For our Annual Report FY14/15 on Instagram, please visit us at https://instagram.com/montfortcare.2014_15.ar/
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In 2014, Montfort Care continued to focus on shaping a cohesive value system that is true to our spirit. The three values; Dare to be Different, We Chiong (vigour) and We Work Together, were formed as the cornerstone of our work to better serve the needs of our clients as well as to strengthen the camaraderie amongst our Montfort Care teams.

As social work professionals, we work with individuals and families who are faced with difficult challenges every day. We strongly believe that working as a team and constantly challenging ourselves to find improvements in the way we execute our services, we would bring greater service impact to the clients we serve.

Cognisant of our commitment, there were excellent examples of collaborative efforts amongst the Montfort Care teams to bring impactful programmes to benefit different groups of clientele. One such collaborative effort was the introduction of YAH!’s highly successful Transformation Course to clients at GoodLife! & @27 Family Service Centre (FSC).

Our MeToYou programme underwent an overhaul in May 2014 and shifted its focus from online counselling to a holistic outreach, intervention and engagement programme. The revamped MeToYou programme aims to help-youths and families adapt in our rapidly evolving digital worlds, so that they can better manage and improve their lives.

Dementia is set to be a major healthcare concern for Singapore’s ageing population by 2030. To support caregivers in their caregiving responsibilities, Montfort Care kickstarted Project Angels, a one-stop service for coordinated information, support and services for caregivers of dementia patients. In its first year of service, Project Angels supported 1373 caregivers in their caregiving journey.

During the year, Montfort Care’s two family service centres – Marine Parade FSC and @27 FSC helped over 4,500 families as well as supported vulnerable communities in their respective constituencies. Marine Parade FSC presented their research on “Profile Study on the Homeless in Singapore”, aimed at creating awareness and provide a better understanding of the profile and needs of the homeless.
The sharing was conducted both internally for Montfort Care staff and at the Social Service Institute and Caritas Singapore for industry practitioners. 27 Family Service Centre held its first community event, “Celebrating seniors, Bringing the family together” in November 2014. The event was well received by the 300 youths and elderly residing in Telok Blangah as well as other community partners.

This year also marked my fifth year as Chairman of Montfort Care. It has been a humbling experience for me, as I witness how Montfort Care continues to strengthen its practices and service delivery to help many individuals and families in their transitional challenges.

Forward Plan

Providing Effective Services and Strengthening Communities

In the year ahead, the Montfort Care team is committed to give our very best to improve our clients’ outcome through improving our practice and deepening our collaboration with the community.

YAH! will be ten-years old next year and we will be hosting a series of events to celebrate our 10th anniversary as well as Singapore’s 50th birthday with our seniors. As we celebrate this milestone, we will review our YAH! programmes to ensure relevance to our seniors in the community.

In FY15, our programmes – Big Love, Me-To-You and YAH! will move to their new premises in Toa Payoh at the AGAPE Village.

GoodLife!, our other community outreach programme for the elderly will also be expanding their centre to Block 52 of Marine Terrace. This new extension will feature a community kitchen, a new place for elderly members, especially those staying alone, to come forth and immerse themselves in the end-to-end food preparation process as well as interacting with other members in the community.

Building Internal Capabilities and Capacities

In our effort to strengthen our capabilities, Montfort Care will continue to invest our resources in staff training and to build capacities. Apart from setting up its Shared Services to support the expansion of service delivery, we are also developing resources to support our professional practices. We will be launching a supervision manual to capture the supervision standards and philosophy of Montfort Care, and use it as a useful practice guide for all service practitioners in 2015. The idea for this supervision manual originated from a recognition of the importance of supervision within Montfort Care. The main focus of professional supervision is to protect and promote the best interest of our clients. With this manual, we hope to contribute to the industry’s practice standards and enhance practitioners’ skills, knowledge and confidence.
Our work is not without its challenges, so having the best talents in Montfort Care is critical for us. We will have a Talent Management Director, the first amongst all Voluntary Welfare Organisations in Singapore, to provide leadership in strategic workforce planning, and to further streamline our recruitment, retention and development process for all our staff. Similarly, our Shared Services team will also be strengthened to ensure that our work for the group is firmly supported.

Finally, I want to take this opportunity to recognise the work of our CEO, Mr Samuel Ng, who received his Long Service Award this year for his fifteen years of service to the organisation. I would also like to acknowledge the important contributions of my board members, the management and staff teams. With renewed fortitude and focus, I look forward to writing the next chapter of Montfort Care’s development with the team.

Warmly,

Paul Beh
Chairman
Our Mission
To improve the lives of individuals, families and the community facing transitional challenges.

Our Vision
To be a leader in social service, empowering lives and strengthening communities.

Our Values

Dare To Be Different
We are willing to challenge the norm and to inspire others through our actions

We Chiong
We have the tenacity to overcome limitations and the drive to make things happen.

We Work Together
We co-create sustainable solutions for our community.

Our Board of Directors

Mr Paul Beh Jit Han
(Chairman)

Mrs Irene Loi @ Irene Yeo Ai Ling
(Human Resource Chairman)

Professor Chay Oh Moh

Ms Ng Ai Leen

Mr Samuel Chee Wee Seng
(Finance Chairman)

Mr Samuel Ng Beng Teck
(Chief Executive Officer)

Mr Chew Cheng Chye James Gerard

Mr Kelvin Poon Kin Mun

Ms Chow Ling Charmaine Anne

Mr Tan Aik Hong Thomas

Rev Bro Yeo Koh Tuan Kiok Dominic
**Organisation’s Information**

- Company Limited by Guarantee No.: 200814118E
- Charity Registration No.: 002117
- IPC No.: IPC 000638
- Registered Address: 53 Marine Terrace #01-227
  Singapore 440053
- Bankers: United Overseas Bank Ltd
  Citibank Singapore Ltd
- Auditor: Parker Randall
- Company Secretary: ATMD Bird & Bird
  (1 April 2014 to 15 January 2015)
  AG Corporate Pte. Ltd
  (commence from 16 January 2015)
**Pieces of Innovation**

An initiative to establish a unique set of values in Montfort Care, took place over a period of six weeks [30 September to 5 November 2014].

