



ANNUAL REPORT FY 2017/2018



“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



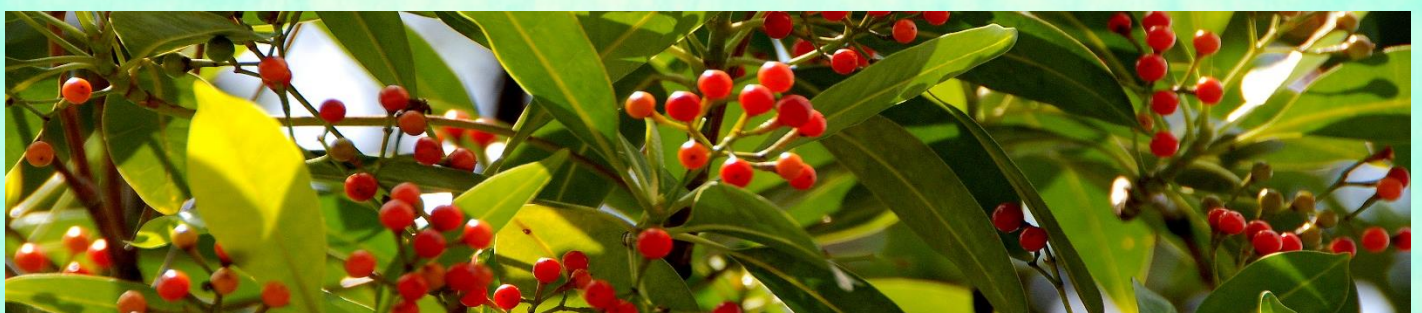
4S' logo affirms our belief in our motto

- 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 by 4S' President

Warmest Greeting to All!

The Financial Year 2017/2018 marks another eventful year for 4S. In September 2017, the Ministry of Social and Family Development (MSF) initiated a "Request for Proposal" exercise to invite interested voluntary welfare organisations to submit proposals to manage the 11 Welfare Homes for destitute persons established under the Destitute Persons Act. 4S responded and was re-appointed as the Managing Agent of Acacia Home, Bukit Batok Home for the Aged, Tembusu Home at Pelangi Village and Thuja Home at Pelangi Village for three years, with an option to extend another three years. The new Service Agreements will take effect from 1 Apr 18 for Bukit Batok Home for the Aged, Tembusu Home at Pelangi Village and Thuja Home at Pelangi Village and from 1 May 18 for Acacia Home. We thank MSF for the confidence and trust in our team in fulfilling the responsibility.

Provision of residential care for destitute persons has been 4S' core business since 1997 when 4S was appointed by the then Ministry of Community Development to manage Bukit Batok Home for the Aged. Being re-appointed as the Managing Agent of the four Welfare Homes in 2018 is a recognition of 4S' long term commitment and partnering effort with the Ministry in delivering quality service. The re-appointment will spur us to set even higher service standard to meet the needs and aspirations of about 700 destitute persons in these Homes.

In connection with the appointment as Managing Agents for Welfare Homes, MSF has introduced a range of new performance indicators to give focus on service outcome. For example, assessment, casework and counselling are to be carried out by competent staff to support residents' rehabilitation. Outcome-based funding, pegged to resident and staff-related outcome criteria, will replace the existing funding arrangement from April 2018 to encourage better resident outcomes and overall service performance. Starting from financial year 2018/2019, quarterly disbursement of recurrent funding is pegged at 90% per capita funding and the remaining 10% outcome-based funding, is to be disbursed at the end of the financial year. The release of the two types of funding will be made if the respective targets are met. Hitherto, the quarterly disbursement of recurrent funding was pegged at 97% per capita funding and the remaining 3% was released upon targets met. The new funding model has made Homes' operations more challenging.

To meet the high expectations, 4S adopts a four-pronged strategic approach to help residents enhance their quality of life and achieve self-reliance for eventual reintegration into the community, where possible. First, ensuring a safe, secure and clean environment and a good balance of structured activities and individualised care to help residents maximise their potential physically, mentally, emotionally and socially; Second, deploying a multi-disciplinary team of caring, committed and competent professionals and trained support staff to provide appropriate and holistic care for the residents; Third, employing a "service user-centric" approach in service delivery to ensure that service and care are offered with a human touch, upholding the dignity and comfort of the residents; and finally, fostering synergistic partnership with concerned individuals and organisations to encourage volunteerism and to connect residents with the community.

4S must ensure that the quality of service is continually improved and meet the demands of the future. We will spare no effort to enhance our social work capability and to equip our staff with the knowledge, skills and expertise to implement quality programmes to optimise our residents' potential.

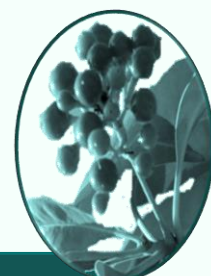
The idea to swap premises of Tembusu Senior Activity Centre (TSAC) located on the 6th level of a multi-storey car park at Block 31A Eunos Crescent, and Tembusu Eldercare Centre (TEC), located at Block 3 Eunos Crescent, was first mooted in the second half of 2016. Moving TSAC to Block 3 brought the centre closer to the seniors living in the three HDB rental blocks. Relocating TEC to Block 31A enabled the centre to utilise the contiguous space for outdoor activities and to increase the daily day care capacity from 30 to 45 clients. In March 2017, the Ministry of Health (MOH), MSF and the Adviser to Marine Parade GRC GROs, Associate Professor Fatimah Lateef, gave support to the proposal. Renovation works were conducted in phases from May 2017 to October 2017 to minimise disruption to services. When renovation works were carried out at both premises, TSAC conducted its activities at the void deck space at Block 1 Eunos Crescent for the seniors. Relocation of TEC and TSAC took place on 1 Sep 17 and 1 Nov 17 respectively.

In the budget speech for financial year 2018, the Minister for Finance announced the transfer of oversight of Senior Cluster Networks from MSF to MOH from 1 Apr 18. 4S can now work with MOH and the Agency for Integrated Care, as a single organisation to coordinate the delivery of aged care services across both the health and social domains in the community. The change will strengthen our two centres' services to assist seniors in the Eunos community to age healthily and confidently in-place.

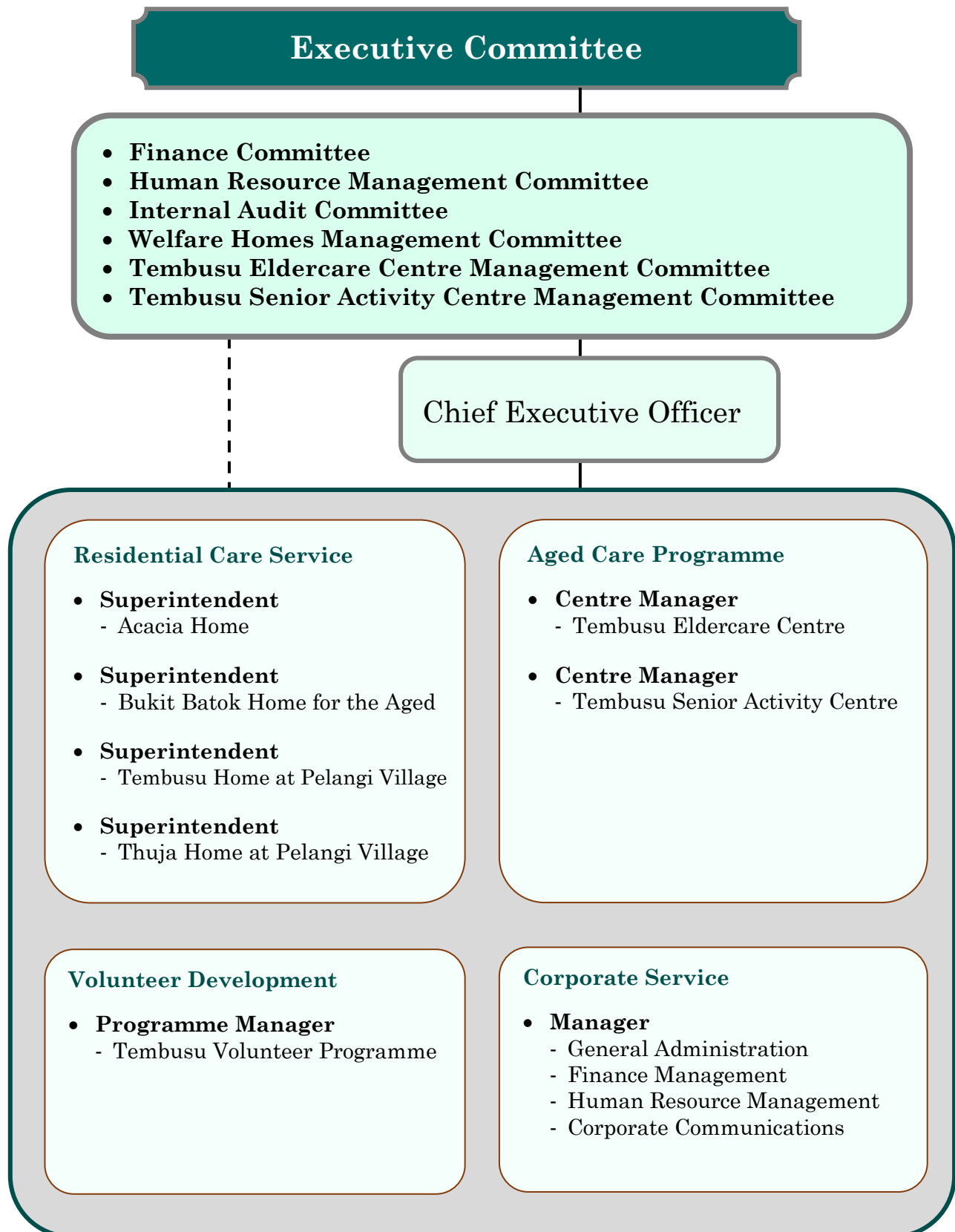
Technology and digitalisation are impacting the social service sector, changing the way we work and operate. Learning to keep pace with technology and adopting a resilient mind-set that embraces and adapts to changes is essential for 4S. We need to search for innovative solutions and new technology to improve efficiency and productivity. Everyone in 4S must be proactive, productive, resourceful and do all he can to help 4S stay relevant.

Lastly, I would like to express my deepest gratitude to our members, supporters, volunteers, staff and the funding Ministries for their contributions and continued confidence and support of 4S. There will be many challenges ahead. We will continue to build upon the strong partnerships achieved to embrace the challenges in this ever-evolving social service scene. I am confident that 4S can and will do well to give hope and bring cheers to the people we served.

