



## ANNUAL REPORT FY 2016/2017



*“Love All, Serve All” “Help Ever, Hurt Never”*

## Our Background

The Sathya Sai Social Service (4S) was founded in 1996 by a group of professionals who were Sai devotees with a vision to serve all people, regardless of race or religion, with a heart.

A secular and non-ethnic based voluntary welfare organisation, 4S is

- registered with the Commissioner of Charities on 25 Apr 96 (Registration No.: 01172); and Registrar of Societies on 13 Sep 96 (UEN: S96SS0160E)
- a full member of the National Council of Social Service
- an Institution of Public Character

## Our Mission

To be a widely respected social service organisation in Singapore providing holistic and quality services to all

## Our Motto

The motto that steers 4S in dedicating itself to serve all with love:

“Love All, Serve All” “Help Ever, Hurt Never”

## Our Logo



4S' logo affirms our belief in our motto

- The 'S' is depicted by two brush strokes
- The upper stroke reflects our commitment to help those in trouble, distress and need
- The lower stroke represents our compassion for people with problems
- The bold strokes signify the youthful dynamism and social currency of our organisation
- The exuberance of the symbol is balanced by a stable soft typeface depicting our passion and humility in the delivery of our services

## Our Core Values

The service user-centric effort in service delivery, built on strong tradition of care and concern and service excellence since 1996, drives 4S to provide reliable and holistic care with professionalism and a human touch.

- **Compassion** - Being connected with and having a sense of empathy with the less fortunate in our society
- **Commitment** - Being dedicated and taking pride in our work
- **Integrity** - Treating everyone fairly and honestly, and doing what is right in all circumstances
- **Professionalism** - Being skilled and knowledgeable, and working hand in hand with our partners with mutual trust and respect



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# Sharing from 4S' Executive Committee

Warmest Greeting to All!

The Financial Year 2016/2017 marks a significant milestone in the development of Sathya Sai Social Service (4S).

The idea of having a three-tier membership system, namely Ordinary Membership, Associate Membership and Honorary Membership, to encourage greater participation of members in 4S' affairs and to allow members to take leave to attend to personal commitments, was first mooted in 2014. At the 18th Annual General Meeting (AGM) of 4S held on 20 Sep 15, a resolution to amend the 4S Constitution to effect changes with regard to 4S membership was passed. At the 19th AGM of 4S held on 2 Oct 16, a resolution to amend the 4S Constitution to accept resignation from member and to remove member from the Executive Committee was adopted. The Sector Administrator had no objection to all the proposed changes and the Registrar of Societies approved the amendments to the 4S Constitution in March 2017.

The 4S Secretariat will seek confirmation from all existing 4S members on their choices of membership status and put in place a framework to engage members in a more structured and interactive manner. I am confident that with the active involvement of 4S members, our programmes and services can benefit from their diverse strengths and reservoir of experiences thereby giving better care and service to the service users.

Demand for day care service by frail elderly persons in the Eastern District is strong. The Agency for Integrated Care (AIC) had been working closely with 4S on ensuring Tembusu Eldercare Centre (SPICE) (TEC) remains viable after the commencement of Government mainstream funding. In the second half of 2016, the feasibility of a swap of the premises of TEC and Tembusu Seniors Activity Centre (TSAC) was explored to allow for a more optimal location and use of space for the respective services delivered at each centre. Moving TSAC to the shop-house at Block 3 Eunon Crescent brings the seniors centre closer to its target clientele of seniors living in the rental flats. By relocating TEC to the roof-top of the multi-storey car-park, the centre could utilise the contiguous space for outdoor activities and to increase the daily capacity for the day care service from 30 clients to 45 clients. With the support of the Ministry of Health, Ministry of Social and Family Development (MSF), Prof Fatimah Binte Abdul Lateef, MP for Marine Parade Group Representation Constituency (Geylang Serai), and AIC, retrofitting works to and relocation of both centres would take place in the second half of 2017.

In his opening address at the official opening of the NCSS Social Service Summit 2017, Minister Tan Chuan-Jin highlighted the importance of putting evidence at the core of services and measuring results and outcomes, in the quest to build a culture of continuous improvement. Standardised assessment tools and evaluation frameworks are being rolled out to help social services providers better understand their clients' needs and risk levels and measure the achievement of programme outcomes. In the arena of Welfare Homes for destitute persons, MSF has progressively added on new expectations. Work protocols were revised with more stringent requirements and new assessment tool was introduced with increased professional inputs. 4S will spare no effort complying with and implementing all applicable guidelines, requirements and assessment tool to enhance service quality.



In the second half of 2017, MSF will conduct a selection exercise to appoint managing agents to operate 10 Welfare Homes for destitute persons from April 2018 and Acacia Home from May 2018. As management of Welfare Homes becomes much more challenging and expectations on quality of service delivery increase, 4S needs to reshape our business model to meet changing environment and new demands. We need to be creative and to strategise for the long term.

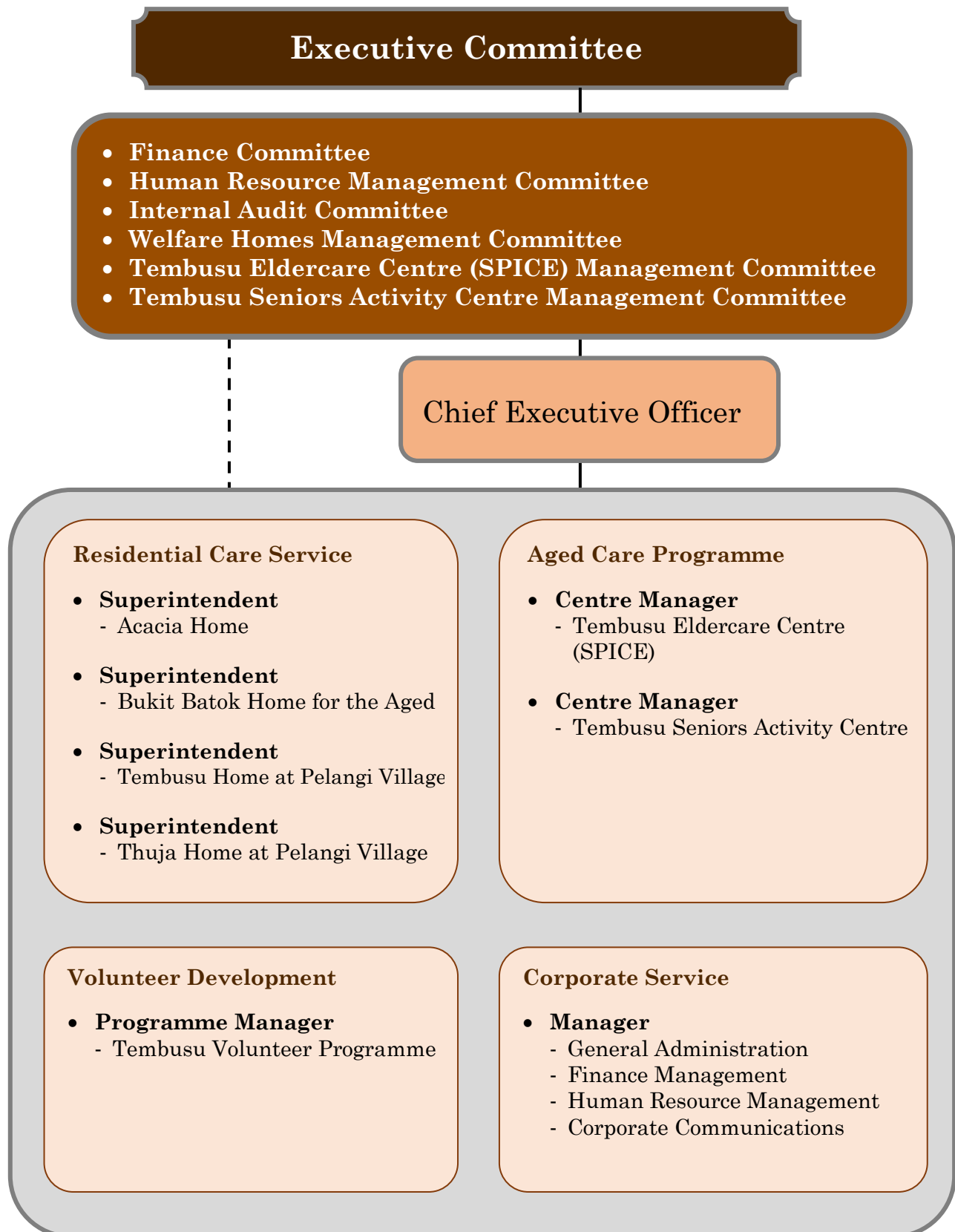
As social service agency, we are in the helping business serving individuals and families in need or in distress. Our human resource policies and practices have a pivotal role in moving 4S forward. The importance of a robust human resource management system in staff recruitment, attracting and retaining talent and building skilled, competent and flexible workforce cannot be over-emphasised in a challenging landscape. We will continue to review and to fine-tune our human resource management system to ensure relevancy and market competitiveness.

Prof Yeoh has decided to step down to make way for renewal, after serving 4S at the helm as President for 21 years. The present 4S owes much to him. He had the unenviable task of not only setting up 4S from scratch but also move it to greater heights. It was not always smooth-sailing when resources were scarce and when 4S was mistakenly viewed as not secular at times. The 4S as it stands today is a living monument to Prof Yeoh's contributions and sacrifices. His commitment and belief that each of us has a responsibility to contribute to the community and to serve the disadvantaged has remained steadfast and unsurpassed over the years. As Prof Yeoh continues his journey in other interest, we have no doubts that he will continue to bring hope and inspiration to those in need and despair. We at 4S wish him the very best.

I would like to thank our members, supporters, volunteers and staff for their support and contributions. The current shape of 4S provides a strong foundation for future development. Although the next lap will be a steeper incline, we can continue to do well with everyone's commitment and confidence in 4S. I seek that you will continue with us while we embark on our new journey to transform 4S.

P S Siva  
First Vice President

# Organisation Chart



# Executive Committee



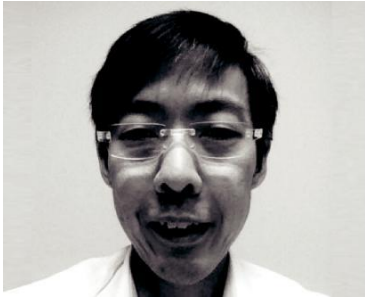
**Prof Yeoh Kian Hian, PBM, BBM**  
President



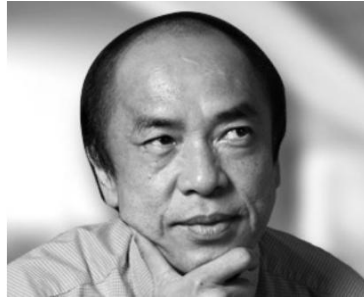
**Mr P S Siva**  
Vice President I



**Mr Ho Poh Kong**  
Vice President II



**Mr Leong Why Kong**  
Honorary Secretary



**Dr Victor Seah Yun Zhen**  
Honorary Assistant Secretary



**Mr Tay Zi Yang**  
Honorary Treasurer



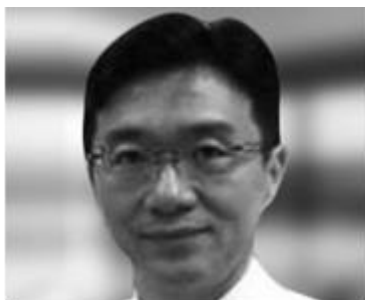
**Dr Elaine Chua Lee Lea Im**  
Honorary Assistant Treasurer



**Ms Angie Lim @ Ng Seok Keow**  
Member



**Datin Elaine Toh Yew Lian**  
Member



**Dr Hsu Pon Poh**  
Member



**Mr Sunder Ramchand**  
Member



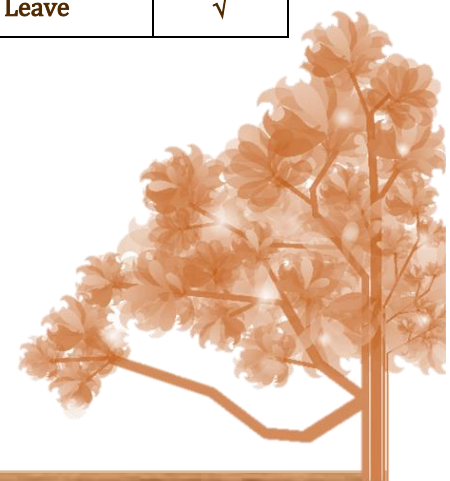
# Executive Committee

## Reasons for Retaining Executive Committee Members who have served more than 10 consecutive years

Datin Elaine Toh Yew Lian and Mr Sunder Ramchand, founder members of 4S, have served 4S selflessly for two decades. They have graciously agreed to serve 4S for another term to mentor and to provide advice to the new members on the work of 4S.

## Number and Attendance of Executive Committee (Ex-Co) Meeting in Financial Year 2016/2017:

	4 <sup>th</sup> (2015- 2017) Ex-Co Meeting held on 13 Mar 16	5 <sup>th</sup> (2015- 2017) Ex-Co Meeting held on 22 May 16	6 <sup>th</sup> (2015- 2017) Ex-Co Meeting held on 17 Jul 16	7 <sup>th</sup> (2015- 2017) Ex-Co Meeting held on 13 Nov 16	8 <sup>th</sup> (2015- 2017) Ex-Co Meeting held on 8 Jan 17	9 <sup>th</sup> (2015- 2017) Ex-Co Meeting held on 2 Apr 17
Prof Yeoh Kian Hian, PBM, BBM	√	√	To make way for renewal			
Mr P S Siva	√	Overseas	√	Overseas		√
Mr Ho Poh Kong	On Leave			√	√	√
Mr Leong Why Kong	Overseas	√	√	√	√	√
Dr Victor Seah Yun Zheng	√	√	-	-	√	√
Mr Tay Zi Yang	√	√	√	√	√	√
Dr Elaine Chua Lea Lea Im	√	Overseas	√	√	√	√
Ms Angie Lim @ Ng Seok Keow	√	√	√	Overseas		√
Datin Elaine Toh Yew Lian	Overseas	√	Overseas			√
Dr Hsu Pon Poh	√	-	√	√	√	√
Mr Sunder Ramchand	√	√	√	On Leave		√





# Functional Committees and Management Committees (As at 31 Mar 17)

## Finance Committee

Mr Tay Zi Yang  
Ms Angie Lim @ Ng Seok Keow  
Mr Sunder Ramchand

## Internal Audit Committee

Mr P S Siva  
Supported by Staff Members

## Human Resource Management Committee

Datin Elaine Toh Yew Lian  
Mr Ho Poh Kong

## Welfare Homes Management Committee

### Advisor

Dr Ho Soon Lye

### Chairman

Dr Elaine Chua Lee Lea Im

### Vice Chairman

Ms Lim Ling

### Honorary Secretary

Mr Victor Chan Chee Yun

### Honorary Treasurer

Mr Tay Zi Yang

### Members

Ms Chong Fui Kian  
Ms Koh Lee Peng  
Mr Tan Aik Joo

Ms Jaclyn Thang Mei Lyn  
Ms Mabel Goh

Mr Jimmy Ho Ji Meng, PBM  
Ms Rose Low Shiow Ling

## Tembusu Eldercare Centre (SPICE) Management Committee

### Chairman

Mrs Deby Sarojiuy Pala Krishnan

### Vice Chairman

Dr Elaine Chua Lee Lea Im

### Honorary Secretary

Ms Lim Ling

### Honorary Treasurer

Ms Rose Low Shiow Ling

### Members

Dr Anupama Roychowdhury

Dr Jagadesan Raghuram

Mr Lawrence Tan Han Tong, PBM

## Tembusu Seniors Activity Centre Management Committee

### Advisor

Mr K V Veloo  
Ms Sheela Awat

### Chairman

Mr Leong Why Kong

### Vice Chairman

Mr Steven Tan Chwee Hock, PBM

### Honorary Secretary

Mr Yusoff Marican

### Honorary Treasurer

Mr Chng Chwee Leng

### Members

Mrs Deby Sarojiuy Pala Krishnan  
Mr Siu Yow Wee

Dr Elaine Chua Lee Lea Im  
Ms Susheela Theyvendran

Mr Lawrence Tan Han Tong, PBM

## Mrs Piroska Rajaratnam Memorial Trust Fund for the Bukit Batok Home for the Aged

Prof Yeoh Kian Hian, PBM, BBM  
Dr Premkumar Kandasamy Pillay  
Director of Social Welfare, Ministry of Social and Family Development

# Our Milestones

## 1993

Participated in community services

## 1996

- Established the Sathya Sai Social Service (4S)
- Registered with the
  - Commissioner of Charities
  - Registrar of Societies
  - National Council of Social Service (NCSS)
- Started to fund the Food Aid and Befriending Programme - a programme managed by volunteers of the Sri Sathya Sai Society's Seva Group
- Set up the Sathya Sai Baba Specialist Clinic on the second floor of the Sathya Sai Baba Centre