The focus was to promote innovative aspects within the seven programmes. Each programme made preparations and took turns to present to management and other programme team members through interactive discussions and activities, on their programme practice model, approaches and innovative practices. They also shared their best practices, challenges encountered and future possibilities for their programmes. Upon reflection, the staff felt more empowered to innovate within their current programmes and agreed that it had been a good platform for ideas to convene and be inspired.

**Montfort Care Inaugural Workplan Retreat Sets the Direction for FY15/16**

“We Chiong. We Inspire” was the theme for Montfort Care’s inaugural annual workplan retreat on 5 & 6 February 2015. The retreat brought together our Board of Directors and a total of 94 staff across five centres and seven programmes held at the Grand Mercure Roxy Hotel Singapore. The retreat achieved four critical components:- (a) Aligned all centres and programmes through a common shared vision; (b) Developed a set of integrated workplans through the intensive sharing by programme teams on their workplan for the upcoming year ahead; (c) Provided a convergence of professional insights and contributions on our workplans from our “Friends of Montfort Care”, a network of social work veterans and well regarded professionals from different specialties, and (d) Provided a platform for Montfort Care staff to cross synergise ideas and efforts as well as to build internal partnerships.

The first day of the workplan retreat focused on the four prong approach of the workplan presentation:

- Sharing programme design/practice service model through theoretical practice framework;
- Reflecting quantitative and qualitative programme outcome measurement;
- Sharing of FY15/16 work plan deliverables;
- Enriching and enhancing the work plan presented by other Montfort Care colleagues.
The focus on the second day shifted towards facilitating a more reflective approach through morning reflections and sharing, bringing together hopes, strengths and contributions from the individual, teams and as an organisation. There were greater movements between the various staff teams during the inter-programme sharing on clinical competency, supervision practices and upcoming collaboration opportunities in the coming year. The inaugural retreat rounded off with a joint Lunar New Year Lo Hei celebration by Management and staff.

This retreat gave staff a better understanding and overview of Montfort Care’s services and programmes through a robust exchanging of ideas, practices and insights across the organisation. Inputs from other social work professionals in the sector helped to validate and strengthen our work ahead.

**Dementia** will increasingly become an issue affecting majority of us, as Singapore faces the demographic challenge of an ageing population. By 2030, an estimate of over 80,000 people in Singapore will have dementia (MOH, 2013). Dementia has profound impact not only on the life of the person, but also the lives of their loved ones around them; their spouses, partners, family and friends.

True to its tagline of “Empowering Lives. Strengthening Communities.”, Montfort Care introduced Project Angels as a “one-stop” service for coordination of information, support and services for caregivers of people with dementia. It aims to strengthen the involvement of caregivers for people with dementia in the planning and delivery of their care and aims to ensure that the needs of caregivers are met in a person centred manner in the community.

Caregivers for people with dementia are one of the most vulnerable groups of carers and may experience high levels of stress, feelings of guilt, depression and other psychological problems. Often, they become exhausted physically and mentally, and feel isolated in their caregiving journey. Project Angels provides these caregivers a safe and warm environment to have frank conversations about their caregiving experience. These sessions help them to:

- Meet and connect with other caregivers
- Share ideas and experiences
- Offer support to one another
- Regain inner strength
Sharing his experiences in a caregiver support group, Mr Tan said: “I take care of my mother because my responsibility as a son. I don’t believe that ‘unconditional love’ ever existed. However, after this group, I start to think that it probably exists and that makes me rethink the relationship between my mum and myself.” Summarising her experience, Ms Devi revealed: “Now I know that I have been a good daughter, even my mum didn’t tell this to me and she will not be able to say that to me ever due to her advanced dementia.”
About Big Love

Set up in May 2013, Big Love Child Protection Specialist Centre provides community-based child protection services for children and families with concerns in this area. They are referred by the Ministry of Social and Family Development (MSF) for issues of child abuse / neglect / welfare.

Through a comprehensive three pronged approach using an integrated mix of case management, social work programmes and public outreach efforts, Big Love strives to ensure that the children referred remain safe and in the community as well as for families to improve their functioning and resilience.

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<th>Top 5 presenting Issues</th>
<th>Percentage</th>
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<td>1) Physical Abuse</td>
<td>62%</td>
</tr>
<tr>
<td>2) Neglect</td>
<td>26%</td>
</tr>
<tr>
<td>3) Care Arrangement</td>
<td>4%</td>
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<tr>
<td>4) Parents’ Mental Health Issue</td>
<td>3%</td>
</tr>
<tr>
<td>5) Sexual</td>
<td>2%</td>
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HOME Programme

A home based parenting programme hemmed by volunteers to provide weekly / bi-weekly visits to identified families with difficulties managing and parenting their children. Volunteers would pair up to meet the caregiver and child in their natural home environment for a number of sessions. During these sessions, the volunteers impart positive parenting skills to the caregiver and find ways to improve the relationship between the caregiver and children. Between April and October 2014, 22 volunteers were trained in 2 rounds of training.
In addition, there were also 4 rounds of supervision conducted from June to December 2014 to continue providing care and support for the volunteers, as they work with the caregivers and children. There were 18 families referred by Big Love, Marine Parade Family Service Centre and @27 Family Service Centre under this programme.

Children’s Groupwork

24 children attended the 2 runs of children’s groupwork focusing on teaching children about physical abuse and regulating their emotions when they experience such situations as well as where to seek help from.

Family Outings and Partnerships with Corporations

Catlin Group Limited organised a “Sea Adventure” experience for 18 children in November 2014 and movie event for 68 clients (children and families) for the purpose of family bonding in December 2014. The company also donated festive hampers for our 30 families during Chinese New Year and Hari Raya Puasa.

Frasers Hospitality Limited (Frasers) established an ongoing collaboration for Project Fresh Start, a project to revamp and refurbish houses to improve in the children’s living conditions. They completed 4 homes since from July 2014 to March 2015. Frasers also donated 9 hampers to our needy clients during the Christmas season.

Baby Huggers

Our Baby Huggers programme served babies in the KK Women’s and Children’s Hospital (KKH) due to their high needs condition as well as lack of alternative care. A small pool of volunteers was trained by the physiotherapists in KKH in their weekly interactions with the babies.
Big Love channels its attention in schools and other public events to raise public’s awareness on child protection and abuse issues as well as Big Love services.

