

**ANNUAL REPORT
FY 2018/2019**



“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!

In Financial Year (FY) 2018/2019, three key initiatives affecting the management of Welfare Homes were introduced by the Ministry of Social and Family Development (MSF). The first initiative was the one-year tele-health pilot project at Bukit Batok Home for the Aged (BBHA). The project, financed by MSF and kicked start in February 2019, took about eight months to conclude the implementation details between MSF, BBHA and a private vendor. Under the pilot scheme, suitable residents would receive doctor's consultation on simple, non-emergency acute medical conditions via video consultation from a laptop, without the need to travel to polyclinic. Monthly assessment is carried out to monitor outcome effectiveness.

The second initiative was the rolling out of the revised Standard Operating Procedures on incident management in November 2018. The revision aimed at differentiating incidents of varying severity and providing greater clarity in responses. One of the key changes was the requirement to report serious incidents to MSF by telephone within one hour instead of the usual three hours. The change was necessary as the nature and severity of such incidents typically require MSF's immediate attention, action, decision and/or significant operational response.

The third initiative was the announcement, in a Gazette on 19 Dec 18, that Thuja Home at Pelangi Village (TJH) and some other Welfare Homes are also designated as "places of temporary care and protection" and "places of safety" under the provisions of the Vulnerable Adults Act, 2018. With this announcement, TJH, besides taking care of female residents with mental health conditions, is expected to also accommodate and manage vulnerable adults who need shelter.

These initiatives have impacted on the ways the Welfare Homes are operated. It is important for 4S to continue train and equip our staff with the right knowledge, skills and mind-sets in addressing the changing needs and taking us forward.

BBHA, Tembusu Home at Pelangi Village (TBH) and TJH, used to prepare food in-house. This mode of operation was getting challenging. It was arduous to enforce measures that had been put in place to minimise the risks of fire and food poisoning as well as to recruit kitchen crew to man the two Halal kitchens all year round. After protracted deliberation, BBHA, TBH and TJH shifted from in-house cooking to catering from 1 Jan 19. The kitchen staff were redeployed to provide health care related functions to residents.

At the last AGM, I shared with you the introduction of outcome-based funding by MSF from FY2018/2019. One of the conditions tied to the release of the 10% outcome-based funding was the provision of clinical supervision to caseworkers at least once in three months to ensure that they are competent in carrying out the case management roles. 4S had since engaged the services of the Counselling and Care Centre and two experts from the National Addictions Management Service at the Institute of Mental Health to run customised training programme for and provide clinical supervision to the caseworkers of the four 4S' managed Welfare Homes.

All the four Welfare Homes were able to meet the 90% recurrent funding targets for FY2018/2019. As for the 10% outcome-based funding, all Homes, except TBH, had met the target for discharge. As TBH was not able to discharge three residents within the financial year, the home was only eligible to receive 5% of the outcome-based funding.

The oversight of Senior Cluster networks was transferred from MSF to Ministry of Health (MOH) from 1 Apr 18. In the Committee of Supply Debate 2019, Dr Amy Khor, Senior Minister of State for Health, shared that MOH would enhance the scope and reach of services in all senior centres. The key thrust of the future centres will be to keep seniors active through social activities, maintain seniors' mental health through emotional and psychological support and assist seniors with service needs through targeted care and welfare. The Agency for Integrated Care has intention to collaborate with Tembusu Eldercare Centre and Tembusu Senior Activity Centre to pilot a programme, known as 'The Village', at Eunos Crescent. The model aims at providing care coordination and active ageing programmes to seniors aged 50 and above so that they can be assisted to successfully age-in-place both in the community and at home. The two centres plan to play a role in this pilot programme. It is a journey which would culminate in 4S making a meaningful impact on the community. We will make sure that the programmes of the two centres are matched to community needs and the evolving service landscape.

Incidents of cyber-attack and leakage of personal data by agencies happened every now and again. Our data protection compliance programmes must demonstrate accountable and responsible practices to strengthen 4S' reputation as a trusted organisation in the way we manage and safeguard personal data. The importance of the Personal Data Protection Act must be internalised among all 4S staff. Regular review is needed to update 4S data inventory, identify processes that presented a risk to personal data protection and implement appropriate measures to address these risks.

During this year's budget debate, the Government announced that the proportion of foreigners on work permits or S passes whom an organisation can employ will be reduced from 40% to 38% in 2020 and to 35% in 2021. With the impending cuts to the foreign worker dependency ratio, we need to revisit and redesign existing jobs to implement a new management system which can automate certain manual tasks to achieve a leaner and more productive workforce. Innovation, technology and digitalisation are now key drivers of growth. While 4S will continue focus on our core strengths to grow, we will also need to be on the constant look out for new competencies that will equip us to stay relevant and help us thrive in the long run.

We were saddened to learn of the passing of Dr Victor Seah on 13 Nov 18. Dr Victor Seah was a devoted member who had served 4S selflessly since 2001. He sat on the 4S Executive Committee as member from 2002 to 2013 and as Assistant Secretary from 2014 till 2018. He was admired and respected by everyone who knew him. On behalf of the management and staff of 4S, I would like to convey my deepest sympathy and heartfelt condolences to the family of the late Dr Victor Seah.

Last but not least, I would like to thank our members, supporters, volunteers and staff for their dedication and contributions to the 4S' cause. With your unwavering support and commitment, I am confident that we will have a fruitful and fulfilling journey of transformation and continue to do well.

