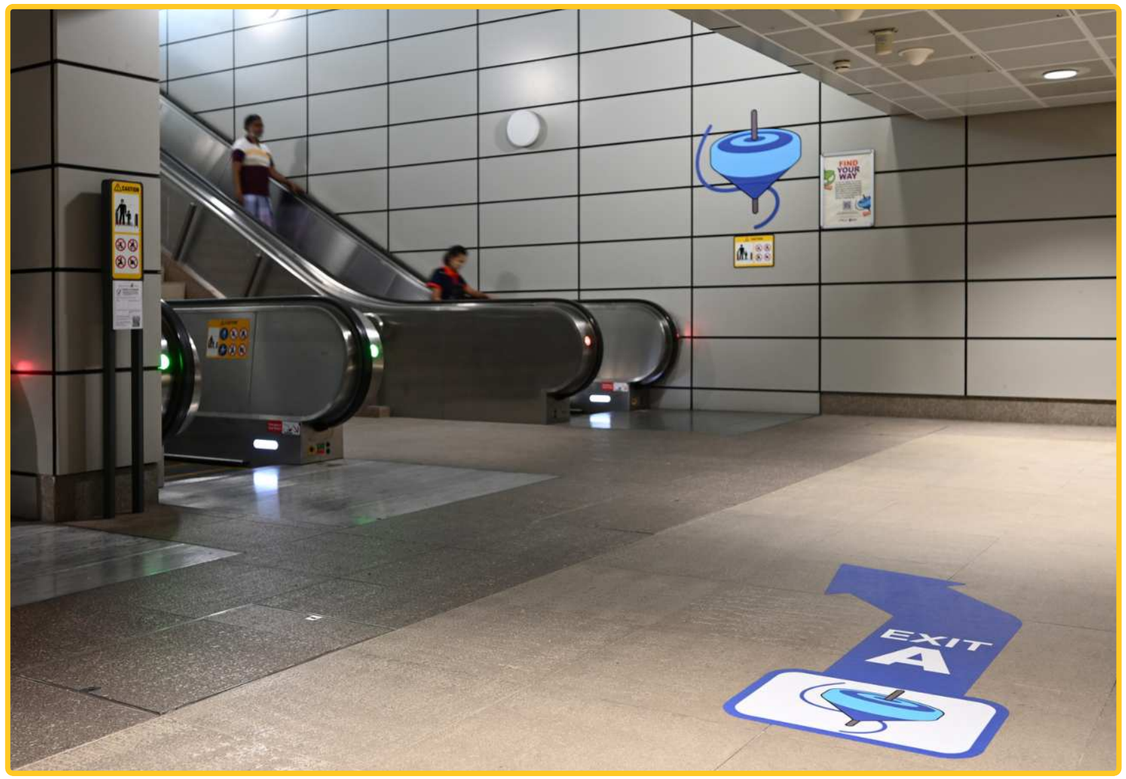


Image credit: Dementia Singapore volunteer Jin Lim-MacGeoch

Informative Signage

Maps and directories showing key buildings nearby and the relevant exits. They are generally too wordy and confusing for persons living with dementia.

FIND YOUR WAY FEATURES





Images credit : SBS Transit

FYW features include alternative directional signage in the form of floor arrows, and identification signage on walls, pillars and floor to increase legibility and familiarity to aid in navigation for persons living with dementia.

DIRECTIONAL SIGNAGE

Directional signage used in FYW makes use of directional arrows placed on the floor to show the way to MRT exits or bus berths. The directional arrows were placed on the floor to accommodate the typical downward gaze of persons living with dementia and in order not to compete with existing high-level signage.



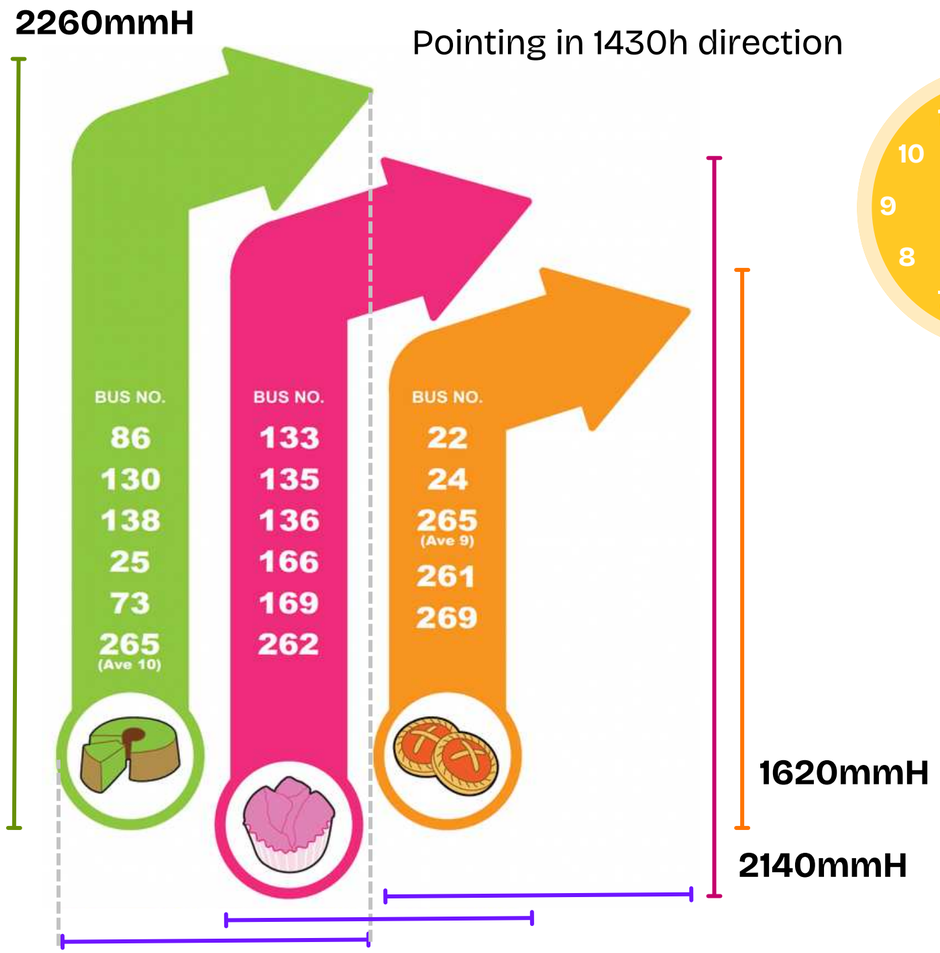


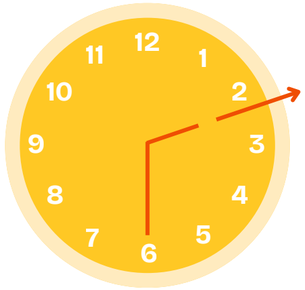
Images credit : SBS Transit

Contrasting colours with unique pictograms of familiar heritage or cultural items was used to differentiate each exit or bus berth. Careful attention must also be paid to the angles of the arrows as slight differences could confuse persons living with dementia as to which way to proceed. The size of the arrows and related font sizes had to be large enough to maximise legibility as these signs were installed in high traffic areas.

DESIGN LANGUAGE

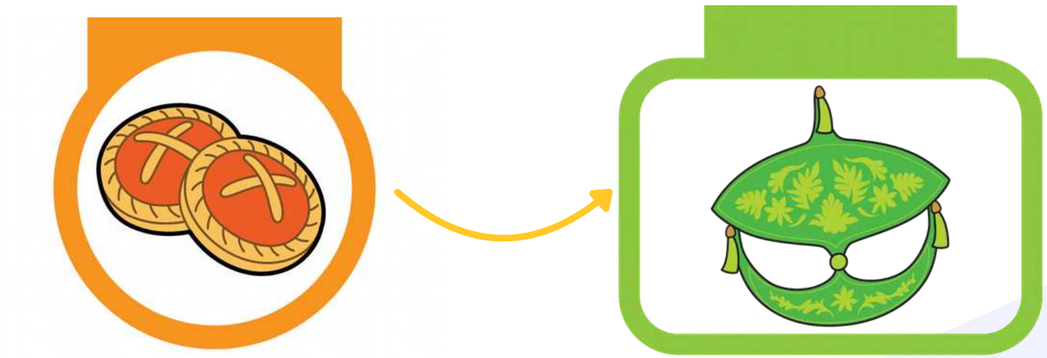
DIRECTIONAL SIGNAGE





The angle of arrow heads were carefully calibrated in order not to mislead commuters. A tip is to use the numbers on a clock to indicate the direction and angle.

Circular shapes in the floor directional signage evolved into rectangular ones which are larger and more prominent.



DESIGN LANGUAGE

DIRECTIONAL SIGNAGE

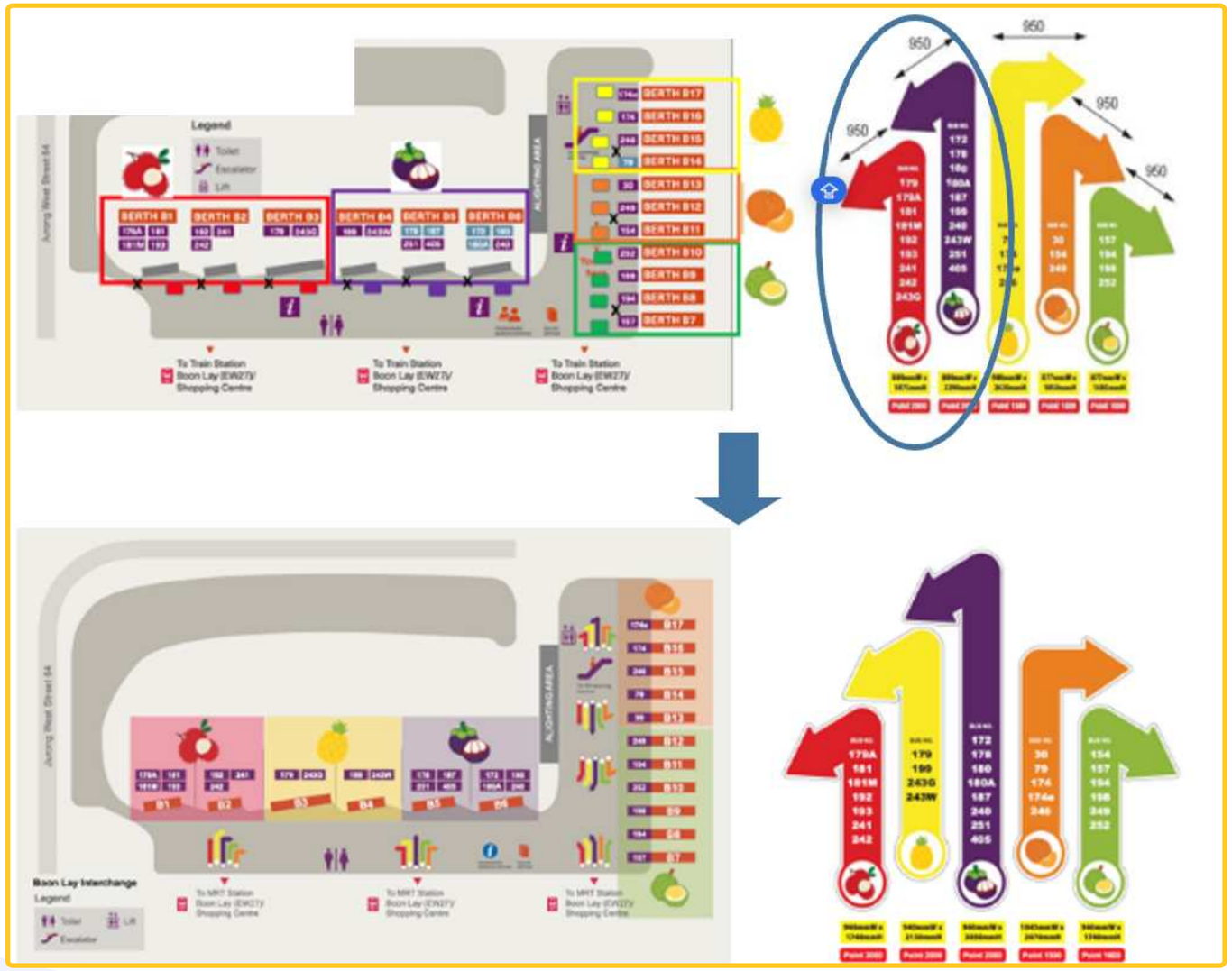


Image credit: SBS Transit

The length of arrows is generally indicative of proximity, where longer arrows represent locations further away.