Ho Poh Kong
President, 4S



Organisation Chart



Executive Committee



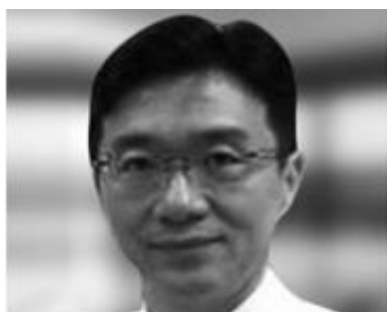
Mr Ho Poh Kong
President



Mr P S Siva
Vice President I



Mr Leong Why Kong
Vice President II



Prof Hsu Pon Poh
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



Datin Elaine Toh Yew Lian
Member



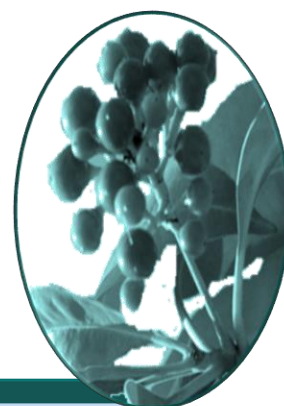
Ms Lim Yen Ping Joyce
Member



Mr Seng Chun Guan
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 2017/2018:

	10th (2015- 2017) Ex-Co Meeting held on 14 May 17	11th (2015- 2017) Ex-Co Meeting held on 23 Jul 17	1st (2017- 2019) Ex-Co Meeting held on 17 Sep 17	2nd (2017- 2019) Ex-Co Meeting held on 3 Dec 17	3rd (2017- 2019) Ex-Co Meeting held on 23 Jan 18	4th (2017- 2019) Ex-Co Meeting held on 25 Mar 18
Mr Ho Poh Kong	√	√	√	√	√	√
Mr P S Siva	Overseas				√	Overseas
Mr Leong Why Kong	Overseas		√	√	√	√
Prof Hsu Pon Poh	√	Working	√	√	√	Overseas
Dr Victor Seah Yun Zheng	√	Overseas	√	On Leave		
Mr Tay Zi Yang	Overseas	√	√	√	Overseas	√
Dr Elaine Chua Lea Lea Im	√	Working	√	Overseas	√	Overseas
Datin Elaine Toh	Overseas		√	Overseas		
Mr Sunder Ramchand	On Leave				√	Overseas
Ms Angie Lim @Ng Seok Keow	Overseas	√	Not applicable			
Ms Lim Yen Ping Joyce	Not applicable		√	√	√	Overseas
Mr Seng Chun Guan	Not applicable		√	√	Working	√



Functional Committees and Management Committees (As at 31 Mar 18)

Finance Committee

Mr Tay Zi Yang
Dr Elaine Chua Lee Lea Im

Internal Audit Committee

Mr P S Siva
Supported by Staff Members

Human Resource Management Committee

Mr Ho Poh Kong
Datin Elaine Toh (until 17 Sep 17)
Ms Lim Yen Ping Joyce (from 17 Sep 17)

Welfare Homes Management Committee

Chairman

Dr Elaine Chua Lee Lea Im

Vice Chairman

Ms Lim Ling

Honorary Secretary

Mr Victor Chan Chee Yun (until 17 Sep 17)
Ms Mabel Goh Mui Ngim (from 17 Sep 17)

Honorary Treasurer

Mr Tay Zi Yang

Members

Ms Chong Fui Kian (until 17 Sep 17)
Mrs Deby Sarojiy Pala Krishnan (from 17 Sep 17)
Ms Daphne Chua Shu Ling
Ms Jaclyn Thang Mei Lyn (until 17 Sep 17)
Mr Jimmy Ho Ji Meng, PBM
Mr Tan Aik Joo (until 17 Sep 17)

Ms Koh Lee Peng (until 17 Sep 17)
Ms Lim Yen Ping Joyce
Ms Mabel Goh Mui Ngim (until 17 Sep 17)
Ms Rose Low Shiow Ling (until 17 Sep 17)
Mr Seng Chun Guan

Tembusu Eldercare Centre Management Committee

Chairman

Mrs Deby Sarojiy Pala Krishnan

Vice Chairman

Mr Lawrence Tan Han Tong, PBM

Honorary Secretary

Ms Rose Low Shiow Ling

Honorary Treasurer

Ms Lim Ling

Members

Dr Anupama Roychowdhury (until 14 Feb 18) Dr Elaine Chua Lee Lea Im Dr Jagadesan Raghuram

Tembusu Senior Activity Centre Management Committee

Advisor

Mr K V Veloo, PBM
Ms Sheela Awat

Chairman

Mr Leong Why Kong

Honorary Secretary

Mr Yusoff Marican (until 17 Sep 17)
Mr Seng Chun Guan (from 17 Sep 17)

Honorary Treasurer

Mr Siu Yow Wee

Members

Mr Chng Chwee Leng Mrs Deby Sarojiy Pala Krishnan Dr Elaine Chua Lee Lea Im
Mr Lawrence Tan Han Tong, PBM Ms Lim Ling (from 17 Sep 17) Mr Roy Chin
Mrs Susheela Theyvendran Mr Tang Khee Meng (from 17 Sep 17)

Mrs Pirooska 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 10th anniversary of community service by 4S 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

- 4S President was invited by the National Archives of Singapore to record an oral history on the birth and development of 4S
- 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"

2017

- Relocated TEC from 3 Eunos Crescent to 31A Eunos Crescent from 1 Sep 17 and renamed TEC "Tembusu Eldercare Centre"
- Relocated TSAC from 31A Eunos Crescent to 3 Eunos Crescent from 1 Nov 17 and renamed TSAC "Tembusu Senior Activity Centre"





Residential Care



Welfare Homes



Background

The Ministry of Social and Family Development (MSF) has appointed 4S as the Managing Agent of Acacia Home (AH), Bukit Batok Home for the Aged (BBHA), Tembusu Home at Pelangi Village (TBH) and Thuja Home at Pelangi Village (TJH). 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.

Goals

- To provide a supportive environment for the maintenance and promotion of the physical and psychosocial well-being of the residents
- To assist residents to achieve self-reliance for community reintegration through effective casework and intervention

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
- A seven-storey building with a 250-bed capacity
- 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 and to assist them to achieve self-reliance. The four Homes are committed to offer residents adequate opportunities to enhance their quality of life and facilitate their reintegration to the community, where possible.

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, social 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/Caseworker as the Case Manager to assist the resident in adjusting to living in the Home environment and working out an individualised care plan to facilitate appropriate care tailored 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. The social worker will also use the Client and Assessment Support Tool (CAST), a 29-item questionnaire introduced by MSF in December 2017, to identify residents' needs in individual functioning and community living. Information obtained from the various assessments are 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	<ul style="list-style-type: none"> • Maintenance of functionality • Achievement of self-reliance • Enhancement of quality of life • Reunification with family • Reintegration into community 	<ul style="list-style-type: none"> • Maintenance of functionality • Achievement of self-reliance • Enhancement of quality of life • Strengthening bond with family
Without family	<ul style="list-style-type: none"> • Maintenance of functionality • Achievement of self-reliance • Enhancement of quality of life • Reintegration into community 	<ul style="list-style-type: none"> • Maintenance of functionality • Achievement of self-reliance • 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.

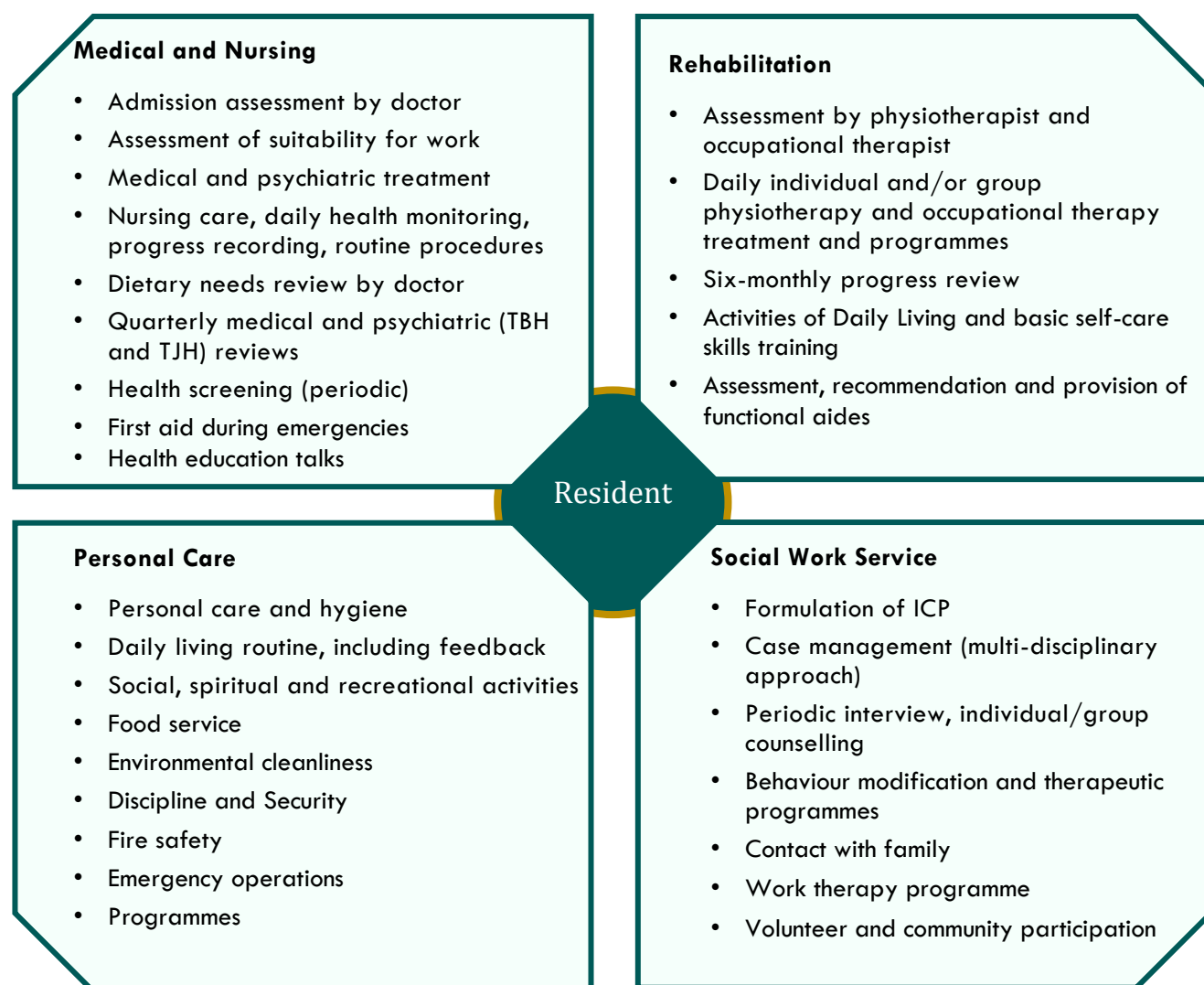
Case Review Committee

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 all legislations related to fire protection are complied with. In each Home, a staff is designated as Fire Safety Manager (FSM). The key functions of the FSM 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. As required by the Singapore Civil Defence Force, all four Homes have at least four trained Community Emergency Response Team (CERT) members in each working shift. To ensure sufficient preparedness, fire drills are conducted every quarterly.

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. AH orders meals from an external caterer which is Halal-certified and a National Environment Agency's licensed caterer.

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, snacks such as biscuits, barley, chrysanthemum tea and milo are offered at least twice a day and the interval between this and breakfast the following morning is not more than 12 hours. The four-week cycle menu, planned with the assistance of a dietician, is reviewed annually. 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

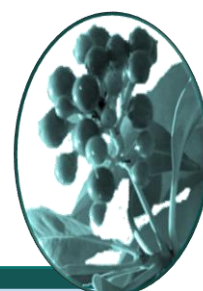
Residents have different expectations with respect to lifestyle preferences in the Home. To boost a more active lifestyle, an eclectic range of social and recreational activities, and daily living-related activities are made available to match and satisfy residents' preferences. Special consideration is 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. 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	Monthly
Submission of Statistical Returns (MSF)	
MSF Case Review Committee Meeting	Bi-monthly
Kitchen Audit by Welfare Homes Food Hygiene Committee	
Visit by Management Committee Member	
Inspection Visit by MSF Officer	Six-monthly
Medication Management Audit by Pharmacist	
MSF Fixed Asset Audit	Yearly
Menu Review by Dietician	
MSF Finance Audit	Ad hoc
MUIS Halal Kitchen Audit	As and when

Acacia Home

Programmes Highlights

Seniors' Walking Football Programme



During the review period, the Football Association of Singapore (FAS) invited residents to watch the youths of Young Lions Football Club in 10 exciting football matches. On average, 18 residents attended each match with transport and dinner generously provided by FAS.