A) Schools

Two public education events were held in the Primary Schools, reaching out to 1,500 students. In each school, information on child protection and abuse issues were disseminated in an interactive manner over school assembly for the children and school staff. Other hands-on activities including craftwork, interactive game booths and collaterals were used to further stimulate learning, retention and recall by students. In one such event, volunteers from YAH! effectively engaged the children in a meaningful manner during the activity time. The feedback from the school staff and students for these events were positive as they heightened awareness on child protection issues and the community resources available.

B) Other Public Events

- Fundraising @ Mercure Roxy-Big Love set up a booth at the Montfort Care Fundraising event on 17 May 2014 with exciting activities to raise public awareness on child protection issues to about 250 families and donors attending the event.

- @27FSC Celebrating Seniors and Bringing Family Together – Another public outreach effort by Big Love on 22 November 2014 where about 500 families and children were treated with fun-filled activities and brochures to raise awareness on child protection issues.
Big Love believes in sharing knowledge and promoting cooperation between local and foreign agencies. It participated in the following training and exchanges for the year:

A) Professional Training

Ms Serene Tan, Senior Social Worker from Big Love co-facilitated a course titled “Introduction to Child Protection” with the Social Service Institute (SSI). The 24 participants for the training were mainly social workers from the Special Education sector. This was Big Love’s move in providing child protection training for the social service sector.

B) Sharing and Visits

In September 2014, Big Love participated in a Risk Assessment Sharing session at the National University Hospital (NUH) for 20 professionals from the Child Development Unit in NUH on child abuse and risk assessment. It gave the professionals an opportunity to reflect on what were the acceptable / non-acceptable levels of abuse as well as using the provisional risk assessment tool.

Big Love was invited to share child protection issues to 240 undergraduates at a National University of Singapore (NUS) forum on Family Violence in August 2014.

Partnering with @27 Family Service Centre, Big Love hosted a group 20 new officers from the Ministry of Social and Family Development (MSF) on 15 August 2014. The visit was to allow these officers to gain a better understanding of the work of Big Love, Family Service Centre and the Social Services Office.

Big Love hosted the Joint Investigation Response Team from Australia on 24 November 2014. Sharing its community engagement strategies and the multi-faceted approach in its work with families and children, the visitors were impressed with the integrated approach adopted by Big Love to manage child-at-risk families.
MeToYou is a holistic outreach, intervention and engagement programme that helps individual youths and families adapt in a constantly evolving digital world, so that they can better manage and improve their lives.

Previously, the programme focused on online counselling that allows youth to chat anonymously with trained cyber counsellors on issues they face (e.g. bullying among peers in school, friendship and sexuality preferences). Workshops were also conducted in schools to increase students' awareness of various risky online behaviours such as excessive usage and cyber bullying.

With changing trends, MeToYou now works with youth of ages 12-18 years old and their caregivers through more direct engagements (e.g. youth outreaches, youth camps, case work). This expansion of focus beyond youth to their caregivers is due to recognition that caregivers play a pivotal role in helping youth create greater awareness of the risks of internet addiction. This helps to effect lasting changes in attitudes, and in enabling youth to make more rational decisions.

A) Community Education Programme

There were 58 workshops that were conducted for both youth and parents in FY14/15. Of these, there were 49 psycho-educational workshops covering key topics such as "Balance use of the Internet", "Cyber Bullying", "Gaming" and "Social Media and Me" that were being conducted in schools for the youth. The remaining workshops were designed for parents to raise their cyber awareness as well as impart and share essential coping strategies to handle youth with cyber addiction.
B) Youth Projects

In the second half of FY14/15, MeToYou collaborated with 4 student leaders from St. Patrick’s School on a project entitled ‘I-Connect’ to raise awareness among their schoolmates on the high usage of technology today and to encourage their schoolmates to personally connect themselves back to the offline world more. This was achieved through canteen outreaches, whereby students from the school penned down their thoughts on a coaster in response to the question “What would you do if there was no Internet for a day?” Over the 2 days outreach, a total of 578 coasters were collected from students. These coasters were being put up on a banner surrounding the slogan “Changed or Be Changed”. This slogan was chosen to encourage students to be in control of their Internet usage, rather than to be controlled by the Internet. The completed banner was being displayed in the school for all to view.

C) Youth Outreaches (YO!!!)

There were a total of three YO!!! events conducted between January 2015 to March 2015. Y.O!!! is a monthly outreach programme that seeks to provide a platform through which the youth participants can occupy their time constructively offline by giving back to the community. This initiative also enables MeToYou to reach out to youths who might be facing challenges in their lives and are not picked up by the school system. While doing so, it also helps them discover other areas of interests and cultivate their strengths offline, thereby empowering them in the long-term.
A) Parents’ Support Group

A monthly support group catered to parents with youth who tend to use the Internet excessively. This support group provides a safe and conducive platform for parents to share their feelings and exchange parenting tips to better coach their youth on their online habits.

B) Youth Camps

MeToYou conducts a series of youth camps (U.N.P.L.U.G.G.E.D) during the June and November school holidays. The camp for boys entitled “Gaming and Me” targets those who are at-risk of excessive gaming while the girls camp entitled “Social Media and I” camp seeks to educate youth on the potential negative impact that social media can have on their sense of self, thereby assisting them to create a healthier and more positive self-identity.

C) Casework and Counselling

MeToYou consists of a team of professionals social workers who assisted a total of 49 clients. These clients consist of youth and their parents with presenting issues surrounding the cyber world (e.g. cyber-bullying, excessive use of Internet). Beyond the presenting cyber issues, MeToYou also works with the family on other areas such as parent-child relationship. Therefore, the team is committed to continually equip the staff with skills, competencies and knowledge to serve clients better. This is done through regular supervisions with external and internal supervisors, in-house and external trainings.
About @27 Family Service Centre

@27 FSC started its operation in June 2011, serving residents in Telok Blangah, Depot and Bukit Purmei. From September 2014, we extended our service boundary to both Spooner Road and Silat Avenue. As a family service centre, our main objective is to reach out to the residents and provide:-

(a) Information & Referral services;
(b) Casework & Counselling services;
(c) Social Work Interventions that encompasses groupwork, community work and community outreach activities. We believe in garnering existing resources from the community partners and tapping on the resources from within the residents themselves as part of our holistic interventive efforts.