SITE ZONING



DIRECTIONAL SIGNAGE

Consider the amount of information in each floor directional signage. Grouping of berths may require adjustment for greater clarity.

For example: Zoning of this bus interchange was amended to take into consideration the number of buses listed in each floor directional arrow. The original proposal on the top had 9-10 bus numbers in some arrows. The revised layout on the bottom, reduced this to a more manageable number.

WHERE IS BEST?

DIRECTIONAL SIGNAGE

Ideally located at decision-making points and likely points of confusion, such as, entry and exit points, and along long corridors.

Ensure that the directional signage are placed a distance away from high traffic junctions and yet still within line of sight, e.g. in front of escalators or gantries.

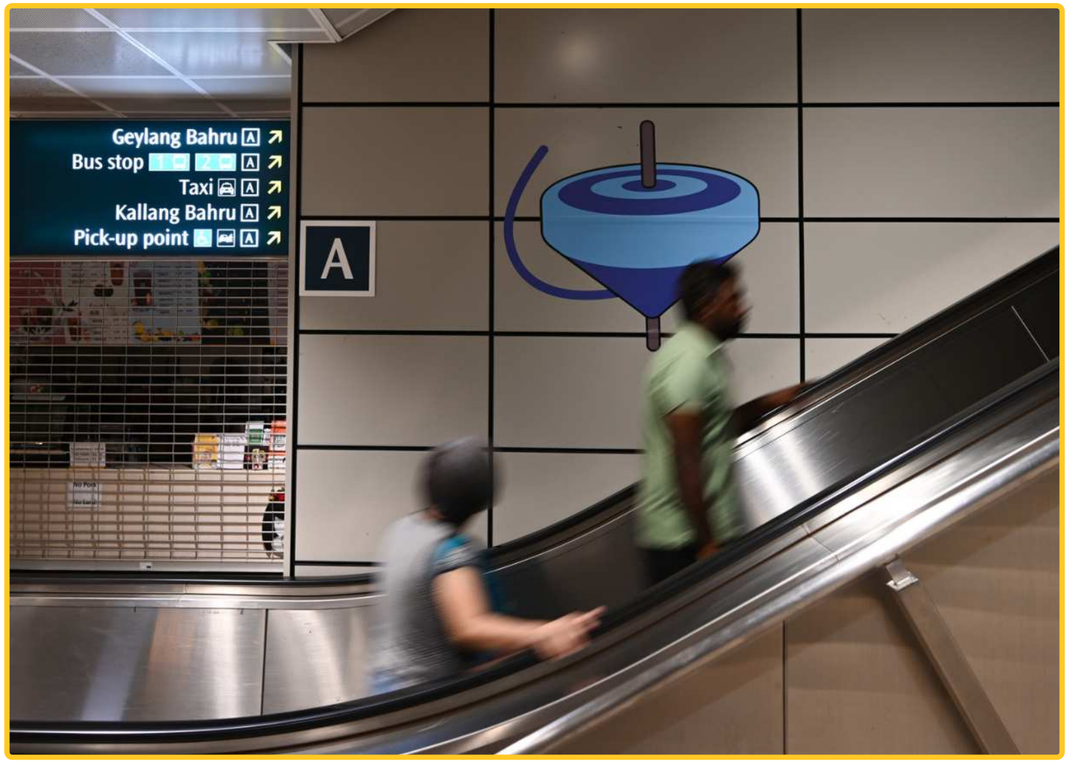
Number of signage and distance between each signage to be spaced out and adequate so there is prompt visual cues as reminders.



Image credit: Dementia Singapore

IDENTIFICATION SIGNAGE

The identification signage used in FYW were placed either on walls/pillars, or on the floor near the bus berths or MRT exits in large size so that they can be seen from some distance away.





Images credit: SBS Transit

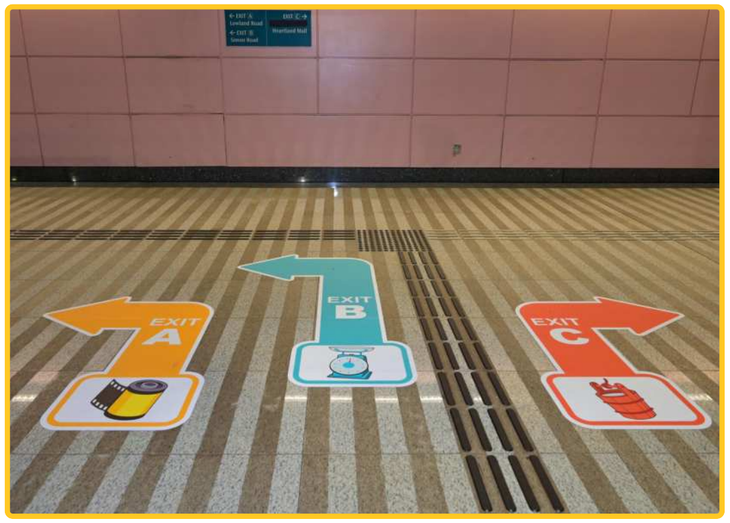
DESIGN LANGUAGE

IDENTIFICATION SIGNAGE

Utilising carefully selected and colour-coded pictograms to identify the different MRT exits and groups of boarding bus berths, the colours used must be bright and eye-catching, and incorporated into the identification signage.

If the signage background featured patterns, tiles, or panels, a white border or frame was added to make the floor identification signage more prominent.







Images credit : SBS Transit

SITE & SIZING

IDENTIFICATION SIGNAGE

The size of the identification signage used was calibrated to be viewed from a distance. It was also influenced by the surroundings – whether there were other visual elements adjacent which might compete for attention and reduce legibility.



Images credit : SBS Transit

The identification signage on the left, upon review, was assessed to be unnoticable in the midst of other surrounding visuals.

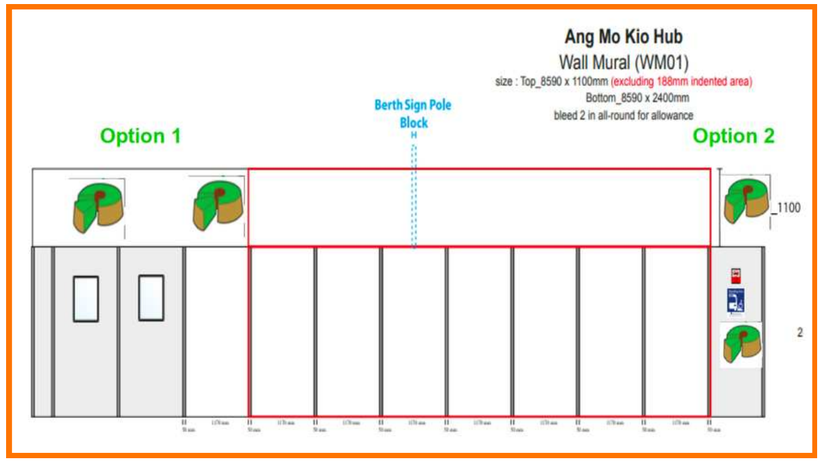
Size of identification signage in subsequent locations were ensured to be large enough, ideally at least 1m in height and width, with the Exit included, to make them prominent as shown in the image on the right.



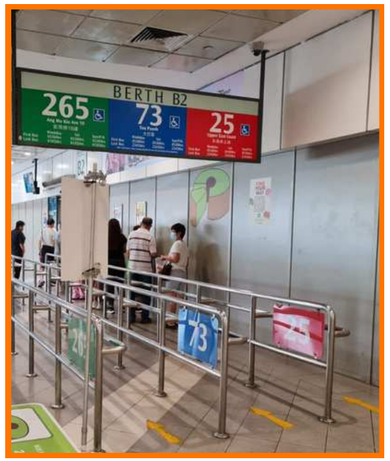
WHERE IS BEST?

IDENTIFICATION SIGNAGE

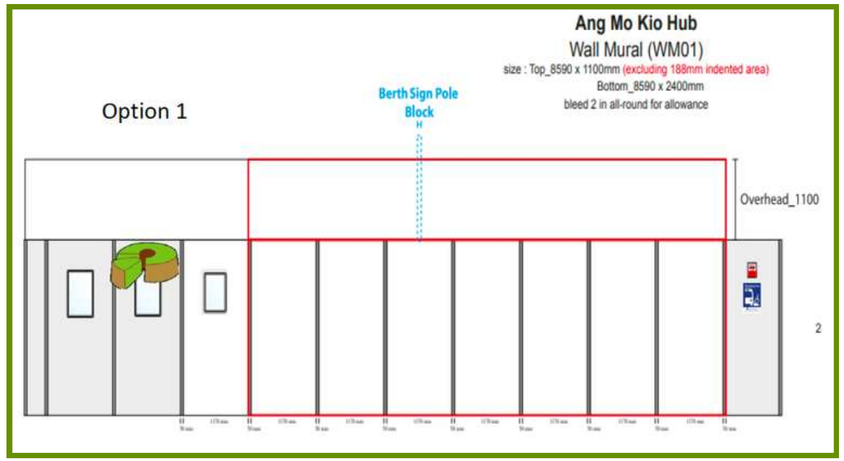
Placement was constrained by which surfaces were available in each location and what angle the signage would be viewed from. Again, legibility is key. Signage should be placed at eye-level and not too high as persons with dementia has downward gaze.



Original proposal



Images credit : SBS Transit



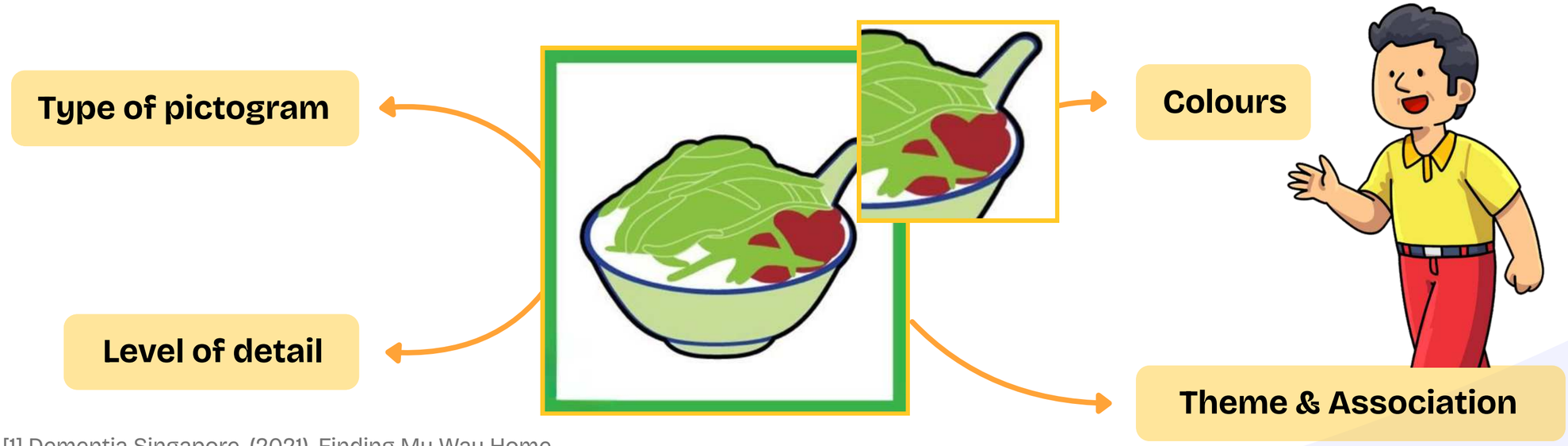
New proposal

For example: The original proposal for the location of an identification signage (above, left) was selected during a site recce. Unfortunately, it was not at eye-level and would be obscured by the existing ceiling-hung signage from certain angles. (above, centre). An alternative location was ultimately selected (above, right).