In conjunction with the Singapore Football Festival, 12 residents were invited to take part in FAS' first Seniors' Walking Football programme, where professional coaches and football players coached seniors on how to play football by only walking and no tackling was allowed. The programme, suitable for those aged 50 and above, aimed at promoting community bonding in a safe environment. Residents had an enjoyable time pitting themselves in friendly matches and ended their joyous day with lunch kindly sponsored by FAS.

"Wonderful! Liang Xi Mei"



On 25 Feb 18, 26 residents were invited to watch the screening of local movie "Wonderful! Liang Xi Mei" at Shaw Balestier cinema. The event was hosted by the movie Director, Mr Jack Neo. In celebration of CNY, the residents were also treated to a special "Wonderful!" lunch following the movie screening and given a goodie bag and "ang bao" each.

"Dance of Disney" Musical

On 5 Nov 17, 15 residents were given the golden opportunity by SASCO Senior Citizens' Home (SASCO) to attend the "Dance of Disney" musical at Capitol Theatre. The invitation was held in conjunction with SASCO's Give and Take Day to celebrate love and friendship. The residents sang-along merrily to various all-time favourites Disney acts and songs by famous Disney characters.



Bukit Batok Home for the Aged

Programmes Highlights

“I can still look young!”



Initiated in 2015, regular interactive sessions were organised to provide opportunity for students and teachers from Crest Secondary School to engage elderly residents of the Home through befriending and creative recreational activities, which promoted the socio-emotional well-being of the residents and refrained them from being socially isolated. Likewise, the students were able to enhance their interpersonal skills, display and exercise empathy and care, as well as reminisce with the elderly their younger days.

On 28 Apr 17, 34 students and six teachers from Crest Secondary School organised a make-over and studio-like portrait taking for 16 residents, eclectic performances and group games for all residents in the Home. Through the make-over, residents were empowered to choose their dressing style and type of make-up prior to the photo-taking session and was allowed to keep the finished portrait. Overall, both students and residents spent a meaningful and fruitful time together that afternoon.

Seniors' Café by Seniors at Bukit Batok

In late 2017, the Home expanded its horizon and collaborated with REACH Youth Powerhouse at Blk 417 Bukit Batok West Avenue 4, to give its elderly residents the opportunity to interact with other seniors living around the Bukit Batok Community. REACH launched a café last 6 Oct 17 and is run entirely by senior volunteers. This active-ageing initiative aims to draw elderly persons living alone or who are “at risk of social isolation” to come out of their shell to make new friends from the neighbourhood, enjoy a meal and learn together. Other than tucking into delicious western cuisine every month, our residents also participated in therapeutic arts and crafts sessions. So far 22 elderly residents have benefited from the initiative and have provided good feedback as regards the programme.



Stellar Acts by Hubei Provincial Peking Opera Troupe



On 4 Oct 17, in lieu of the mid-autumn festival, BBHA was lucky to be selected by Esplanade to receive a special performance by an award-winning Peking opera troupe from Hubei, China, for free of charge. The residents were treated to two exhilarating performance by the Chinese opera group, which combined music, vocal performances, dance and acrobatic acts performed by 28 artists from the troupe.

Tembusu Home at Pelangi Village

Programmes Highlights

Healthy Residents, Happy Residents

TBH promotes health awareness amongst residents to increase the quality and years of healthy life, as well as to create awareness of chronic diseases. With weekly Health Education sessions, selected residents are educated by nursing staff on their medical conditions and provided with a platform to clarify their doubts in a safe and supportive environment. It also increases residents' sense of autonomy as they are now more aware of their medical conditions and are able to take steps to manage it.

To prevent the spread of germs, a Health Education Talk on Hand Hygiene was conducted on 26 Sep 17. Residents were educated by the Home's nurses on the importance of handwashing and the proper way to do so via the 7-step hand-washing.



Purrrfect Outing at Cat Safari



On 20 Oct 17, 20 residents were brought to Cat Safari at Sunny Heights to play and cuddle with adorable cats. While some of the residents enjoyed running around and playing with the cats, others preferred having the cats lying peacefully on their lap. Cat therapy appeared to be well received amongst the residents as all of their feedback were positive. Many residents even requested more opportunities to interact with animals. The purrrfect outing ended with dinner at Curry Garden where residents were treated to delicious Indian delicacies.

For the Love of Food

To reward the residents under the Home Earning Scheme (HES) for their contribution to the maintenance of the Home environment, the Special Meal Outing programme was initiated in January 2018 to give HES residents a chance to explore different parts of Singapore and enjoy local cuisines at the same time. Once a month, HES residents are brought to food havens such as Old Airport Road Food Centre. An average of 30 HES residents participate in this programme each time and the opportunity to bond with their fellow residence over good food is something they look forward to monthly.



Thuja Home at Pelangi Village

Programmes Highlights

Question & Answer

Whenever residents are buzzing near the bulletin board, it means the new puzzle, riddle or brainteaser have been released for residents to solve. A monthly affair, fantastic prizes are up for grabs for those who are able to give the correct answer. And of course, those who made an effort to participate will be rewarded as a form of motivation.

These quirky riddles and mind-boggling puzzles require residents to put on their thinking cap. Residents learn to think outside of the box, to broaden their logic and imagination. It is an invigorating activity which band residents together to brainstorm the solutions. It also stimulates social interaction, providing a platform for residents to practise their communication skills.



Eyes Wide Open



Eyes Wide Open requires residents to find hidden objects within the picture or spot the differences between pictures. Seek-and-find activities like “Eyes Wide Open” aim to strengthen resident’s visual perception skills, concentration and attention to detail. Often done individually, it also trains residents to be independent thinkers. Solving the puzzles also aids in boosting resident’s self-confidence.

Goodie Mart

Queues would be formed every Friday afternoons outside the Goodie Mart where residents redeem their favourite snacks through points earned via participation in in-house programmes. The programme serves to reward and incentivise residents who have attended in-house programmes over the week. Held weekly, Goodie Mart not only motivates residents to be active, but also teaches them deferred gratification.

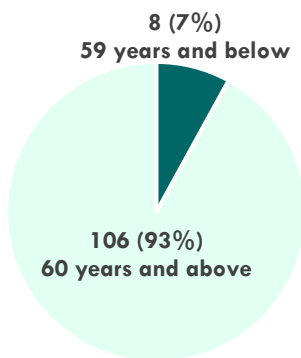


Statistical Information

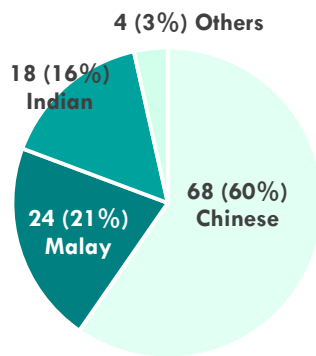
(As at 31 Mar 18)

Acacia Home (no. of residents: 114)

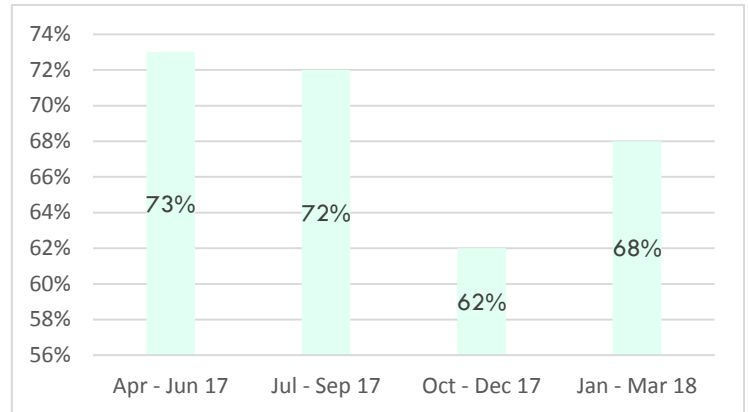
By Age Group



By Ethnicity

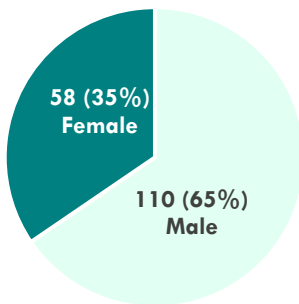


Residents' Participation in Two or More Activities

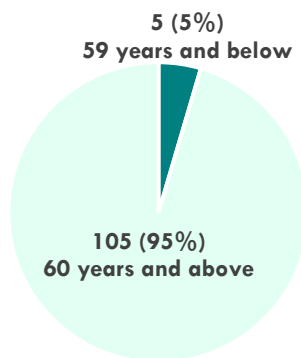


Bukit Batok Home for the Aged (no. of residents: 168)

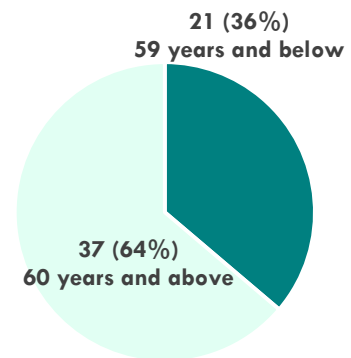
By Gender



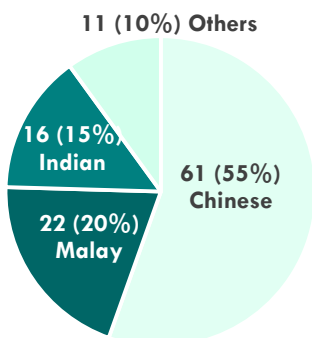
By Age Group
Male (110)



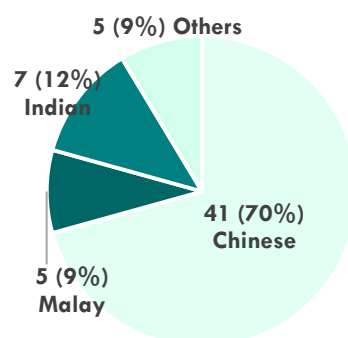
Female (58)



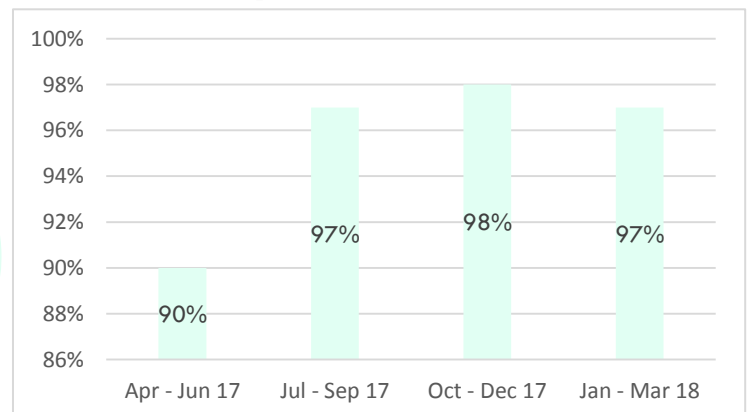
By Ethnicity
Male (110)