## 1997

Appointed by the then Ministry of Community Development to manage Bukit Batok Home for the Aged (BBHA) for a period of five years

## 2001

Launched a series of community health screening sessions in partnership with the Health Promotion Board and the Hong Kah North Division's Grassroots Organisations (GROs) until April 2002

## 2002

- Took over the management of a rehab centre (formerly known as Bukit Batok Senior Citizens Health Care Centre) from Home Nursing Foundation
- Renamed the clinic "Sathya Sai Baba (General and Specialist) Clinic"
- Appointed by the Ministry of Community Development and Sports (MCDS) to manage Tembusu Home at Pelangi Village (TBH) for a period of five years
- Reappointed by MCDS to manage BBHA for a period of five years

## 2003

Selected as one of the beneficiaries supported by the President's Challenge 2003

## 2004

- Embarked on a 3-month Strategic Planning Exercise. A new 4S' mission statement was developed
- Adopted "Tembusu" in the naming of subsequent facilities and programmes
- Renamed the rehab centre "Tembusu Rehab Centre" (TRC)
- Appointed by the Ministry of Community Development, Youth and Sports (MCYS) to manage a community-based eldercare facility, known as Tembusu Neighbourhood Link (TNL). It is the first Neighbourhood Link set up on the rooftop of a multi-storey carpark

## 2005

- Established the Tembusu Volunteer Programme
- Conducted two sessions of Blood Donation Drive in collaboration with the Sathya Sai Central Organisation, Singapore in May and August 2005
- Initiated the first customised training course for the care staff ("Improving Care for Older Clients – Interactive Aged Care Training Course" in collaboration with Hua Mei Training Centre)

# Our Milestones (Cont'd)

## 2006

- Inaugurated the first Volunteer Training Programme
- Embarked on the first humanitarian project – SaiNet Project in Laos
- Participated in MCYS - NCSS Social Work Training Scholarship Scheme
- Commemorated the 10<sup>th</sup> anniversary of community service by 45 with a Thank You Dinner and two sets of commemorative stamps
- Received a visit from Dr Pal Dhall, Zone Co-ordinator, Sathya Sai Organisation Pacific and Asian Region (India excluded) on 4 Sep 06

## 2007

- Appointed by MCYS to manage Thuja Home at Pelangi Village (TJH) for a period of five years
- Reappointed by MCYS to manage BBHA and TBH for a period of five years
- Embarked on the second humanitarian project - Sathya Sai-Huong Van Health Centre Project in Vietnam
- Launched the Tembusu Transport - a joint project with Kampong Ubi-Kembangan (KUK) Citizens' Consultative Committee

## 2008

- 45 President was invited by the National Archives of Singapore to record an oral history on the birth and development of 45
- Appointed by MCYS and NCSS to provide Home Help Service for the western region. Named the programme Tembusu Home Help Service (THHS)
- Embarked on the third humanitarian project – SaiBlanket Project in Nepal
- Endorsed by the Tellabs Foundation as a Supported Charity
- Selected as one of the beneficiaries supported by the President's Challenge 2008
- (TNL) Selected as one of the pilot centres of the Silver Co-operative

## 2009

- Received a visit from Dr Michael Goldstein, Chairman of Sri Sathya Sai World Foundation, on 12 Feb 09
- Set up the Tembusu Health Centre (THC) at Eunos Crescent and Sathya Sai Baba (General and Specialist) Clinic ceased operations in June 2009
- Relocated TRC to Jurong West Street 71

## 2010

- Transferred the operations of the Food Aid and Befriending Programme from Sri Sathya Sai Society to THC and renamed the programme "Tembusu Food Aid Programme"
- Renamed TNL "Tembusu Seniors Activity Centre" (TSAC)

## 2011

- Embarked on the second Strategic Planning Exercise
- Renamed TRC "Tembusu Rehab and Day Care Centre" (TRDCC)
- (TRDCC) Implemented the Singapore Programme for Integrated Care for the Elderly or SPICE in collaboration with the Agency for Integrated Care (AIC)
- Renamed THC "Tembusu Free Clinic" (TFC)

# Our Milestones (Cont'd)

## 2012

- Selected as one of the beneficiaries supported by the President's Challenge 2012
- Received a visit from Dr Narendranath Reddy, Chairman of Pransanthi Council on 25 Feb 12
- Participated in the Community Silver Trust scheme for Intermediate and Long Term Care service for both healthcare and social service sectors
- Merged TFC's subjects with TSAC
- Re-appointed by MCYS to manage BBHA, TBH, TJH for a period of five years

## 2013

- Appointed by the Ministry of Social and Family Development to manage Acacia Welfare Home (AWH) for a period of five years
- Ceased operating TFC from 1 Apr 13
- Appointed by AIC as a Funds Administrator of the Seniors' Mobility and Enabling Fund in July 2013
- Set up the Tembusu Eldercare Centre (SPICE) at Eunos Crescent in collaboration with AIC in December 2013
- Participated in the Care and Share Movement for the social service sector

## 2015

Ceased operating THHS and Tembusu Transport on 31 Mar 15

## 2016

- Ceased operating TRDCC on 31 Mar 16
- Relocated AWH from 10 Kaki Bukit Avenue 5 to 30 Admiralty Street from 20 Nov 16 and renamed AWH "Acacia Home"





# *Residential Care*



# Welfare Homes



## Background

The Ministry of Social and Family Development (MSF) has appointed 4S as the Managing Agent of Acacia Welfare Home, Bukit Batok Home for the Aged, Tembusu Home at Pelangi Village and Thuja Home at Pelangi Village. These Homes are Welfare Homes established under the provisions of the Destitute Persons Act (DPA) for the reception, care and rehabilitation of destitute persons.

The four Welfare Homes cater for destitute persons who do not have family support, financial means and/or place of abode. Some residents have family members or relatives but they may be estranged for many years or who are unable to support and accommodate them owing to various reasons.

## Goal

To provide a supportive environment for the maintenance and promotion of the physical, psychological and social well-being of the residents

### Bukit Batok Home for the Aged

- Has been managed by 4S since April 1997
- A three-storey building with a 200-bed capacity
- Caters for destitute persons with both genders admitted by MSF under DPA

### Thuja Home at Pelangi Village

- Has been managed by 4S since June 2007
- A four-storey building with a 250-bed capacity
- One of the six residential care facilities located in Pelangi Village
- Caters for female destitute persons admitted by MSF under DPA

### Tembusu Home at Pelangi Village

- Has been managed by 4S since June 2002
- A seven-storey building with a 200-bed capacity
- One of the six residential care facilities located in Pelangi Village
- Caters for male destitute persons admitted by MSF under DPA

### Acacia Home

- Has been managed by 4S since February 2013
- Temporarily operated from a converted building with a 100-bed capacity from April 2013 to 19 Nov 16
- Relocated to a seven-storey building with a 250-bed capacity at Admiralty Street from 20 Nov 16
- Caters for male destitute persons admitted by MSF under DPA

## Philosophy of Care

Providing a supportive, safe, secure and clean environment, with opportunities to maximise one's potential physical, mental, emotional and social capacities is critical in maintaining and/or improving the well-being of the residents. The four Homes are committed to offer residents adequate opportunities to enhance their quality of life.

The Homes adopt a four-pronged approach in the provision of care and services, while at the same time embracing 4S' values of compassion, commitment, integrity and professionalism.

- Adopting the resident-centred model in service delivery so that services are delivered in a thoughtful and compassionate manner thereby upholding the dignity, privacy and comfort of the residents
- Emphasising holistic care to meet the physical, mental, emotional and social needs of the residents through multi-disciplinary team effort
- Fostering synergistic partnership with the community in programmes and activities to connect residents with the community
- Benchmarking best practices for programmes and services for continuous improvement

## Programme Objectives

Residents of the Homes come from different backgrounds with varied life experiences, expectations and needs. Programmes and services are designed to provide a good balance of structured activities and individualised care with the following objectives:

- To maximise residents' physical and cognitive functions to help them achieve optimal capacity for self-care
- To provide opportunities for residents' participation in therapeutic and social activities
- To assist residents in achieving self-reliance for eventual reunification with family or reintegration into the community

## Care Management

Upon admission, every resident is assigned:

- a Social Worker as the Case Manager to facilitate the resident in adjusting to living in the Home environment and working out a care plan to assure appropriate care is given according to the resident's needs, abilities and interest.
- a Personal Care Officer to look into the resident's daily care needs and routine
- a Staff Nurse as the Care Manager to attend to the health care needs of the resident

## Individualised Care Plan

An initial assessment is conducted within the resident's first month of admission by doctor, physiotherapist, occupational therapist and social worker. The assessment focuses on identifying the resident's needs, strengths, limitations and activity interest. Information obtained is used as a baseline to develop an Individualised Care Plan (ICP) outlining the treatment goal(s) and intervention strategies. The ICP work towards the following:

	With support network and/or discharge potential	Without support network and/or has no discharge potential
With family	Reunification with family	<ul style="list-style-type: none"> <li>• Strengthening bond with family</li> <li>• Enhancement of quality of life</li> </ul>
Without family	Reintegration into community	Enhancement of quality of life

Staffs work with residents to address any challenges they face such as those relating to adjustment, emotional, behavioural, interpersonal relationships and family-related issues. Relevant mutual support groups are formed to assist residents having anxieties and frustration to verbalise their needs, to share experiences and to learn new coping skills.

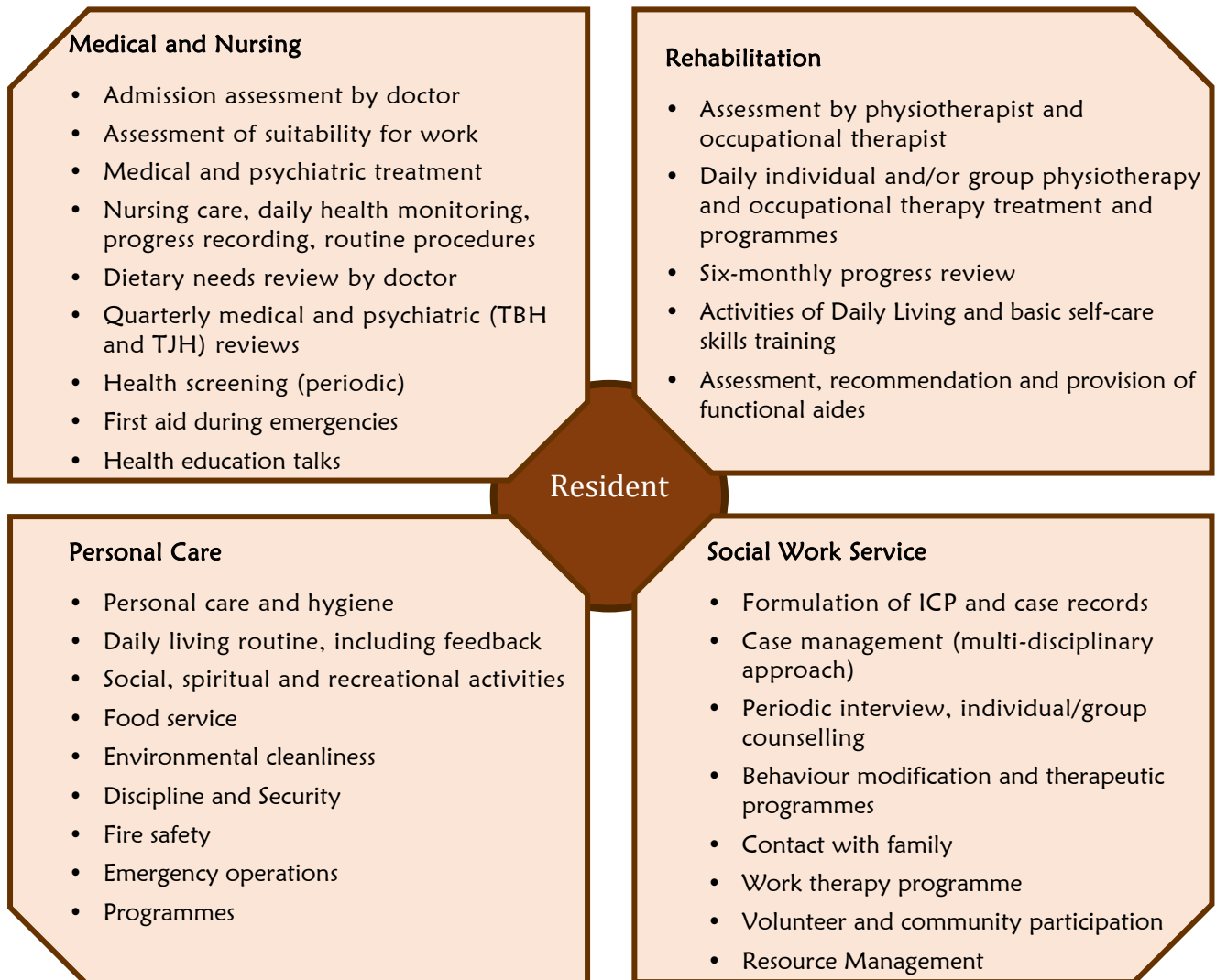
## Case Review Committee

Progress monitoring and evaluation of achievement of goals and outcome of activities on residents' well-being are relayed through daily interaction, monthly interview and periodic assessment by the multi-disciplinary team of care staff.

The Home's Case Review Committee, chaired by the Superintendent, ensures that every resident is given the opportunity to rehabilitate or to prepare himself for eventual discharge. The committee meets regularly to:

- Approve the ICP of new resident within the first month of admission
- Review the case of every resident at intervals of not more than six months
- Review the progress of residents placed under various rehabilitative care

## Programmes and Services



## Annual Chest X-Ray, Flu Vaccination and Mammogram

Chest X-rays, flu vaccinations and mammogram (for female residents only) are conducted annually for residents as a preventive health measure.

## Community Participation

Increasing community involvement can prevent residents from feeling isolated. Volunteers are useful community resources which can serve to meet residents' interests and needs. Activities conducted by volunteers for the residents include befriending, organising events such as outings, games, parties and sing-a-long sessions and also assisting in sourcing and maintaining contact with friends and relatives.

## Fire Safety

All four Homes have developed emergency evacuation procedures and are equipped with proper fire emergency equipment to ensure that all legislations related to fire protection are complied with. In each Home, a staff is designated as Fire Safety Co-ordinator. The key functions of the Co-ordinator are to ensure fire-fighting equipment is serviced regularly and in good working condition, to coordinate training to staff on fire safety measures and to ensure fire escape passages are not obstructed. To ensure sufficient preparedness, fire drills are conducted at least twice a year with the assistance of the Singapore Civil Defence Force.

## Food Service

BBHA, TBH and TJH prepare nutritionally balanced Halal meals for its residents by kitchen crews from the BBHA kitchen and the TBH kitchen. BBHA and TBH have each appointed a Halal Team to ensure that the operations of the two kitchens are in compliance with the ten principles of the Singapore MUIS Halal Quality Management System. AWH orders its meals from an external caterer which is a National Environment Agency's licensed caterer and is certified Halal by MUIS.

Residents are provided with three meals daily at intervals of not more than five hours. Extra care is taken to ensure that a variety of food is served and that special meals are catered for residents with special dietary needs. Additionally, a snack is offered in the evening and the interval between this and breakfast the following morning is not more than 12 hours. The two week menu, planned with the assistance of a contract nutritionist, is reviewed and changed at regular interval. Food for special occasions is also arranged.

The Welfare Homes Food Hygiene Committee, set up in 2009 in compliance with MSF's directive, inspects the two kitchens regularly to ensure cleanliness and proper food hygiene.

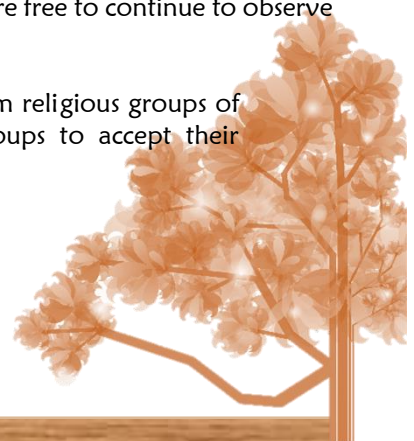
## Leisure and Interest

Each resident have different expectations with respect to lifestyle preferences in the Home. To boost a more active lifestyle, the Homes make available an eclectic range of social and recreational activities, and daily living-related activities are designed to match and satisfy the residents' preferences, in terms of their social, cultural, religious, recreational interests and needs. Specific consideration is also given to residents with cognitive impairments.

## Spiritual Needs

Spirituality relates to the means by which people find meaning and purpose in their lives. Thus, spiritual and religious needs of the residents are given paramount consideration. At all four Homes, residents are free to continue to observe religious, cultural and personally significant anniversaries and events of their choice.