PICTOGRAMS

With the success of the murals used in the Kebun Baru wayfinding project [1], pictograms used in FYW were developed in a similar way to identify different target locations within the transport nodes. In the MRT stations, pictograms were used to identify different exits, whereas in the bus interchanges, pictograms were used to demarcate zones and identify groups of boarding berths.

Many factors were considered in the design of the pictograms to make them as legible and effective as possible to persons living with dementia. These include:



[1] Dementia Singapore. (2021). Finding My Way Home.
Retrieved from: https://dementia.org.sg/2021/06/22/finding-my-way-home/. Accessed on 23 Nov 2023.

TYPE

PICTOGRAMS

Different levels of abstraction were considered – e.g. icon, sketch or image. The abstract iconic symbol of shapes can sometimes be misinterpreted by persons with dementia.

Too much detail in an image, on the other hand, confuse persons living with dementia as the excess information reduces legibility. As such, a realistic and recognisable drawing was chosen.

Final selected detail

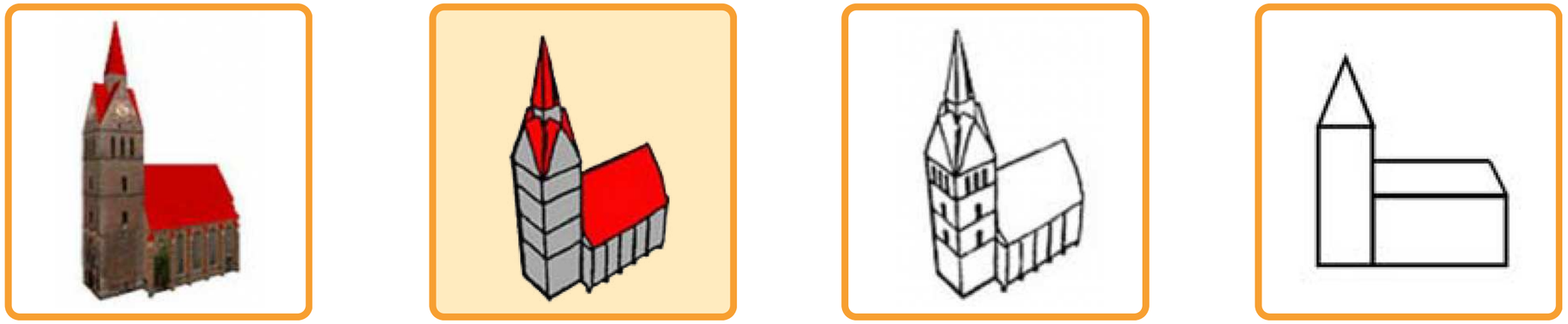


Image | **Drawing** | **Sketch** | **Iconic symbol**

Increasing detail

Increasing abstraction (risk of misinterpretation)

Image source : Elias, Birgit & Paelke, Volker & Kuhnt, Sascha. (2005). Concepts for the Cartographic Visualization of Landmarks.

DETAILS

Details are important to help persons living with dementia make sense of the item. But the level of details should be appropriate. While the details are important, it should not take the attention away from the object. For example:



Initial draft of chendol developed for Mattar (DT25) MRT Station. Details on the green jelly were not prominent and looked like green slime.



2nd draft used a lighter colour as outline to define the green jelly, and more details were included. Unfortunately, the lines proved too distracting for persons with dementia.



Eventual mural used - Lighter colour to define the jelly was retained. But the number of lines as details to define the jelly was reduced.

COLOURS

PICTOGRAMS

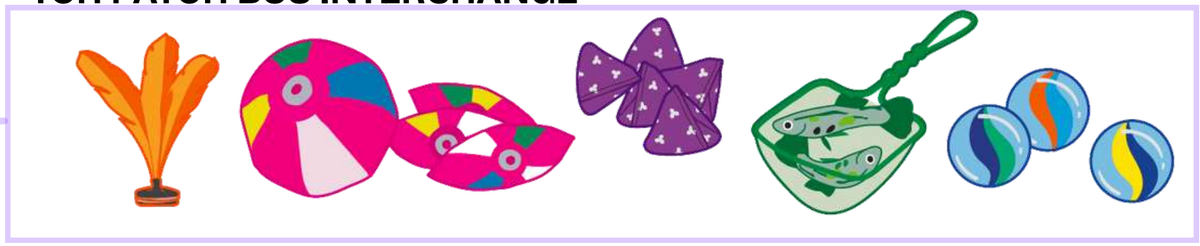
Bright colours were chosen to increase visibility.

Each pictogram in each station/interchange had a distinct primary colour to make them more distinctive within that location. E.g. Red lantern, green telephone, brown basket, etc.

No shadows or shading were used to keep the images simple and two dimensional.

The number of colours used in each pictogram was limited to 3-4 to reduce confusion.

TOH PAYOH BUS INTERCHANGE



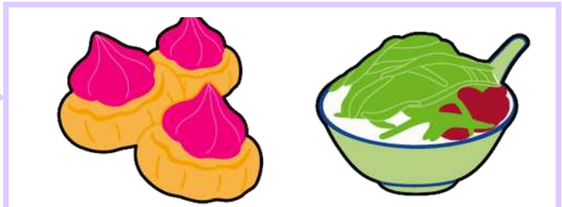
CHINATOWN MRT



ANG MO KIO BUS INTERCHANGE



MATTAR MRT



Contrast between the colours and use of black outlines to accentuate the image were also considered to increase readability.



THEME & ASSOCIATION

Cultural and historical references to the location were a consideration factor in the choice of theme and pictogram.

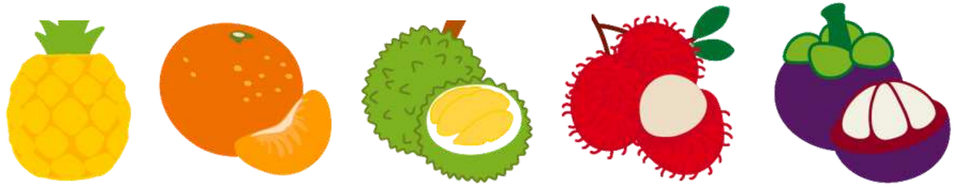
Reminiscence is a valuable engagement strategy used with persons living with dementia. Hence, the use of nostalgic items enable them to connect to the things they are familiar with and can relate to. This familiarity is also helpful to improve memory recall.



Image credit : SBS Transit

PICTOGRAMS

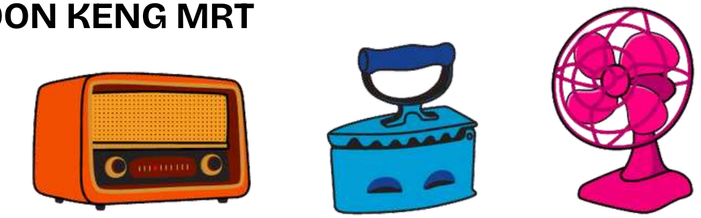
BOON LAY BUS INTERCHANGE



GEYLANG BAHRU MRT



BOON KENG MRT



KOVAN MRT

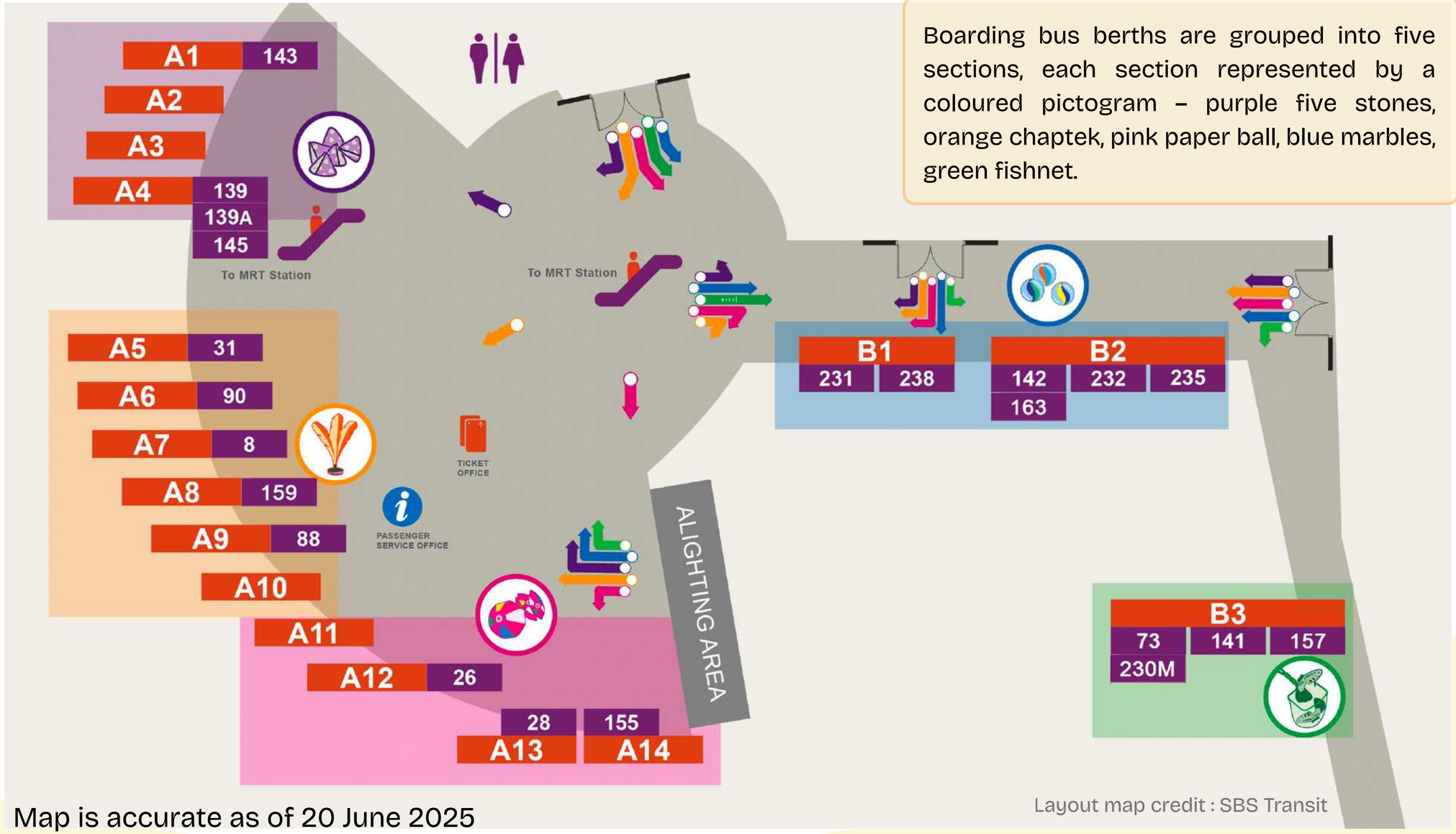


OUR ISLANDWIDE CASE STUDIES



TOA PAYOH BUS INTERCHANGE

Boarding bus berths are grouped into five sections, each section represented by a coloured pictogram – purple five stones, orange chaptek, pink paper ball, blue marbles, green fishnet.