Ho Poh Kong
President, 4S

Organisation Chart



Executive Committee



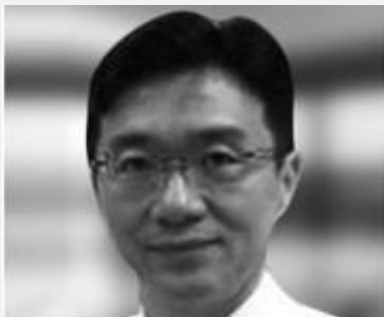
Mr Ho Poh Kong
President



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
(Until Sep 18)



Mr Seng Chun Guan
Honorary Assistant Secretary
(From Sep 18)



Mr Tay Zi Yang
Honorary Treasurer



Dr Elaine Chua Lee Lea Im
Honorary Assistant Treasurer



Datin Elaine Toh Yew Lian
Member (Until Sep 18)



Mr Sunder Ramchand
Member



Ms Lim Yen Ping Joyce
Member



Mr Sowaran Singh
Member (From Sep 18)



Executive Committee

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

Mr Sunder Ramchand, founder member of 4S, has served 4S selflessly for more than two decades. He has graciously agreed to serve 4S for another term to mentor and to provide advice to the new members on the work of 4S.

Mr P S Siva and Mr Ho Poh Kong joined 4S as Executive Committee members in 2007 and was subsequently elected as Vice President I and Vice President II respectively in September 2013. Mr Ho Poh Kong was elected as 4S President in September 2017. Both members' services in the Executive Committee were retained for succession planning purposes. Their experience is invaluable in guiding new members in the work of 4S, against the backdrop of a ever-changing social service landscape.

Number and Attendance of Executive Committee (Ex-Co) Meeting in Financial Year 2018/2019:

| | 5th (2017-2019) Ex-Co Meeting held on 20 May 18 | 6th (2017-2019) Ex-Co Meeting held on 22 Jul 18 | 7th (2017-2019) Ex-Co Meeting held on 23 Sep 18 | 8th (2017-2019) Ex-Co Meeting held on 2 Dec 18 | 9th (2017-2019) Ex-Co Meeting held on 27 Jan 19 | 10th (2017-2019) Ex-Co Meeting held on 10 Mar 19 |
|---------------------------|--|--|--|---|--|---|
| Mr Ho Poh Kong | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr P S Siva | - | | ✓ | - | | ✓ |
| Mr Leong Why Kong | - | ✓ | ✓ | ✓ | - | ✓ |
| Prof Hsu Pon Poh | - | ✓ | - | ✓ | | - |
| Dr Victor Seah Yun Zheng | Medical Leave | | Not applicable | | | |
| Mr Seng Chun Guan | ✓ | - | ✓ | | - | ✓ |
| Mr Tay Zi Yang | ✓ | ✓ | ✓ | | - | ✓ |
| Dr Elaine Chua Lea Lea Im | - | ✓ | ✓ | - | ✓ | ✓ |
| Datin Elaine Toh | - | | Not applicable | | | |
| Mr Sunder Ramchand | Medical Leave | | | ✓ | | - |
| Ms Lim Yen Ping Joyce | - | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mr Sowaran Singh | Not applicable | | ✓ | ✓ | - | ✓ |



Functional Committees and Management Committees (As at 31 Mar 19)

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
Ms Lim Yen Ping Joyce

Welfare Homes Management Committee

Chairman

Dr Elaine Chua Lee Lea Im

Vice Chairman

Ms Lim Ling

Honorary Secretary

Ms Mabel Goh Mui Ngim

Honorary Treasurer

Mr Tay Zi Yang

Members

Mr Aston Zhuo Jinwei (From Aug 18)

Ms Daphne Chua Shu Ling

Mrs Deby Sarojiyu Pala Krishnan

Mr Jimmy Ho Ji Meng, PBM

Ms Lim Yen Ping Joyce

Mr Seng Chun Guan

Tembusu Eldercare Centre Management Committee

Chairman

Mrs Deby Sarojiyu Pala Krishnan

Vice Chairman

Mr Lawrence Tan Han Tong, PBM

Honorary Secretary

Ms Rose Low Shiow Ling

Honorary Treasurer

Ms Lim Ling

Members

Dr Jagadesan Raghuram

Dr Elaine Chua Lee Lea Im

Tembusu Senior Activity Centre Management Committee

Advisor

Ms Sheela Awat

Chairman

Mr Leong Why Kong

Vice Chairman

Mr Steven Tan Chwee Hock, PBM

Honorary Secretary

Mr Seng Chun Guan

Honorary Treasurer

Mr Siu Yow Wee

Members

Mr Chng Chwee Leng

Dr Elaine Chua Lee Lea Im

Mrs Susheela Theyvendran

Ms Lim Ling

Mrs Deby Sarojiyu Pala Krishnan

Mr Lawrence Tan Han Tong, PBM

Mr Roy Chin

Mr Tang Khee Meng

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

Prof Yeoh Kian Hian, PBM, BBM

Dr Premkumar Kandasamy Pillay

Director of Social Welfare, Ministry of Social and Family Development

Our Milestones

1993

Participated in community services

1996

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

1997

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

2001

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

2002

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

2003

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

2004

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

2005

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

Our Milestones (Cont'd)

2006

- Inaugurated the first Volunteer Training Programme
- Embarked on the first humanitarian project – SaiNet Project in Laos
- Participated in MCYS - NCSS Social Work Training Scholarship Scheme
- Commemorated the 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
- Reappointed 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) (TEC) 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 (AH)"