Female (58)



Residents' Participation in Two or More Activities

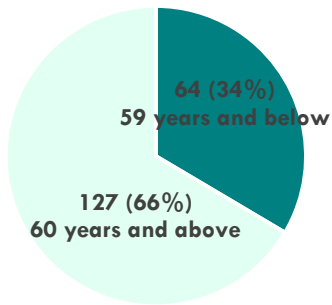


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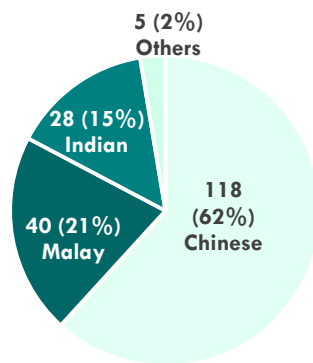
(As at 31 Mar 18)

Tembusu Home at Pelangi Village (no. of residents: 191)

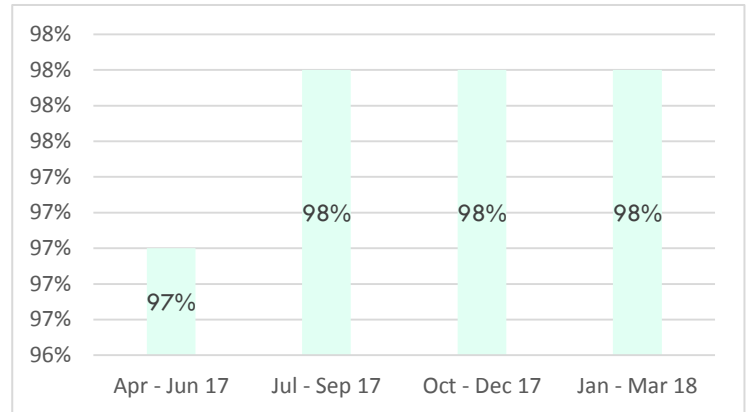
By Age Group



By Ethnicity

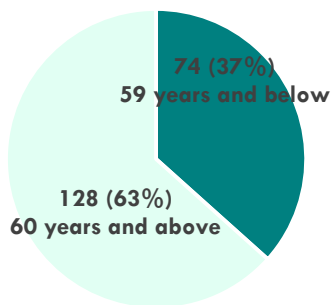


Residents' Participation in Two or More Activities

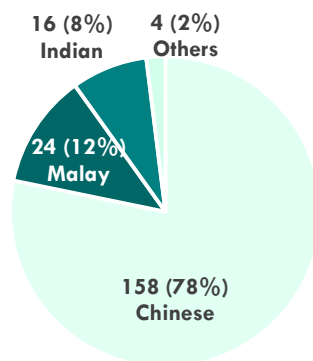


Thuja Home at Pelangi Village (no. of residents: 202)

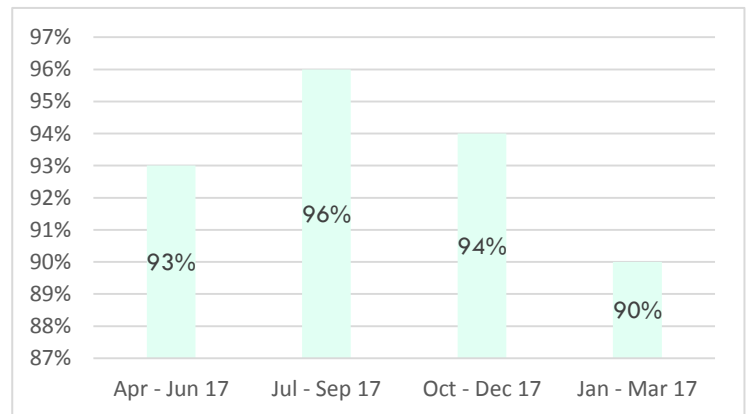
By Age Group



By Ethnicity



Residents' Participation in Two or More Activities





Aged Care



Tembusu Eldercare Centre



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). On 1 Sep 17, the centre swapped premises with Tembusu Senior Activity Centre and relocated from Block 3 Eunos Crescent to Block 31A Eunos Crescent. The relocation facilitates optimal use of space and accessibility for the services delivered at each centre. The centre was subsequently renamed Tembusu Eldercare Centre 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
- The centre commenced operations on 16 Dec 13

2014

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

2017

- The centre converted to mainstream SPICE on 1 Apr 17
- The centre was relocated from Blk 3 Eunos Crescent to Blk 31A Eunos Crescent on 1 Sep 17 and renamed Tembusu Eldercare Centre (TEC)

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:

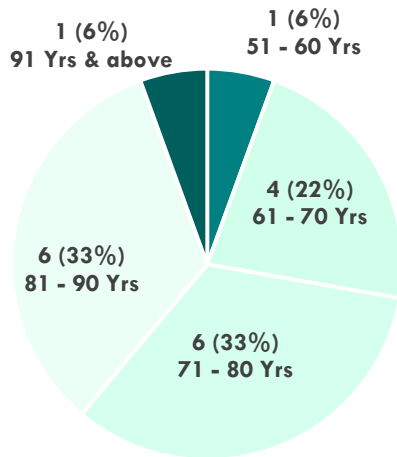
Medical Service	Nursing Care	Social Work Service
<ul style="list-style-type: none"> • Conduct <ul style="list-style-type: none"> - GP/geriatrician assessment - routine medical review - medical consultations (ad hoc) • Provide medicine prescription 	<ul style="list-style-type: none"> • Perform <ul style="list-style-type: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

Statistical Information

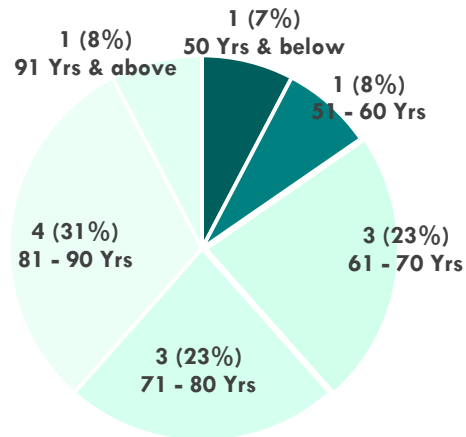
(As at 31 Mar 18)

Active Service Users by Age and Gender (31)

Male (18)

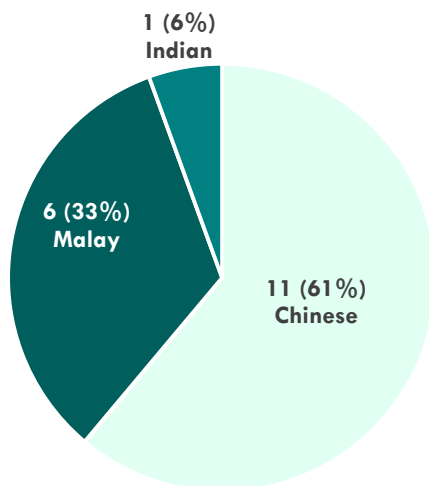


Female (13)

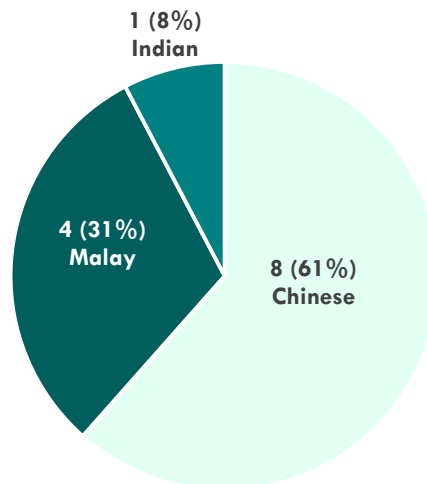


Active Service Users by Ethnicity and Gender (31)

Male (18)



Female (13)



Tembusu Senior 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 at Blk 31A Eunos Crescent, 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 the centre 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 the centre under one management committee. In April 2013, TFC ceased operations. The centre swapped premises with Tembusu Eldercare Centre and relocated from Block 31A Eunos Crescent to Block 3 Eunos Crescent on 1 Nov 17. The relocation facilitates optimal use of space and accessibility for the services delivered at each centre. The centre was subsequently renamed Tembusu Senior Activity Centre (TSAC).

Goal

To be the hub for activities and the first stop centre for social services for seniors living in the HDB rental flats in Eunos Crescent

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 in March 2010
- The Legal Counselling Service was discontinued in March 2010
- The Public Assistance Satellite Programme was discontinued in April 2010
- The 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, the 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 the centre on 2 Oct 14

Significant Events (continued)

2015

The Tembusu Transport service ceased operations on 31 Mar 15

2016

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

2017

The centre was relocated from Block 31A Eunos Crescent to Block 3 Eunos Crescent on 1 Nov 17 and renamed Tembusu Senior Activity Centre (TSAC)

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 seniors and 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's three target groups are defined by the well seniors, frail seniors and persons with social service needs and they are engaged through the following ways:

- Encourage Community Involvement
- Promote Volunteerism
- Provide Health Education 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
<ul style="list-style-type: none"> • Outreach Exercise • Block Parties • Related By Love (Activity Group) • Festive Celebrations & Outings • Work Therapy Programme 	<ul style="list-style-type: none"> • Health Education • Loan of Assistive Devices • Social Work Service • Food Aid Programme 	<ul style="list-style-type: none"> • Special Interest Class & Mutual Help Groups • Befriending Programme 	<ul style="list-style-type: none"> • Recruitment & Training • Volunteer Opportunities 	<ul style="list-style-type: none"> • Coordination & Response • Public Education

Encourage Community Involvement

One of the main objectives 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 168 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 seniors' 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 them.

During the review period, TSAC organised two "Block Parties" and the average attendance of each block party was 32.

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 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 Zumba Club puts up the Zumba Fitness performance together with Volunteer Venus as part of the programme for the event.

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, the Lions Club of Singapore Goodlink, GD Group, Volunteer Venus and temples. An average of 45 seniors attended these functions.

Outreach Exercise 2017/2018

TSAC embarked on its annual outreach exercise between July 2017 and March 2018 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 458 seniors, 85.3% of the seniors living in the three rental blocks. Staff had managed to register 33 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 54 seniors and 9 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.

During the period, there were two flea market stalls set up to promote and sell the handicrafts. TWTP has also received corporate and bulk orders for Dinner and Dance for AMK Family Service Centre as well as a wedding favour order.

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.

TSAC held an annual volunteer appreciation function on 27 Jan 18 to thank our volunteers for their contributions to the centre. 29 of our regular volunteers attended.

As at 31 Mar 18, TSAC had 430 volunteers a helping hand in various programmes and services. Among them, 92 were senior volunteers aged 60 years and above.

Provide Health Education 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, four health awareness talks were conducted, consisting of one Mandarin session, two English sessions and one Malay session. The average attendance for each session was 12.

Since May 2016, TSAC has collaborated with National Healthcare Group (NHG) in 'Community Influenza Immunisation Programme' which offer free flu vaccination as well as health educational activities for service user aged 65 years and above. This programme aims to improve access to influenza vaccination for seniors aged 65 years and above. 47 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. In total, 83 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 18, there were 10 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 were 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 living in Eunos housing estates.