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<thead>
<tr>
<th>Top 5 presenting Issues</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>1) Financial</td>
<td>50 %</td>
</tr>
<tr>
<td>2) Emotional/ Mental</td>
<td>6.3 %</td>
</tr>
<tr>
<td>3) Elderly</td>
<td>6 %</td>
</tr>
<tr>
<td>4) Childcare Issues/ GROW subsidies</td>
<td>5.4 %</td>
</tr>
<tr>
<td>5) Shelter/ Accommodation</td>
<td>5.2 %</td>
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Information & Referral

Being one of our core services, we aim to provide prompt and relevant information to the members of the public making enquiries and link them up to the required services. For FY14/15, the centre served a total of 2,584 members of public through our Information & Referral service.

Casework & Counselling

Casework & Counselling services represent another core part of the centre’s work to help our clients facing transitional challenges.
In FY 14/15, our team of social workers and counsellors assisted a total of 647 clients. Majority of the clients assisted face Financial, Emotional/Mental and Elderly issues.

To enable more holistic and effective interventions for our clients, the centre adopted a collaborative approach in networking with the various community and grassroots partners, such as the Housing Development Board, Town Councils, Resident Committees, religious organisations, childcare centres, senior activities centres. Some of these partnered projects include:

- Porridge distribution organised together with Al-Amin mosque to serve the under-privileged community in the vicinity;
- Review and feedback sessions were also conducted with the Christian Community Chapel who partnered in befriending some of our needy families;
- Volunteers, in small groups or through corporate initiatives, came forth to serve the community in varied capacities, such as sponsoring needy families financially, cleaning up houses, painting, bringing children for excursions.

In FY14/15, greater emphasis was made towards initiatives in engaging the community at large. These were achieved through door-to-door outreach, block parties and community events. The aim was to further enhance the connections within the community and visibility of the centre’s services to enable more members of public can be reached and served.
Spooner Road Community Outreach Project

Social workers, volunteers and interns conducted a month-long targeted door-to-door outreach at Block 1 and 2 in Spooner Road in the month of August 2014. These two blocks, comprising of 317 units of rental and interim housing units, were a fit for this outreach objectives, which were to increase resident’s awareness of our Centre’ services and to perform community needs assessment amongst the rental/interim housing blocks that were newly included under its service boundary. The team successfully reached out to 240 units during the month long project. Of these, 116 households received further follow-up from our social workers as intake cases.

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<thead>
<tr>
<th>Top 3 presenting Issues</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>1) 116 households required follow up</td>
<td>48 %</td>
</tr>
<tr>
<td>2) 62 households interested in programmes</td>
<td>26 %</td>
</tr>
<tr>
<td>3) 176 children under age 12</td>
<td>25 %</td>
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Youth Outreach @Spooner

Following from the highly successful community outreach project in August 2014 in Spooner Road, the team collaborated with ITE College Central to engage youth residents aged from 10 - 16 years old in the months of November and December 2014. The objectives of this outreach effort were to identify at-risk youth residing in this area, and to encourage them to further their studies beyond secondary school. A total of 14 sessions of walk-about in the Spooner Road area were carried out to engage youth, who were observed to be loitering around the community. To complement this outreach effort, the youths were invited to a one day of interactive games at the ITE College Central.

Celebrating Seniors, Bringing the Family Together

@27 Family Service Centre held its first community event, “Celebrating seniors, Bringing the family together” on 22 November 2014. The event comprised of a carnival with booths put by various programmes in Montfort Care and a stage performance by the children and elderly from the Centre.
As part of Montfort Care’s effort to promote active ageing, a total of 20 elderly participants, who had completed a 12-weeks transformation course, received their certificates from the Guest-of-Honor, Mr Sam Tan, Minister of State, Prime Minister’s Office & Ministry of Culture, Community and Youth, and Member of Parliament for Radin Mas SMC. In total, 300 of our stakeholders and community partners from the Ministry of Social and Family Development, SSO@Kreta Ayer, grassroots leaders, neighboring schools and residents at Telok Blangah actively participated in the event.

1) **MEALS**

MEALS (Manage + Empower + Act + Live = Strong) is a programme seeking to improve the physical wellness of children (and their families) through the engagement of nutrition and health related issues. The objectives of the programme are: - (a) Cultivate healthy eating habits in low income children and families; (b) Enhance self-esteem and confidence of children; (c) Foster closer family relationships.

**Pre-MEALS sessions (Farm Outings)**

Farm tours comprises of visits to hay dairy, fish and vegetable farm visit. Children were exposed to where and how they get some of their basic food from, through a tour of the farm and getting involved in its activities (e.g. feeding).

**MEALS Day Camp**

Besides the usual fun-filled activities such as soccer / dodgeball, the day camp also provided a platform for the children to reinforce learning and for them to showcase their work to their parents. This represented a significant milestone to mark their growth and confidence built through the programme.

**MEALS Booth @27 Family Service Centre Carnival**

The MEALS team also set up a booth during the carnival organised by @27 Family Service Centre in November 2014. It was a platform for the team to conduct public education as well as recruit participants and volunteers for the MEALS programme.
MEALS Potluck Session

An orientation session was organised to bring together MEALS programme participants and parents. It also provided a platform for previous batch of MEALS programme participants to share their experiences and acquired knowledge with current one.

2) HOPE

Being an ageing estate (Telok Blangah) along with elderly issue as one of the top three presenting issues @27 Family Service Centre, the Holistic Outreach Programmes for the Elderly (HOPE) Programme seeks to engage the elderly living within the vicinity in meaningful activities. Through this programme, it develops and brings them together for social activities, befriending, groupwork and talks, to foster closer communal relationships, mutual support and active ageing. The activities for the programme are categorised into centred based, community based and home based.

A) Centre Based Activities

- STEPPING OUT Programme
  An average of 25 elderly was engaged through a structured programme conducted by Tan Tock Seng Hospital on every Monday and Thursday. The main focus of the programme was on fall prevention, which was an area of concern for most elderly.

- Beads Interest Group
  The Beads Interest Group, conducted every Tuesday, adopted a Train-the-Trainers approach to engage the elderly in a meaningful way. Through this approach, it enabled the elderly to embrace learning and teaching, as well as promote community and volunteering spirit.
Dance and Exercise Activity
Regular dance and exercise activities were conducted on Wednesdays to engage the elderly in healthy living, even amongst those who were wheelchair bound or had difficulties in their movements. Through the weekly activities, the elderly participants, averaging 35 of them per activity, were able to get more mutual help and rapport amongst the residents and volunteers. It also provided a platform to facilitate our social workers to link individual elderly client to the centre’s programmes in a bid to lower social isolation.