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"

2018

- Reappointed by the Ministry of Social and Family Development (MSF) to manage AH, BBHA, TBH and TJH for a period of three years, with an option to extend another three years
- (TEC) Implemented the Integrated Home and Day Care programme from 1 Jul 18
- (TJH) Was designated as "place of temporary care and protection" and "place of safety" under the provisions of the Vulnerable Adults Act, 2018 from 19 Dec 18

2019

(BBHA) Implemented the Telehealth Programme, financed by MSF, for a period of one year from 1 Feb 19



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:

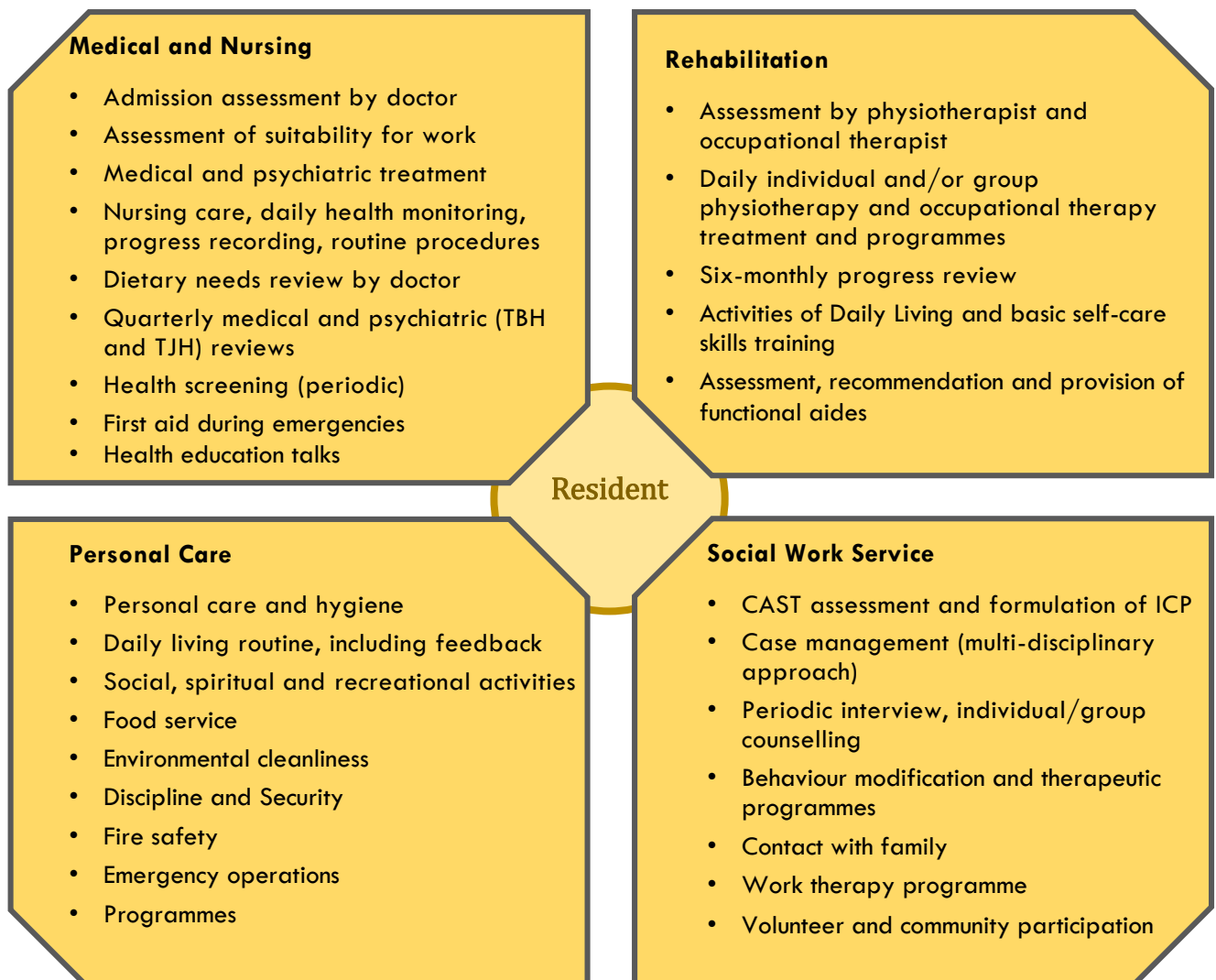
- Approve the ICP of new resident within the first month of admission
- Review the case of every resident at intervals of not more than six months
- Review the progress of residents placed under various rehabilitative care



Performance Indicators

In connection with the appointment as Managing Agents for Welfare Homes from 1 Apr 18 for BBHA, TBH and TJH and from 1 May 18 for AH, 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.

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 Officer (FSO). The key functions of the FSO 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 on a quarterly basis.

Food Service

BBHA, TBH and TJH used to prepare nutritionally balanced Halal meals for its residents by kitchen crews from the BBHA and TBH kitchens. Recruiting kitchen crews to man the two Halal kitchens all year round was challenging. Additionally, it was arduous to enforce measures put in place to minimise the risks of fire and food poisoning. After protracted deliberation, BBHA, TBH and TJH decided to engage a Halal-certified and a National Environment Agency-licensed catering services from 1 Jan 19. AH has been ordering its meals from an external caterer which is Halal-certified and a National Environment Agency-licensed caterer since commencing operation.