Map is accurate as of 20 June 2025

Layout map credit : SBS Transit

TOA PAYOH BUS INTERCHANGE

Floor directional signage were placed at the main entrances and exits into Toa Payoh Bus Interchange. Specifically, near the alighting area within the bus interchange, entrance from Toa Payoh HDB Hub atrium beside Breadtalk, near the escalators from Toa Payoh MRT Station Exit A, and exit from HDB Hub.



Image credit : SBS Transit

Wall identification signage were placed on walls and pillars nearby to the berth to help commuters associate and identify their desired bus berth with the coloured pictogram.



Image credit : Dementia Singapore

THEME AND ASSOCIATED PICTOGRAMS IN TOA PAYOH BUS INTERCHANGE

Childhood games was the theme for the pictograms used in Toa Payoh Bus Interchange. These included five stones, chaptek, paper balls, marbles, and fishnet.



Boarding Bus Berths A1-A4
Five stones is a traditional game popular with children in the kampong days.



Boarding Bus Berths A5-A10
Chaptek is played by kicking the feathered shuttlecock to keep it in the air for as long as possible.



Boarding Bus Berths A11-A14
The traditional paper ball is light and easy to inflate, a fun game to pass time with friends.



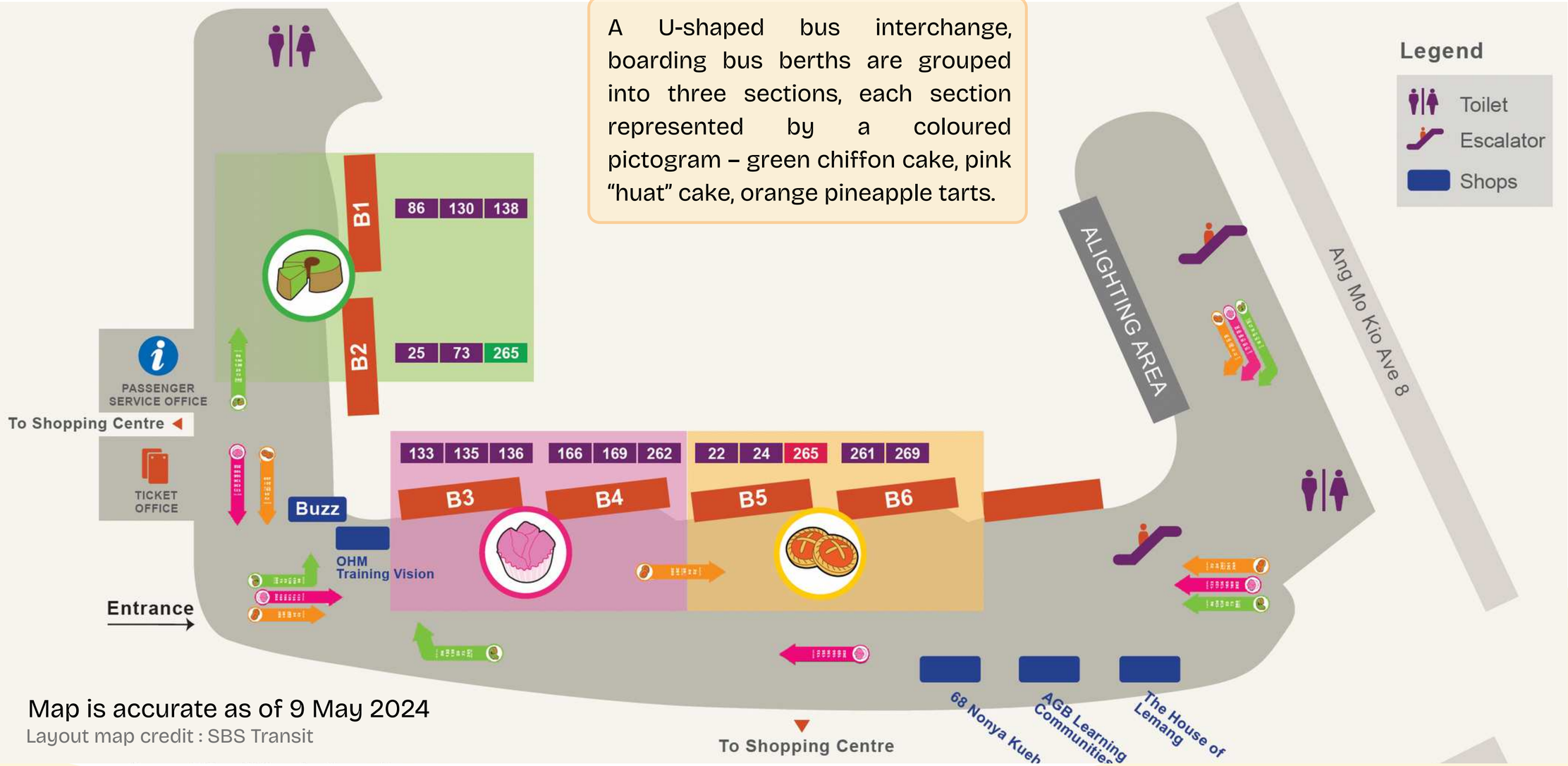
Boarding Bus Berths B1-B2
Another popular game in olden days, it is played by throwing one's marble into a drawn circle on the ground to displace an opponent's marbles.



Boarding Bus Berths B3-B4
Known as longkang fishing, children will visit canals and streams to catch small fishes in the kampong days.

ANG MO KIO BUS INTERCHANGE

A U-shaped bus interchange, boarding bus berths are grouped into three sections, each section represented by a coloured pictogram – green chiffon cake, pink "huat" cake, orange pineapple tarts.



Map is accurate as of 9 May 2024

Layout map credit : SBS Transit

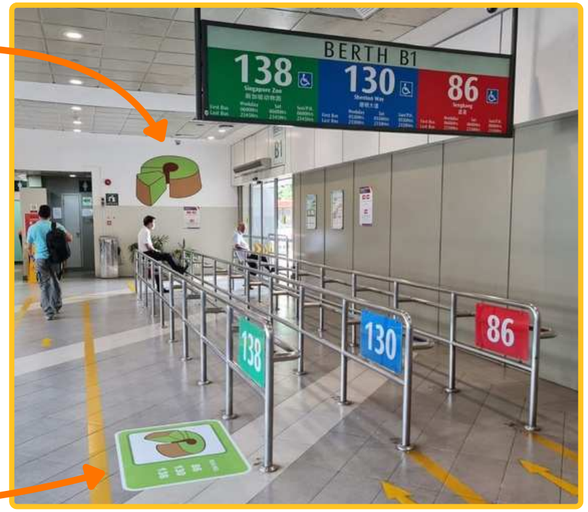
ANG MO KIO BUS INTERCHANGE

Floor directional signage were placed at key decision-making points in Ang Mo Kio Bus Interchange, including a set at the alighting area, entrance into the bus interchange from Ang Mo Kio Ave 8 and AMK Hub. Floor directional signage were also placed along the long stretch of the interchange to guide commuters to their desired berths.



Wall identification signage were strategically placed to identify each section of bus berths.

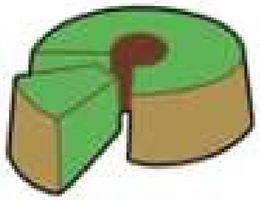
Individual bus berths also had floor identification signage to reinforce association between pictogram and bus numbers.



Images credit : Dementia Singapore

THEME AND ASSOCIATED PICTOGRAMS IN ANG MO KIO BUS INTERCHANGE

Traditional delights commonly found in many of the food centres in the mature estate were chosen for the pictograms used in Ang Mo Kio Bus Interchange.



Boarding Bus Berths B1-B2
The pandan cake is also known as Singapore's national cake.



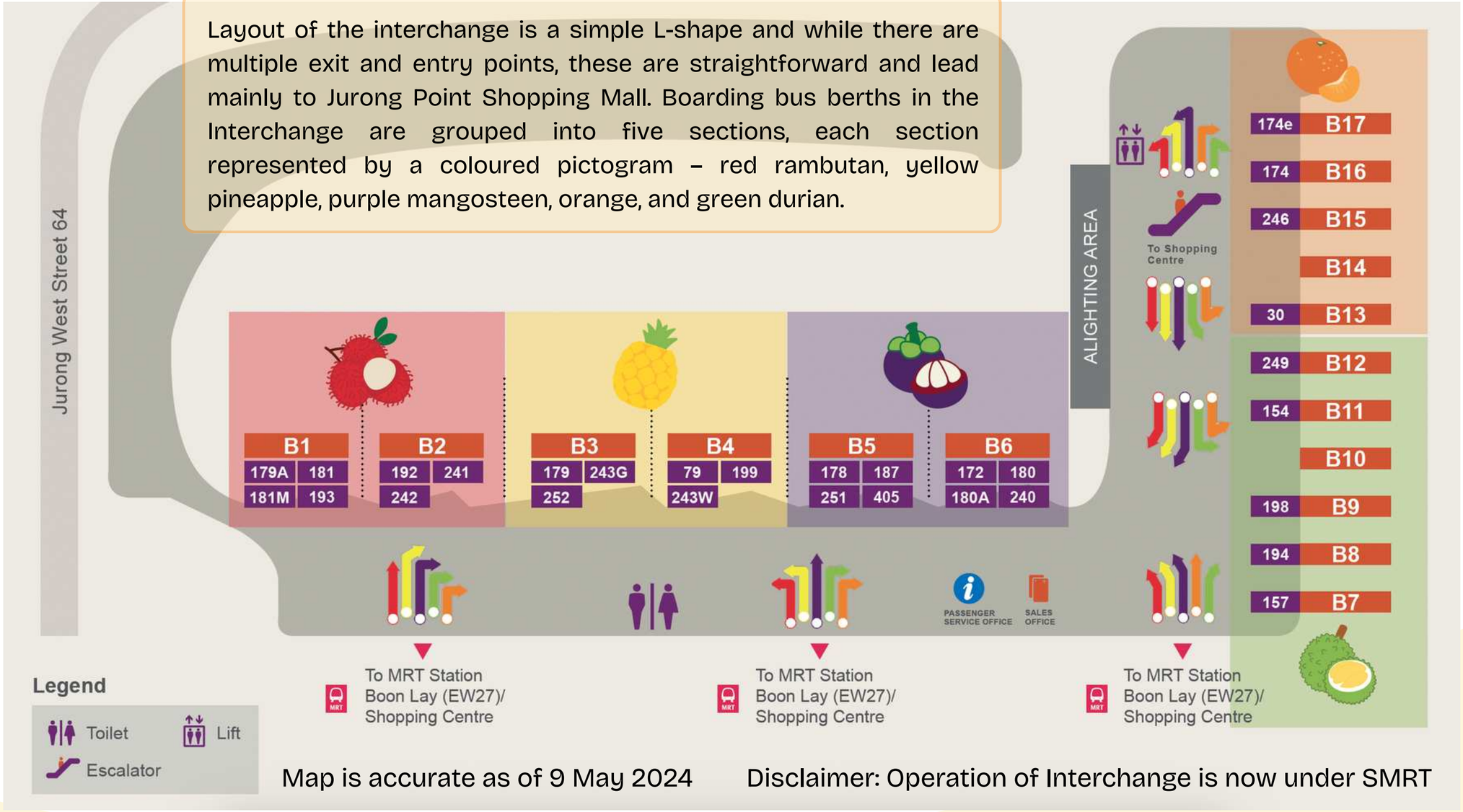
Boarding Bus Berths B3-B4
The huat kueh is a traditional steamed cake that symbolises prosperity.



Boarding Bus Berths B5-B6
Symbolising good fortune and luck, the pineapple tart is served during festivities, especially the Lunar New Year.