B) Community Based Activities

• Flower Making SG50 Project

Partnering with Radin Mas Community Centre, @27 Family Service Centre engaged individuals such as single parent, foreign spouse and those with mental-health issues to participate in this community project. It also served as a good first step towards achieving self-sufficiency.

• Community-Based Transformation Course

The Community-Based Transformation Course aims to provide experiential lessons for our elderly clients. It comprised of mini-lectures, discussions and sharing to help them understand ageing issues for themselves and their loved ones. Over two runs of the course had been conducted with an average of 20 elderly clients for each run. Our social workers worked with trained facilitators to conduct these courses to help effect a transformational change on the elderly clients, so that they can lead a more meaningful life.

3) Community Health Angels Mentoring Programme (CHAMP)

CHAMP was a joint pilot project with the Department of Pharmacy from the National University of Singapore (NUS). Commencing in December 2014, the programme aimed to serve elderly clients who received multiple medication from different sources, were at risk of over dosage and / or non-adherence in taking their medication. The student volunteers from NUS were matched with the clients to provide assistance, such as health monitoring checks and psychoeducation on medication through planned home visits. A total of 9 students (Year 3 & 4) from the Department of Pharmacy supported 12 elderly clients from the centre.
About Marine Parade Family Service Centre

Marine Parade Family Service Centre (MPFSC) offers a wide-range of social services for the community. These include: (a) Providing information to the public relating to social services and referrals to appropriate services through Enhanced Information & Referral services; (b) Engaging, empowering and equipping individuals and families, to make positive and meaningful changes in their lives through Casework & Counselling services; (c) Enabling more holistic interventions through our Social Work Interventions such as life skills training, therapeutic group work and community outreaches and (d) Adopting a multi-faceted approach from community outreach to the homeless and complementing it with casework management, group work support and advocacy to effectively manage homeless issues through our Homeless Project.

Our professional team play multiple roles as motivators, facilitators, advocates, educators, resource providers / networkers, counsellors to encourage and empower families towards positive transformation. Through a respectful and collaborative process, they are able to gain insight and better understand their life situations, and to make more effective and helpful choices to effect change.

**Top 5 presenting Issues**

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1)</td>
<td>Elderly</td>
<td>29 %</td>
</tr>
<tr>
<td>2)</td>
<td>Financial</td>
<td>13 %</td>
</tr>
<tr>
<td>3)</td>
<td>Shelter/ Accommodation</td>
<td>7 %</td>
</tr>
<tr>
<td>4)</td>
<td>Emotional/ Mental</td>
<td>7 %</td>
</tr>
<tr>
<td>5)</td>
<td>Marital</td>
<td>7 %</td>
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</table>
Enhanced Information & Referral

2,691 members of public gained awareness on social services through the Marine Parade Family Service Centre’s (MPFSC) Information & Referral Service, a core service for the centre. The centre’s vision is for all people to have easy access to information, assistance and referrals to community resources.

Casework & Counselling

In FY14/15, MPFSC’s professional team of social workers and counsellors assisted a total of 991 clients.

Most clients come with multiple issues for example a combination of marital and financial or marital and mental and emotional health difficulties.

Therefore, it remains our commitment to continually equip our professional staff with the skills, competence and knowledge to serve and assist our clients well in their life challenges. This is achieved through regular supervision, case conferences, in-house and external trainings, as well as consulting with external supervisors.

A significant development within the Family Service Sector in the last year has been the introduction and implementation of the Code of Social Work Practice (CSWP). The purpose is to standardise and raise the levels of professional service to clients across the sector. Being a key partner in the development of professional standards for the Family Service Centres (FSCs), we were guided by a Master Social Worker from the Ministry of Social and Family Development (MSF) to enhance our practice standards.

MPFSC is one of the first four Family Service Centres (FSCs) in Singapore to embark on the CSWP implementation. Our Principal and Lead Social Workers have been actively working with MSF to plan and implement the CSWP. The team was also involved in the Assessment Workgroup to formulate and set standards for intake processes for FSCs so as to enhance professional psychosocial and risk assessment for clients approaching the FSC for assistance.
Our professional team believes that we need to go to where the clients are, and also to create more community awareness on the services and assistance offered by MPFSC can provide. Outreach activities were conducted in neighbourhoods, and other identified disadvantaged or marginalised groups e.g. the homeless and rental units, to bring about awareness of the help services and programmes, reduce social isolation and promote help-seeking. Over 1,400 clients gained greater awareness on the services and assistance provided by MPFSC.

The table below shows the number and range of outreach events and efforts MPFSC conducted in FY14/15.

<table>
<thead>
<tr>
<th>Outreach Efforts &amp; Activities</th>
<th>Month</th>
</tr>
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<tbody>
<tr>
<td>Project B.L.E.S.S., “Be Little Envoys of Service and Sharing”</td>
<td>April 2014</td>
</tr>
<tr>
<td>- 12 needy families</td>
<td></td>
</tr>
<tr>
<td>Five Love Languages Event - Metta School Staff Retreat</td>
<td>June 2014</td>
</tr>
<tr>
<td>- 100 participants</td>
<td></td>
</tr>
<tr>
<td>Haze Outreach @ Dakota</td>
<td>June 2014</td>
</tr>
<tr>
<td>- 47 senior citizens</td>
<td></td>
</tr>
<tr>
<td>11 sessions of Homeless Outreach &amp; 1 BBQ</td>
<td>May-July 2014; Jan-March 2015</td>
</tr>
<tr>
<td>Haze Outreach @ Marine Terrace &amp; ECP</td>
<td>September 2014</td>
</tr>
<tr>
<td>- 450 households</td>
<td></td>
</tr>
<tr>
<td>Community Laboratory Event (Outreach @ Old Airport Road)</td>
<td>August/September/October 2014</td>
</tr>
<tr>
<td>- 120 households</td>
<td></td>
</tr>
<tr>
<td>Pine Close Day</td>
<td>November 2014</td>
</tr>
<tr>
<td>- 30 residents</td>
<td></td>
</tr>
<tr>
<td>Project Huat Ah!</td>
<td>February 2015</td>
</tr>
<tr>
<td>- 500 households at Marine Terrace</td>
<td></td>
</tr>
<tr>
<td>Outreach Efforts &amp; Activities</td>
<td>Month</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Kampong Day @ Dakota Crescent - 66 residents</td>
<td>February 2015</td>
</tr>
<tr>
<td>Ang Bao Distribution with Amitabha Association of Singapore – 100 needy families</td>
<td>February 2015</td>
</tr>
<tr>
<td>Dakota Chinese New Year Celebration – 90 residents</td>
<td>March 2015</td>
</tr>
</tbody>
</table>