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.

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 Home's 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 |



Acacia Home

Programme Highlights

Official Opening Ceremony

The Home had its official opening, graced by Mr Desmond Lee, Minister for Social and Family Development and Second Minister for National Development on 17 Apr 18. Prior to unveiling the plaque to mark the official opening, Mr Lee gave a speech at the event, which was attended by representatives from various community agencies and religious groups from the Sembawang Group Representation Constituency.

The Minister and guests were then brought on a tour of the Home, which includes showcasing the Home Living Room, a mock-up one-room HDB flat featuring a shared bedroom, kitchen and toilet, designated as a "training ground" to prepare residents for independent community living. Residents were also given an opportunity to connect with the guests during the tour.



Community Participation

Since the official opening, many neighbouring community partners and religious groups, such as those from Canberra Secondary School, Assyafa'ah Mosque, Peng Lai Dian Temple, San Lian Deng Temple and Tian Ho Keng Temple, reached out and actively engaged the residents throughout the year and during festive periods. The residents were appreciative of the time and effort the volunteers made to further add value and joy towards their stay in Acacia Home.



FUN Excursions

Residents were brought to eclectic places of interests by staff such as to the Singapore Science Centre and Farm Tour at D'Kranji Resort. Farm and prawning tours allow residents to reminisce their old kampong days where life was simple and carefree. Likewise, discovery trips to the Singapore Science Centre brings technology to the residents, allowing them to get in touch with the latest discoveries and inventions.



Bukit Batok Home for the Aged

Growing Hearts, Bridging Communities

In FY 18/19, the highlight for BBHA was about promoting the spirit of volunteerism and thereby adding value to the lives of the residents. BBHA was fortunate and humbled to be at the receiving ends of the goodwill and caring acts of our community, where we aim to grow hearts, and bridge communities.

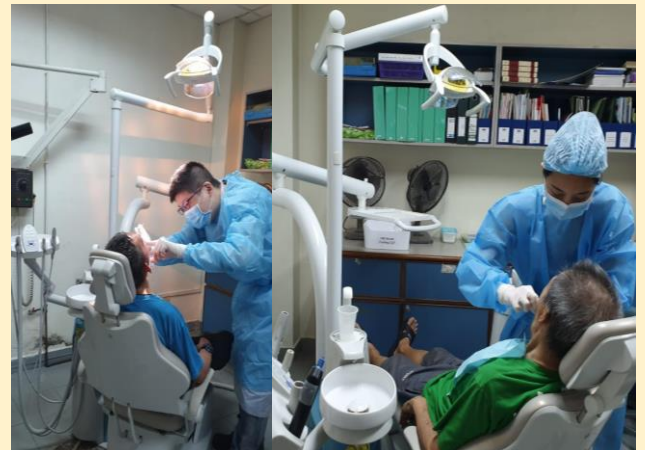
A New Hairstyle, Anyone?



Every month, about 60 lucky residents were pampered with complimentary hair-styling service by seven volunteer female hairdressers, right in the comfort of the Home's very own Hair Salon. The new haircut, inspired by the residents' own personal choices, encouraged self-empowerment and boosted their self-esteem, as they look younger and feel more confident of their image. The revitalising session would end with light snacks and tea sponsored by the hairdressers.

Healthy Teeth, Happy Smiles

Maintaining good oral hygiene is essential for the well-being of the elderly. Apart from individualised trainings on good oral care by nursing staff, about 25 residents benefitted monthly from a wide range of complimentary professional dental care service provided by four volunteer dentists every fortnightly on weekends. A dental treatment room is made available in the Home where residents received dental services ranging from scaling, polishing, tooth extraction and repair, dentures-fitting and fillings. Such services made the residents smile more confidently as they enjoy improved dental experience without the long-queues and any travelling.



"Touch of Magic" by our National Servicemen



The presence of 60 – 80 national service recruits from the Singapore Civil Defence Force brought live, excitement and old memories to many elderly residents as they watched the young recruits sweated it out performing area cleaning in the Home, followed by spending quality time with residents through recreational activities and enjoyable performances. The quarterly intergenerational experience provided meaningful memories to both parties as they shared about one another's life story and life lessons.

Tembusu Home at Pelangi Village

Programme Highlights

Haw Par Villa

On 28 May 18, 19 residents were brought to the age-old attraction, Haw Par Villa. Residents were in for a visual treat as they meandered through a dizzying array of more than 1,000 sculptures and dioramas! The residents were excited to visit the park that they had once visited in their childhood and reminisced on the old days. When it was time to leave, they boarded the transport and headed to McDonalds for a tasty dinner treat.



Singapore Science Centre



On 2 Jan 19, 18 residents were brought to the Singapore Science Centre. Residents were wowed by the splendour and grand entrance of the centre. Residents with interests in science and technology were all over the place as they discussed about the wonders of science. After pondering on the mysteries of science, the residents retreated to McDonalds for a quick, yet satisfying dinner.

Gardens by the Bay

On 21 Jan 19, 20 residents were brought to Gardens by the Bay. The man-made wonders of the Gardens were enjoyed by all the residents with the cool touch of the air. It seemed as though they were transported to Mediterranean! Residents with "Green-fingers" showed their knowledge on plants and scrutinised each and every type of flower, shrub and tree. After the "cool" visit to the Gardens, the residents were treated to dinner at the neighbouring McDonalds.