Provisions are made for residents to attend places of worship and to receive visits from religious groups of their faith. The Homes also ensure that residents are not coerced by religious groups to accept their persuasion.







## Work Therapy Programme

The work therapy programme is a work-related scheme aimed at encouraging self-reliance and meaningful use of time. At the same time, it aims to promote opportunity in community reintegration. Residents who are certified medically fit are encouraged to participate in the Home Earning Scheme (HES) or Day Release Scheme (DRS).

Under HES, each resident will be assigned a work-related activity based on his capabilities and interests. The scheme serves as a motivational tool as it not only offers residents an opportunity to occupy their time meaningfully, but also allows them to earn a monthly allowance that they can use for incidental expenses.

Residents who have suitable ability and skills are assisted to take up external employment under DRS. Residents are arranged to undergo community living skills learning and vocational training and qualification, such as the Workforce Skills Qualification training courses, where necessary. This rehabilitative programme is critical to the residents' reintegration into the community.

## Quality Assurance

The 4S-appointed Welfare Homes Management Committee ensures that the Homes are run in the best interest of residents and in compliance with all the prevailing legislations and guidelines governing the management of the Homes. These include corporate governance, finance and procurement, human resource, workplace safety and food hygiene. The committee also regularly reviews procedures and practices in light of changing requirements from Ministry and professional organisations.

Effective quality assurance and quality monitoring system have also been put in place to measure success in meeting the objectives of the Homes and programme goals.

Ensuring Service Standards	Frequency
Unannounced Visit by Board of Visitors	As and when
Submission of Statistical Returns	Monthly
MSF Case Review Committee Meeting	Bi-monthly
Kitchen Audit by Welfare Homes Food Hygiene Committee	Bi-monthly
Audit by MSF Officer	Six-monthly
Nursing Audit by Pharmacist	Six-monthly
Menu Review by Dietician	Yearly
MSF Fixed Asset Audit	Yearly
MUIS Halal Certification Audit	As and when
MSF Finance Audit	Ad hoc



# Acacia Home

## Programmes Highlights

### Chinese New Year visit by National Team Players, Football Association of Singapore

During the review period, the Football Association of Singapore invited residents to attend nine exciting soccer matches, to watch the youths of Young Lions Football Club pit themselves against players from other football clubs.

In appreciation for the continuous support from the Home, football players from the National Team visited the residents on 10 Feb 17 to celebrate the Chinese New Year. The event kick-started with football players interacting with the residents and guiding them through an arts & craft session of making a rooster from paper plates and handprint to welcome the year of the rooster. Residents, being strong supporters of the football team were delighted to receive goodie bags and autographs from the players. Residents were also treated to a sumptuous lunch buffet spread and “Lou Hei”.



### Lunch Treat by Dignity Kitchen



On 29 Dec 16 and 23 Feb 17, lunch treats were hosted by Dignity Kitchen for 26 residents in each session. It is a project initiated by Project Dignity Private Limited to build the ‘dignity’ of the disadvantaged and disabled through vocations with passion.

The residents enjoyed the spread of local dishes prepared by the vocational trainees and ended the afternoon with energetic karaoke sessions. Two-way transport was kindly sponsored by Dignity Kitchen.

### Lunch Invitation to Bliss Garden Restaurant by Friends in Charity

On 31 Jan 17, volunteers from Friends in Charity invited 26 residents to Bliss Garden Restaurant for a Chinese New Year festive lunch. The God of Fortune made a grand entry to the event to mark the start of the “Lou Hei” and encouraged auspicious New Year greetings from the attendees before commencing a scrumptious eight course lunch, followed by live performances. The event ended with a lion dance performance while the God of Fortune gave out goodie bags and red packets to the residents to mark the start of the Lunar New Year.



# Bukit Batok Home for the Aged

## Programmes Highlights

### Hosting the Ground Deployment Exercise for Pandemic Preparedness

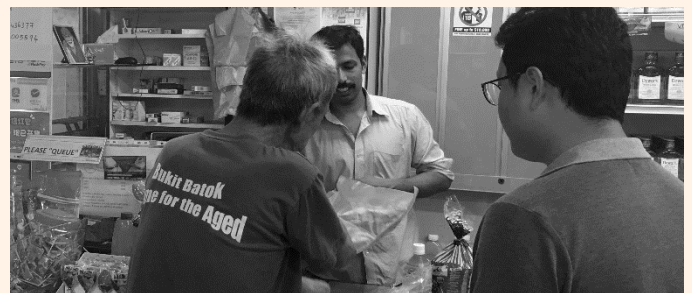


On 19 Jan 17, BBHA was selected by MSF to host the Ground Deployment Exercise to manage Flu Pandemic Outbreak. MSF Officials and representatives from the other 11 Welfare Homes were the observers. Three scenarios were role-played during the exercise as guided by the Consultants engaged by MSF. All BBHA staff members participated in the exercise.

Following the exercise, suggestions from participants were incorporated into BBHA's Business Continuity Plan. Customised training programmes for residents and staff have since been implemented to be better prepared in times of pandemic crises.

### Joys of Community Shopping

BBHA promotes retail therapy which enables elderly residents to exercise their decision-making skills, encourage social interaction and enhance opportunities for community reintegration. Under this programme, elderly residents enjoy shopping at vendor shops in the neighbourhood to purchase items on a weekly basis. During the year of review, an average of 20 elderly residents participated in the weekly shopping trip, which has become one of the favourite activities amongst the residents.



### Inspiring Intergenerational Engagement



In collaboration with various secondary schools and youth community clubs in the neighbourhood, youth volunteers were given an opportunity to add value and colour to the life of elderly residents of the Home through group and social activities in a fun and enjoyable manner. At the same time, the residents were able to connect with the youth, reliving their journey in their younger days and inspiring them to stay active. Simple games such as bowling, domino, chess, performances and karaoke sessions were conducted at least once a month with about 80 elderly residents participating in each session.



# Tembusu Home at Pelangi Village

## Programmes Highlights

### Re-living Memories of Prawn Fishing

On 12 May 16, 12 residents had the opportunity to re-live old memories of prawn fishing at Hai Bin Prawning at 6 Tebing Lane. The residents had a fine prawning experience, with a captivating view of the Punggol Lake. Three best residents who caught the most number of prawns were also given food hampers after the session.

After which, the residents were treated to dinner at the Popeyes Restaurant at Punggol East. All residents had an enjoyable time and hoped to go again should another opportunity arises.



### Sight-seeing at World's Top Airport



On 30 Nov 16, 28 residents were brought to Changi Airport Terminal 3 for sight-seeing. Most of the residents were amazed at the various infrastructure changes to the airport since it was long while since they last visited the airport. A visit to the gallery area enabled the residents to see aeroplanes taking off and it was indeed a therapeutic sight for most of them.

There were various dining options available and residents were taken to Four Fingers Crispy Chicken to get a taste of tasty chicken with special sauce originating from South Korea.

### Let's Go to the Movies!

Chinese New Year 2017 was extra special for 20 residents who was able to enjoy a movie treat at a cinema at Golden Village Yishun instead of in the Home like what they usually do. The local festive movie, titled "The Fortune Handbook" portrayed key themes of Prosperity, Laughter and Bak Kwa to get audiences into the festive spirit.

The lucky residents also went for dinner at fast-food restaurant at Northpoint Shopping Mall after the movie.



# Thuja Home at Pelangi Village

## Programmes Highlights

### Music Pleasure

Listening to music can be therapeutic. Commenced in April 2016, staff incorporated the use of classic and nature music as a relaxation technique for residents. They would lay down on the yoga mat while listening to the sound of the soothing and relaxing music.

Residents shared that they enjoyed the sessions, which allowed them to de-stress and lose some tension from their mind.



### Rainbow in a Jar



Rainbow in a jar was introduced in September 2016. By combining coloured chalk powder and salt, residents are able to create their own colourful jar of mixed materials.

Furthermore, residents also learn how to mix primary colours to create a secondary colour such as green or orange. The process of creation, other than being therapeutic, also allows resident to enhance their hand-eye coordination and creativity skills.

### Digital Interaction

Introduced since March 2017, residents went "digital" with the use of tablets. Array of emotions could be seen on some residents' faces as they watched the online videos or played the games on the tablets.

Some of the games include "Find the difference", "Picture Puzzle", "Word Search", "Piano Tiles" and 'Cross-Stitch World". Digital Interaction introduces a platform for residents to keep up with the modern world and stimulate their cognitive and motor skills abilities.

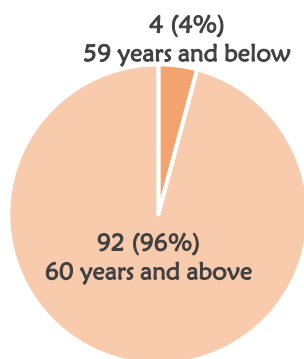


# Statistical Information

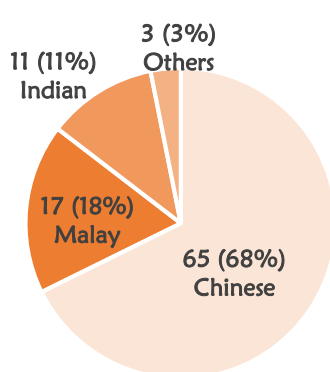
(As at 31 Mar 17)

## Acacia Home (no. of residents: 96)

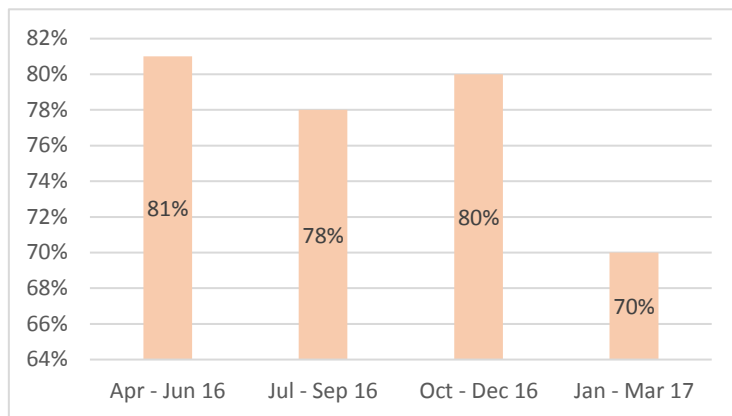
By Age Group



By Ethnicity

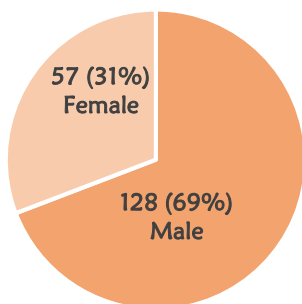


Residents' Participation in Two or More Activities

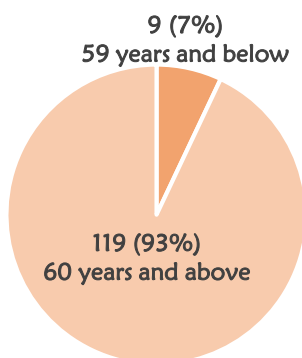


## Bukit Batok Home for the Aged (no. of residents: 185)

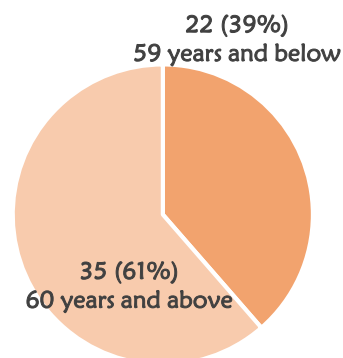
By Gender



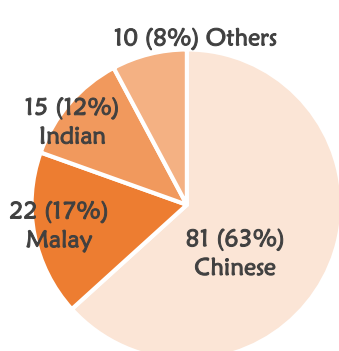
By Age Group  
Male (128)



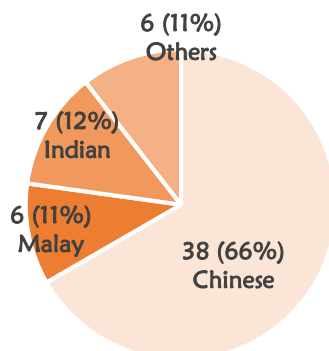
Female (57)



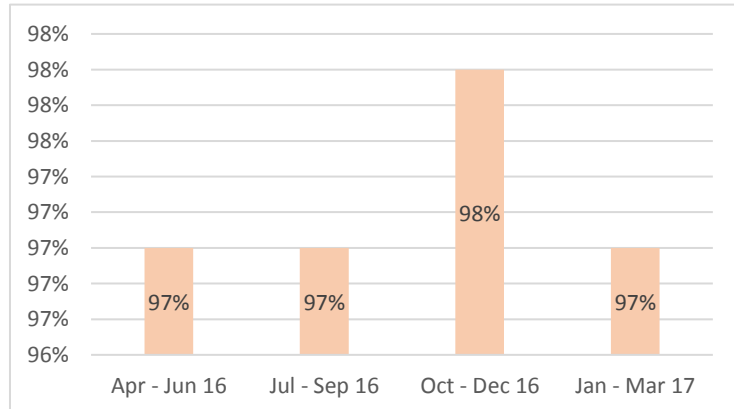
By Ethnicity  
Male (128)



Female (57)



Residents' Participation in Two or More Activities

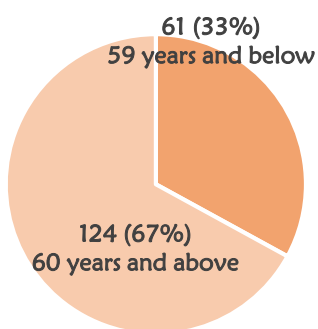




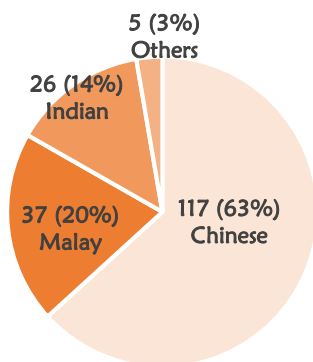
## Statistical Information (As at 31 Mar 17)

### Tembusu Home at Pelangi Village (no. of residents: 185)

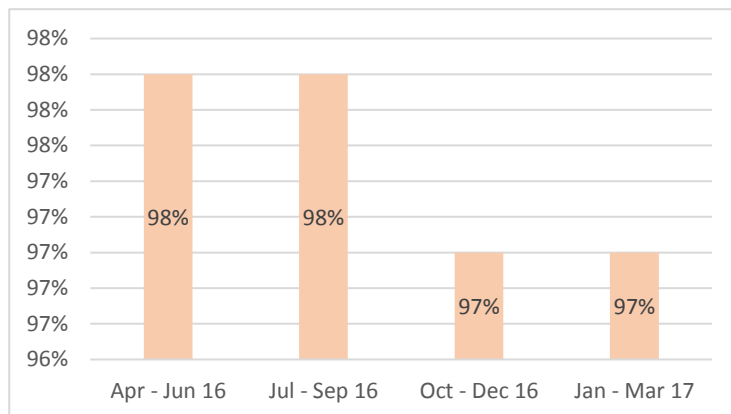
By Age Group



By Ethnicity

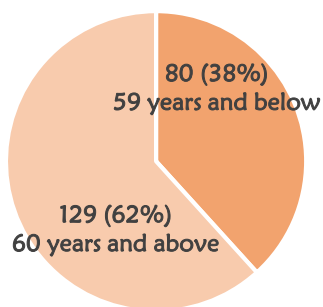


Residents' Participation in Two or More Activities

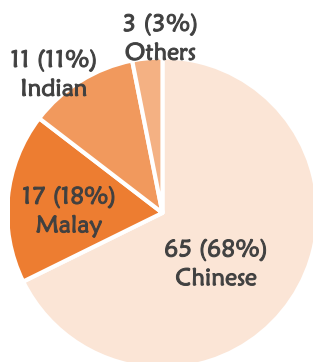


### Thuja Home at Pelangi Village (no. of residents: 209)

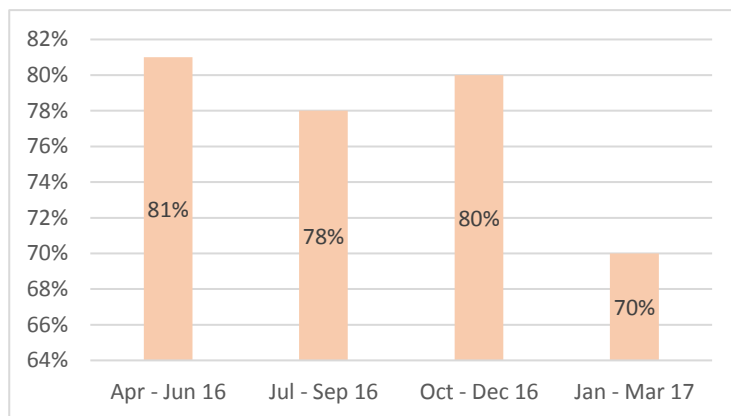
By Age Group



By Ethnicity



Residents' Participation in Two or More Activities





# *Aged Care*

# Tembusu Eldercare Centre (SPICE)



## Background

In March 2013, 4S collaborated with the Agency for Integrated Care (AIC) to implement the Singapore Programme for Integrated Care for the Elderly (SPICE) in Eunos Crescent. With the support from the Ministry of Health, Assoc Prof Fatimah Lateef, MP for Marine Parade Group Representations Constituency and the local grassroots organisations, 4S implemented SPICE at Block 3 Eunos Crescent in December 2013 and named the programme Tembusu Eldercare Centre (SPICE) or TEC in short.