**Family Empowerment Services (FES)**

Focusing on delivering holistic interventions with its clients, FES continues to participate in the Parenting United Alliance between Focus on the Family, Centre for Fathering and Family Life Society. The alliance discusses strategies to promote responsible and positive parenting through education, networking, and advocacy. There were also Project S.T.A.R. (group work and focused skill workshops), Monthly Life Skill workshops and family bonding events, outreach, and outings to complement this area. Volunteer management is also an integral part of FES.

A) **Project S.T.A.R (Skills to Aid Resiliency)** engaged a total of 130 families through 32 group work sessions and 48 focused skill workshop sessions in the past year. Besides psycho-education, programmes under Project S.T.A.R aim to journey with specific identified groups of clients to bring about personal insight, learning, social support, and an increase in coping skills through tapping on the benefits of group dynamics.

- **Music & My Senses**

  MPFSC and Lucid Soundworks jointly held a music workshop “Music & My Senses” attended by 12 clients. From April to May 2014, 3 workshops aimed to:
  (a) Increase self-awareness within participants of their feelings, response, coping, and provide a safe and supportive platform for their sharing; (b) Impart psycho-education about the effect of music on their brains and how it
physiologically can reduce stress; and (c) Impart relaxation skills and music therapy methods that the participants can apply in their daily lives. Activities carried out included guided visualisation, Body-Mind-Heart-Soul mapping, using an electroencephalography headset, and tuning into frequencies of Tibetan and crystal bowls. Participants were also given a relaxation toolkit at the end of the workshop.

- **Rain or Shine Couples Support Group**

  The 6-session groupwork held from May to October 2014 aimed to provide support and psychoeducation for couples (who participated in the Rain or Shine Marital Retreat last year). A total of 7 participants attended the groupwork. It sought to enhance and strengthen the couples’ marriages by (a) Building self-awareness; (b) Enhancing more positive communication and interactional cycles; and (c) Enhancing the parenting knowledge of the couples through addressing common challenges they faced in the course of raising their children. The couples greatly benefitted from the sharing of experiences and gained knowledge and skills to enhance their parenting.

- **Avventura Mia!**

  From 24 to 26 June 2014, an experiential and activity-based groupwork was conducted for primary school children aged 9 to 12 years old. 16 children attended the programme which aimed to foster a sense of increased self-confidence and to inculcate pro-social attitudes and behaviour. The children participated in a series of teambuilding activities, including scaling the Forest Adventure obstacle course which was the highlight for many of them. The groupwork culminated in a graduation ceremony (that the children helped prepare for and run), where they proudly received their certificates in the presence of their family members and caseworkers.

- **Single Again 2**

  Single Again 2 was a series of 5 group work sessions for single mothers held from July to December 2014. A total of 5 mothers attended the second run of this group work programme. The group provided the mothers with mutual support as participants shared their challenges and tips on parenting. The experience also helped them to feel a greater sense of empowerment and self-confidence.

- **Mind, Body, Breath: Mind-Body Stress Reduction**

  Adapted from the Mindfulness Based Stress Reduction programme, the programme held from October to November 2014 targeted clients who were facing significant stresses in their lives. At each session, participants were led through different relaxation exercises, in addition to acquiring knowledge on
stress and its potential impact on the self. 8 participants who attended the programme were able to report an increase in their ability to monitor and regulate their stress and anxieties.

- **The Gentle Parent**

  14 participants attended the parenting group work and learned new strategies of parenting and disciplining their children. Over the 6 sessions which commenced in December 2014, participants gained knowledge about child development (including intellectual, social, emotional, physical, sensory, and language development), as well as better ways of dealing with their children in an effective manner.

- **Dance Dance Revolution**

  12 children (aged 7 to 12 years old) gathered once a week for an hour-long dance (bokwa) fitness programme conducted by a volunteer instructor from July to September 2014. The objectives were to use an interesting and fun modality like dance to encourage activity, exercise, and healthy recreation amongst the children; and to foster increased self-esteem amongst them through acquiring new skills. The instructor capitalised on teachable moments to inculcate positive values and learning points to the participants.

  With the goal outcome achieved, a second programme was conducted from February to March 2015. The 10 children were exposed to the idea of serving others. 3 out of the 9 sessions were joint sessions with elderly members from GoodLife!, where the children helped to teach and lead the elderly in the dance activities.

- **Simply English**

  The 9-session workshop conducted in September 2014 was designed to enable 14 clients to gain linguistic skills and competencies, especially in conversing using simple everyday English. As many daily interactions take place in English, the objective of the programme was to generate a greater sense of inclusivity and confidence in participants through teaching them basic English.

- **Funartistic**

  Funartistic was a 6-session workshop organised for 14 youths from November to December 2014 which used art as a modality for healthy self-expression. Targeting youth, the programme sought to develop emotional self-regulation, enhanced stress-management and self-esteem, in addition to teaching them art skills. The sessions ended with a graduation ceremony that showcased the art pieces done by the youth.
• **Let’s Learn – An English Language Enrichment Club for Primary 1 and Primary 2 Children**

A total of 11 Primary 1 and Primary 2 children attended the enrichment programme which is aimed at boosting English language competencies through coverage of interesting topics. Due to the success and assessed effectiveness of the programme, which started in January 2015, the programme continued on a weekly basis.

B) **Monthly Life Skills**

Monthly Life Skills (MLS) workshops are held 6 times a year. The workshops provided clients psycho-education on a variety of topics such as financial management, parenting, and stress management. Learning is achieved through interactive and experiential activities, as well as through mutual sharing with staff and fellow participants. Over the last financial year, a total of 113 households participated in MLS workshops.