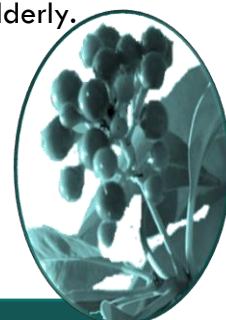
Two types of food parcels are distributed to the needy individuals/families on the food aid programme. The normal parcel contains staple necessities that cater to a family's general needs. The special parcel contains four additional food items catering to those with special needs.

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 18, there were 30 volunteers assisting in the programme and 120 beneficiaries. During the review period, TSAC had five groups of corporate volunteers who assisted in the packing and distributing of parcels. The volunteers also rendered assistance in housekeeping chores to the frail elderly.

Individuals or families who require psychosocial support or other assistance were 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 found that by teaching seniors simple customised board games will allow frail seniors to be mentally stimulated even at the comfort of their house, while students from HCI conducted computer classes to expose seniors to current internet functions such as using maps to identify routes to get from point A to point B.



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 18, there were 116 seniors participating in eight Interest Clubs.

Club	Frequency per Week	Participants from Rental Blocks	Participants from Non-Rental Blocks	Total
Bingo	2	62	80	142
Brisk Walk	2	28	62	90
Friendship	1	7	12	19
Health	1	6	35	41
Rummy O	2	8	27	35
Sudoku	1	9	17	26
Yoga	1	8	36	44
Zumba	1	1	18	19
Total		129	287	416

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.

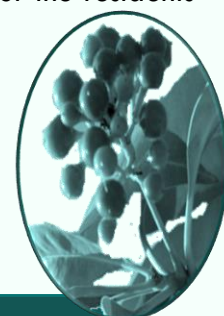
During the year reviewed, 18 frail and/or homebound seniors with no/limited social support network had been identified for close monitoring by the befrienders. They were contacted at least thrice a week by staff and 14 volunteers.

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 was linked to and monitored by TSAC staff and volunteers during office hours, prior to its relocation to Block 3 Eunos Crescent on 1 Nov 17. After the relocation, staff from Tembusu Eldercare Centre, which took over the premises, assisted to monitor the system as the AAS could not be relocated to the new premise. The availability of the system gives the elderly a greater sense of security that help would be at hand when they need it.

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 from the SAs and the average attendance was 16.

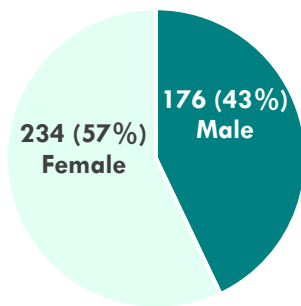


Statistical Information

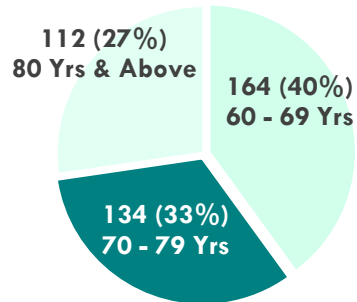
(As at 31 Mar 18)

Residents Registered with TSAC (410)

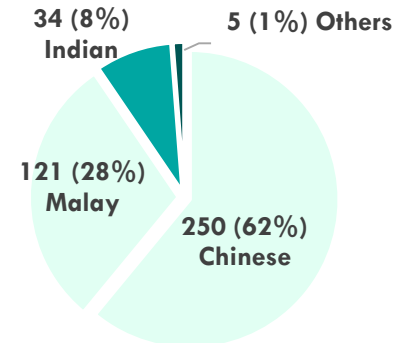
By Gender



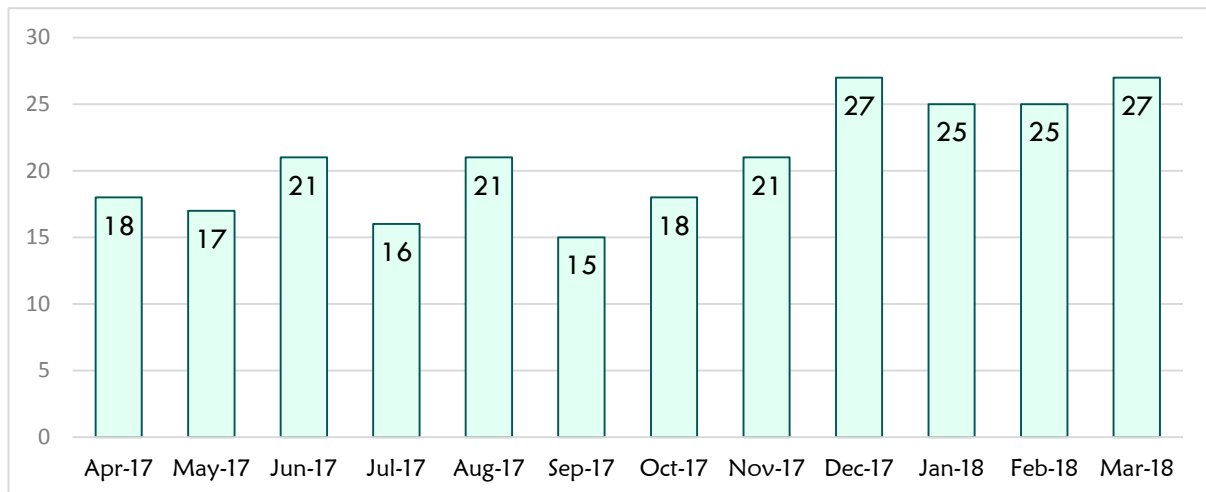
By Age Group



By Ethnicity



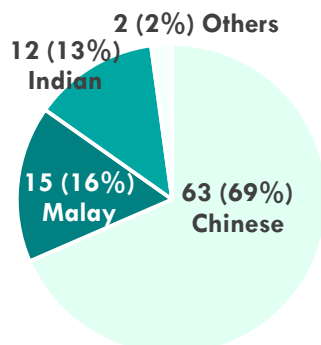
Average Attendance of Seniors Living in HDB Rental Blocks



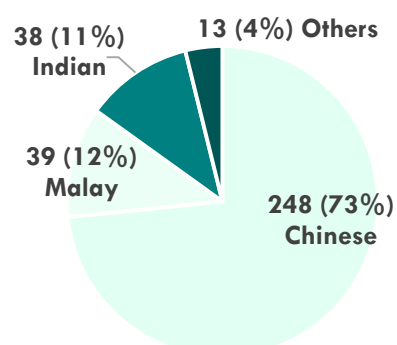
Volunteers Registered with TSAC (430)

By Age and Ethnicity

60 Years and Above (92)



59 Years and Below (338)



Beneficiaries from Tembusu Food Aid Programme (120)

Ethnicity	Types of Dwelling				Total
	HDB 2-room Rental Flat	HDB 3 - Room	Studio Apartment (SA)	Other	
Chinese	34	8	2	-	44
Malay	58	6	5	1	70
Indian	1	1	3	1	6
Total	93	15	10	2	120

Summary of Key Activities Organised from April 2017 to March 2018

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
1	5 Apr 17	MJC Sphere	TSAC & Meridian Junior College	34	-	-
2	7 Apr 17	Intergeneration Block Party	TSAC & Eunus Pri School	30	-	-
3	9 Apr 17	Kopi Talk	TSAC & Geylang Serai Community Centre	11	-	-
4	10-13 Apr 17	Tablet Class (Morning)	TSAC	13	-	-
5	10-13 Apr 17	Tablet Class (Afternoon)	TSAC	13	-	-
6	15 Apr 17	SP Tea Party	TSAC & Singapore Polytechnic Welfare Services	20	-	-
7	15 Apr 17	High Tea Lion Club	TSAC & Lions Club of Singapore Goodlink	39	-	-
8	17-20 Apr 17	Tablet Class Morning	TSAC	14	-	-
9	18 Apr 17	Sage Art (3 rd Session)	TSAC	12	-	-
10	19 Apr 17	MJC SPHERE	TSAC & Meridian Junior College	26	-	-
11	20 Apr 17	Dementia Talk	TSAC & AIC and ADA	20	-	-
12	25 Apr 17	SAJC Community Day	TSAC & Metropolitan YMCA	27	-	-
13	26 Apr 17	MJC SPHERE	TSAC & Meridian Junior College	25	-	-
14	26 Apr 17	Intergeneration Engagement	TSAC & Temasek Polytechnic	15	-	-
15	27 Apr 17	Dementia Prevention Talk (CREST)	TSAC	6	-	-
16	28 Apr 17	MJC SPHERE	TSAC & Meridian Junior College	29	-	-
17	29 Apr 17	Related By Love	TSAC & Sai Society	54	-	3
18	6 May 17	Vesak Day Buddhist Fellowship	TSAC & Buddhist Fellowship	19	-	-
19	12 May 17	MJC SPHERE	TSAC & Meridian Junior College	24	-	-
20	14 May 17	Malay Concert	TSAC & Esplanade	9	-	-
21	15 May 17	Computer Class	TSAC	4	-	-
22	16 May 17	Computer Class	TSAC	7	-	-
23	17 May 17	Computer Class	TSAC	7	-	-
24	17 May 17	MJC SPHERE	TSAC & Meridian Junior College	17	-	-
25	18 May 17	Computer Class	TSAC	7	-	-

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
26	19 May 17	MJC SPHERE	TSAC & Meridian Junior College	20	-	-
27	20 May 17	Kindness Adventure Day	TSAC & Singapore Sports School	23	-	-
28	26 May 17	Intergeneration Engagement	TSAC & Temasek Polytechnic	17	-	-
29	30 May 17	Rummy O Challenge	TSAC & St Hilda's Community Centre Services	16	-	-
30	1 Jun 17	Project Cheers	TSAC & Angle Chinese Junior College	15	-	-
31	2 Jun 17	Intergeneration Engagement	TSAC & Temasek Polytechnic	15	-	-
32	7 Jun 17	Lion Club Luncheon	TSAC & Lions Club of Singapore Goodlink	37	-	-
33	8 Jun 17	Influenza Vaccination	TSAC & National Healthcare Group	47	-	-
34	14 Jun 17	Healthy Cooking Demo	TSAC	17	-	-
35	17 Jun 17	Garden Tour with SP	TSAC & Singapore Polytechnic Welfare Services	29	-	-
36	17 Jun 17	Community Iftar	TSAC & Kampung Ubi CC	17	-	-
37	17 Jun 17	Tea Session with Elderly	TSAC & Cheung Cheng High School	24	-	-
38	21 Jun 17	Hari Raya Celebration	TSAC & Victoria Junior College	112	-	-
39	25 Jun 17	Orchid Garden Outing	TSAC	16	-	7
40	30 Jun 17	Intergeneration Engagement	TSAC & Temasek Polytechnic	15	-	-
41	6 Jul 17	3M Step Up Challenge	TSAC & South East CDC	26	-	-
42	7 Jul 17	Intergeneration Engagement	TSAC & Temasek Polytechnic	14	-	-
43	13 Jul 17	Related by Love	TSAC & Sai Society	53	-	2
44	15 Jul 17	English Course	TSAC	12	-	-
45	17 Jul 17	Tea Session with Elderly	TSAC & Cheung Cheng High School	24	-	-
46	19 Jul 17	MJC SPHERE	TSAC & Meridian Junior College	25	-	-
47	20 Jul 17	Bartley VIA	TSAC & Bartley Secondary School	15	-	-
48	22 Jul 17	English Course	TSAC	13	-	-
49	23 Jul 17	Malay Concert with Esplanade	TSAC & Esplanade	24	-	1
50	24 Jul 17	NKF Discovery Centre	TSAC & National Kidney Foundation	39	-	-
51	27 Jul 17	Tea Session with Elderly	TSAC & Cheung Cheng High School	33	-	-
52	29 Jul 17	English Course	TSAC	13	-	-
53	31 Jul 17	Luncheon	TSAC & Lions Club of Singapore Goodlink	38	-	-
54	2 Aug 17	MJC Sphere	TSAC & Meridian Junior College	17	-	-
55	5 Aug 17	English Course	TSAC	13	-	-
56	7 Aug 17	National Day Celebration	TSAC & Victoria Junior College	114	-	-
57	7 Aug 17	Tea Session with Elderly	TSAC & Cheung Cheng High School	11	-	-
58	8 Aug 17	National Day Celebration @ Bartley Sec Sch	Bartley Sec Sch	24	-	-
59	12 Aug 17	English Course	TSAC	12	-	-
60	14 Aug 17	Tea Session with Elderly	TSAC & Cheung Cheng High School	20	-	-