## Goal

To provide affordable, reliable and professional day care service in a safe, clean and caring environment

## Significant Events

### 2013

- In March 2013, 4S worked with AIC to implement SPICE
- TEC commenced operations on 16 Dec 13

### 2014

TEC was accredited by MOH as an Approved Centre under the Medical Endowment Fund (Medifund) scheme in March 2014

## Service Boundary

TEC's service boundary covers the eastern region of Singapore including Bedok, Chai Chee, Eunos, Geylang Bahru, Geylang, Macpherson, Marine Parade, Mountbatten and Ubi.

## Opening Hours

Mondays to Fridays	7:00 am - 7:00 pm
Closed on Saturdays, Sundays and Public Holidays	

## Programmes and Services

SPICE is modelled after the Program of All-inclusive Care for the Elderly originated from the United States. The programme aims to provide comprehensive, integrated care to enable frail elderly persons to remain in the community and to render support to their caregivers.

A multi-disciplinary team comprising of medical, nursing, allied health professionals and ancillary staff develops and implements an individualised care plan for each service user. A suite of patient-centric services such as primary and preventive care, nursing care, rehabilitation services, personal care and social and leisure activities are offered based on individual needs.

The programme consists of six care components:

Medical Service	Nursing Care	Social Work Service
<ul style="list-style-type: none"> <li>• Conduct               <ul style="list-style-type: none"> <li>- GP/geriatrician assessment</li> <li>- routine medical review</li> <li>- medical consultations (ad hoc)</li> </ul> </li> <li>• Provide medicine prescription</li> </ul>	<ul style="list-style-type: none"> <li>• Perform               <ul style="list-style-type: none"> <li>- bowel care</li> <li>- catheterisation &amp; catheter care</li> <li>- comprehensive skin assessment</li> <li>- fluid restriction scheduled feeding</li> <li>- incontinence care</li> <li>- injection (parenteral)</li> <li>- NG tube insertion/removal &amp; feeding</li> <li>- oral feeding</li> <li>- wound care</li> </ul> </li> <li>• Manage medication</li> <li>• Observe and monitor               <ul style="list-style-type: none"> <li>- daily abdominal girth measurement</li> <li>- daily apex beat</li> <li>- daily oxygen saturation</li> <li>- daily temperature &amp; pulse</li> <li>- blood glucose</li> <li>- blood pressure</li> <li>- intake &amp; output chart</li> <li>- weight</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Provide information, referral, generic counselling and practical assistance</li> <li>• Administer means test</li> <li>• Apply for financial assistance if required</li> </ul>
Rehabilitation	Day Care	Support
<p><b>Physiotherapy</b></p> <ul style="list-style-type: none"> <li>• Manage pain</li> <li>• Conduct               <ul style="list-style-type: none"> <li>- appropriate cardiovascular exercises</li> <li>- balance and gait training</li> <li>- lower limb stretching and strengthening exercise</li> <li>- chest therapy</li> <li>- mobility aid prescriptions</li> </ul> </li> </ul> <p><b>Occupational Therapy</b></p> <ul style="list-style-type: none"> <li>• Conduct               <ul style="list-style-type: none"> <li>- upper limb retraining</li> <li>- cognitive-perceptual activities</li> <li>- ADL retraining</li> <li>- assistive &amp; adaptive aids prescription</li> <li>- community living skill retraining</li> <li>- home environment assessment</li> </ul> </li> <li>• Provide opportunities for leisure exploration and participation</li> <li>• Offer home modification advice</li> </ul>	<ul style="list-style-type: none"> <li>• Provide personal hygiene care and grooming</li> <li>• Conduct               <ul style="list-style-type: none"> <li>- individual &amp; group exercises</li> <li>- mental stimulation activities</li> <li>- social &amp; recreational activities</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Provide transport and escort service</li> <li>• Provide caregiver training</li> </ul>



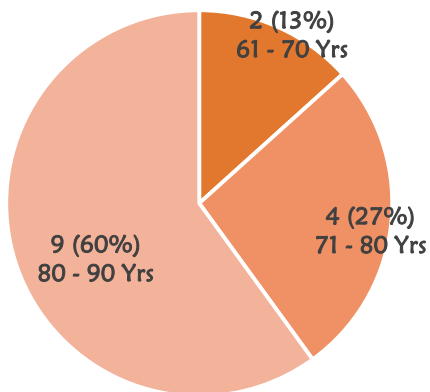


# Statistical Information

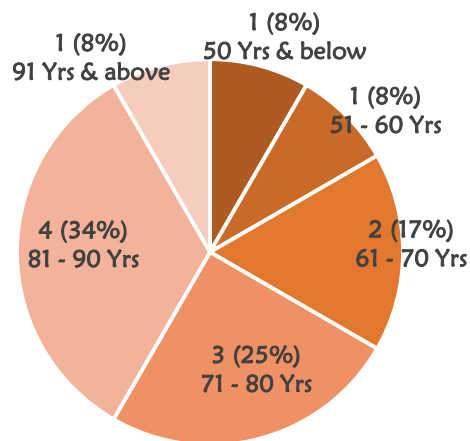
## (As at 31 Mar 17)

### Active Service Users by Age and Gender (27)

Male (15)

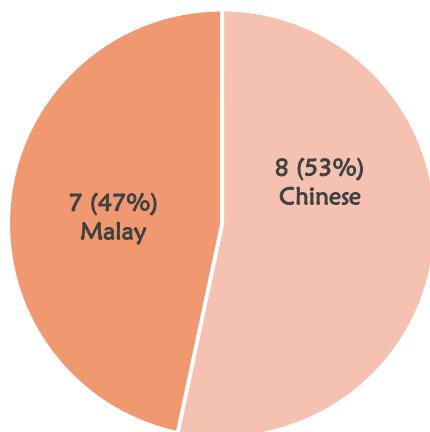


Female (12)

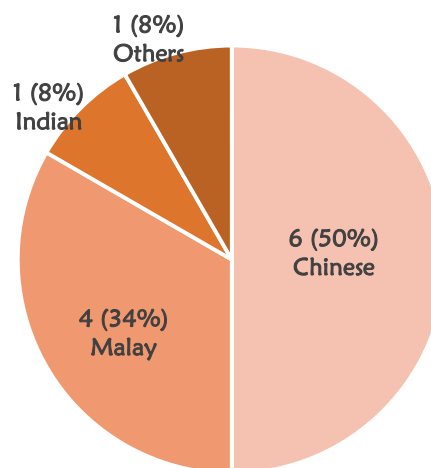


### Active Service Users by Ethnicity and Gender (27)

Male (15)



Female (12)



# Tembusu Seniors Activity Centre



## Background

In 2004, the then Ministry of Community Development, Youth and Sports (MCYS) appointed 4S to set up and manage a neighbourhood link centre at Eunos Crescent. The centre, located on the rooftop of a multi-storey car park, was named Tembusu Neighbourhood Link (TNL) and commenced operations on 26 Jun 06.

In 2009, MCYS decided to reposition the Neighbourhood Link programme to give focus to elderly persons living in Housing Development Board (HDB) rental blocks. Consequently, TNL was renamed Tembusu Seniors Activity Centre (TSAC) in March 2010. The primary purpose of TSAC is to serve elderly residents living in Blocks 1, 2 and 12 at Eunos Crescent.

In February 2012, Tembusu Free Clinic (TFC) at Blk 3 Eunos Crescent was merged with TSAC under one management committee. In April 2013, TFC ceased operations.

## Goal

To be the hub for activities and voluntary work and the first stop centre for social services for seniors

## Significant Events

### 2004

4S was appointed by MCYS to manage a Neighbourhood Link centre in December 2004

### 2006

- 4S took over the facility from HDB in May 2006 and named it TNL
- TNL commenced operations on 26 Jun 06
- Dr Pal Dhall, Zone Co-ordinator, Sathya Sai Organisation Pacific and Asian Region (India excluded), visited TNL on 4 Sep 06

## Significant Events (continued)

### 2006 (continued)

- The South East Community Development Council (CDC) appointed TNL as a Public Assistance (PA) Satellite in September 2006
- TNL became a member of the South East CDC's South East Comcare Local Network on 15 Dec 06

### 2007

- Mr Matthias Yao, Mayor, South East District, visited TNL on 17 Mar 07
- Related By Love, a programme for the frail elderly, was started by a group of Sai volunteers in July 2007
- Dr Ong Seh Hong, MP for Marine Parade GRC and Advisor to Kampong Ubi-Kembangan GROs, launched the Legal Counselling Service on 7 Aug 07. This service was initiated by a group of volunteer lawyers
- Dr Vivian Balakrishnan, Minister for Community Development, Youth and Sports, officially opened TNL on 25 Nov 07

### 2008

- Mrs Yu-Foo Yee Shoon, Minister of State for Community Development, Youth and Sports, visited TNL on 4 Jan 08 to observe the PA Review processes conducted by officials from the South East CDC
- TNL was chosen as one of the pilot centres of the Silver Co-Operative, a joint initiative of the South East and Central Singapore CDCs

### 2009

Dr Michael Goldstein, Chairman of Sri Sathya Sai World Foundation, visited TNL on 12 Feb 09

### 2010

- TNL was renamed Tembusu Seniors Activity Centre (TSAC) in March 2010
- The Legal Counselling Service was discontinued in March 2010
- The Public Assistance Satellite Programme was discontinued in April 2010
- The TSAC Management Committee set up the Publicity and Outreach Sub-Committee and the Programmes, Services and Centre Management Sub-Committee on 3 May 10

### 2011

- The Befriending Programme was launched in January 2011
- The work therapy activity was named Tembusu Work Therapy Programme in January 2011

### 2012

- TFC's subjects were merged with TSAC in February 2012. Consequently, TSAC Management Committee was reconstituted and six sub-committees of programmes were set up
- Dr Maliki Osman, Senior Parliamentary Secretary, Ministry of Defence and Ministry of National Development and Mayor, South East District visited TSAC on 23 Aug 12

### 2013

TFC ceased operations in April 2013

### 2014

- Mr Chan Chun Sing, Minister of Social and Family Development visited TSAC on 2 Oct 14
- The Tembusu Transport service ceased operations on 31 Mar 15

## Significant Events (continued)

2016

Mr Tan Chuan-Jin, Minister for Manpower and the Minister for Social and Family Development visited TSAC on 16 Jul 16

## Opening Hours

Mondays to Fridays	8:00 am - 7:00 pm
Saturdays	9.00 am – 1.00 pm
Closed on Sundays and Public Holidays	

## Programmes and Services

TSAC aims to be a neighbourhood focal point in the Eunos community. Programmes and services are designed to engage the seniors, encourage community involvement and establish a local support network. The objective is to improve the general well-being of the residents, in particular, to facilitate elderly persons living in the three HDB rental blocks at Eunos Crescent to age-in-place.

TSAC aims to achieve its goal and reach out to its three target groups, namely the well seniors, frail seniors and persons with social service needs through the following ways:

- Encourage Community Involvement
- Promote Volunteerism
- Provide Healthcare and Social Work Services
- Establish a Local Support Network
- Respond to calls via the Alert Alarm System

## Summary of Programmes and Services

Community Involvement	Health & Social Services	Local Support Network	Volunteerism	Alert Alarm for Studio Apt
• Outreach Exercise	• Health Education	• Special Interest Class & Mutual Help Groups	• Recruitment & Training	• Coordination & Response
• Block Parties	• Loan of Assistive Devices	• Befriending Programme	• Volunteer Opportunities	• Public Education
• Related By Love (Activity Group)	• Tembusu Eldercare Centre (SPICE)			
• Festive Celebrations & Outings	• Social Work Service			
• Work Therapy Programme	• Food Aid Programme			





## Encourage Community Involvement

One of the main objective of TSAC is to prevent social isolation of the seniors living in the HDB rental flats. TSAC adopts a proactive approach to reach out to the elderly living in the three HDB rental blocks. During the year reviewed, TSAC had organised 214 events/activities.

### Block Parties

In collaboration with the Eunos Crescent Resident's Committee (RC) and institutions such as Hwa Chong Institution, Eunos Primary School and corporate companies such as Lendlease, TSAC organises "Block Parties" at the void decks of these blocks of flats to encourage their participation, especially those who are frail or those who have mobility difficulties. Simple games like bingo and pass the parcel, skit and performances, and light chair exercises, are conducted to engage the seniors.

During the review period, TSAC organised 50 "Block Parties" and the average attendance of each block party was 36.

### Festive Celebrations and Outings

TSAC organises at least one festive celebration or outing a month to engage the seniors. The activities bring joy to the seniors and provide opportunities for them to interact with their peers as well as younger volunteers. These events are organised in collaboration with grassroots organisations, community agencies, schools and corporate organisations.

During the review period, TSAC had collaborated with Eunos Crescent RC to organise the Multi-Racial Dumpling Festival, graced by Associate Prof Fatimah Lateef, MP for Marine Parade Grassroots Representations Constituency (GRC). TSAC's Singing Club put up singing performances as part of the programme for the events.

TSAC's seniors are also often invited to attend lunch and dinner functions. During the year of review, lunch or dinner functions were organised by Dignity Kitchen and the Lions Club of Singapore Goodlink. An average of 37 seniors attended these functions.

### Outreach Exercise 2016/2017

TSAC embarked on its annual outreach exercise between August 2016 to March 2017 to update the particulars of existing service users and to reach out to seniors residing in Blocks 1, 2 and 12 Eunos Crescent. During the period, TSAC staff contacted 741 households and successfully reached out to 376 seniors, 70% of the seniors living in the three rental blocks. Staff had managed to register 28 new seniors from the three HDB rental blocks.

### Related By Love

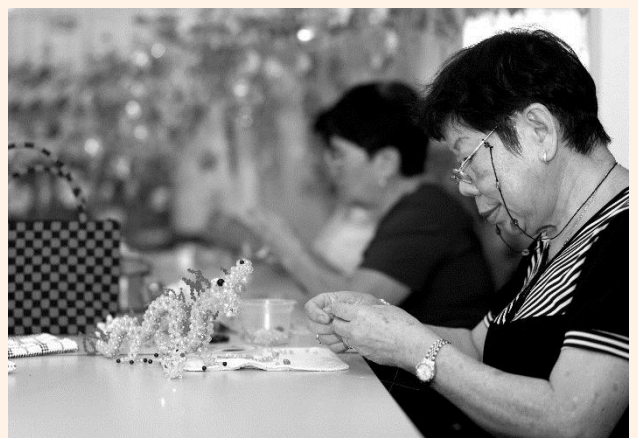
The Related By Love (RBL) is a befriending programme initiated by a group of Sai volunteers in July 2007. It aims at enhancing life satisfaction of the frail elderly aged 60 years and above through meeting their psychosocial needs. Monthly gatherings or outings to places of interest are organised by volunteers to engage the elderly and to provide them with a platform to interact with their peers.

During the year reviewed, the average attendance at the monthly RBL event was 48 seniors and 12 volunteers.

### Tembusu Work Therapy Programme

On 4 Mar 10, a group of five volunteers from Starspur Enterprise Ltd initiated a programme to teach seniors how to make soft toys, inspirational card, origami and other handiwork. On 29 Jan 11, the programme was named Tembusu Work Therapy Programme (TWTP) with the objective of engaging seniors in diversionary work-related activities. The products produced are sold and revenue goes towards purchasing materials and incidental expenses for the programme.

The programme not only provides seniors with a platform to share and learn skills in their free time but also allows them to interact and bond with each other so as to build a social support network over time. The weekly sessions attracted an average of eight senior participants.



## Promote Volunteerism

Volunteer participation is a useful means to promote integration of seniors into the community and to give them a role in local affairs. TSAC is committed to develop an active volunteer movement capable of reaching out to the needs of seniors in the community. Opportunities are made available for older persons to utilise their knowledge and experiences to help others through programme planning and implementation.

We had our annual volunteer appreciation on 9 Jul 16 to thank our volunteers for their contributions to the centre. 37 of our regular volunteers attended.