Thuja Home at Pelangi Village

Programme Highlights

Rock and Roll

Every Wednesday, a small group of residents would gather at the dining hall for the Rock and Roll programme. The group's mainstay and guitarist, fellow resident Madam Wong, would kickstart the weekly session with a strum through the guitar strings. Every strum does attract curious residents to join in. Some would sing while other would sit back and listen. The joy of the session stems not on how well they sang, but how they were able to come together to create music.



Going Ga Ga over Flowers!



A feast for the eyes as 22 residents admired the expansive variety of flowers and plants during their visit to the Flower Dome and Cloud Forest Dome at Gardens by the Bay on 12 Dec 18. At a leisurely pace, residents meandered through the cooled two conservatories, stopping now and then for a rest amidst the greenery. Some of the residents courageously venture further out to get a better view of the creeper plants growing across the walls. The day ended with residents feeling reinvigorated and delighted by nature's beauty.

"At Least Two"

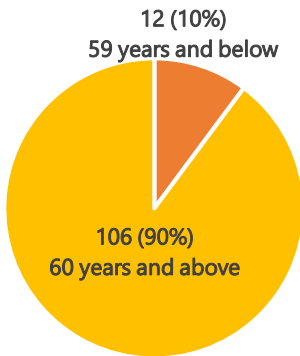
"At Least Two" is a programme designed to bring at least two residents together over selected table games facilitated by Home staff throughout the session. Each game usually takes about 15 to 25 minutes. "At Least Two" aims to train residents' concentration, strengthen resident's socialising skills and foster good sportsmanship as they engage in the healthy dose of competition.



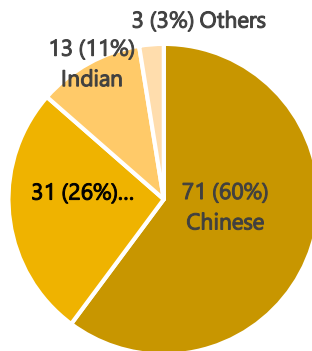
Statistical Information (as at 31 Mar 19)

Acacia Home (no. of residents: 118)

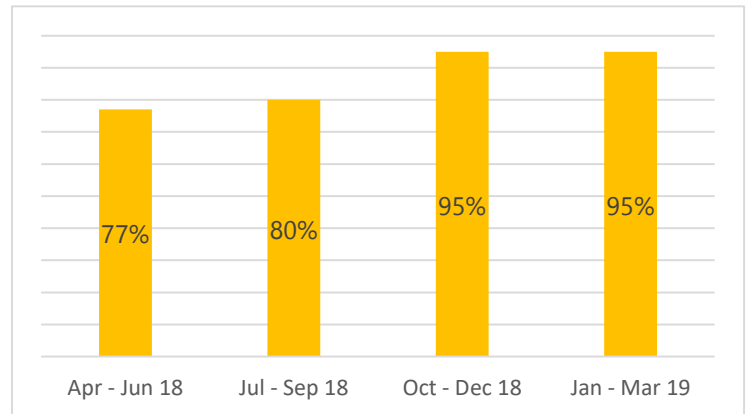
By Age Group



By Ethnicity

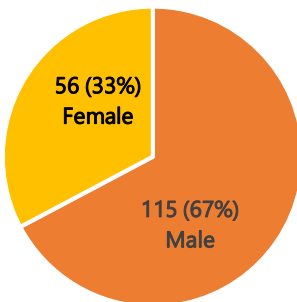


Residents' Participation in Two or More Activities



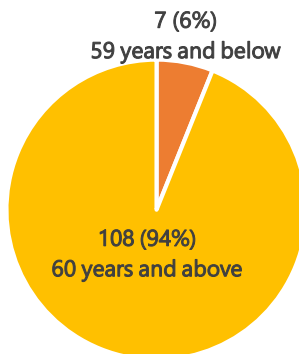
Bukit Batok Home for the Aged (no. of residents: 171)

By Gender

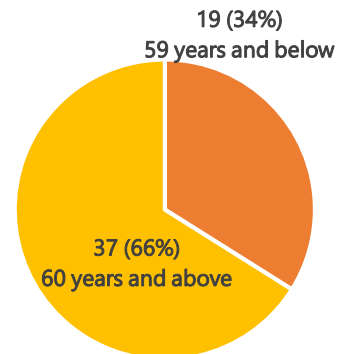


By Age Group

Male (115)

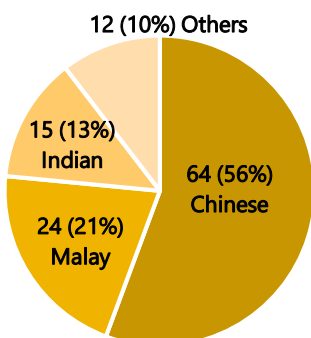


Female (56)