BOON LAY BUS INTERCHANGE

Layout of the interchange is a simple L-shape and while there are multiple exit and entry points, these are straightforward and lead mainly to Jurong Point Shopping Mall. Boarding bus berths in the Interchange are grouped into five sections, each section represented by a coloured pictogram – red rambutan, yellow pineapple, purple mangosteen, orange, and green durian.



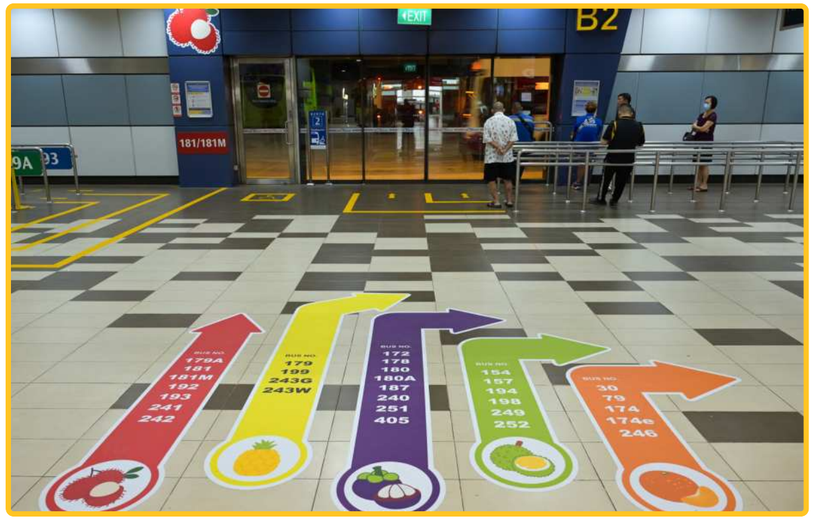
Map is accurate as of 9 May 2024

Disclaimer: Operation of Interchange is now under SMRT

Layout map credit : SBS Transit

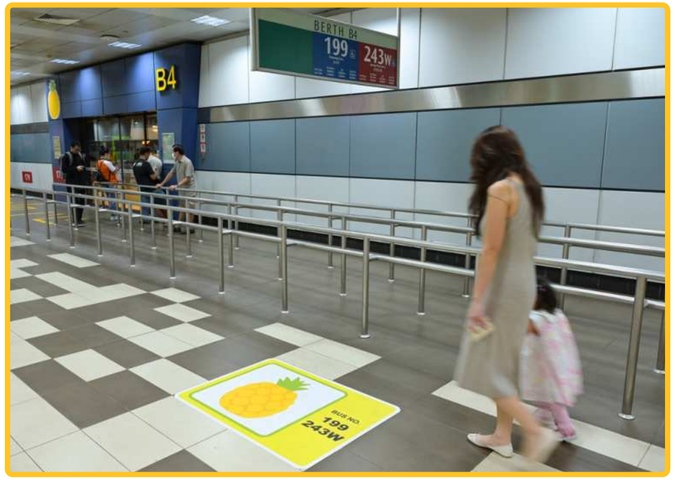
BOON LAY BUS INTERCHANGE

Floor directional signage were placed at the three entrances from Jurong Point Shopping Mall into the bus interchange, near the escalator to the Shopping Mall, and near the alighting berth within the bus interchange.



Wall identification signage were placed on walls to group the boarding bus berths into five sections, each section represented by a coloured pictogram.

Individual bus berths also had floor identification signage to reinforce association between pictogram and bus numbers.

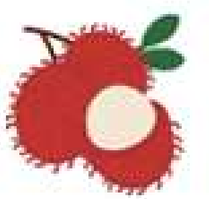




Images credit :
SBS Transit

THEME AND ASSOCIATED PICTOGRAMS IN BOON LAY BUS INTERCHANGE

Tropical fruit pictograms used in Boon Lay Bus Interchange pay homage to the area's rich cultural history of fruit plantations.



Boarding Bus Berths B1-B2
The rambutan fruit evokes memories of picking and savoring this delectable fruit with joy and wonder.



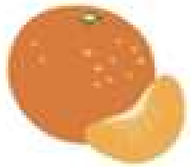
Boarding Bus Berths B3-B4
The pineapple is embraced by the Chinese as a symbol of luck and wealth, and has a sweet and tart taste.



Boarding Bus Berths B5-B6
“Queen of Fruits”, the Chinese believe that the mangosteen is “cooling” for the body.



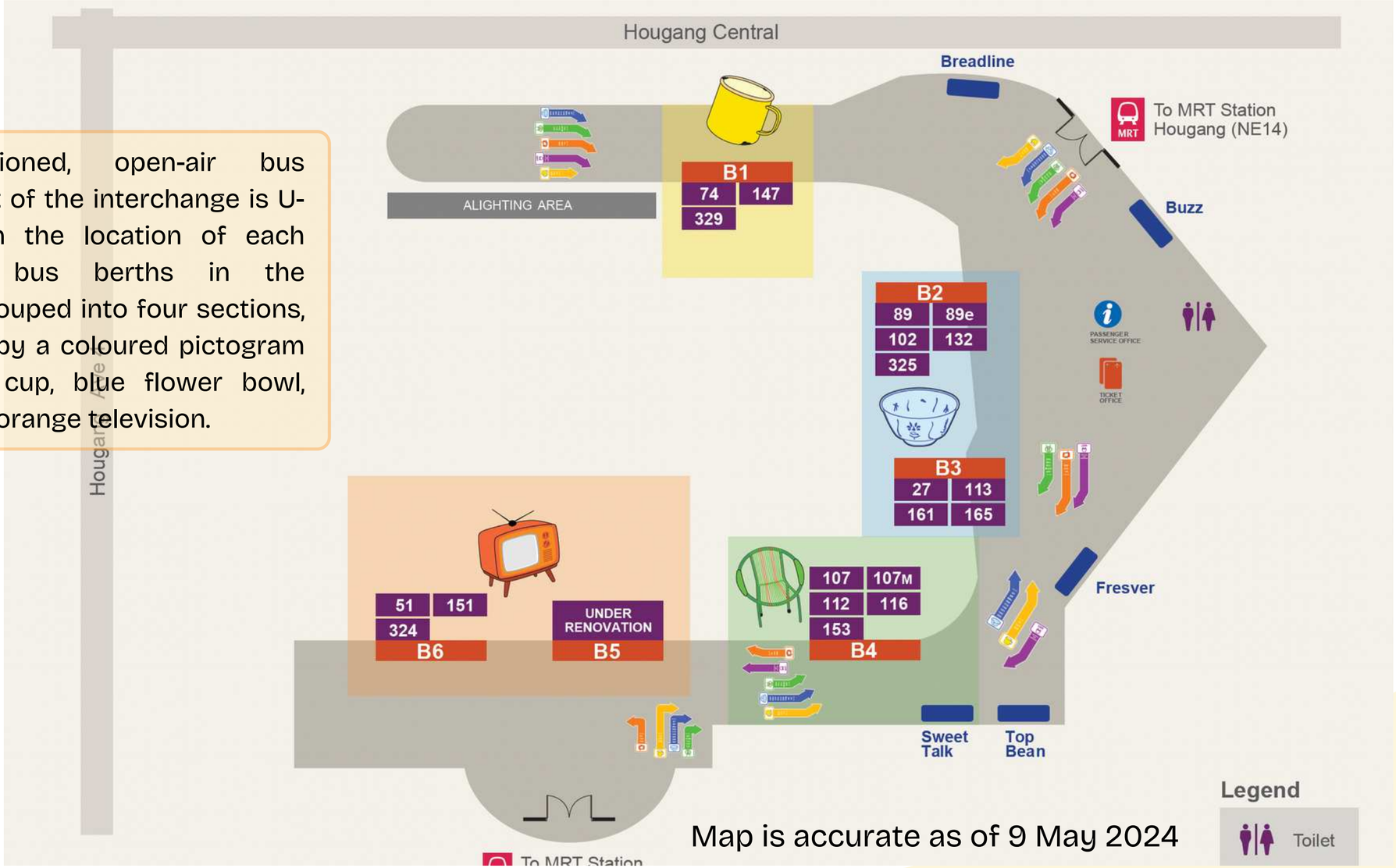
Boarding Bus Berths B7-B12
Recognised as the “King of Fruits” in Southeast Asia, the durian fruit is an acquired taste – you either love it or you don’t!



Boarding Bus Berths B13-B17
Commonly exchanged in pairs during Chinese New Year, mandarin oranges symbolise fortune and is high in Vitamin C.

HOUGANG CENTRAL BUS INTERCHANGE

A non-air-conditioned, open-air bus interchange, layout of the interchange is U-shaped. Based on the location of each berth, boarding bus berths in the interchange are grouped into four sections, each represented by a coloured pictogram – yellow enamel cup, blue flower bowl, green rattan chair, orange television.



Layout map credit : SBS Transit

HOUGANG CENTRAL BUS INTERCHANGE

With a lack of walls and appropriately sized pillars for wall identification signage, wayfinding in Hougang Central Bus Interchange was solely dependent on floor signage placed in the interchange where visual reminders were required.

Floor directional signage were placed at high traffic entry points and obvious decision-making points. These include the alighting berth within the interchange, entry near the traffic light from Hougang Mall, and entrance from Hougang MRT Station Exit A.

Floor identification signage were placed at individual bus berths to reinforce association between pictogram and bus numbers.





Images credit : SBS Transit

THEME AND ASSOCIATED PICTOGRAMS IN HOUGANG CENTRAL BUS INTERCHANGE

The pictograms used in Hougang Central Bus Interchange were carefully selected to showcase traditional household items that evoke memories of the old kampong days.



Boarding Bus Berths B1
Commonly found in our grandparents' kitchens during the 1960s, the timeless enamel mug remains a popular item even today, especially for camping trips, owing to its lightweight nature.



Boarding Bus Berths B2-B3
The classic blue and white design of the porcelain bowl serves as a nostalgic reminder of the wide range of traditional tableware, which was commonly used in households during that era.