As at 31 Mar 17, TSAC had 29 active senior volunteers aged 60 years and above providing a helping hand in various programmes and services.



## Provide Healthcare and Social Work Services

TSAC seeks to improve the quality of life of lower-income seniors through the provision of healthcare and social work services. Families and elderly persons are helped by the social worker to manage their social difficulties and to obtain appropriate services.

### Health Education Programme

The Health Education Programme provides useful information and guidance to seniors and their families on health care and nutrition through regular talks and demonstrations. All the sessions were conducted by volunteers, comprising doctors, nurse educators and therapists.

During the year of review, seven health awareness talks were conducted, consisting of five Mandarin sessions and six English sessions. The average attendance for each session was 31.

Since May 2016, TSAC has collaborated with National Healthcare Group (NHG) in 'Community Influenza Immunization Programme' which offer free flu vaccination as well as health educational activities to improve their health knowledge for service user aged 65 years and above. This programme aims to improve access to influenza vaccination for seniors aged 65 years & above. 44 service users participated in this programme.

### Loan of Assistive Devices

Residents who need supportive appliances for mobility can obtain free loan of assistive devices such as wheelchair and walking aid from TSAC. Users are also given simple training on the proper use of the mobility aids by nurse or therapist. As at 31 Mar 17, there were 6 users of supportive appliances. In total, 82 clients have benefitted from this programme since 2009.

### Social Work Service

Since 2009, TSAC has set up the Social Work Service to assist residents with social service needs to obtain appropriate services, to facilitate and coordinate services for the residents of Eunos. The Social Work Service adopts a proactive case management to offer services such as information and referral, practical assistance and casework and counselling to them.

TSAC's Social Work Service also monitors the general well-being of the PA recipients and TSAC's service users and offers assistance to them when in need. The presenting social issues are mostly financial difficulties and health-related matters.

As at 31 Mar 17, there were eight active cases.



## Tembusu Food Aid Programme

The Tembusu Food Aid Programme (TFAP) is a volunteer-driven programme that provides individuals/families in need with monthly food parcels. In 1996, 4S started to fund this islandwide programme which was then known as Food Aid and Befriending Programme and operated from the Sathya Sai Baba Centre.

The programme was renamed TFAP on 11 Nov 09 to better reflect the nature of service it provided. The operations of the programme relocated to Eunos Crescent on 2 Jan 10. TFAP came under the ambit of TSAC in February 2012. On 23 Mar 12, TFAP realigned its operations to focus on the general well-being of the needy residents in Eunos.

Two types of food parcels are distributed to the needy individuals/families on the food aid programme. The normal parcel contains staple necessities that cater to a family's general needs. The special parcel contains four additional food items catering to those with special needs.

Normal Parcel		Special Parcel (Additional Items)
• Rice	• Cooking oil	• Oats
• Noodles	• Biscuits	• Milk Powder
• Sugar	• Beverages	• Evaporated milk
• Condensed milk		• Dhal

Volunteers are grouped into two teams and the team leaders will gather their respective members at TSAC to pack the food parcels. Distribution is done on first Sunday of the month and volunteers selflessly use their personal vehicles for delivery.

As at 31 Mar 17, there were 30 volunteers assisting in the programme and 126 beneficiaries. The volunteers also render assistance in housekeeping chores to the frail elderly. Individuals or families who require psychosocial support or other assistance are referred to TSAC's social work unit for follow-up.

## Establish a Local Support Network

One of the roles of TSAC is to facilitate the engagement of concerned individuals, educational institutions and corporate organisations to benefit the needy. Regular joint activities are initiated to provide a platform for the wider community to contribute and to demonstrate their care and concern for the less privileged in the Eunos neighbourhood.

Regular house cleaning services are organised in collaboration with various organisations like the Metropolitan Young Men's Christian Association of Singapore and the Habitat for Humanity to assist seniors who encounter difficulties in keeping up with their household chores. Under the Project HomeWorks by the Habitat for Humanity, free bedbug fumigation services were provided for two needy seniors whose houses were found to be infested with bedbugs.

TSAC partners with schools such as Eunos Primary School, Hwa Chong Institution, Meridian Junior College, Victoria Junior College and Singapore Polytechnic to engage seniors living in the rental blocks. Student volunteers conduct block parties, befriend the seniors regularly to prevent social isolation and to improve the quality of life of the lower-income seniors.

Since 2012, TSAC has been a VWO partner in the Community Laboratory @ South East by South East CDC. The programme is a four-stage community service leadership programme to engage students in community projects so that they can have a better understanding and appreciation of the needs of the less fortunate in the community. With the support of South East CDC, Tanjong Katong Girls' School (TKGS) and Hwa Chong Institution (HCI), students from TKGS explored different activities and concluded that befriending is the most impactful to frail seniors and seniors who lack social support whereas students from HCI brought seniors out to Garden by the Bay for an outing.





### Special Interest Clubs and Mutual Help Groups

TSAC promotes the setting up of interest clubs to enable seniors to pursue their interests and to interact with their peers. Through frequent interaction and the pursuit of similar interests together, participants gradually build up a support network for mutual help in times of need and crises.



As at 31 Mar 17, there were 102 seniors participating in eight Interest Clubs.

Club	Frequency per Week	Participants from Rental Blocks	Participants from Non-Rental Blocks	Total
Bingo	2	25	71	96
Brisk Walk	2	17	58	75
Friendship	1	9	15	24
Health	1	11	18	29
Rummy O	2	5	15	20
Sudoku	1	6	17	23
Yoga	1	8	30	38
Zumba	1	4	27	31
<b>Total</b>		<b>85</b>	<b>251</b>	<b>336</b>



## Befriending Programme

One of the core functions of TSAC is to prevent social isolation of the elderly living in HDB rental flats. In January 2011, TSAC launched the Befriending Programme to give support to seniors living alone or with another elderly person in the three HDB rental blocks in Eunos Crescent. Trained volunteers were deployed to visit these seniors regularly to provide companionship and to build rapport with them. Those with social service needs are referred to TSAC's Social Work Service for assistance.

On 18 Mar 17, a befriending workshop was held to equip and enable befrienders to learn basic befriending skills to aid them in their weekly befriending sessions. 26 befrienders benefited from the workshop.

During the year reviewed, 14 frail and/or homebound seniors with no/limited social support network had been identified for close monitoring by the befrienders. They were contacted at least thrice a week by staff and six volunteers.

## Respond to Calls via the Alert Alarm System

HDB installed the Alert Alarm System (AAS) in 107 units of Studio Apartments (SAs) for the elderly spread across three blocks of mixed development comprising SA, three-room and four-room HDB flats. The AAS is linked to and monitored by TSAC. The availability of the system gives the elderly a greater sense of security that help would be at hand when they need it. During office hours, the system is manned by TSAC staff and volunteers.

TSAC has been maintaining a register of the elderly living in SAs, responding to alarm activation and liaising with the contractor on the maintenance of AAS. The staff members also keep residents informed of the maintenance schedule as well as conduct weekly visual checks on the display panels to ensure they are functioning properly.

A group of volunteers, Heart of Yoginis from The Yoga Trail, was linked up by South East CDC to TSAC since August 2012. During the year reviewed, the volunteers organised three activities for the residents, the average attendance was 15.

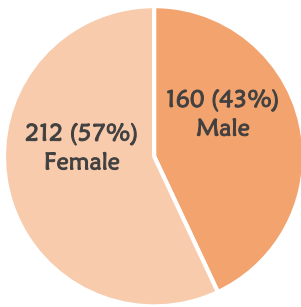


# Statistical Information

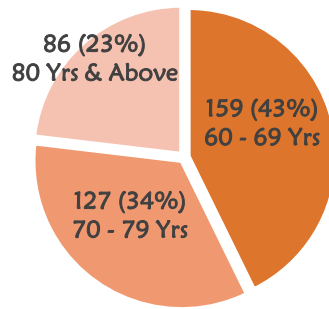
(As at 31 Mar 17)

## Residents Registered with TSAC (372)

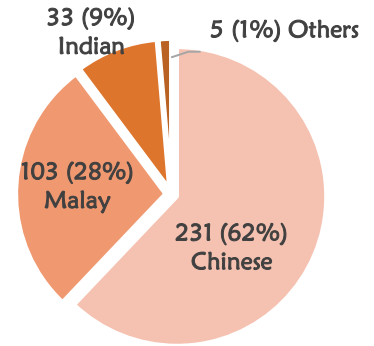
By Gender



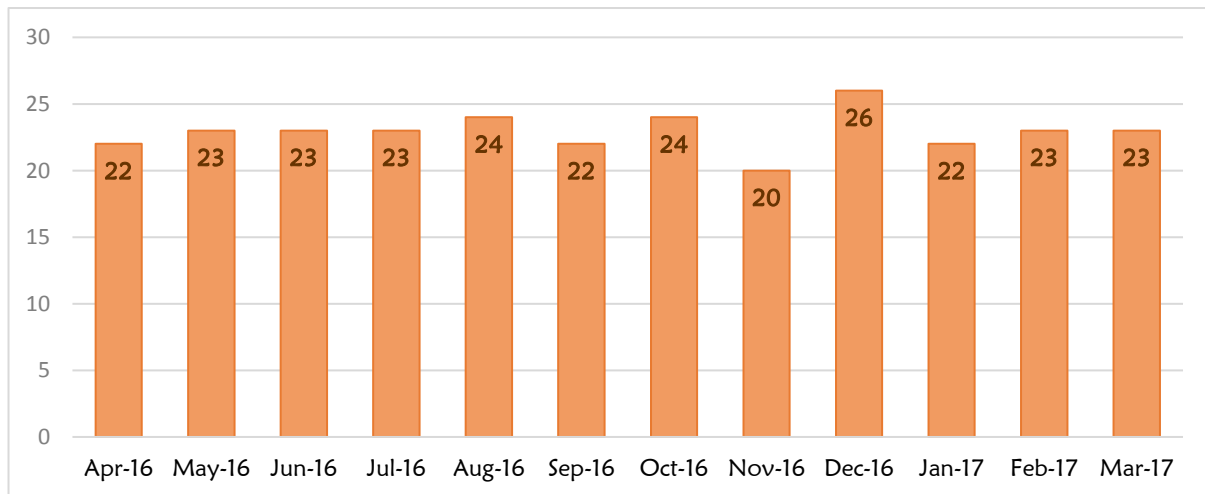
By Age Group



By Ethnicity



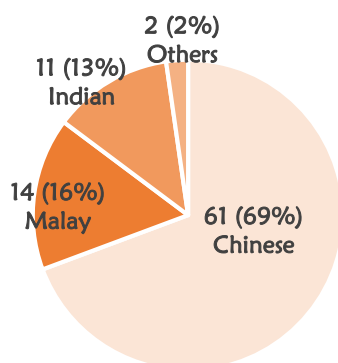
## Average Attendance of Seniors Living in HDB Rental Blocks



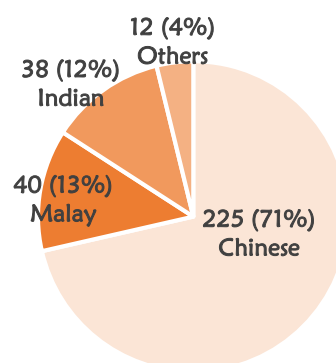
## Volunteers Registered with TSAC (403)

By Age and Ethnicity

60 Years and Above (88)



59 Years and Below (315)



## Beneficiaries from Tembusu Food Aid Programme (126)

Ethnicity	Types of Dwelling				Total
	HDB 2-room Rental Flats	HDB 3 - Room	Studio Apartment (SA)	Other	
Chinese	39	9	2	-	50
Malay	59	6	5	1	71
Indian	2	-	3	-	5
<b>Total</b>	<b>100</b>	<b>15</b>	<b>10</b>	<b>1</b>	<b>126</b>

## Summary of Key Activities Organised from April 2016 to March 2017

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
1	1 Apr 16	Swimming Club	TSAC	6	-	1
2	1 Apr 16	Block 2 Party	TSAC	27	-	1
3	2 Apr 16	Boardgame	TSAC & SP	31	-	9
4	3 Apr 16	Community Lunch April	TSAC & Pasar Geylang Serai Merchants Association	41	-	-
5	4 Apr 16	Swimming Club	TSAC	8	-	1
6	5 Apr 16	Swimming Club	TSAC	7	-	1
7	6 Apr 16	MJC Activities (SPHERE)	MJC	24	-	6
8	8 Apr 16	Blk Party 1 & 12	TSAC	46	-	2
9	12 Apr 16	Sudoku Time Challenge	TSAC	15	-	-
10	15 Apr 16	Eunos Primary Party	Eunos Primary	23	-	28
11	16 Apr 16	SP Tea Party	TSAC & SP	19	-	10
12	16 Apr 16	Block 2 & 12 Party	TSAC	49	-	1
13	19 Apr 16	Dignity Kitchen Luncheon	Dignity Kitchen	38	-	-
14	20 Apr 16	MJC Activities (SPHERE)	MJC	16	-	7
15	23 Apr 16	Blk Party 1	TSAC	27	-	-
16	28 Apr 16	Health Talk - Vaccination	NHG	20	-	-
17	30 Apr 16	Boardgame	TSAC & SP	27	-	8
18	30 Apr 16	Related by Love	TSAC & Sai Society	56	-	10
19	7 May 16	Malay Dialogue on Diabetes	TSAC & Geylang Serai CC	13	-	-
20	8 May 16	Malay Concert 2016	TSAC & Esplanade	13	-	-
21	13 May 16	Blk Party 2	TSAC	28	-	1
22	14 May 16	SP Tea Party	TSAC & SP	14	-	12
23	14 May 16	Blk Party 1 & 12	TSAC	53	-	1
24	16 May 16	Cookie-baking & Tea Session	Chung Cheng High Main	17	-	-
25	17 May 16	Sudoku Time Challenge	TSAC	16	-	-
26	18 May 16	MJC Activities (SPHERE)	MJC	21	-	6
27	18 May 16	Blk Party 1	TSAC	28	-	1
28	21 May 16	Tong Sian Tng Temple Vesak Day	Tong Sian Tng Temple	32	-	-

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
29	24 May 16	Influenza Vaccination	NHG	48	-	-
30	27 May 16	Block 2 & 12 Party	TSAC	45	-	1
31	28 May 16	Heart for the Elders	TSAC	91	-	18
32	28 May 16	Related by Love	TSAC & Sai Society	49	-	10
33	3 Jun 16	Blk Party 1	TSAC	29	-	-
34	5 Jun 16	Studio Apartment (SA) Fitnesss Exercise	TSAC	15	-	5
35	6 Jun 16	Tribute to Fong Fei Fei	TSAC & Esplanade	20	-	-
36	11 Jun 16	Blk Party 2 & 12	TSAC	49	-	2
37	11 Jun 16	Boardgame	TSAC & SP	22	-	11
38	18 Jun 16	Blk Party 1 & 12	TSAC	46	-	1
39	21 Jun 16	Break Fast Geylang Serai	TSAC & Pasar Geylang Serai Merchants Association	87	-	-
40	22 Jun 16	Break Fast in Mosque	Darul Aman Mosque	80	-	-
41	22 Jun 16	Gardens By The Bay	TSAC & SECDC	16	-	5
42	24 Jun 16	Blk Party 2	TSAC	27	-	1
43	25 Jun 16	Camp Ardor	TSAC & Team Ardor	40	-	30
44	1 Jul 16	Blk Party 12	TSAC	17	-	1
45	2 Jul 16	Break Fast with Eunoc Village RC	TSAC & Eunoc Village CC	61	-	-
46	9 Jul 16	Related by Love	TSAC & Sai Society	53	-	10
47	9 Jul 16	Volunteer Appreciation 2016	TSAC	37	-	-
48	9 Jul 16	Boardgame	TSAC & SP	28	-	11
49	9 Jul 16	Blk Party 1	TSAC	29	-	-
50	13 Jul 16	Blk Party 2	TSAC	28	-	1
51	14 Jul 16	Health Talk: Understanding Dementia	Swim Alliances	40	-	-
52	16 Jul 16	Hari Raya Celebrations	TSAC	114	-	15
53	20 Jul 16	MJC Activities (SPHERE)	MJC	29	-	6
54	21 Jul 16	Swimming by Swim Alliances Jul 1	Swim Alliances	12	-	1
55	23 Jul 16	Briskwalk Outing	TSAC	46	-	1
56	23 Jul 16	SP Tea Party	TSAC & SP	32	-	10
57	25 Jul 16	Blk Party 1 & 12	TSAC	52	-	1
58	26 Jul 16	Health Talk: Diabetes Talk	TSAC & Luxx Media	40	-	-
59	28 Jul 16	Swimming by Swim Alliances Jul 2	TSAC	7	-	-
60	30 Jul 16	Cleaning YMCA Anniversary Lunch On!	YMCA	14	-	-
61	30 Jul 16	Related by Love	TSAC & Sai Society	56	-	9
62	3 Aug 16	Active Enabler Exercise	TSAC & ActiveSG	30	-	1
63	4 Aug 16	Swimming by Swim Alliances Aug 1	Swim Alliances	10	-	-
64	5 Aug 16	National Day Celebration 2016	TSAC	126	-	2
65	6 Aug 16	Tan Chin Tuan Centennial Concert	ACS (Barker)	19	-	3
66	6 Aug 16	Block Party 2 & 12	TSAC	46	-	2
67	6 Aug 16	Boardgame	TSAC & SP	19	-	13
68	8 Aug 16	National Day Celebrations @ Bartley Sec Sch	Bartley Sec Sch	12	-	-
69	8 Aug 16	National Day Celebrations @ Eunoc Pri	Eunoc Primary	8	-	-
70	10 Aug 16	Long Long Time Ago (Part 1) Movie Screening	TSAC	33	-	-



Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
71	11 Aug 16	Swimming by Swim Alliances	Swim Alliances	5	-	-
72	12 Aug 16	Blk Party 2	TSAC	33	-	-
73	12 Aug 16	Bartley Sec Sch (SLC)	Bartley Sec Sch (SLC)	30	-	12
74	14 Aug 16	Lion Club Luncheon	Lion Club	37	-	-
75	15 Aug 16	Swimming by Swim Alliances	Swim Alliances	3	-	-
76	17 Aug 16	Kindergarten Learning Journey to TSAC	TSAC & My Little Gems Preschool	25	-	-
77	18 Aug 16	Swimming by Swim Alliances	Swim Alliances	9	-	-
78	18 Aug 16	HCI Terrarium	HCI	19	-	5
79	19 Aug 16	Blk Party 1	TSAC	26	-	1
80	23 Aug 16	St. Hilda's Rummy O Friendly	St. Hilda's Community Centre Services	10	-	-
81	26 Aug 16	Blk Party 1 & 12	TSAC	64	-	-
82	27 Aug 16	Related by Love	TSAC & Sai Society	59	-	3
83	29 Aug 16	Organic Candle & Reed Diffuser Workshop	TSAC	10	-	-
84	31 Aug 16	Dignity Kitchen Luncheon	TSAC & Dignity Kitchen	30	-	-
85	1 Sep 16	Swimming by Swim Alliances	Swim Alliances	10	-	-
86	15 Sep 16	Swimming by Swim Alliances	Swim Alliances	8	-	-
87	2 Sep 16	Block Party 2	TSAC	32	-	1
88	4 Sep 16	Aixin Society Luncheon Event	Aixin Society	59	-	-
89	6 Sep 16	Nurture Your Mind	TSAC & HPB	13	-	-
90	6 Sep 16	Silver Arts Short Film	TSAC & National Arts Council	37	-	1
91	8 Sep 16	Swimming by Swim Alliances	Swim Alliances	10	-	-
92	8 Sep 16	Scrapbooking Photoframe	TSAC	11	-	1
93	9 Sep 16	Blk Party 1 & 12	TSAC	48	-	1
94	10 Sep 16	SA Mid Autumn Festival	SA	17	-	8
95	13 Sep 16	Nurture Your Mind	TSAC & HPB	34	-	-
96	13 Sep 16	Mental Health Awareness Talk	TSAC & Silver Ribbon (Singapore)	36	-	-
97	15 Sep 16	Computer Class	TSAC	6	-	-
98	17 Sep 16	Boardgame	TSAC & SP	24	-	12
99	19 Sep 16	TSAC Mid Autumn Festival	TSAC	108	-	-
100	23 Sep 16	Punggol Town Tour	TSAC & HDB	33	-	-
101	23 Sep 16	Block Party 2	TSAC	49	-	1
102	24 Sep 16	Related by Love OUTING	TSAC & Sai Society	58	-	1
103	26 Sep 16	Everyday Waltzes Session 1	TSAC & ArtsFission	19	-	-
104	27 Sep 16	Nurture Your Mind	TSAC & HPB	25	-	-
105	30 Sep 16	Blk Party 1	TSAC	31	-	-
106	1 Oct 16	Walk & Wheelathon Seniors' Family Day 2016	TSAC & Muhammadiyah Health and Day Care Centre	33	-	-
107	3 Oct 16	Art Fission: Everyday Waltz 2	TSAC & ArtsFission	19	-	-
108	6 Oct 16	Swimming by Swim Alliances	Swim Alliances	4	-	-
109	7 Oct 16	Blk Party 2	TSAC	34	-	1
110	8 Oct 16	Boardgame	TSAC & SP	28	-	10
111	10 Oct 16	Art Fission: Everyday Waltz 3	TSAC & ArtsFission	12	-	-

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
112	13 Oct 16	Swimming by Swim Alliances	Swim Alliances	4	-	-
113	13 Oct 16	Art Fission Exercise	TSAC & ArtsFission	15	-	-
114	14 Oct 16	Blk Party 1 & 12	TSAC	47	-	1
115	15 Oct 16	Outing with Victory Family Centre	TSAC & Victory Family Centre	43	-	40
116	17 Oct 16	Art Fission: Everyday Waltz 4	TSAC & ArtsFission	12	-	-
117	19 Oct 16	Kwan Im Dan Dinner	TSAC & Miao Guan Gong Temple	64	-	-
118	21 Oct 16	Swimming by Swim Alliances	Swim Alliances	5	-	-
119	21 Oct 16	Blk Party 1	TSAC	28	-	1
120	22 Oct 16	Grandparents Day	TSAC & Hougang Secondary School	36	-	1
121	22 Oct 16	Related by Love	TSAC & Sai Society	59	-	2
122	22 Oct 16	SP Tea Party	TSAC & SP	5	-	10
123	24 Oct 16	Harmony @ MJR	MJR	23	-	-
124	25 Oct 16	Deepavali & Halloween	TSAC	109	-	6
125	26 Oct 16	Art Fission: Everyday Waltz 1	TSAC & ArtsFission	24	-	-
126	26 Oct 16	St. Hilda's Rummy O Friendly	TSAC & St. Hilda's Community Centre Services	12	-	-
127	28 Oct 16	Blk Party 2 & 12	TSAC	48	-	1
128	29 Oct 16	Studio Apartment Deepavali Celebration	TSAC	23	-	7
129	3 Nov 16	Blk Party 1	TSAC	29	-	-
130	4 Nov 16	Fengshan Primary School	Fengshan Pri Sch	28	-	-
131	5 Nov 16	Boardgame	TSAC & SP	26	-	11
132	6 Nov 16	Anaku Sayang (Kopi Talk)	TSAC & Geylang Serai CC	7	-	-
133	8 Nov 16	OCD & Bipolar Health Talk	TSAC & Silver Ribbon (Singapore)	28	-	-
134	11 Nov 16	Blk Party 2 & 12	TSAC	51	-	1
135	15 Nov 16	MJC Advocacy Programme (Health) 1	MJC	26	-	6
136	17 Nov 16	Computer Class	TSAC	8	-	-
137	17 Nov 16	MJC Advocacy Programme (Health) 2	MJC	26	-	6
138	18 Nov 16	Blk Party 2	TSAC	32	-	1
139	19 Nov 16	MJC Boardgames	MJC	26	-	8
140	24 Nov 16	Computer Class	TSAC	7	-	-
141	25 Nov 16	Blk Party 1 & 12	TSAC	50	-	2
142	26 Nov 16	Related by Love	TSAC & Sai Society	49	-	3
143	26 Nov 16	SP Tea Party	TSAC & SP	35	-	10
144	30 Nov 16	Appreciation for Flea	TSAC	20	-	-
145	1 Dec 16	Computer Class	TSAC	7	-	-
146	7 Dec 16	Blk Party 2	TSAC	35	-	1
147	8 Dec 16	Liver Health Talk	TSAC & Canmore Singapore Pte Ltd	43	-	-
148	9 Dec 16	HCI Duck Tour	HCI	15	-	8
149	10 Dec 16	SP YEP 2016	TSAC & SP	123	-	18
150	11 Dec 16	Kopi Talk (Malay) cum Exercise	TSAC & Geylang Serai CC	11	-	-

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
151	12 Dec 16	Dignity Kitchen	TSAC & Dignity Kitchen	38	-	-
152	14 Dec 16	Blk Party 1	TSAC	33	-	1
153	14 Dec 16	Health Screening (NKF)	TSAC & NKF	31	-	-
154	17 Dec 16	Volunteer Gathering	TSAC	16	-	-
155	18 Dec 16	Venus Xmas	Venus	97	-	15
156	21 Dec 16	Blk Party 2 & 12	TSAC	63	-	7
157	28 Dec 16	Blk Party 1 & 12	TSAC	49	-	1
158	28 Dec 16	Fire Drill	TSAC	17	-	-
159	30 Dec 16	Related by Love	TSAC & Sai Society	64	-	3
160	30 Dec 16	TKGS Xmas	TKGS	20	-	12
161	5 Jan 17	CHIJ Origami	CHIJ	31	-	16
162	9 Jan 17	Batik Painting (1/6)	TSAC	14	-	-
163	14 Jan 17	Boardgame	TSAC & SP	25	-	10
164	15 Jan 17	SA CNY Outing	TSAC & Heart of Yoginis	14	-	9
165	16 Jan 17	Blk Party 2 & 12	TSAC	60	-	1
166	16 Jan 17	Batik Painting (2/6)	TSAC	10	-	-
167	17 Jan 17	Rummy O Challenge	TSAC & St. Hilda's Community Centre Services	18	-	-
168	22 Jan 17	Kopi Talk cum Zumba Exercise	TSAC & Geylang Serai CC	9	-	-
169	23 Jan 17	Batik Painting (3/6)	TSAC	9	-	-
170	23 Jan 17	Blk Party 1	TSAC	32	-	1
171	25 Jan 17	VJC CNY Celebration	VJC	74	-	-
172	26 Jan 17	Bartley CNY Celebration	Bartley	45	-	-
173	27 Jan 17	MJR CNY Celebration	MJR	43	-	-
174	27 Jan 17	HCI CNY Celebration	HCI	40	-	-
175	1 Feb 17	Eunos Pri CNY	TSAC & Eunos Primary	33	-	-
176	1 Feb 17	MJC Activities (SPHERE)	TSAC & MJC	32	-	6
177	2 Feb 17	Otago Exercise	TSAC & Geylang Serai CC	11	-	-
178	6 Feb 17	Blk Party 2	TSAC	31	-	1
179	9 Feb 17	Otago Exercise	TSAC & Geylang Serai CC	10	-	-
180	11 Feb 17	SP CNY Tea Party	TSAC & SP	40	-	14
181	11 Feb 17	Related by Love	TSAC & Sai Society	41	-	3
182	12 Feb 17	Kopi Talk	TSAC & Geylang Serai CC	9	-	1
183	13 Feb 17	Blk Party 1 & 12	TSAC	51	-	1
184	15 Feb 17	MJC Activities (SPHERE)	TSAC & MJC	11	-	7
185	16 Feb 17	Raffles Landing Site	TSAC & Cignature	15	-	-
186	16 Feb 17	Otago Exercise	TSAC & Senior Active	10	-	-
187	19 Feb 17	Lion Club CNY Lunch	TSAC & Lion Club	36	-	1
188	20 Feb 17	Blk Party 1	TSAC	30	-	1
189	22 Feb 17	VJC Interact Club 1	TSAC & VJC	11	-	8
190	23 Feb 17	Otago Outing	TSAC & Senior Active	9	-	-
191	24 Feb 17	VJC Interact Club 2	TSAC & VJC	12	-	8
192	27 Feb 17	Blk Party 2 & 12	TSAC	55	-	2
193	1 Mar 17	AllHearts TKSS	TKSS	48	-	90

Legend	
<b>R</b>	Resident
<b>G</b>	Guest
<b>V</b>	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
194	1 Mar 17	Blk Party 1	TSAC	35	-	15
195	2 Mar 17	AllHearts TKSS	TKSS	58	-	90
196	3 Mar 17	AllHearts TKSS	TKSS	22	-	90
197	8 Mar 17	Dignity Kitchen	TSAC & Dignity Kitchen	39	-	-
198	8 Mar 17	Blk Party 2	TSAC	32	-	1
199	10 Mar 17	Art Therapy SAMH	SAMH	17	-	-
200	10 Mar 17	Malay Concert 2017	TSAC & Esplanade	13	-	1
201	13 Mar 17	Sudoku Time Challenge	TSAC	17	-	-
202	13 Mar 17	NLB Origami	NLB	20	-	7
203	15 Mar 17	Blk Party 1 & 12	TSAC	49	-	2
204	17 Mar 17	CAG Activity	TSAC & Changi Airport Group	55	-	22
205	18 Mar 17	Befriending Workshop by RSVP	RSVP	26	-	-
206	19 Mar 17	Japanese Garden	TSAC & Heart of Yoginis	19	-	4
207	19 Mar 17	Community Lunch	TSAC & Lion Club	27	-	-
208	20 Mar 17	Haircut	TSAC	5	-	1
209	22 Mar 17	Blk Party 2 & 12	TSAC & TSAC	45	-	1
210	25 Mar 17	Related by Love	TSAC & Sai Society	46	-	3
211	25 Mar 17	MJC Games	TSAC & MJC	25	-	7
212	26 Mar 17	Briskwalk Outing	TSAC & Sai Society	13	-	-
213	29 Mar 17	MJC Activities (SPHERE)	TSAC & MJC	35	-	7
214	31 Mar 17	TKGS Learning Journey	TSAC & TKGS	29	-	12







*Volunteer  
Development*

# Tembusu Volunteer Programme



## Background

Volunteers are precious assets to the organisation. In February 2005, the Tembusu Volunteer Programme (TVP) was established to promote community involvement and to provide a framework for better management and recognition of volunteer efforts. This programme was also developed on the premise that acts of volunteerism encourages and builds a compassionate and an involved community.

## Goal

To develop a strong, committed and skilled volunteer corps capable of reaching out and responding to the needs of the community

## Objectives

Volunteers offer a variety of personal experiences, new insights, talents, knowledge, and concerns that could enhance the scope and quality of 4S' programmes and services. 4S has benefited from the active participation of concerned individuals and corporate organisations. Today, volunteer service is an integral part of all functions of 4S.

TVP aims to provide a platform to develop and enhance the existing and new pools of volunteers. This is an ongoing effort done through working with the volunteer coordinators of facilities/programmes in recruitment efforts, training and development initiatives, and motivation and recognition activities.

## Opportunities

Volunteer service is considered a central and coordinated part of 4S' programmes and services and volunteers are treated as partners with the professional staff. In programme planning and implementation, ample opportunities are made available to encourage volunteer participation.