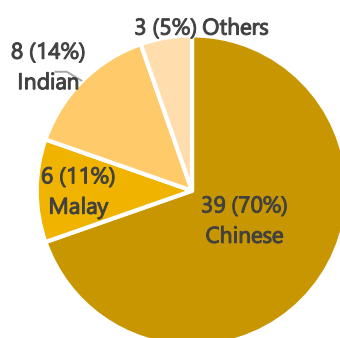


By Ethnicity

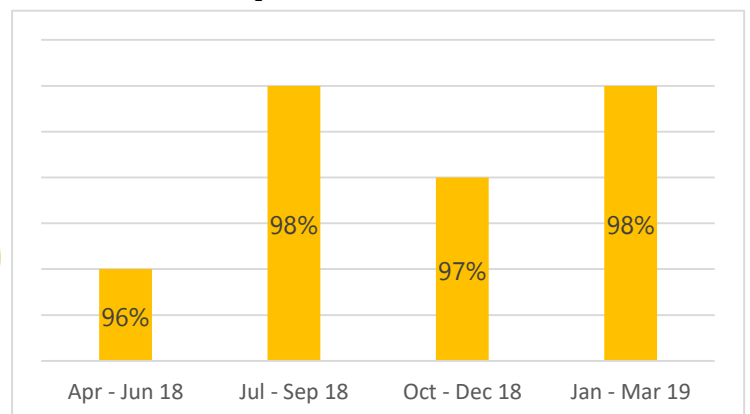
Male (115)



Female (56)



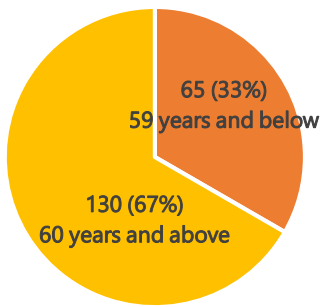
Residents' Participation in Two or More Activities



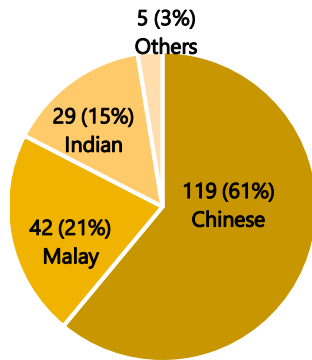
Statistical Information (as at 31 Mar 19)

Tembusu Home at Pelangi Village (no. of residents: 195)

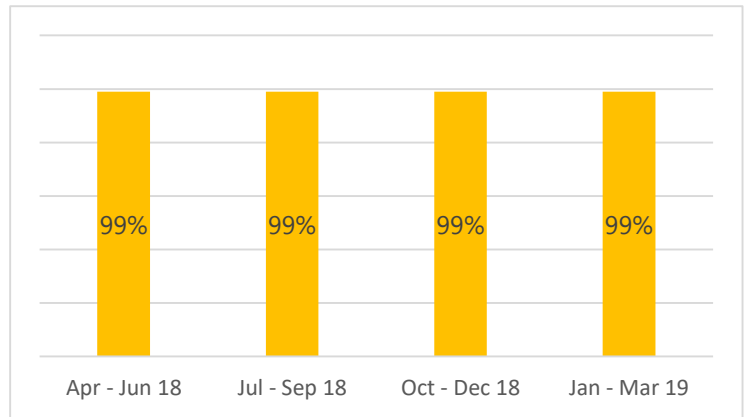
By Age Group



By Ethnicity

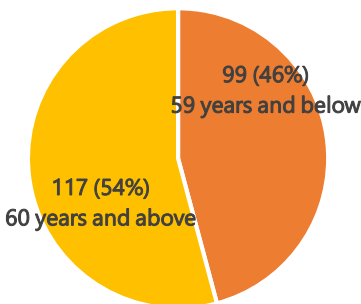


Residents' Participation in Two or More Activities

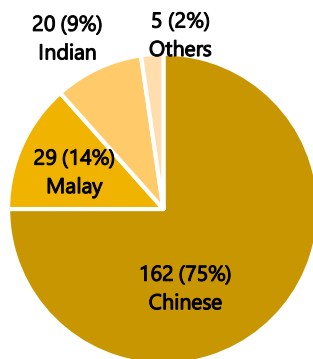


Thuja Home at Pelangi Village (no. of residents: 216)

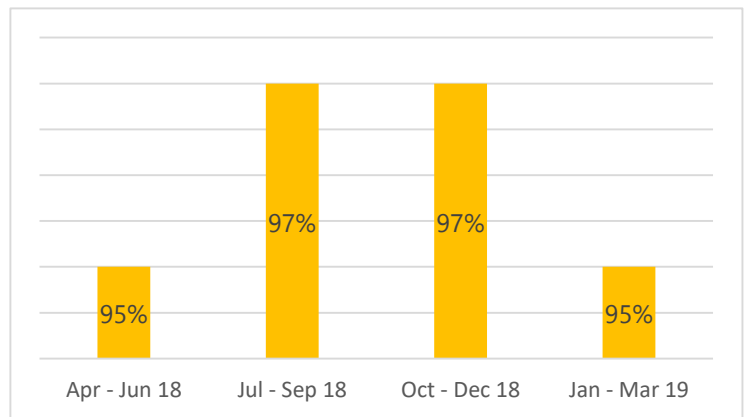
By Age Group



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 (MOH), 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 (TEC).

On 1 Jul 18, TEC transited from SPICE to the Integrated Home and Day Care (IHDC) programme to provide seniors with intensive care with the flexibility of getting different combination of care services in their homes, at a nearby day-care centre, or both, depending on their needs. It offers personalised care packages to support seniors with multiple care needs so that they can live and age well in the community for as long as possible.

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)

2018

- The centre transited from providing SPICE to Integrated Home and Day Care (IHDC) on 1 Jul 18
- Dr Amy Khor, Senior Minister of State, MOH, visited TEC on 4 Sep 18

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

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. Caregivers' needs are considered when customising the service users' care plans.

