

Moving Forward, Together: Creating Dementia Supportive Communities the Right Way

Guidance for Public-Facing Staff Members or Volunteers

Dementia Supportive Communities are strongest when they are shaped **with** people living with dementia and their care partners, not just **for** them. People with lived experience bring unique insight into what feels welcoming, what creates barriers, and what truly makes a difference in daily life.

Public-facing staff members and volunteers are often closest to the day-to-day experiences of people living with dementia and are well positioned to gather insights.

- Be curious when someone shares something with you (e.g. feedback or personal experiences).
- Look for patterns: What seems to work well? Where do people struggle or disengage?
- Share feedback with your team or supervisor so it can inform changes
- Advocate for adjustments based on lived experience, even when changes feel small

Front-line observations, when paired with respectful listening, are a powerful tool for improving services and environments.

Amplifying impact means not only sharing the message, but sharing power, listening deeply, and moving forward together.