# Volunteer Opportunities



## Professional Services

- Provide expertise in management
- Provide medical advice and service (General Practitioner)
- Offer diet and nutrition consultation
- Provide nursing care
- Conduct therapeutic programmes
- Offer home modification advice
- Assist in Information Technology programme
- Offer counselling service
- Design publicity materials

## Administrative Support

- Man service counter
- Handle enquiries
- Supervise activity areas
- Obtain feedback from clients
- Keep records for events and activities

## Events & Activities

- Plan and/or conduct festive celebrations, birthday celebrations, performances, classes, talks, arts and crafts, music enrichment, indoor games, sports and outdoor games, social and recreational activities and outings
- Form hobby groups

## Befriending Services

- Conduct house visits
- Provide telephone reassurance service
- Befriend clients
- Involve clients in activities and events
- Help clients from mutual support groups

## Health Services

- Assist in rehabilitative exercises
- Provide personal grooming services

## Food Aid Service

- Pack and deliver food parcels

## Volunteer Recruitment

- Create awareness of 4S' volunteer opportunities
- Assist in 4S' recruitment effort
- Assist in volunteer training

## Emergency Responses (TSAC only)

- Check on the studio apartment upon activation of the alert alarm
- Reassure the elderly in need of assistance
- Help to call for emergency services (e.g. SCDF ambulance, Police), if required





## *Corporate Service*



# Board of Governance

## Government Evaluation Checklist

The Charity Council's Code of Governance establishes principles and best practices in key areas of governance and management that all Institutions of a Public Character (IPCs) are encouraged to adopt. The extent of 4S' compliance for the period from **1 Apr 16 to 31 Mar 17** is reported in the table below:

No.	Description	Response
<b>Board Governance</b>		
1.	Induction and orientation are provided to incoming Board members on joining the Board.	Complied
	Are there Board members holding staff appointments? (Skip items 2 and 3 if "No")	No
2.	Staff does not chair the Board and does not comprise more than one-third of the Board.	Not applicable
3.	There are written job descriptions for their executive functions and operational duties which are distinct from their Board roles.	Not applicable
4.	There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity).  Should the charity not have an appointed Board member, it will be taken that the Chairman oversees the finances.	Complied
5.	All Board members submit themselves for re-nomination and re-appointment, at least once every three years.	Complied
6.	The Board conducts regular self-evaluation to assess its performance and effectiveness once per term or every three years, whichever is shorter.	Complied
	Are there Board member(s) who have served for more than 10 consecutive years? (Skip 7 if "No")	Yes
7.	The charity discloses in its annual report the reasons for retaining Board member(s) who have served for more than 10 consecutive years.	Complied
8.	There are documented terms of reference for the Board and each of its Board Committee.	Complied
<b>Conflict of Interest</b>		
9.	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	Complied
10.	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	Complied
<b>Strategic Planning</b>		
11.	The Board periodically reviews and approves the strategic plan for the charity to ensure that the activities are in line with its objectives.	Complied
12.	There is a documented plan to develop the capacity and capability of the charity and the Board monitors the progress of this plan.	Complied

No.	Description	Response
<b>Human Resource and Volunteer Management</b>		
13.	The Board approves documented human resource policies for staff.	Complied
14.	There is a documented Code of Conduct of Board members, staff and volunteers (where applicable) which is approved by the Board.	Complied
15.	There are processes for regular supervision, appraisal and professional development of staff.	Complied
	Are there volunteers serving in the charity (Skip item 16 if “No”)	Yes
16.	There are volunteer management policies in place for volunteer.	Complied
<b>Financial Management and Internal Controls</b>		
17.	There is a documented policy to seek Board’s approval for any loans, donations, grants or financial assistance provided by the charity which are not part of its core charitable programme.	Complied
18.	The Board ensures internal controls for financial matters in key areas are in place with documented procedures.	Complied
19.	The Board ensures reviews on the charity’s internal controls, processes, key programmes and events are regularly conducted.	Complied
20.	The Board ensures that there is a process to identify, regularly monitor and review the charity’s key risks.	Complied
21.	The Board approves an annual budget for the charity’s plans and regularly monitors its expenditure.	Complied
	Does the charity invest its reserves, including fixed deposits (Skip item 22 if “No”)	No
22.	The charity has a documented investment policy approved by the Board.	Not applicable
<b>Fund-raising Practices</b>		
	Did the charity receive cash donations (solicited or unsolicited) during the year? (Skip item 23 if “No”)	Yes
23.	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	Complied
	Did the charity receive donations-in-kind during the year?	Yes
24.	All donations-in-kind received are properly recorded and accounted for the charity.	Complied
<b>Disclosure and Transparency</b>		
25.	The charity discloses in its annual report: i) Number of Board meetings in the year; and ii) Individual Board member’s attendance.	Complied
	Are Board members remunerated for their Board services? (Skip items 26 and 27 if “No”)	No
26.	No Board member is involved in setting his or her own remuneration.	Not applicable
27.	The charity discloses the exact remuneration and benefits received by each Board member in its annual report.  <u>Or</u> The charity discloses that no Board members are remunerated.	Not applicable

No.	Description	Response
	Does the charity employed paid staff? (Skip items 28, 29 and 30 if “No”	Yes
28.	No Staff is involved in setting his or her own remuneration.	Complied
29.	The charity discloses in its annual report i) The total annual remuneration (including any remuneration received in its subsidiaries), for each of its three highest paid staff, who each receives remuneration exceeding \$100,000 in bands of \$100,00; and ii) If any of the three highest paid staff also serves on Board of the charity/ <u>OR</u> The charity discloses that none of its staff receives more than \$100,000 in annual remuneration each.	Complied
30.	The charity discloses the number of paid staff who are close members of the family of the Executive Head or Board Members who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000. <u>OR</u> The charity discloses that there is no paid staff who are close members of family of the Executive Head or Board Member, who receives more than \$50,000 during the year.	Complied
<b>Public Image</b>		
31.	The charity has a documented communication policy on the release of information about the charity and its activities across media platforms.	Complied

## Annual Remuneration Salary Band

Three highest paid staff of the group

Annual Remuneration Salary Band	FY 2016/2017
\$100,001 to \$200,000	3

There is no paid staff who are close members of family of the Executive Head or Board Member, who receives more than \$50,000 during the year

## Reserves Policy

4S' income for its programmes and services comes from three main sources:

- Government funding
- Donation channelled through Community Chest or the Agency for Integrated Care
- Donation received by 4S

As only the availability of Government funding is certain, the quantum of 4S' reserve is capped at \$500,000. This amount is equivalent to the quantum of donated fund required to sustain existing programmes and services for a period of four years.

The quantum of 4S' reserve is subject to review as and when needed.

# Human Resource Management



## Background

A robust human resource management system is key to achieving organisational excellence. To help attain 4S' mission of being a 'widely respected social service organisation in Singapore providing holistic and quality services', 4S need staffs with diverse expertise, capabilities, experiences, compassion and commitment to serve the disadvantaged.

4S' human resource policies and practices are adapted from the National Council of Social Service's (NCSS') Human Resource Management Guide for Voluntary Welfare Organisations (VWOs) and in compliance with all prevailing statutory requirements.

## Goal

To build a healthy work environment where staff are committed to achieve 4S' mission and supported to attain quality work-life

## Management Strategies

In 4S, staff is regarded as key asset, the cornerstone in the pursuit of service excellence. In competing for talents and professionals who have choices, 4S has adopted a five-pronged strategic thrust to build a talent pool to facilitate the work-life balance between achieving 4S' mission and enabling staff to attain quality of work-life.

### Emphasising and adopting a service user-centred culture

Everyone in 4S, regardless of role or position, is expected to conform to 4S' service user-centred culture in every interaction with the service users. This includes adopting values such as being service user-focus, having integrity, the can-do spirit and working as a team while achieving personal excellence.



## Attracting and retaining talents



4S adopts a fair and non-discriminatory practice of selecting and recruiting staff based on merits such as qualifications, competencies, experience and having the right fit for the job, regardless of age, gender, ethnicity and religious beliefs.

4S believes that mature workers bring a wealth of valuable experiences, capabilities and knowledge to the workplace. Since 2005, 4S has put in place a re-employment policy to recruit or retain those who have passed their retirement age as long as they can be productively employed. There is no reduction of pay or curtailment of employee benefits and training opportunity after one reaches the retirement age.

## Creating and developing a strong learning and team culture

4S invests significantly in training and development so as to build a skilled and professional workforce to meet changing needs of the sector and community and to help staff develop their potential to the fullest. Every category of staff is supported by a structured training plan based on core competencies for the job. Staff at every level are encouraged to devote at least 50 hours of training a year to broaden knowledge and for capability building.

4S arranges customised training courses when required to strengthen expertise and to build new capabilities. In-house training and sharing sessions are conducted to serve as platforms for staff to share knowledge and experiences and to plan services in an integrated manner.



## Encouraging balanced work-life harmony

4S recognises the importance of making sure that staff well-being and work-life needs are met in order to build a more productive workforce.

4S has progressively introduced practical work-life balance practices to help staff give attention to work, self and family and to meet the varied interests and needs of staff of different age groups. This includes part-time employment, flexible work arrangements and a comprehensive leave package (Table 1).

## Recognising staff's contributions

4S' remunerations and benefits system aims at connecting staff performance to 4S' mission and goals. It is an equitable system which reflects the ability, experiences and contributions of staff and provides incentives for staff to give their best and to ensure market competitiveness.

4S salary structure is adapted from the NCSS Salary Guidelines for VWOs and the Ministry of Health Indicative Salary Benchmarks. Revision is made whenever the relevant authorities announced changes to the salary schemes.

The six-monthly Work Review and Appraisal System helps determine equitable salary and incentive based on merits and contributions of staff.

## Long Service Award

Presentation of Long Service Awards to staff who have served continuously for five years or more is one of the ways the 4S management recognises and appreciates the efforts and contributions made by staff. The values are \$500.00 for five years of service, \$1,000.00 for ten years of service, \$1,500.00 for 15 years of service and \$3,000.00 for 20 years of service. During the year of review, one staff, three staff and 11 staff received the 15-Year, Ten-Year and Five-Year Long Service Award respectively (Table 2).

**Table 1 - Leave Package**

Leave Type	No. of Days
Annual Leave	14 – 21
Childcare Leave	6 (staff with child below the age of 7) 2 (staff with child 7 – 12 years old)
Compassionate Leave	3
Dependent Care Leave	5
Examination Leave	2 per course module (4S supported and/or sponsored course)
Marriage Leave	3
Maternity Leave	12* – 16 weeks
Medical Leave	14
Hospitalisation Leave (inclusive of 14 days medical leave)	60 (inclusive of 14 days medical leave)
Paternity Leave	Up to 2 weeks**
Shared Parental Leave	Up to one week (of wife's 16 weeks of GPML ^)

\* inclusive of 4 days of unpaid maternity leave

\*\* 2 weeks paternity leave applicable for working fathers of child born on or after 1 Jan 17

^ GPML: Government-paid Maternity Leave

**Table 2 – Long Service Award**

5 Years' Service Award	10 Years' Service Award
<b>Bukit Batok Home for the Aged</b>	<b>Bukit Batok Home for the Aged</b>
Hnin Su Aung Hsu Maw Thet Myat Ko Ko Naing Tan Gek Heok	Mi Aye Myint Salai Win Swe
<b>Tembusu Home at Pelangi Village</b>	<b>Tembusu Home at Pelangi Village</b>
Naive Ryan Delos Santos Phang Ai Nee Ting Poh Gek	Sai Hseng Wan
<b>Thuja Home At Pelangi Village</b>	<b>15 Years' Service Award</b>
Noor Azlin Binte Jumaat Tay Buck Heng Tillan Corrine Guy Dote	<b>Bukit Batok Home for the Aged</b>
<b>Tembusu Eldercare Centre (SPICE)</b>	Phua Ah Chuu
Khong Yue Kee	

## 4S' 21<sup>st</sup> Anniversary and Appreciation Night



To commemorate 4S' 21 years of community service, the Management organised an Appreciation function to thank the contributions and service of the Management Committee members and staff as well as to provide an informal platform for the management committee members and staff to mingle and relax.

The event was held on Friday, 17 Feb 17 at Qian Xi (Paya Lebar) Restaurant. Themed as "Let's Go Retro", the night was a memorable and enjoyable occasion filled with singing and dance performances from the facilities, exciting games, best dress competition and even a free Photo booth to allow staff to bring back a pictorial token as memory of the notable event. In lieu of the Chinese New Year season, Lou Hei was carried out and God of Fortune also made an appearance to wish all a happy, prosperous, healthy and smooth journey ahead. The night ended with a cake-cutting ceremony to celebrate 4S' 21 years of professional service delivery and service excellence.





## Our Staff



4S HQ



Acacia Home



Bukit Batok Home for the Aged



Tembusu Home at Pelangi Village





Thuja Home at Pelangi Village



Tembusu Eldercare Centre (SPICE)



Tembusu Seniors Activity Centre

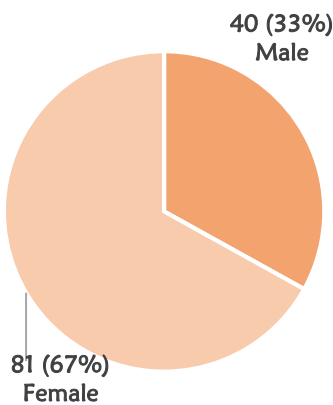


# Statistical Information

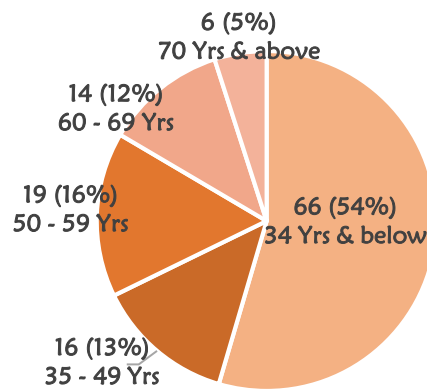
## (As at 31 Mar 17)

### Local Staff (121)

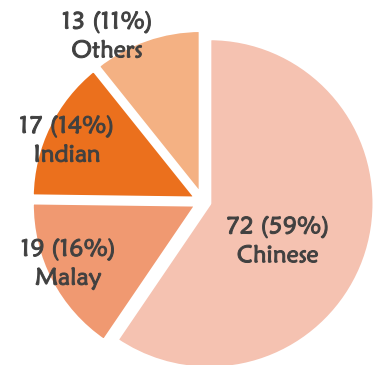
#### By Gender



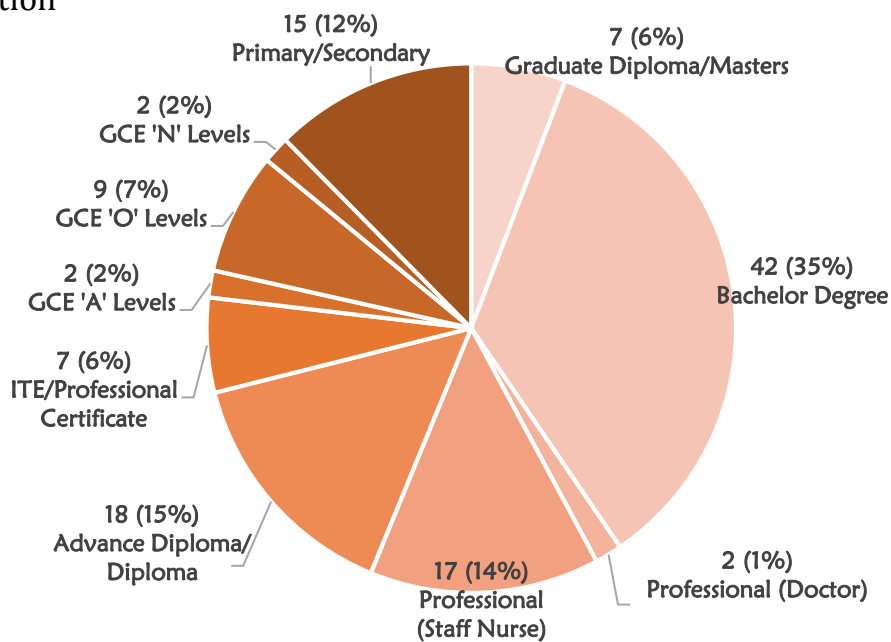
#### By Age Group



#### By Ethnicity

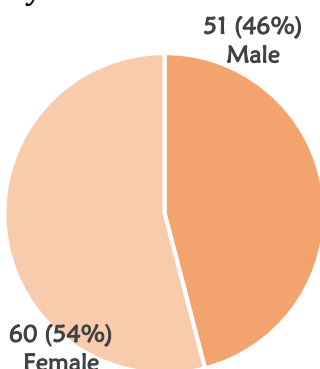


#### By Qualification

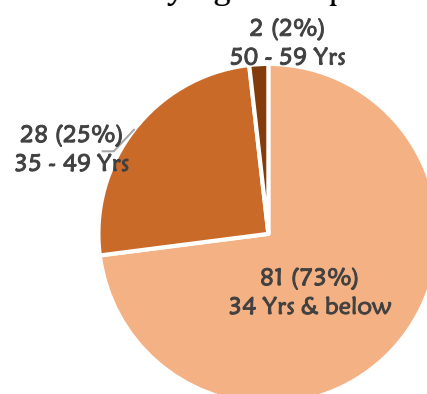


### Foreign Staff (111)

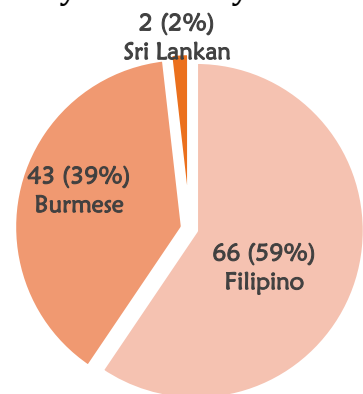
#### By Gender



#### By Age Group



#### By Nationality



## Training Records from April 2016 to March 2017

Course	Course Provider	No. of Staff	No. of hours
2D Art expression	Agency for Integrated Care	1	8
2D Arts Expression Toolkit Training Workshop	Social Service Institute	1	10.5
33rd Integrated Eldercare Network	National Council of Social Service	7	21
8th International Conference on Social Work in Health and Mental Health	Singapore Association of Social Workers	3	63
A Public Forum on Responsible Self-care	Pharmaceutical Society of Singapore	1	3
Adult First Aid	St John Singapore	16	304
Adult First Aid and AED Course	St John Singapore	5	98
Advanced Excel 2013 Certification	Intellisoft Training Pte Ltd	7	189
An Introduction to Family Therapy	Social Service Institute	1	21
An Overview of Palliative Care in Dover Park Hospice	Dover Park Hospice	1	2.75
Applied Suicide Intervention Skills Training (ASIST)	Social Service Institute	1	14
Arts in Eldercare seminar and Rhythms wellness	Agency for Integrated Care	1	6
Asthma management training programme	Singapore General Hospital	1	8
Awareness Programme for Automated External Defibrillator & Self Contained Breathing Apparatus Training	Dewton Safety Pte Ltd	36	57.5
Basic cardiac life support	Agency for Integrated Care	2	16
Basic cardiac life support – Refresher course	Avanta Group of Trainings	2	8
Basic Eye Care Skills Training Programme for Health and Social Care Professionals	National University Hospital	2	18
Basic Skills on Mental Health in Community Service for Non-Professional Staff	Institute of Mental Health	5	45
Basic Skills on Mental Health in Community Services	Institute of Mental Health	26	195
Basic Skills on Mental Health in Community Services for Professional Staff	Institute of Mental Health	7	63
Basic Workplace Safety and Health	Agency for Integrated Care	5	30
Basic wound Care	St Luke's hospital	1	20
Basic/Intermediate Microsoft Excel 2013	Intellisoft Training Pte Ltd	7	126