C) **Family Bonding Events**

Family bonding events are centre-wide activities to help clients bond and build collective memories as a family and community. The events organised served to increase the visibility of our support towards the community. It also provided an alternative mode of worker-client interactions that were fun and empowering, which is aimed to reframe help-seeking as an empowering experience instead of a problem-saturated one.

• **Zoorific**

A total of 35 households participated in Zoorific held on 14 June 2014 at the zoo. Despite the heavy downpour during the initial hours of the event, spirits were not dampened as the families continued to visit the various attractions and live shows. Participants also actively participated at the game stations set up along the way to win 1 of the 3 prizes. Despite a tiring day, the participants cherished the quality time they spent with their loved ones.

• **Magnificent Christmas**

Magnificent Christmas, held on 5 December 2014, was the third MPFSC family bonding event held in collaboration with Grand Mercure Roxy Hotel since its inception in 2012. It was a fully sponsored sit-down dinner at Grand Mercure Roxy Hotel with table and booth games as fringe activities to encourage family members to bond with one another. A total of 21 and 5 families from MPFSC and Big Love attended the event, respectively.
HOMELESS PROJECT

A team was formed in FY14/15 to look into clients who have accommodation issues as this was an emerging need based on MPFSC’s statistics of 7% of its total cases during the past year.

A total of 94 cases had accommodation as its presenting issue for FY14/15. Of these 94 cases, 63 of them were opened at intake level, of which 53 of them were successfully converted to centre cases. The remainder were enquiries, where relevant information or external referrals to other organisations were made.

Out of the 63 cases that were opened at intake level, majority of them were singles who had not been married, divorcees or separated from their spouse. Almost one-third of these cases involved married couples and the remaining 4.76% involved unmarried couples.
In addition, 25.4% of these 63 cases were with children below the age of 21. Majority of the cases did not involve children and only a small percentage involved pregnant mothers.
To overcome the structural barriers and challenges faced by our social workers, the team worked closely with relevant stakeholders of the homeless landscape in Singapore, such as the Transitional Shelters, Crisis Shelters, and Housing Development Board (HDB), Destitute & Shelter Support Branch (DSSB) from Ministry of Social and Family Development (MSF) as well as National Parks (NParks). The tripartite collaboration with NParks and DSSB built over time was further strengthened through continuous joint management of cases. This close collaboration helped to better assist and manage this group of clients.

In addition, a profiling research study of homeless clients served by MPFSC over a 2-year period was completed. The study was to create awareness and provide a better understanding of the profile and needs of this group of clients. A sharing session was held in August 2014 to share with external stakeholders the findings of the research as well as casework management practices. A total of 73 participants from various FSCs, VWOs and stakeholders from various departments in MSF and HDB, attended the sharing session. This was further shared at Caritas Conference in August 2014 and to staff from HDB Rental Housing Unit in October 2014.
About GoodLife!

Launched jointly by the Catholic Welfare Services, South East Community Development Council and Marine Parade Citizens’ Consultative Committee in 2001, GoodLife! adopts a holistic approach to active ageing. In addition to offering social and recreational programmes and activities for active seniors, there are other parallel support services such as befriending, guidance, advice, information & referral, casework and counselling to needy seniors.

GoodLife! also proactively reach out to seniors residing in rental blocks as well as those living alone to ensure that they remain meaningfully engaged and are able to contribute back to the community. By providing seniors with the necessary assistance and support, GoodLife! empowers them to age-in-place. It also collaborates with various schools and organisations to cultivate and embrace active, healthy and graceful living among seniors.

<table>
<thead>
<tr>
<th>Top 5 presenting Issues</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>1) Elderly</td>
<td>24 %</td>
</tr>
<tr>
<td>2) Financial</td>
<td>20 %</td>
</tr>
<tr>
<td>3) Health – Chronic Illness</td>
<td>20 %</td>
</tr>
<tr>
<td>4) Care Giving Stress</td>
<td>6 %</td>
</tr>
<tr>
<td>5) Family Conflict</td>
<td>3 %</td>
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</tbody>
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GoodLife! Makan

GoodLife! Makan was established in June 2014 to benefit members of GoodLife!. It aims to integrate and engage isolated seniors in the community by providing them with a space to cook and interact with residents in Marine Parade. Ingredients for the programme are mainly sponsored by different private donors and organisations. Trial of the GoodLife! Makan started on 2 June 2014 with a participant count of 40. A group of 4 seniors help in the cooking and preparation of dishes. To-date, we have been serving about 100 senior members on a weekly basis.
Enhanced Intergenerational Bonds

Project Love Letter, an inspiring community project to keep traditions alive and foster intergenerational bonding between seniors and youths. Over three weeks in January 2015, the seniors practiced love letter making using traditional utensils over a charcoal stove. Enthused by its purpose, the community also contributed the ingredients (e.g. flour, sugar, etc.) and utensils for the love letter making event. On 13 February 2015, 200 seniors partnered with youths to make these love letters, which were given out to 168 stay-alone seniors at the void deck of Block 52 after the event. There was also media coverage of the event by The Straits Times and Lian He Wan Bao.

Community-Based Transformation Course

In September 2014, GoodLife! collaborated with YAH! to bring the community-based transformation course to the Marine Parade community. This 10-week group work aims to encourage seniors to adopt a positive attitude towards life and an active lifestyle in their golden years, to be motivated to fulfil their wishes and achieve physical, psychological and spiritual wellness. Led by 2 trainers and 4 staff facilitators, 18 seniors embarked on a fun-loving, experiential and continual learning journey. Through interesting games, peer sharing session and topical discussions (topics include effective communication, managing family and interpersonal relationships, life-review, Advance Care Planning), the seniors were given the opportunity to share their life experiences, feelings and thoughts in a safe and protected setting. In the process, they were also able to provide peer support and to tap onto the strengths of each another.