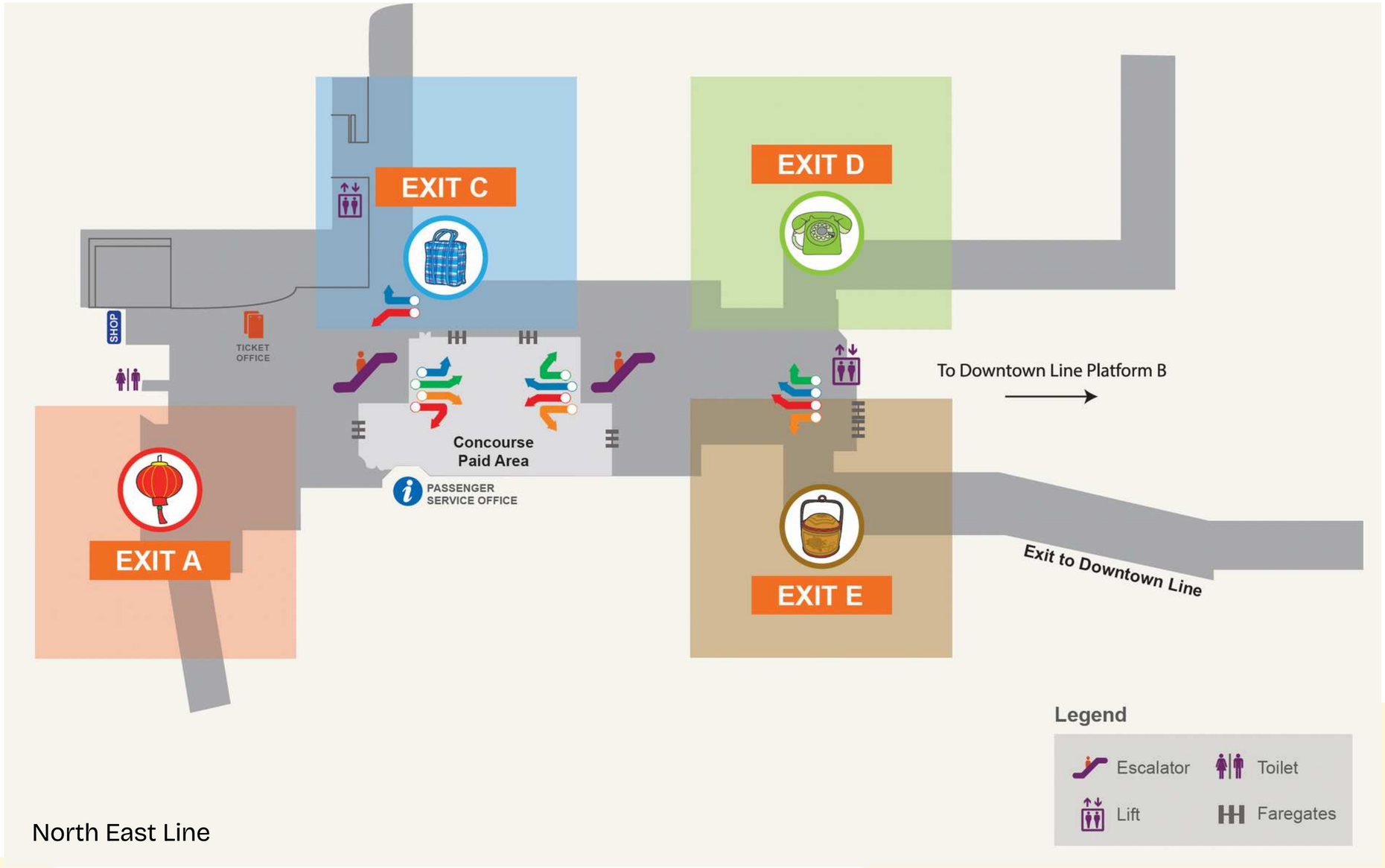


Boarding Bus Berths B4
The string chair, a household essential in the olden days, provided a cosy spot for our pioneers to sit back and relax while enjoying their favourite television shows.



Boarding Bus Berths B5-B6
The vintage television, once considered a luxurious item to own, now brings back fond memories of a time when the entire kampong would gather to watch and bond over television shows.

CHINATOWN MRT STATION NE4/DT19



North East Line

Layout map credit : SBS Transit

CHINATOWN MRT STATION NE4/DT19



Downtown Line

Layout map credit : SBS Transit

Chinatown MRT Station is an underground interchange station on the North East (NE) and Downtown (DT) lines. There are four exits in NE4 and two exits in DT19. Exit E in NE4 leads to Exit G in DT19. Hence, five different pictograms were chosen to represent the six exits, with Exits E and G having the same pictogram.

CHINATOWN MRT STATION NE4/DT19

Floor directional signage were placed near escalators within the concourse paid area in both NE4 and DT19, and at various exit gantries where wayfinding may be required.

Wall identification signage were also placed at the various exits.









Images credit : SBS Transit

THEME AND ASSOCIATED PICTOGRAMS IN CHINATOWN MRT STATION

Everyday items of yesteryears associated with the landmarks of each exit were chosen for the pictograms in Chinatown MRT Station.



Exit A (in NE4)
The red lantern reminds the elderly of traditional shophouses at Pagoda Street decorated with red lanterns.



Exit C (in NE4)
The blue plastic carrier bag is associated with shopping at People's Park Complex and OG Building.



Exit D (in NE4)
A rotary telephone represents the shops at People's Park Centre in the olden days.



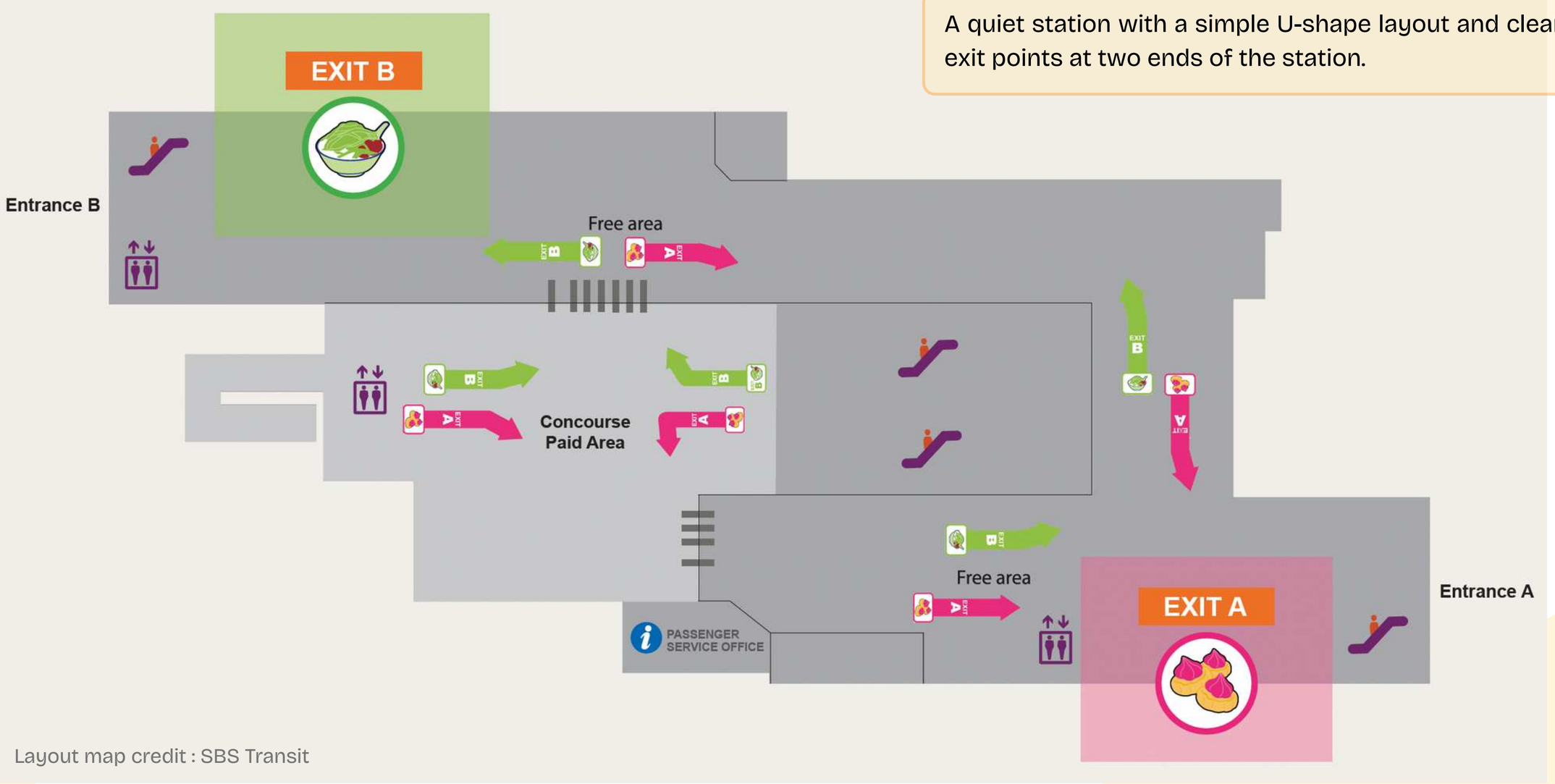
Exit E (in NE4) & G (in DT19)
The brown cylindrical bamboo basket, customary to Chinese weddings, reminds elderly of the shops selling bridal biscuits.



Exit F (in DT19)
The yellow enamelled tiffin carrier, also known as 'Tingkat', was chosen in view of the hawker stalls in the vicinity.

MATTAR MRT STATION DT25

A quiet station with a simple U-shape layout and clear exit points at two ends of the station.



Layout map credit : SBS Transit

MATTAR MRT STATION DT25

Floor directional signage were placed near escalators within the concourse paid area and at the two exit gantries, while wall identification signage were placed at the two exits.







Images credit : Dementia Singapore

THEME AND ASSOCIATED PICTOGRAMS IN MATTAR MRT STATION

At Mattar MRT Station, prominent landmarks of each exit were represented by pictograms featuring old-school treats that capture the spirit of the area.



Exit A

Gem biscuits, a beloved snack that many of us often enjoyed during our childhood, was chosen in view of the nearby schools.

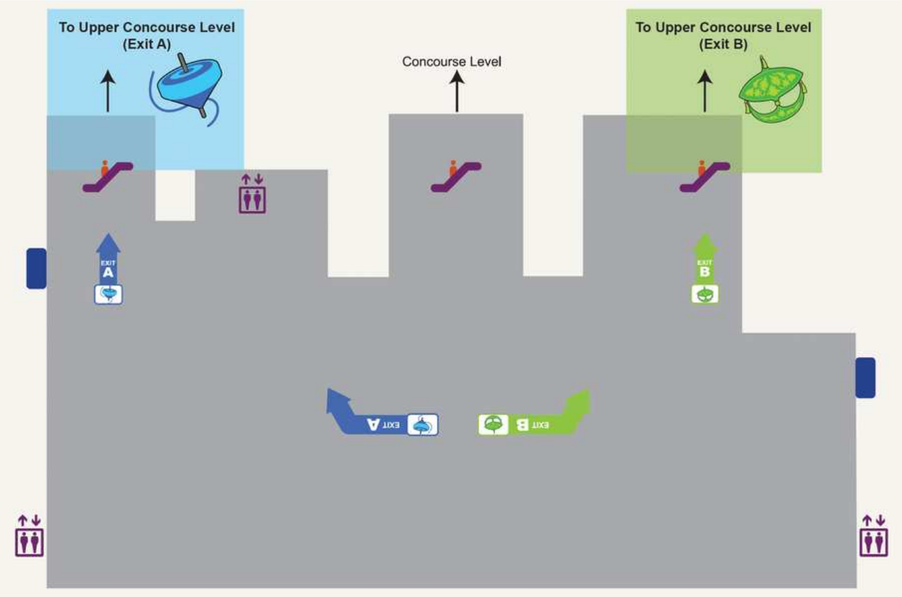


Exit B

The popular Asian dessert, Chendol, found in our local hawker centres reminds the elderly of the nearby Circuit Road Hawker Centre.