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
61	19 Aug 17	English Course	TSAC	11	-	-
62	23 Aug 17	Taichi (trial)	TSAC	21	-	-
63	24 Aug 17	Tea Session with Elderly	TSAC & Cheung Cheng High School	41	-	-
64	26 Aug 17	English Course	TSAC	10	-	-
65	28 Aug 17	Tea Session with Elderly	TSAC & Cheung Cheng High School	24	-	-
66	29 Aug 17	Sound Healing	TSAC	13	-	-
67	29 Aug 17	Hari Raya Haji Luncheon	TSAC & Lions Club of Singapore Goodlink	32	-	-
68	2 Sep 17	English Course	TSAC	13	-	-
69	3 Sep 17	Lion Club SDIA	TSAC & Lions Club of Singapore Goodlink	29	-	-
70	4 Sep 17	Rummy O	TSAC	21	-	-
71	5 Sep 17	Green Finger Workshop	TSAC	19	-	-
72	6 Sep 17	MBSR Orientation	TSAC	26	-	-
73	7 Sep 17	Silver Art Film	TSAC & National Art Council	34	-	-
74	9 Sep 17	English Course	TSAC	11	-	-
75	12 Sep 17	Rummy O Challenge	TSAC & St. Hilda's Community Centre Services	15	-	-
76	16 Sep 17	Caregiver Roadshow Talk	Institute of Mental Health	15	-	-
77	17 Sep 17	Syair Biola	TSAC & Esplanade	10	-	-
78	18 Sep 17	Rummy O	TSAC	20	-	-
79	19 Sep 17	SATA Osteoporosis	SATA	28	-	-
80	23 Sep 17	Related By Love	TSAC & Sai Society	61	-	-
81	23 Sep 17	Jurong Bird Park	TSAC & Singapore Polytechnic Welfare Services	34	-	-
82	2 Oct 17	VJC Mid-Autumn Festival 2017	TSAC & Victoria Junior College	117	-	-
83	4 Oct 17	Cooking Demo Class	TSAC	14	-	-
84	7 Oct 17	English Course	TSAC	9	-	-
85	7 Oct 17	Studio Apartment @Gardens By The Bay	TSAC & Heart of Yoginis	15	-	5
86	9 Oct 17	Rummy O	TSAC	20	-	-
87	10 Oct 17	Grandmother Tongue Film	TSAC	19	-	1
88	12 Oct 17	Tai-Chi Session	TSAC	23	-	-
89	14 Oct 17	Hay Dairies Outing	TSAC & Singapore Polytechnic Welfare Services	34	-	1
90	14 Oct 17	English Course	TSAC	9	-	-
91	16 Oct 17	VJC Deepavali and Halloween Celebration	TSAC & VJC	105	-	-
92	21 Oct 17	English Course	TSAC	8	-	-
93	23 Oct 17	Luncheon Session @ Penang Culture	GD Group	33	-	-
94	23 Oct 17	Rummy O	TSAC	15	-	-
95	27 Oct 17	Meditation	TSAC	14	-	-
96	2 Nov 17	Pottery Class	TSAC	9	-	-
97	3 Nov 17	Day with Elderly	TSAC & Fengshan Pri Sch	23	-	-
98	4 Nov 17	English Course	TSAC	9	-	-

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
99	6 Nov 17	PUB ABC Water trail	TSAC	13	-	-
100	7 Nov 17	Kwan Im Dan Birthday Dinner	Kwan Im Dan Temple	79	-	-
101	9 Nov 17	Intergeneration Engagement	TSAC & Temasek Polytechnic	18	-	-
102	11 Nov 17	English Course	TSAC	8	-	-
103	11 Nov 17	Related By Love	TSAC & Sai Society	51	-	-
104	16 Nov 17	Dignity Kitchen Luncheon	TSAC & Dignity Kitchen	37	-	-
105	18 Nov 17	Friendship Café	TSAC	16	-	-
106	18 Nov 17	English Course	TSAC	7	-	-
107	22 Nov 17	Lion Club Luncheon	TSAC & Lions Club of Singapore Goodlink	25	-	-
108	1,8,17,22 Nov 17	Art Exploration (4 Session)	TSAC	50	-	-
109	23 Nov 17	Pottery Class	TSAC	4	-	-
110	24 Nov 17	HCI Block Party	TSAC & Hwa Chong Institution	32	-	-
111	25 Nov 17	English Course	TSAC	9	-	-
112	2 Dec 17	English Course	TSAC	10	-	-
113	2 Dec 17	Luncheon Outing	TSAC & Venus	105	-	-
114	14 Oct 16	Blk Party 1 & 12	TSAC	47	-	1
115	16 Dec 17	Related By Love	TSAC & Sai Society	57	-	-
116	16 Dec 17	Briskwalk @ East Coast Park	TSAC	21	-	3
117	19 Dec 17	TKSS Christmas Party	TSAC & Tanjong Katong Secondary School	17	-	-
118	22 Dec 17	Invitation to VOXPOPULI	TSAC & Esplanade	17	-	-
119	27 Dec 17	Dignity Kitchen Luncheon	TSAC & Dignity Kitchen	31	-	-
120	30 Dec 17	TSAC Year End Party 2017	TSAC	118	-	-
121	4 Jan 18	SJC VIA	TSAC & CHIJ SJC	22	-	-
122	10 Jan 18	Heritage on the Hill Tour	TSAC	13	-	-
123	13 Jan 18	English Course	TSAC	5	-	-
124	20 Jan 18	Rummy O Tournament + Carnival at SP	TSAC & Singapore Polytechnic Welfare Services	29	-	-
125	24 Jan 18	Chinese New Year Celebration	TSAC & Victoria Junior College	117	-	-
126	27 Jan 18	English Course	TSAC	5	-	-
127	27 Jan 18	Volunteer Appreciation Day 2018	TSAC	29	-	-
128	27 Jan 18	Related By Love	TSAC & Sai Society	49	-	-
129	28 Jan 18	Traditional Breakfast Session	TSAC & Heart of Yoginis	16	-	-
130	29 Jan 18	Activities with ACS (I)	TSAC & ACS (I)	27	-	-
131	30 Jan 18	Activities with ACS (I)	TSAC & ACS (I)	22	-	-
132	3 Feb 18	Chinese New Year Celebration	TSAC	121	-	-
133	3 Feb 18	English Course	TSAC	5	-	-
134	7 Feb 18	CNY Shopping 2018	TSAC	35	-	-
135	8 Feb 18	Chinese New Year Celebration	TSAC & Bartley Secondary School	34	-	-
136	10 Feb 18	CBP Wishes by SE CDC and Citibank	TSAC & South East CDC	5	-	-
137	10 Feb 18	English Course	TSAC	5	-	-
138	14 Feb 18	MJC SPHERE	TSAC & Meridian Junior College	24	-	-

Legend	
R	Resident
G	Guest
V	Volunteer

SN	Date	Event	Organised by	No. of participants		
				R	G	V
139	15 Feb 18	Chinese New Year Concert	TSAC & Eunos Primary School	8	-	-
140	15 Feb 18	MJR CNY Celebration	TSAC & Manjusri Secondary School	32	-	-
141	15 Feb 18	HCI Chinese New Year Carnival	TSAC & Hwa Chong Institution	37	-	-
142	20 Feb 18	Gel Candle by SG ART	TSAC	13	-	-
143	21 Feb 18	Youth Connect @ MJC	TSAC & Meridian Junior College	14	-	-
144	22 Feb 18	Eco-Friendly We Weave by SG ART	TSAC	15	-	-
145	24 Feb 18	Related By Love	TSAC & Sai Society	62	-	-
146	24 Feb 18	English Course	TSAC	5	-	-
147	28 Feb 18	Dementia Health Talk (Malay)	TSAC	7	-	-
148	3 Mar 18	English Course	TSAC	4	-	-
149	4 Mar 18	Lion Club Luncheon	TSAC & Lions Club of Singapore Goodlink	38	-	-
150	5 Mar 18	Meditation	TSAC	7	-	-
151	6 Mar 18	Music Therapy	TSAC	5	-	-
152	11 Mar 18	SA Pancake Hightea and Art Craft Session	TSAC & Heart of Yoginis	16	-	5
153	12 Mar 18	Meditation	TSAC	8	-	-
154	13 Mar 18	Music Therapy	TSAC	5	-	-
155	14 Mar 18	Cooking Class	TSAC	17	-	-
156	14 Mar 18	Luncheon @ Dignity Kitchen	TSAC & Dignity Kitchen	34	-	-
157	17 Mar 18	Chinese Dance Carnival	TSAC	50	-	1
158	19 Mar 18	Meditation	TSAC	3	-	-
159	20 Mar 18	Music Therapy	TSAC	6	-	-
160	21 Mar 18	Intergeneration Outing	TSAC & Hwa Chong Institution	35	-	-
161	22 Mar 18	Ukulele Class	TSAC	12	-	-
162	25 Mar 18	Tembusu Caregivers' Roadshow	TSAC	128	-	9
163	26 Mar 18	Meditation	TSAC	8	-	-
164	27 Mar 18	Appreciation for TWTP	TSAC	15	-	-
165	27 Mar 18	Music Therapy	TSAC	7	-	-
166	28 Mar 18	Cooking Class	TSAC	13	-	-
167	29 Mar 18	Ukulele Class	TSAC	12	-	-
168	31 Mar 18	Related By Love	TSAC & Sai Society	48	-	-





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
- Provide technical help in home maintenance

Administrative Support

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

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
- Accompany clients to medical appointments

Housekeeping and Food Aid Services

- Deliver meals
- Pack and deliver food parcels
- Perform simple household chores

Volunteer Recruitment

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

Emergency Responses (TEC only)

- Check on the studio apartment upon activation of the alert alarm
- Help to call for emergency services (Eg. SCDF ambulance, Police), if required
- Reassure the elderly in need of assistance (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 17 to 31 Mar 18** is reported in the table below:

No.	Description	Response
Board Governance		
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
Conflict of Interest		
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
Strategic Planning		
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
Human Resource and Volunteer Management		
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
Financial Management and Internal Controls		
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
Fund-raising Practices		
	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
Disclosure and Transparency		
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 <ul style="list-style-type: none"> i) The total annual remuneration for each of its three highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and ii) Whether any of the three highest paid staff also serves as a Board member of the charity. <u>OR</u> The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	Complied
30.	The charity discloses the number of paid staff who satisfies all of the following criteria: <ul style="list-style-type: none"> i) The staff is a close member of the family belonging to the Executive Head or a Board Member of the charity; ii) The staff has received remuneration exceeding \$50,000 during the financial year. <u>OR</u> The charity discloses that there is no paid staff who are close members of the family belonging to the Executive Head or Board Member, who has received remuneration exceeding \$50,000 during the financial year.	Complied
Public Image		
31.	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	Complied

Annual Remuneration Salary Band

Three highest paid staff of the group

Annual Remuneration Salary Band	FY 2017/2018
S\$100,001 to S\$200,000	3

The three highest paid staff are not serving on any 4S Committee

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



Reserves Policy

4S manages four Welfare Homes for destitute persons, two community-based services and a Food Aid programme. 4S does not need to raise funds to support the operations of the four Homes as they are fully funded by the government. The two community-based services received partial funding and any shortfall is to be borne by 4S. The Food Aid programme is a self-funded programme depending entirely on public donation.