Enhanced Care of Seniors Through Technology

In September 2014, GoodLife! collaborated with Singapore Management University (SMU) and the Ministry of Health (MOH) on a sensor project called ‘Shine Seniors’. This will be a 3 years collaboration that looks into leveraging on technology to enhance the care for 100 lone seniors, and a sociological study to understand the profile of seniors. The project aims to install sensors in the homes of 100 lone seniors to detect movement and non-movement.
The system would create an algorithm based on the lifestyle patterns of the seniors and send an alert in the event of an irregularity. This provides a non-intrusive safeguard for the seniors in the event that help needs to be administered, for example, if there was a suspected fall due to a prolonged stay in the toilet or non-movements in the bedroom. The pilot phase from September 2014 to March 2015 saw 30 homes installed with the sensors.
About Project Angels

Project Angels offers a one-stop service for coordinated information, support and services for caregivers of people with dementia. It takes a person-centred approach to ensure that the needs of caregivers are being met in the community and provides support to them in their care of their loved ones, and ensures the well-being of these caregivers.

Our range of services is aimed at caregivers to assist them to recharge, rebalance and refocus while taking care of their loved ones and themselves. These include:

(a) Providing caregivers and members of the public with essential information and resources on our local health and social care system on general and dementia caregiving, ranging from social to medical perspectives through our Information and Resources;

(b) Supporting caregivers through case management, counselling and group work sessions through Psychosocial Intervention. These interventions help to build trust and confidence in the caregivers by acknowledging their struggles and developing their sense of individual self in a positive way;

(c) Providing a safe, comfortable and supportive environment for any member of the public who is affected directly or indirectly by dementia to discuss and share information and experiences via our Happy Kopitiam; and

(d) Giving caregivers time-off to take care of their own needs by providing an interim safe environment for caregiver to place his/her charge.
Happy Kopitiam Served Caregivers in The Community

Happy Kopitiam is inspired by ‘Dementia Café’ created by a clinical psychologist, Dr Bèrè Miesen, and pioneered in the Netherlands. He indicated that making dementia discussable, and providing information about it and its consequences, is an important factor for the acceptance of the illness.

In 2014, we conducted a total of 36 sessions of Happy Kopitiam, held fortnightly for 2 hours each, in both Telok Blangah and Marine Parade. There was an average of 12 participants for each session. The team collaborated with community partners (e.g. neighbourhood cafes, Residents’ Committee) to sponsor venues for the activities.

For 2015, we hope to extend our Happy Kopitiam to more parts of Singapore so as to bring our services for caregivers nearer to their communities.

Angels Club Provides Weekend Respite To Caregivers

Commencing in October 2014, Angels Club provides respite care service, a temporary alternate care arrangement for 10 (and counting) persons with dementia. Often, caregivers of these persons with Dementia carry on with their care responsibilities, without realising the physical and mental toll on them. Having temporary alternate care arrangement will enable caregivers to take a well-deserved break from their usual caregiving responsibilities to relax and recharge.

The respite care service runs from 9.00am to 1.00pm on alternate Saturdays. Under this care service, patients participate in meaningful activities that are designed to engage and connect with other members in a safe and friendly environment. Staff and volunteers are always on hand to ensure that safety remains a priority for these patients while engaging in its activities.
About YAH!

YAH! (Young-at-Heart) aims to promote a positive change in mindset towards ageing and older persons. Since its establishment 10 years ago, it has grown from an active ageing centre to a social movement where seniors are encouraged to adopt new visions for their third and fourth ages, and to remain as active contributors within our society.

A) Social Action Programme

Happy Club Seniors Engaged 1,680 Elderly Residents

Introduced in 2014, Happy Club offers a platform for our seniors to engage and build communities of active and connected elderly. This year, our seniors reached out to more than 1,680 elderly residents through door-to-door outreach, block parties and interest groups activities.

Problem Gambling Prevention Senior Ambassadors Reached Out To 100,000 Members of Public

Our long serving Problem Gambling Prevention Ambassadors programme continues to bring the message of Problem Gambling Prevention to the community. This year, our team of 88 ambassadors reached out to more than 100,000 members of the public over 70 outreach sessions.
B) Social Movement Campaign

**Contributions of Seniors Recognised**

In celebration of United Nation’s International Day for Older Persons, YAH! collaborated with the National Council of Social Service (NCSS), WeCare@MarineParade and GoodLife! to recognise the contributions of older persons to our society. The campaign focused on the importance of effective communication with seniors, a key element to understanding one another and the basis for forming meaningful relationships. Volunteers from YAH! and GoodLife! worked with student volunteers from the Institute of Technical Education, Nanyang Polytechnic and Republic Polytechnic to distribute over 10,000 postcards to members of the public.

C) The Popularity of YAH!’s Transformation Course Continues

On 28 December 2014, 96 seniors between the age of 50-79 years old celebrated the completion of their course in front of families and friends. The Guest-of-Honour for the ceremony was the Minister of State, Prime Minister’s Office and Chairman of the Active Ageing and Employability Sub-committee, Mr Heng Chee How.

D) YAH! Seniors Learnt From Overseas Seniors

YAH! Overseas Student Exchange Programme offers a unique opportunity for our seniors to experience active ageing overseas. Through customised itineraries, seniors learned about the experiences of their overseas peers about living out their third age to the fullest, and the opportunity to attend classes at International Universities of the Third Age.

In October 2014, 36 YAH! seniors visited The Aged University of Hangzhou and the Shanghai University for Elderly for a 8 days 7 nights exchange programme. Led by our CEO, Mr Samuel Ng, and renowned Radio DJ, Huang Wen Hong, this trip was exceptional as it marked the first time YAH! visited two universities in a single trip. In addition to attending a series of planned learning programmes, the seniors also visited the Shanghai Yangpu District Social Welfare Institution.
The seniors actively volunteered and interacted with other seniors living in the centre. The trip was rounded up with a Gala Dinner where the seniors shared about their learning and memories from the trip.

Ms Toh Goon Heng, a student from Batch 27, personally found this trip to be particularly memorable amongst the earlier overseas exchanges she attended. Reminiscing her experience, she said: “It wasn’t just that everything was planned smoothly, but I felt that there was this camaraderie within the group that we were keen on learning and wanted to approach our third age and live to the fullest. It was also very special for us to have the Principal (CEO, Samuel Ng) as one of our travelling companions. I really enjoyed the trip and look forward to be part of future trips”.
Acknowledgement of Thanks

Agency for Integrated Care

Caritas Singapore Community Council

Catholic Welfare Services

Central Singapore Community Development Council

Council for Third Age (C3A)

Grassroots Leaders of South East District

Grassroots Leaders of Central District

Ministry of Social and Family Development

National Council of Social Service

South East Community Development Council

Schools

VWOs

All Community Partners

Volunteers