The programme consists of six care components:





| Medical & Nursing Care | Rehabilitation | Social Work Service |
|---|---|---|
| <ul style="list-style-type: none"> • Medical assessment & review • Management of chronic conditions • Medication review • Nursing Care • Dietary needs assessment and advice • Provision of therapeutic diets | <ul style="list-style-type: none"> • Physiotherapy assessment • Occupational therapy assessment • Cardiovascular exercises • Balance and gait training • Individual and group exercises • Social and recreational activities • Cognitive-perceptual training | <ul style="list-style-type: none"> • Social assessment • Information and referral • Means-testing • Advice and counselling • Practical assistance • Case management |
| Home-based Support | Personal & Social Care | Caregiver Support |
| <ul style="list-style-type: none"> • Home Nursing • Home Therapy • Meals-on Wheels • Medical Escort • Basic housekeeping • Personal Hygiene Care | <ul style="list-style-type: none"> • Personal hygiene care • Laundry | <ul style="list-style-type: none"> • Caregiver training • Caregiver counselling • After-hours helpline |

Outings to Places of Interest

TEC organises outings to places of interest for service users to enable seniors with medical conditions or mobility challenges to enjoy being out and reduce their sense of social isolation.

TEC also collaborates with the Tembusu Senior Activity Centre (TSAC) through joint outings to places such as Gardens by the Bay and Trick Eye Museum. During these joint outings, TSAC's senior volunteers support TEC's elderly service users with mobility difficulties by escorting them and interacting with them.



Creative Arts Programme



Music or art therapies engage service users and allow them the opportunity to express themselves irrespective of their illnesses. The programme is supported by the WeCare Arts Fund, a grant scheme by the National Arts Council and the People's Association.

From December 2018 to March 2019, TEC partnered with TravelClef to conduct the Cajon Wellness programme for 10 service users to experience the joy of creating music and help seniors express themselves through the sound of the drum.

Industrial Attachment

TEC has partnered with the Institute of Technical Education (ITE) College East to provide internship training for students from the Department of *Nitec* in Community Care and Social Services since 2013. In 2016, an Internship Participation Agreement was signed between 4S, ITE and the National Council of Social Service (NCSS). Under the agreement, NCSS would be the fund administrator to provide internship training allowance, TEC would provide the training and ITE would coordinate the assignment of students. Since 2013, TEC has trained 14 students.



Visit by Dr Amy Khor, Senior Minister of State, MOH

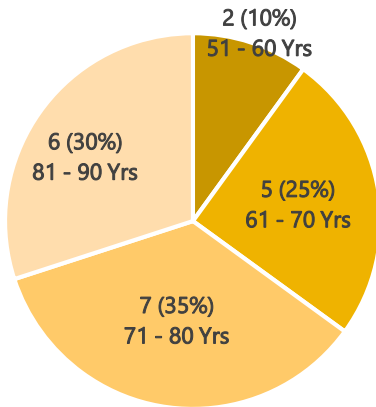
The centre received a visit by Dr Amy Khor, Senior Minister of State, MOH, and Mr Tan Kwang Cheak, Deputy CEO, AIC, on 4 Sep 18. The purpose of the visit was to showcase what has been done to support and develop aged care services in Singapore. Mr Ho Poh Kong, 4S President, hosted the visit. Two service users were interviewed by the media and the visit was also reported on the news on Channel NewsAsia, Channel 5 and Channel 8 that night and in print on The Straits Times and 联合早报 the following day.



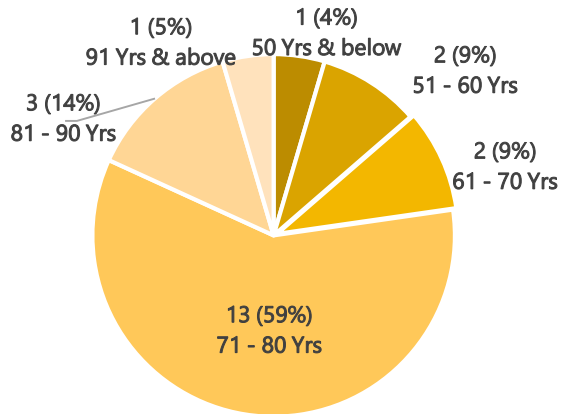
Statistical Information (as at 31 Mar 19)

Active Service Users by Age and Gender (42)

Male (20)

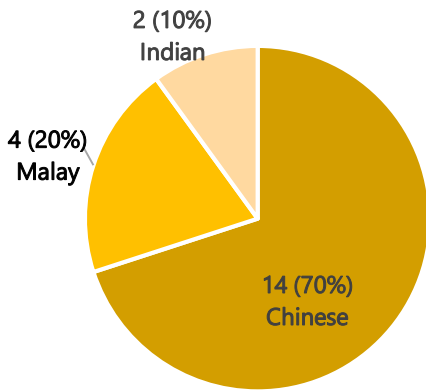


Female (22)

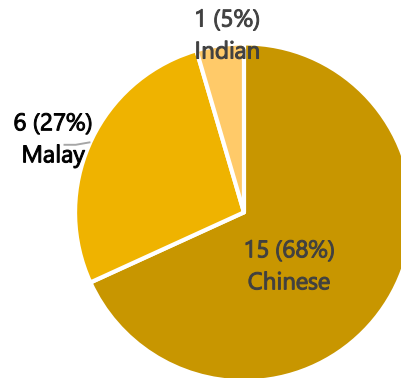


Active Service Users by Ethnicity and Gender (42)

Male (20)