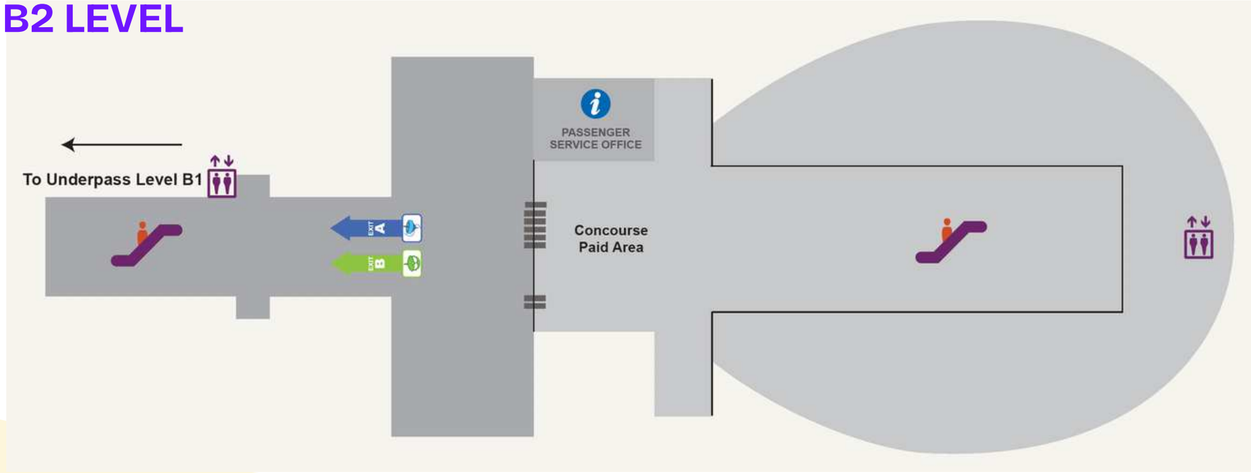
GEYLANG BAHRU MRT STATION DT24

B1 LEVEL

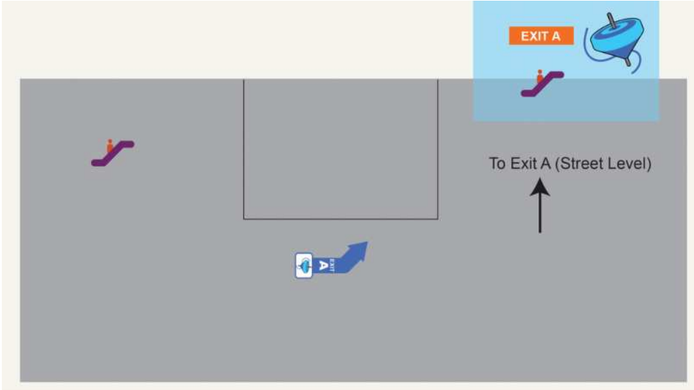


Although Geylang Bahru MRT Station is not crowded, there are multiple levels which can make navigation a challenge. The FYW features installed lead commuters through the multiple levels via the escalators to their desired Exit.

B2 LEVEL



STREET LEVEL - EXIT A



STREET LEVEL - EXIT B

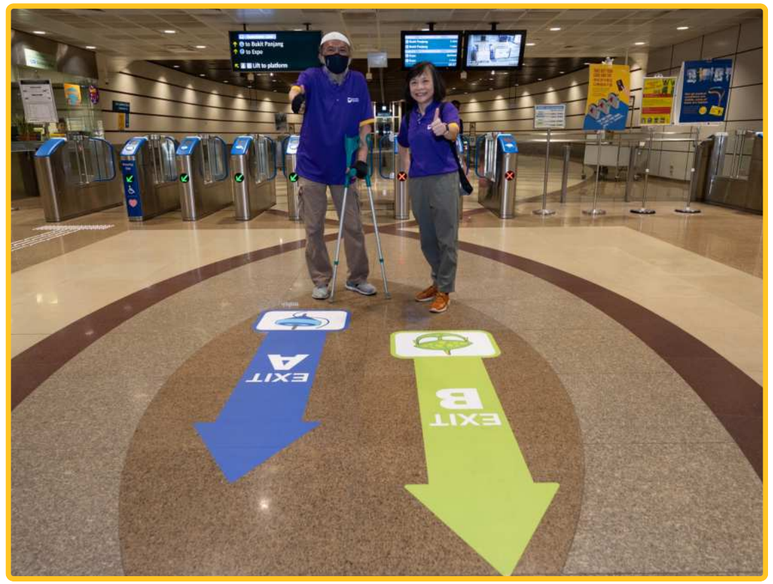


Layout map credit : SBS Transit

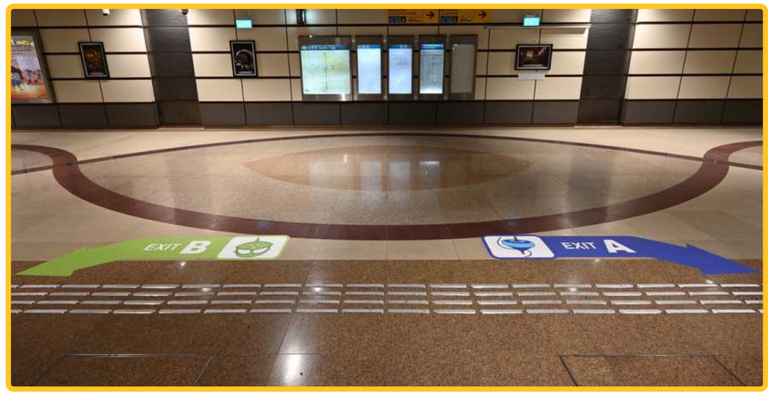
GEYLANG BAHRU MRT STATION DT24

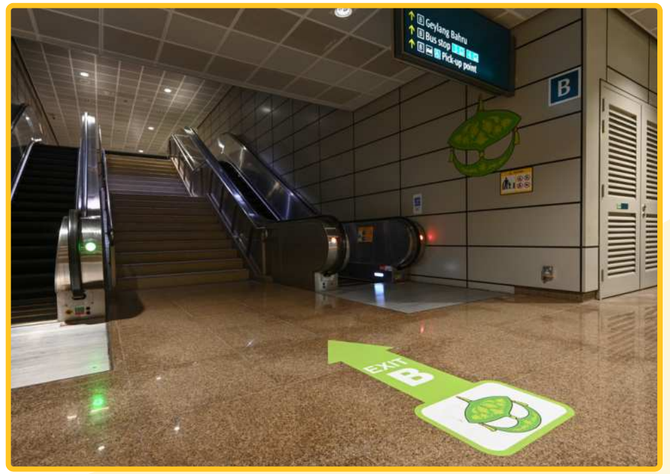
The floor directional signage at Geylang Bahru MRT Station aims to guide commuters to the two exits in the station—Exit A and Exit B. Signage was placed just after the gantry at the ticket concourse at B2 to lead commuters to B1 where a second set of floor directional signage guides commuters going to Exit A to turn right, and those going to Exit B to turn left.

Wall and floor identification signage were placed near the escalators to the respective exits as additional visual cues for assistance and assurance.









Images credit : SBS Transit

THEME AND ASSOCIATED PICTOGRAMS IN GEYLANG BAHRU MRT STATION

For the pictograms in Geylang Bahru MRT Station, we drew inspiration from traditional childhood games that were popular with the Malay community as the area was once home to the Malay Village (now known as Wisma Geylang Serai).



Exit A

Gasing was a popular game back in the kampong (village) days. Players spin a top and the one whose top spins the longest within a circle wins.

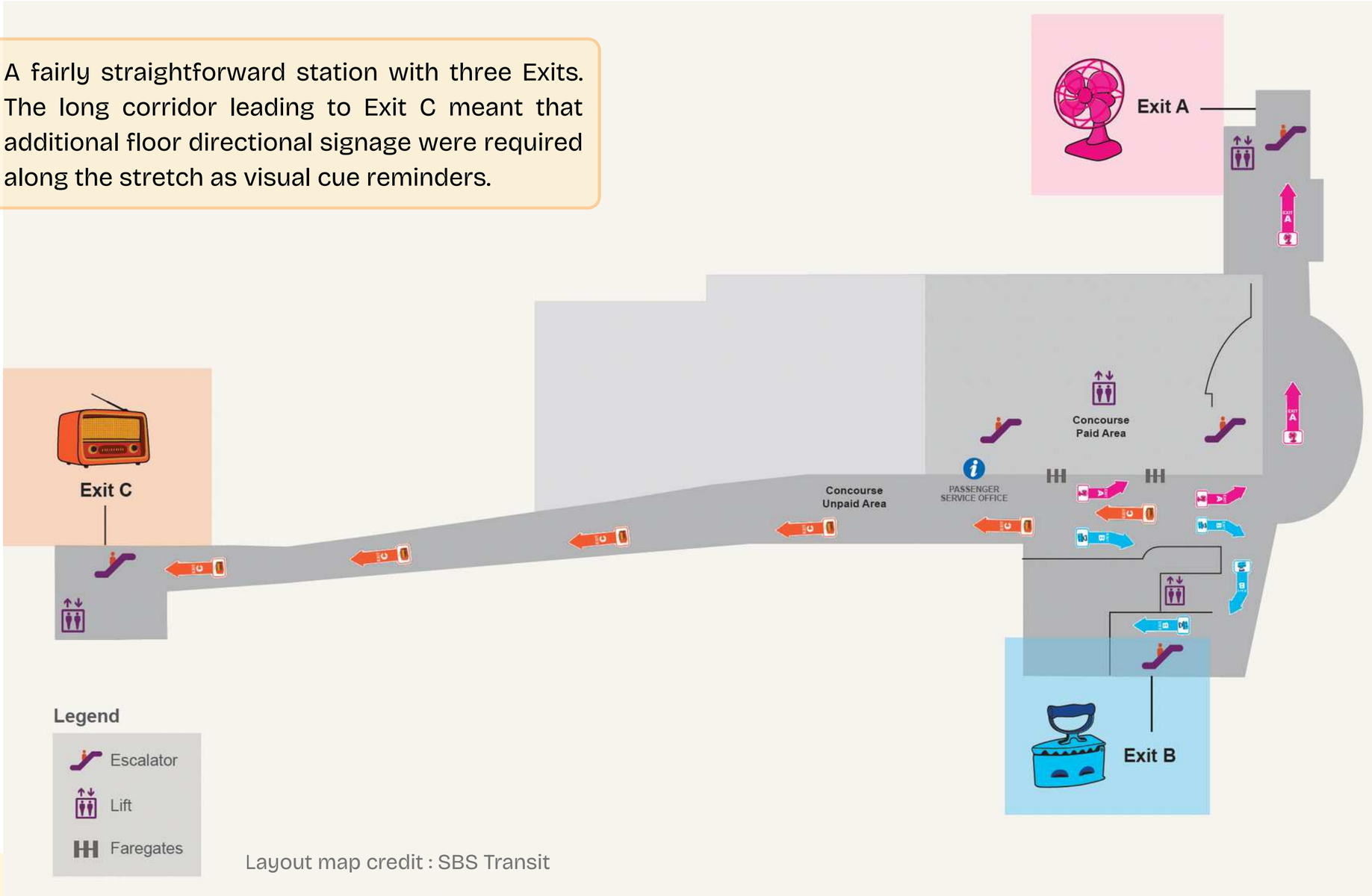


Exit B

Farmers used to fly the Wau Bulan, a beautifully and intricately crafted traditional kite, over their paddy fields to keep birds away.

BOON KENG MRT STATION NE9

A fairly straightforward station with three Exits. The long corridor leading to Exit C meant that additional floor directional signage were required along the stretch as visual cue reminders.



Layout map credit : SBS Transit

BOON KENG MRT STATION NE9

Floor directional signage at the two exit gantries guide commuters to the three exits – with the arrows pointing left for Exits A and B, and right for Exit C.

Wall and floor identification signage were placed near the escalators to the respective exits as additional visual cues for assurance.

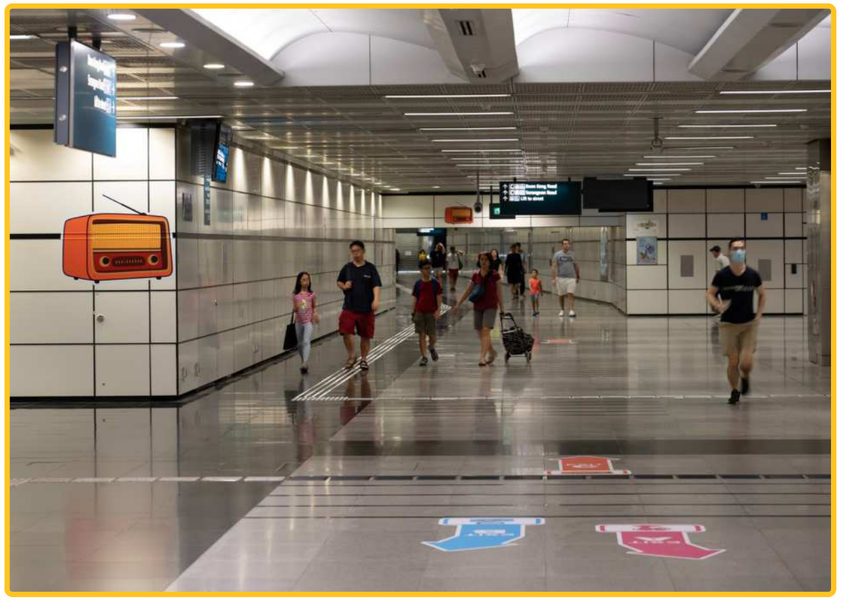


Image credit : SBS Transit







Images credit : Dementia Singapore

THEME AND ASSOCIATED PICTOGRAMS IN BOON KENG MRT STATION

The pictograms used in Boon Keng MRT Station feature household items of yesteryears, paying homage to the old shops and markets of the area.