The 4S Reserves Policy aims at ensuring the financial stability and sustainability of the partially or self-funded services/programmes as well as the means for the development of new programmes to meet service needs.

The quantum of reserves is capped at \$500,000.00. It is established at a level which is at least equivalent to the quantum of donated fund required for a period of four years. The policy and the quantum of reserves will be reviewed every year or sooner if warranted by internal or external events or changes to ensure that the level of reserves are adequate to fulfil 4S' continuing obligations.

Our reserves position:

		FY 17/18 (S\$,000)	FY 16/17 (S\$,000)	% Increase/ (Decrease)
A	Reserves	111	152	(0.27)
B	General Funds (1)	1,118	2,780	(0.60)
C	Restricted / Designated Funds: - Welfare Homes (2) - Community-based (3)	7,467	5,414	(0.38)
D	Total Funds (A) + (B) + (C)	8,696	8,346	(0.04)
E	Total Annual Operating Expenditure	15,497	14,649	(0.06)
F	Ratio of Funds to Annual Operating Expenditure (D/E)	0.56	0.57	-
G	Ratio of Reserves to Annual Operating Expenditure (A/E)	0.01	0.01	-

(1) General Funds

(2) Welfare Homes Funds comprise MSF funds and Care and Share Matching Grant

(3) Community-based Funds comprise Ministry of Health Funds, Community Silver Trust Matching Grant, Tote Board, President's Challenge, Seniors' Mobility and Enabling Funds, Singapore Programme for Integrated Care for the Elderly and Designated Programme Funds



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)	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	
Bukit Batok Home for the Aged	
Agpoon Bobby Alinabon Canindo Agustin Celestial Hamidah Bte Abd Rahman Nurhidah Binte Mahmud Racadio Catherine Porte Ramlah Binti Ramli Sinhala Viruduge Supun Nilaksha	
Tembusu Home at Pelangi Village	
Amihan Ritche Cabulosan Kyaw Zin Min Locquiao Gilbert Espanola Ong Yan Pheng	
Thuja Home At Pelangi Village	
Myint Myat Su Myo Win Khaing Naw Ka Lu Phaw Pa Pa Soe Siti Fairuz Binte Ismail Basalamah	
15 Years' Service Award	
Tembusu Home at Pelangi Village	
Aung Moe Chew Sin Poon Hamsaton Sehan Lim Chok Myo Min Khing Sai Thi Ha Min	
10 Years' Service Award	
Bukit Batok Home for the Aged	
Cheng Hong Wei Chua Keng Hian Lee Gek Hua, Serene Nang Shwe Mein Nura Binte Hassan	
Tembusu Home at Pelangi Village	
Thein Lwin	
Thuja Home At Pelangi Village	
Chong Ah Meng Ei Ei Chaw Elizabeth Yip Tse Nan Awng Naw Aye Moe New	
20 Years' Service Award	
Tembusu Home at Pelangi Village	
Mar Yi Swe	



4S' Appreciation Night



On Friday, 17 Feb 18, 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 at Peach Garden Restaurant at Hotel Miramar. The “Cultural” theme bodes well with the eclectic race and ethnicity of the 4S family and the night was made more memorable with singing and dance performances from the facilities, exciting games, best dress competition and even a Photo booth to allow staff to bring back a pictorial token as memory of the meaningful event. In lieu of the Chinese New Year season, the God of Fortune also made an appearance, together with a Mario mascot to wish all a happy, prosperous, healthy and smooth journey ahead.

Our Staff





Saturday 9.00am to 1.00pm	Sabtu 9.00 pagi hingga 1.00 petang	星期六 上午9时至下午1时	7.00 வரை சனிக்கிழமை காலை 9.00 முதல் - மதியம் 1.00 வரை முடப்படும் நாட்கள் ஞாயிறுக்கிழமை மற்றும் பொது விடுமுறை நாட்கள்
Closed on Sunday & Public Holiday	Ditutup pada	休息日 星期日及公共假期	



TEMBUSU SENIOR ACTIVITY CENTRE
Love All, Serve All Help Ever, Hurt Never



Tembusu Senior Activity Centre

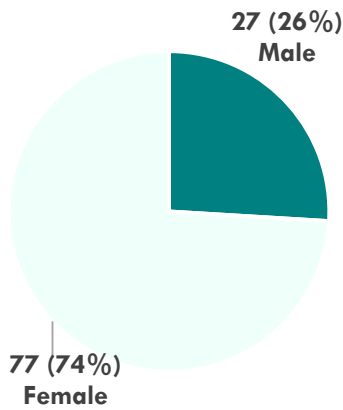


Statistical Information

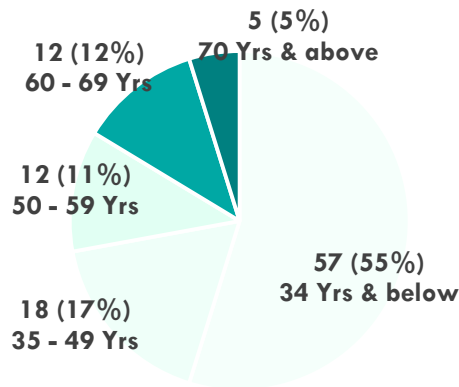
(As at 31 Mar 18)

Local Staff (104)

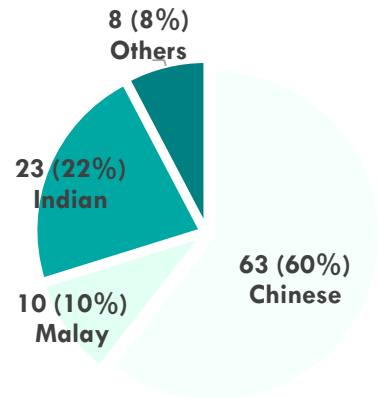
By Gender



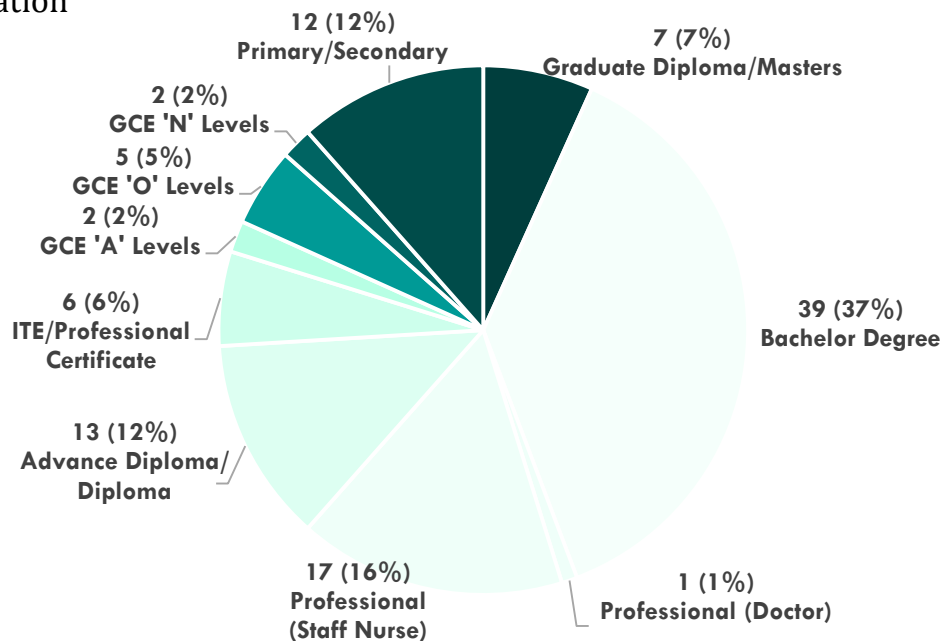
By Age Group



By Ethnicity

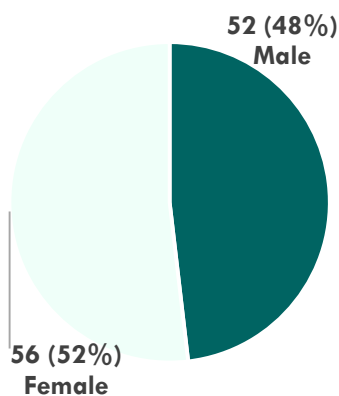


By Qualification

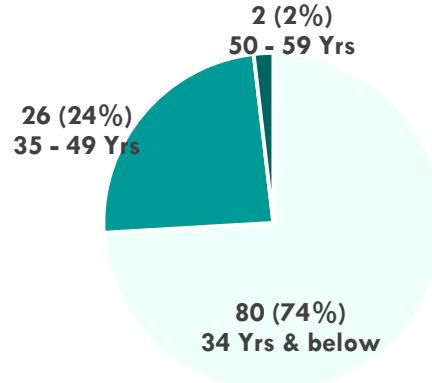


Foreign Staff (108)

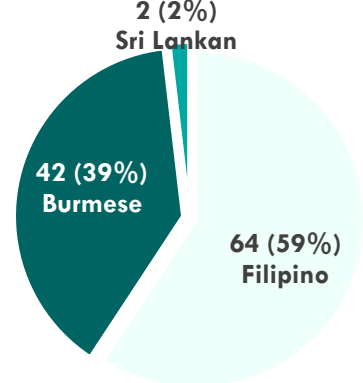
By Gender



By Age Group



By Nationality



Training Records from April 2017 to March 2018

Course	Course Provider	No. of Staff	No. of hours
1 Day Financial Statement Analysis	Aventis Learning Group	2	16
33rd Integrated Eldercare Network	Temasek Polytechnic	7	21
3M N95 Mask Fitters Respiratory	Agency for Integrated Care	1	3.5
5th Asia Pacific Rim International Counsellors & Psychotherapists Conference	Asia Pacific Confederation of Counsellors and Association of Psychotherapists and Counsellors Singapore	1	14.5
5 th Jurong Health Campus Social Work Grand Round	Ng Teng Fong General Hospital	3	9
Adaptive Behaviour Assessment System (ABAS-3) and Montreal Cognitive Assessment (MOCA)	Activity Hub	7	12.25
Adult First Aid with AED and CPR	Singapore Red Cross Society	12	231
APCATS - Understanding & Screening for Depression and Dementia in the Community	Institute of Mental Health	1	7
Apply Your Emotional Intelligence Skills At Workplace	CCISG Pte Ltd	2	16
Basic Cardiac Life Support	Singapore Red Cross Society	1	8
Basic Cardiac Life Support Refresher	Lentor Training Centre	1	4
Basic Skills on Mental Health (Non-Professional)	Institute of Mental Health	1	8
Basic Skills on Mental Health in Community Services	Institute of Mental Health	13	104
Basic Skills on Mental Health in Community Services for Professional Staff	Institute of Mental Health	7	63
BCM Denial of Access Table-top Exercise	Ministry of Social and Family Development	5	20
BCM Denial of Access Validation Exercise	Ministry of Social and Family Development	6	9
BCM Validation Exercise 2017	Organisation Resilience Management Pte Ltd	4	12
Briefing for COE Exemption Scheme	Ministry of Social & Family Development	1	1.5
Briefing on Business Continuity Management Denial of Access Plan Exercise	Ministry of Social and Family Development / Organisation Resilience Management	6	19
Briefing on Notification of Infection Diseases Guildlines	Ministry of Health	3	9
Budgeting for Charities	Social Service Institute	1	8
Building Emotional Resilience in Caregiving	Social Service Institute	2	28
Business Continuity / Denial-of-Access Table Talk Exercise	Ministry of Social and Family Development	6	24
CAST Inter-rater Training	Ministry of Social and Family Development	5	5