Course	Course Provider	No. of Staff	No. of hours
BCM Speakers' Series - Pandemic Preparedness	Ministry of Social and Family Development	9	22.5
BCM - Ground Deployment Exercise (Pandemic Preparedness)	Ministry of Social and Family Development	10	30
BCM - Table Top Exercise (Pandemic Preparedness)	Ministry of Social and Family Development	10	40
BCM - Host for Ground Deployment Exercise (Pandemic Preparedness)	Ministry of Social and Family Development	12	126
Boleh Saya Bantu Anda? May I Help You?	Social Service Institute	1	24
Briefing for Care Staff	Ministry of Social and Family Development	8	8
Briefing for care staff on use of RAF and infection control practices, Sharing on mobile dental clinics, Focus group discussion on care standards	Ministry of Social and Family Development	10	30
Business Process Re-engineering and Functional Requirements Study for Social Service ICT Master Plan (Family Specialist Services - Case Management)	Ministry of Social and Family Development	2	6
Case Management for Seniors in using Action Learning Approach	Social Service Institute	1	14
Change Management Training	Agency for Integrated Care	1	14
Communicate Effectively with Seniors	Social Service Institute	3	42
Consultation session for social workers/case workers	Ministry of Social and Family Development	1	2
Contenance Management for Resident in Nursing Home (Basic)	Agency for Integrated Care	1	8
Contenance Management for Resident in Nursing Home (Intermediate)	Agency for Integrated Care	2	32
Counselling Skills and Practice: Introduction	Social Service Institute	1	14
Creative movement for the clients	Agency for Integrated Care	1	28
Creative Therapy for Working with Persons with Special Needs: Art Therapy	Social Service Institute	2	18
Cross Cultural Comptency in Working with Seniors	Social Service Institute	1	16
Degree in Childhood Studies and Guidance and Counselling	Northumbria University	1	159.5
Design and Develop an Effective Volunteer Work Programme	Social Service Institute	2	16
Developing Your Coaching and Mentoring Skills for NPO Managers	Social Service Institute	1	14
Diabetic management nursing course	Singapore General Hospital	1	8
Dialogue with Director of Social Welfare	Ministry of Social and Family Development	2	4

Course	Course Provider	No. of Staff	No. of hours
Diploma in Accountancy	Kaplan Higher Education Institute	1	75
Diploma in Social Service – Academic Integrity Workshop	Social Service Institute	1	36
Effective Administration of Salary and Payroll Workshop	Aventis Learning Group	13	91
Effective Email Writing and Communication	Aventis Learning Group	1	8
Effective Meeting Minutes Writing	Aventis Learning Group	2	14
Effective Supervisory Skills for NPO Managers	Social Service Institute	4	56
Emergency Response Plan for Acacia Home	Cushman & Wakefield Facilities & Engineering (S) Ltd	8	12
Eye Care for Empowered Community Programme	National University Hospital	2	16
F&B Safety and Hygiene Policies & Procedures	SHATEC	7	59.5
Facilitate Successful Case Conference	Social Service Institute	3	63
Falls Prevention & Management Course - Basic	Agency for Integrated Care	2	24
Falls Prevention & Management Course - Intermediate	Agency for Integrated Care	1	12
Financial Management and Internal Controls for NPO Leaders	Social Service Institute	1	8
Financial Planning for Low-Income Clients	Social Service Institute	2	16
Fire Safety Talk	Fire Specialist Rescue Centre Singapore	12	12
Follow Food and Beverage Safety and Hygiene Policies and Procedures	Eduquest International Institute	4	36
Fostering Innovation in Social Work Practice	Ministry of Social and Family Development	1	6
Gerontology Nursing course	Singapore General Hospital	1	8
G-Race Mental Health Workshop - Management of Aggression and Agitation - Technical Aspects	National University of Hospital	2	8
Halal Foundation Programme (Non-Supervisory)	MUIS	1	16
Head of Homes - Briefing on SOP	Ministry of Social and Family Development	5	10
Heart failure workshop	National University Hospital	1	14
Hidden Secrets of Data Analysis in Excel 2007/2010	Everyday Excel Business Lab Pte Ltd	1	16
Hoarding Behaviour and the Mentality of Clients with Hoarding Behaviour	Fei Yue Seniors Activity Centre	2	7



Course	Course Provider	No. of Staff	No. of hours
How to assist clients to perform therapeutic exercises	Agency for Integrated Care	1	12
ILTC Emergency Preparedness - Table Top Exercise	Agency for Integrated Care	11	38.5
Individualised Care Planning	Social Service Institute	3	42
Infection Control Measures	Hougang Polyclinic	1	2.5
In-service Training: Acacia Home Facilities and Operation Training	Acacia Home	8	1,345
In-service Training: Acacia Home Facilities Training at Admiralty Street	CMC Construction Pte Ltd	24	171
Internal Control for Management (II) - Safeguarding the Revenue and Procurement Process against Fraud	Social Service Institute	1	12
Internal Halal Audit Workshop	Warees Halal Limited	1	8
Introduction to Basic Counselling Practice to Caregivers	Agency for Integrated Care	1	16
Introduction to Mental Health & Dementia	Agency for Integrated Care	2	7
Leading and Managing effective work teams programme	Agency for Integrated Care	1	16
Management of Depression in Seniors	Social Service Institute	1	14
Management of Diabetes Mellitus Workshop	Primary Care Academy	11	22
Managing Dysphagia Clients	Agency for Integrated Care	6	48
Managing Patients with BPSD	Agency for Integrated Care	2	8
Managing Sexuality Issues of Adults with Intellectual Disabilities	Social Service Institute	1	14
Managing Trauma In Clients	Social Service Institute	4	56
Master of Counselling	Monash University	1	80
Medication Management Course : Skin (Dry Skin, Eczema, Fungal Infection, Pressure Sores, Scabies & Lice Treatment) & Eyes (Dry Eyes & Glaucoma)	Agency for Integrated Care	1	4
Medication Management Course: Others (Medication Related to Fall Risk & Common Infections-UTI, Pneumonia, Cellulitis, URTI)	Agency for Integrated Care	1	4
Mental Health First Aid – Older Person	Social Service Institute	3	42
Mental Health First Aid – Older Person	Agency for Integrated Care	9	144
Microsoft Excel VBA Programming	Vteach Pte Ltd	1	24

Course	Course Provider	No. of Staff	No. of hours
MSF Dialogue Session with Director of Social Welfare	Ministry of Social and Family Development	2	4
National Family Violence Networking System Conference	Ministry of Social and Family Development	1	8
Networking Session - Sharing by Alzheimer's Disease, etc	Ren Ci NH @ Bt Batok	3	9
NUH Eye International Congress 2016 - Community Eye Care & Low Vision Symposium	National University Hospital	4	6
Nutrition Training Programme for Kitchen Staff	Agency for Integrated Care	2	6
Ophthalmic Skills Training for ILTC	Agency for Integrated Care	1	9
Overcoming Compassion Fatigue through Rejuvenation and Positive Energy	Social Service Institute	2	28
Patient Safety course	Agency for Integrated Care	1	8
Person Centred Approach to Dementia Care	Social Service Institute	2	48
Plan and Strategise for an effective volunteer engagement programme	Social Service Institute	1	8
Practical Accounting Course for VWOs – A Finance for Non Finance Workshop	3Pointe Pte Ltd	14	210
Practising Person Centred Care Approach	Social Service Institute	1	14
Psychiatric Rehabilitation in Welfare Homes	Social Service Institute	11	231
Psychoeducation talk on management of HIV Infected Persons	Tan Tock Seng Hospital - Communicable Diseases Centre	13	26
Public Health & Ageing	Saw Swee Hock School of Public Health (NUS)	1	33
Recycled Arts Toolkit Training Workshop	Social Service Institute	3	31.5
Refresher First Aid Course	Singapore Red Cross Society	2	24
Relate Happiness to Self-care at Work for Performance	Social Service Institute	2	28
Report Writing	Agency for Integrated Care	1	16
Report Writing (Beginner Level)	Agency for Integrated Care	1	16
Response to Fire Emergency in Buildings	CERT Consultancy Group	14	224
Rules of Engagement Collaboration for Greater Productivity	Social Service Institute	1	3.5
Skin Care workshop	Agency for Integrated Care	1	3
Social Work Day 2017: Fostering Innovation in Social Work Practice	Singapore Association of Social Workers	1	5
Solution Focused Brief Therapy - Introduction	Social Service Institute	1	21

Course	Course Provider	No. of Staff	No. of hours
Special Forum: Intergenerational Contact Zones in the Asian Context	National Council of Social Service	3	10.5
Standard First Aid Training	Singapore Red Cross Society	13	312
Standard First Aid and AED Course	Singapore Red Cross Society	1	24
Standard First Aid with CPR & AED	Singapore Red Cross Society	14	337
Standard First Aid with CPR & AED Refresher Course	Singapore First Aid Training Centre Pte Ltd	11	200
System Perspective Approach in Case Conceptualisation	Social Service Institute	3	42
The Art of Rehabilitation in Persons with Cognitive Impairment	Allied Health Integrative Network of Tan Tock Seng Hospital	1	8.5
The Journey of Change programme	Agency for Integrated Care	1	4
The Journey of Change Training (Operational Level)	Agency for Integrated Care	2	6
Training on infection control measures	National Healthcare Group - Hougang Polyclinic	13	32.5
Understanding & Analysing Financial Statements - A Finance for Non-Finance Workshop	3Pointe Pte Ltd	3	48
Understanding & Screening for Depression and Dementia in the Community	Institute of Mental Health	1	8.5
Understanding and Working with Malay-Muslim Clients	Social Service Institute	1	16
Understanding Mental Illness and Management of Difficult Behaviour	Institute of Mental Health	3	13.5
Understanding Persons with Disabilities	Social Service Institute	1	14
Understanding, Communicating and Working Effectively with Individuals with Autism	Social Service Institute	1	16
Use of RAF and infection control practices and Sharing on mobile dental clinics	Agency for Integrated Care & NTUC Unity Denticare	3	3
Using Art and Creativity to Build Social and Emotional Skills	Social Service Institute	1	14
Using Creative Arts in Therapy: Understanding and Programme Planning for Work with Seniors	Social Service Institute	2	35
Using Reminiscence in Therapy for Seniors	Social Service Institute	1	8
VWO Briefing on new NCSS e-services, Corporate Website and SSI Website	Social Service Institute	1	4
Web Design with XHTML, HTML and CSS	Vteach Pte Ltd	1	16
Wellness programme – 2D Arts	Agency for Integrated Care	2	14
Working with People with Intellectual Disabilities and Mental Illness	Social Service Institute	3	42

Course	Course Provider	No. of Staff	No. of hours
Workplace Literacy (Listening) - Level 6	Singapore Workforce Skills Qualifications	1	8
Workplace Literacy (Reading) - Level 5	Singapore Workforce Skills Qualifications	1	8
Workplace Literacy (Speaking) - Level 6	Singapore Workforce Skills Qualifications	1	8
Workplace Literacy (Writing) - Level 6	Singapore Workforce Skills Qualifications	1	8
Workplace safety and health checklist	Agency for Integrated Care	1	8
Wound management conference	St Luke's Hospital	1	8
Writing Standard Operating Procedures (SOP)	Agency for Integrated Care	1	16
WSQ Advanced Certificate in Social Service	Social Service Institute	1	151.25
WSQ Basic Food Hygiene Course	Xprienz Pte Ltd	1	7.5
WSQ Conduct Food and Beverage Hygiene Audit	At-Sunrice	3	72
WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures	Xprienz Pte Ltd	22	165
WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures	Eduquest International Institute	18	135
WSQ Implement Incident Management Process	Institute of Process Industry	6	48
WSQ Respond to Fire Emergency in Buildings	TECS Fire & Safety Services Pte Ltd	19	304
WSQ Respond to Fire Emergency in Buildings	CERT Consultancy Group Pte Ltd	24	384
<b>Total no. of hours</b>			<b>8,335.5</b>



# Our Donors

4S would like to extend our deep appreciation to all our donors and sponsors including those who have chosen to remain anonymous. We treasure your support and are grateful to you for sharing our beliefs and partnering us in our mission to serve the disadvantaged.

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K. Sarojini Devi

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 In memory of the late Lim Kim Hong  
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 Koo Kok Chang  
 Kumar Kowshick Ram  
 Kuncha Ramana Rao  
 Lam Oi Ying  
 Lee Pei Ying Adeline  
 Lee Soon Nam  
 Lim Ah Lang  
 Lim Cheng Guan  
 Lim Lai Hiang  
 Lim Lay Hoon  
 Lim Mui Leng  
 Lim Peng Khoon  
 Lim Teck Chai, Danny  
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 Liu Jiyun  
 Loke  
 Loo Chung Kern  
 Loo Kuen Feng  
 Low Han Chit  
 M Thevarani  
 Menon Krishnakumar Bhaskaran  
 Mohana Rani Suppiah  
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 Nagarethinam Vallimail

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 Ramachandran Preethi  
 Rishi Sunder Ramchand  
 Sankar Veeramani  
 Sheilla Christie  
 Sim Kai Xian Joycelin  
 Siong Yaw Hardware  
 Sridharan Vinodh  
 Steven Anthony  
 Suriyanarayanan Balaji  
 Swift Logist Pte Ltd  
 Tan Beng Tin  
 Tan Chew Hua  
 Tan Ching Yin  
 Tan Choon Huat  
 Tan How Poo  
 Tan Ling Ling  
 Tan Mei Ying  
 Tan Poh Hoon  
 Tan Seng Beng  
 Tan Teck Keng  
 Tan Teck Loo  
 Tan Wei Tong  
 Tan Yina  
 Tang Soo Yee Ellis  
 Tay Eileen  
 Tay Sor Hoon  
 Teo Hui Juan  
 Tew Siew Foong  
 Tan Yina

**Below \$1,000**

Tang Soo Yee Ellis  
 Tay Eileen  
 Tay Sor Hoon  
 Teo Hui Juan  
 Tew Siew Foong  
 Toh Chee Hwa  
 Toh Lye Heng  
 Toh Pei See  
 Toh Wee Lan  
 Tyo Ah Hing  
 Wang Huate  
 Wong Li Zhen  
 Wong Siew Yen  
 Wong Wee Chong  
 Yam Lai Peng  
 Yap Gui Yong  
 Yee Tuck Fai

## Adopting 'Tembusu' as the Brand Name of 4S' Projects

In 2002, the then Ministry of Community Development and Sports appointed 4S to manage Tembusu Home at Pelangi Village, one of the six residential care facilities for destitute persons set up in Pelangi Village. An emblem of longevity and resilience, the native Tembusu tree is adaptable and hardy, and can thrive and bloom under adverse conditions. 4S has since adopted 'Tembusu' as the brand name of its projects as the attributes of Tembusu tree are akin to 4S' long-standing values of providing reliable and quality services to the beneficiaries in all circumstances.



## Contact Information

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exedir@4s.org.sg

#### Residential Care

##### Acacia Home

30 Admiralty Street  
Singapore 757441  
Tel: 6254 6575 | Fax: 6254 6579  
acaciahome@4s.org.sg

##### Bukit Batok Home for the Aged

11 Bukit Batok West Avenue 2  
Singapore 659205  
Tel: 6665 2818 | Fax: 6665 2808  
bukitbatokhome@4s.org.sg

##### Tembusu Home at Pelangi Village

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tembusuhome@4s.org.sg

##### Thuja Home at Pelangi Village

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thujahome@4s.org.sg

#### Aged Care

##### Tembusu Eldercare Centre (SPICE)

Blk 3 Eunos Crescent #01-2585  
Singapore 400003  
Tel: 6747 3515 | Fax: 6747 9952  
tec@4s.org.sg

##### Tembusu Seniors Activity Centre

Blk 31A Eunos Crescent #06-01  
Singapore 401031  
Tel: 6742 1321 | Fax: 6742 7383  
tsac@4s.org.sg

#### Tembusu Volunteer Programme

c/o 4S Secretariat  
2 Buangkok Green  
Singapore 539749  
Tel: 6489 8534 | Fax: 6315 7843  
tembusuvolunteer@4s.org.sg

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