Exit A
In the good old days, the table fan was a must-have household item to combat the sweltering heat.

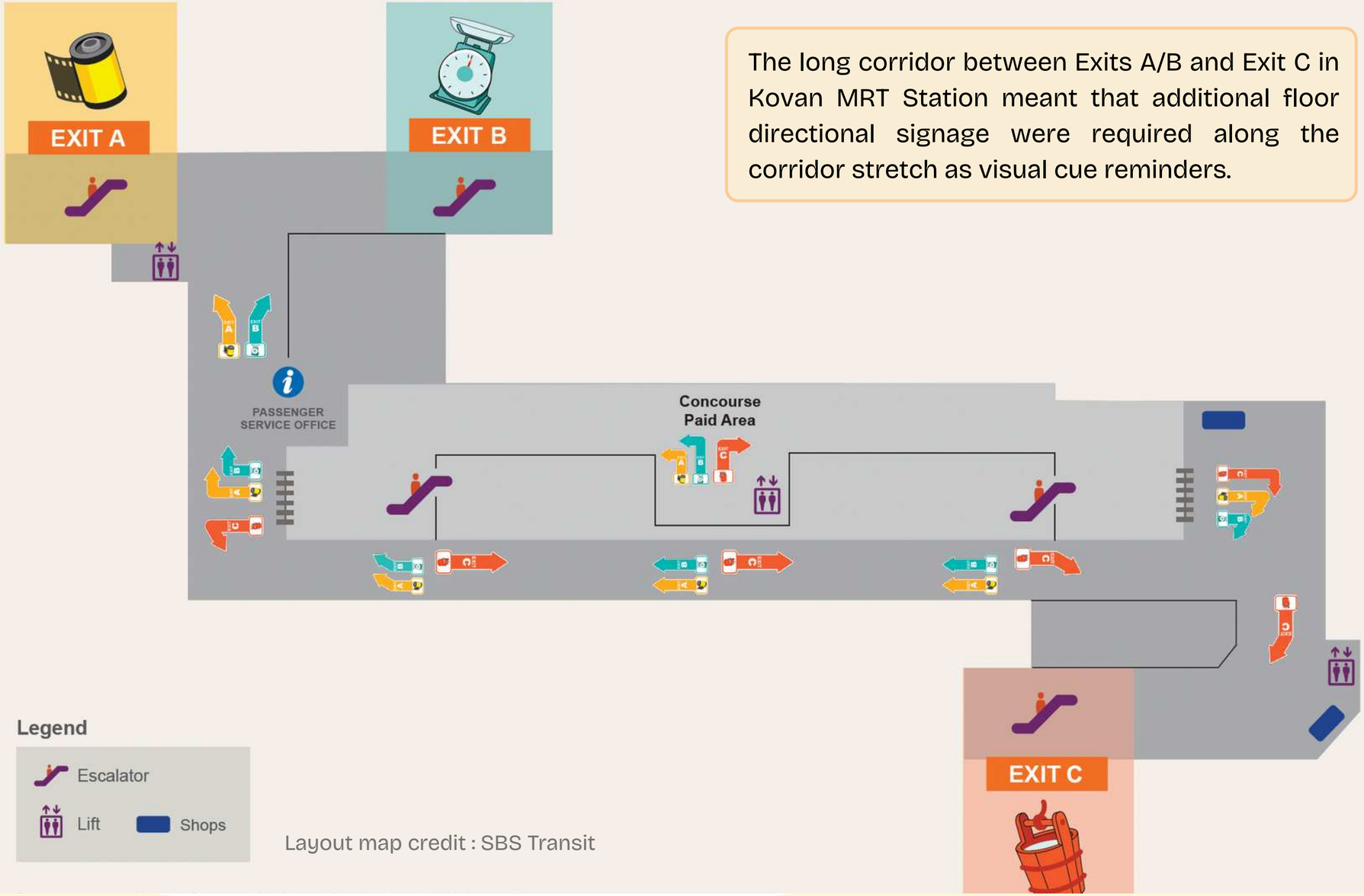


Exit B
The charcoal iron derives its name from the use of hot charcoal inside the iron to remove wrinkles and creases from clothes.



Exit C
The vintage radio allows our seniors to relive their childhood when listening to the radio was a common pastime.

KOVAN MRT STATION NE13



Layout map credit : SBS Transit

The long corridor between Exits A/B and Exit C in Kovan MRT Station meant that additional floor directional signage were required along the corridor stretch as visual cue reminders.

KOVAN MRT STATION NE13

Floor directional signage were placed at the two exit gantries at the two extreme ends of the station. Additional floor directional signage were placed along the long stretch of corridor for assurance.

Wall identification signage were placed at the various exits. As the texture of the floor was not suitable for pasting stickers, no floor identification signage were installed.

Based on feedback from previous Find Your Way implementations, the exit letters were included with the pictogram for the wall identification signage.





Images credit : SBS Transit

THEME AND ASSOCIATED PICTOGRAMS IN KOVAN MRT STATION

The pictograms used in Kovan MRT Station feature nostalgic icons that represent the historical landmarks of the area.



Exit A
The film roll brings back fond memories where people used to enjoy movies at the former Empire Theatre in the good old days.



Exit B
The traditional weighing scale was a familiar sight in markets and provision shops in the past.



Exit C
The wooden water bucket is a poignant reminder of the area's famous water well, affectionately known as "Tua Jia Kar", where our pioneers used to draw water from.

FYW VIDEOS

Co-developed with Nanyang Polytechnic, the following videos feature dementia self-advocates Emily and Anjang as they describe the FYW project elements across two locations: Ang Mo Kio Bus Interchange and Kovan MRT Station.

Ang Mo Kio Bus Interchange featuring Emily:
https://www.youtube.com/watch?v=VFtV9Y0Zvsw&t=2s

Kovan MRT Station featuring Anjang:
https://www.youtube.com/watch?v=HxLy8JD0xnw

DEMENTIA FRIENDLY DESIGN PRINCIPLES

Wayfinding, the process of ascertaining one's position, and subsequently planning and following a route, is impaired in persons living with dementia as sensory changes and cognitive decline make navigation challenging for them.

Dementia-friendly wayfinding supports, such as clear and recognisable visual cues, colour and personally meaningful icons can help individuals with mild dementia travel more independently and safely by reducing disorientation, anxiety, and the risk of getting lost. These familiar and distinctive visual cues placed at key decision-making points support recall and help individuals form cognitive maps for navigation [1].

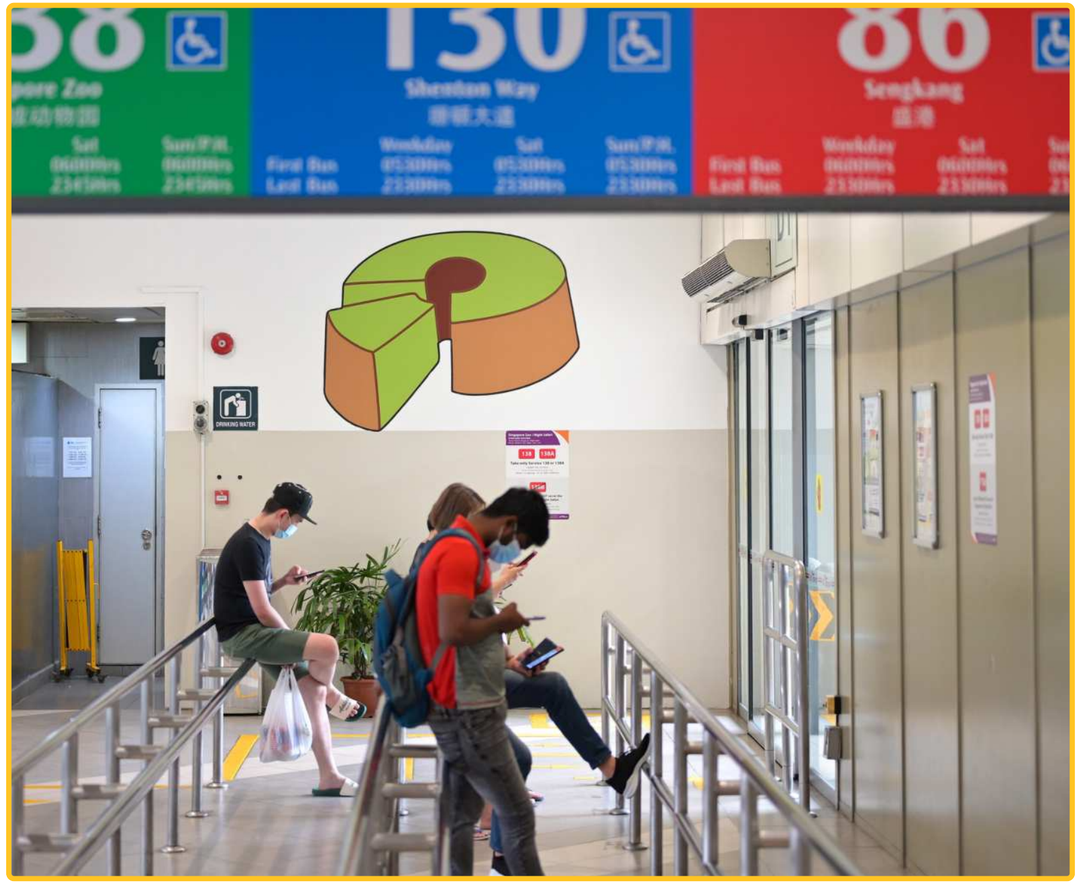


Image credit: SBS Transit

[1] Davis. R., Weisbeck. C., (2016). Creating a supportive environment using cues for wayfinding in Dementia. J GerontolNurs.; 42(3): 36–44]

DEMENTIA FRIENDLY DESIGN PRINCIPLES



Familiar: Use nostalgic and recognisable pictograms to support recognition and recall.

Comfortable: Create welcoming environment that minimise sensory overload from lighting, noise, and crowds.





Distinct: Apply unique and clear visual landmarks to differentiate spaces and aid wayfinding.

Accessible: Design spaces that are easy to navigate for people of all abilities, supporting independence and inclusion.





Legible: Provide clear, easy -to-understand signage that indicates direction and function.

Safe: Provide an enabling environment that builds confidence and a sense of safety when navigating public spaces.



CONCLUSIONS

Initiatives to improve wayfinding need not be grand gestures. The following are additional key points to take note for developing dementia-friendly wayfinding signage and initiatives.

1. Keep it simple: Too much information is no information. Regardless of the purpose of your signage, be mindful of the information on the signage, including the symbols used, any words or numbers on the signage, as well as where the arrow on your directional signage is pointing to.

2. Be clear of your purpose: Knowing the purpose of your signage is half the battle won. Be clear if your signage is meant to direct, identify or provide information.

3. Ensure coherence and continuity: Holistically consider how the different signage are complementing each other and ensure that they support wayfinding rather than contradict and confuse.



4. Review efforts in the grand scheme of things: Signage are just one of many other visuals in an environment. Consider your signage beside a commercial advertisement, along a crowded walkway or just in front of a bush of shrubs. All these other visuals compete for attention with your signage and reduces its impact and purpose.

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