Course	Course Provider	No. of Staff	No. of hours
CERT First Aid with CPR + AED	Avanta Global Pte Ltd	4	32
Client Assessment and Support Tool (CAST) Training	Ministry of Social and Family Development	26	179.5
Communicate Effectively with Seniors	Social Service Institute	1	14
Community Emergency Preparedness Programme	Singapore Civil Defence Force	53	290.5
Community Service Networking Event	Ministry of Social and Family Development	2	6
Counselling Skills and Practice: Intermediate	Social Service Institute	1	14
Counselling Skills and Practice: Introduction	Social Service Institute	1	14
CPR + AED	Singapore Red Cross Society	1	4
CPR + Automated External Defibrillation	Avanta Global Pte Ltd	38	152
CPR and AED course	St John Singapore	11	44
Cultural Competency : Engaging with and Bridging Across Differences	Social Service Institute	1	14
Dealing with Difficult People	CCISG Pte Ltd	2	16
Develop & Maintain Halal File Workshop	Warees Halal Limited	2	16
Effective Performance Management and Appraisal Training	Aventis Learning Group	1	8
Effective Supervisory Skills for NPO Managers	Social Service Institute	1	14
Enhancement of ICP	Ministry of Social & Family Development	8	16
Environment Cleaning for Healthcare Setting	Agency for Integrated Care	15	216
Essential Counselling Skills	Singapore General Hospital	1	14
F&B Safety and Hygiene Policies & Procedures	SHATEC	1	8
Falls Prevention & Management Course - Basic	Agency for Integrated Care	4	48
Falls Prevention & Management Course - Intermediate	Agency for Integrated Care	2	24
Follow Food and Beverage Safety and Hygiene Policies and Procedures	Eduquest International Institute Pte. Ltd.	3	27
Foreign Domestic Worker Employers' Orientation Programme	Singapore Polytechnic	1	3
Fundamentals of Learning Disability	Social Service Institute	2	15.5
Grammar Essentials	Vteach Pte Ltd	1	8
Halal Foundation Programme (Non-Supervisory - English)	Warees Halal Limited	3	48
How to Write Minutes of Meetings	Singapore National Employers Federation	11	88
IMH Learning Journey	Institute of Mental Health	7	17.5
Implement Incident Management Management Process	Avanta Global Pte Ltd	9	72

Course	Course Provider	No. of Staff	No. of hours
Individualised Care Planning	Social Service Institute	3	42
Individualised Care Planning (ICP) Workshop	Ministry of Social and Family Development	8	16
In-service training: Community Emergency Preparedness Programme (CEPP)	Singapore Civil Defence Force	22	66
In-service training: Orientation training/briefing	Acacia Home	6	810.25
Invitation to join ICP Workshop	Ministry of Social and Family Development	6	12
Manage Sexuality Issues of Adults with Intellectual Disabilities	Social Service Institute	1	14
Managing Millennials in the Workplace	CCISG Pte Ltd	1	8.5
Master of Social Work	Singapore University of Social Sciences	1	72
Medication Management Course – Requisites of Prescribing Terminology, Current good Practices, Drug Information & Medication Safety	Agency for Integrated Care	3	12
Mental Health First Aid	Social Service Institute	1	14
Microsoft Excel: Basic & Intermediate	VTech Pte Ltd	7	98
Motivational Interviewing – An Introduction for Social Service Practitioners	Social Service Institute	1	14
MSF Business Continuity Management Validation: Mapping of Affected Homes and Receiving Homes	Ministry of Social and Family Development / Organisation Resilience Management	7	21
MSF Social Service Support (Assistance & Care)	Ministry of Social & Family Development	1	4
MSF Social Service Support (Programme + Volunteer)	Ministry of Social & Family Development	1	4
Multidisciplinary Team Clinic (MDT) Clinic Support	Institute of Mental Health	9	63
Organise & Implement Group Activities and Recreation Programme (Eldercare)	Social Service Institute	1	16
Person Centered Approach to Dementia Care	Social Service Institute	1	21
Post Workshop Session on ICP	Ministry of Social and Family Development	7	14
Preparatory Course for Association of Chartered Certified Accountants (ACCA)	Kaplan Higher Education Institute	1	56.5
Procurement Operations-Improve Purchasing Efficiency	Singapore National Employers Federation	1	7
Professional Certificate in Casework (NSWCF Foundation)	Social Service Institute	1	56
Professional Certificate in Group Work - Apply Group Work Theories and Processes	Social Service Institute	1	35
Providing a Dementia Friendly Environment	ADA Resource and Training Centre	1	9
Psychiatric Rehabilitation in Welfare Homes	Social Service Institute	23	495
Refresher Adult First Aid course	St John Singapore	2	27

Course	Course Provider	No. of Staff	No. of hours
Refresher First Aid Course	Singapore Red Cross Society	8	96
Response to Fire Emergency in Buildings	Avanta Global Pte Ltd	13	208
Sector Salary Guidelines Sharing Session on 'Motivating Performance Through Rewards'	National Council of Social Service	1	3
Skills Framework for Social Service: Care and Programme - Care Track Focus Group Discussion	Ernst & Young Advisory, MSF and SSG	1	3.25
Skin Care Workshop - Nodular Prurigo & Seborrhoeic Dermatitis	Agency for Integrated Care	2	7
Solution Focused Brief Therapy	SGH Postgraduate Allied Health Institute	3	48
Specialist Diploma in Human Resource Management	Nanyang Polytechnic	1	36
Standard First Aid and AED Course	Singapore Red Cross Society	4	96
Standard First Aid Training	Singapore Red Cross Society	26	520
Standard First Aid with CPR & AED	Singapore Red Cross Society	12	288
Standard First Aid with CPR & AED Refresher Course	Singapore Red Cross Society	18	324
System Perspective Approach in Case Conceptualisation	Social Service Institute	2	28
Teambuilding & Leadership Development for NPO Leaders	Social Service Institute	1	14
The 7 Habits of Highly Effective People Program for NCSS Members	Social Service Institute	1	14
The Evil Brain Workshop: Why is it so easy for some people to lose self-control?	Aventis Learning Group	2	16
Transition of the COE Exemption Scheme to COE Grant Scheme	Ministry of Social and Family Development	2	3
Understanding and Working with Malay-Muslim Clients	Social Service Institute	1	14
Using Activities in Therapy with Seniors	Social Service Institute	1	8
Using Creative Arts in Therapy with Seniors	Social Service Institute	1	8
Workplace Counselling and Grievance Handling Workshop	Aventis Learning Group	1	8
Wound Management (Basic)	Agency for Integrated Care	3	48
WSQ Advanced Certificate in Social Service	Social Service Institute	1	97.25
WSQ Conduct Food and Beverage Hygiene Audit	At-Sunrice	2	48
WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures	Xprienz Pte Ltd	3	24
WSQ Implement Incident Management Processes	Avanta Global Pte Ltd	2	16
WSQ Respond to Fire Emergency Buildings	TECS Fire & Safety Services Pte Ltd	24	384
Total			6,442.5

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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 He Weili Willie
 He ZiXiang Eddy
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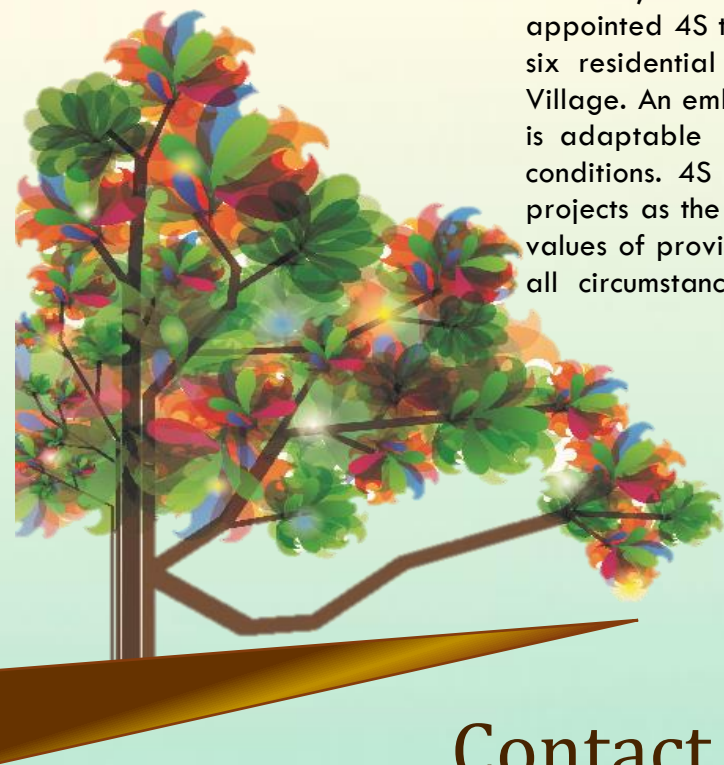
Ramesh S/O Kumar
 Rendy Onggana
 Sage Tan Nin Ying
 Santhya D/O Maniam
 Serene Teo
 Shannen Go
 Sharon Lau
 Sharon Sim
 Sharon Wong
 Shirley Lau
 Siong Yaw Hardware
 Soh Chin Yi
 Soong Mui Han
 Sridharan Vinodh
 Steven Anthony
 Sudhir Wadhawan
 Suresh G
 Tamil Selvi D/O Sinniah
 Tan Beng Kwee
 Tan Chew Hua
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 Tan Mei Ying
 Tan Ning Ying
 Tan Phiek Chu
 Tan Poh Hoon
 Tan Seng Beng

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 Tan Siow Bee
 Tan Su Lan
 Tan Teck Loo
 Tang Soo Yee Ellis
 Tay Hui Rui
 Teng Mui Kia
 Teo Baby
 Teo Cher Kiat
 Teo Hui Juan
 Teo Yang Chuan
 Terance Sim
 Tey Wat Kiew
 Tiffany Neo
 Ting Jun Xiang
 Toh Pei See
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 Toh Yi Fan
 Toh Yi Jun
 Tricia Lim
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 Wang Yanning
 William Lim
 William Tang Tung Liang
 Wong Hui Choo
 Wong Loong Tik
 Wong Siew Yen
 Wong Wee Chong
 Yam Lai Peng

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.



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exedir@4s.org.sg

Residential Care

Acacia Home

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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

2 Buangkok Green
Singapore 539749
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