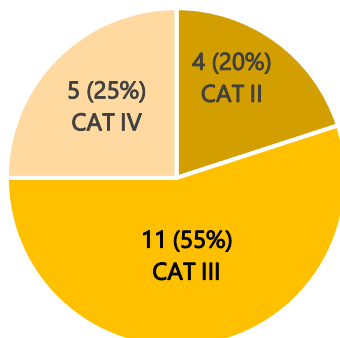


Female (22)

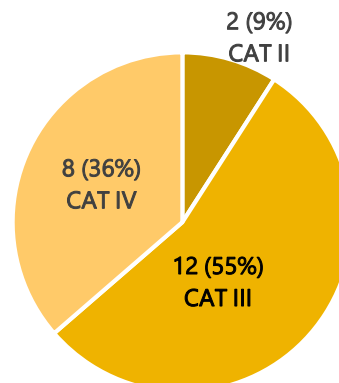


Active Service Users by Functional Status (42)

Male (20)



Female (22)



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 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. On 1 Nov 17, the centre swapped premises with Tembusu Eldercare Centre and relocated from Block 31A Eunos Crescent to Block 3 Eunos Crescent. 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
- 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 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

Significant Events (continued)

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

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)

2018

- Dr Amy Khor, Senior Minister of State at the Ministry of Health and Ministry of the Environment and Water Resources visited TEC and TSAC on 4 Sep 18 to understand aged care services in the community
- On 16 Feb 19, 10 seniors from the music therapy group performed alongside Madam President Halimah Yacob and Mr Jeffrey Yang, District Governor of Lion Club Singapore, at Singapore Lions Clubs' 60th Anniversary Carnival. They performed a total of two songs, one of which was co-created by them with our music therapist, Evelyn from Prospect Music Therapy Singapore

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

Summary of Programmes and Services

| Community Involvement | Volunteerism | Health & Social Services | Local Support Network |
|--|---|--|--|
| <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"> • Recruitment & Training • Volunteer Opportunities | <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 |

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 214 events/activities.

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, Volunteer Venus and temples. An average of 34 seniors attended each function.

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.

Since 2017, TSAC has been working with Victoria Junior College to engage students in planning activities for the seniors. During the year reviewed, the students reached out to 91 seniors for the Chinese New Year celebration, where they planned activities at both TSAC and Gardens by the Bay.

Outreach Exercise 2018/2019

TSAC embarked on its annual outreach exercise between July 2018 and March 2019 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 537 households and successfully reached out to 429 seniors, 79.89% of the seniors living in the three rental blocks. Staff had managed to register 39 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 46 seniors and 7 volunteers.



Tembusu Work Therapy Programme



On 4 Mar 10, a group of five volunteers from Starspur Enterprise Ltd initiated a programme to teach seniors the skills needed to make soft toys, inspirational cards, 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. Products made by the seniors 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 allow them to interact and bond with each

other and build a social support network over time. The weekly sessions attracted an average of four participants. Over the past year, three flea market stalls were set up to promote and sell the handicrafts.

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 19 Jan 19 to thank our volunteers for their contributions to the centre. 30 of our regular volunteers attended.

As at 31 Mar 19, TSAC had 437 volunteers lend a helping hand in various programmes and services. Among them, 98 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, two health awareness talks were conducted, consisting of one Mandarin session, and one English session. The average attendance for each session was 30.

Additionally, TSAC collaborated with Singapore National Eye Centre to arrange a mobile eye clinic for seniors aged 60 and above to have their eyes screening done near their home. 83 seniors benefited from the eye screening held at TSAC on 19 May 18.

Blood Pressure Monitoring

On 30 Apr 18, TSAC, together with Neighbours for Active Living (Changi General Hospital (CGH)), started monitoring the blood pressure of the seniors living in Eunos Crescent. TSAC has trained four seniors and since March 19, they have started assisting in the weekly blood pressure monitoring sessions. The purpose in getting senior volunteers to measure the blood pressure of the other seniors is based on the concept of peer to peer advice giving. It is hoped that by getting the fellow senior volunteers to engage the other seniors in either maintaining or improving their blood pressure levels, they would be more receptive to their advice as compared to professionals.

In the year reviewed, 69 seniors have benefitted from the regular blood pressure monitoring sessions and 31 seniors have been referred to the Community Nurse Post for abnormal blood pressure readings.

Community Nurse Post

On 6 Aug 18, nurses from CGH set up their Community Nurse Post at TSAC. Seniors observed to have abnormal blood pressure readings are flagged out and referred to the nurses for medical advices on treatment as well as the options available. Seniors who have medical concerns can also schedule appointments with the nurses for medical counselling. The nurses will also conduct home visits for seniors who have difficulties in coming to the centre or are semi-ambulant.

In the year reviewed, TSAC has successfully referred 31 seniors to the Community Nurse Post, and the nurses have attended to 34 seniors, inclusive of walk-ins and referrals from Neighbours for Active Living (CGH).

Share a Pot



On 5 Sep 18, TSAC collaborated with Khoo Teck Puat Hospital and started the Share a Pot programme, a community-based project aimed at improving the nutrition and fitness of community-dwelling seniors. In this project, seniors meet at centres within their own community to exercise, such as performing low impact aerobics and thereafter enjoy a bowl of nutritious soup together. This stimulates a prolonged increase in muscle synthesis for as long as 24 hours after exercising.

This weekly programme to not only fill their time with meaningful activities but also expand their social circle. A group of senior volunteers will assist to procure the ingredients a day before the cooking session and cook the soup together.

As at 31 Mar 19, 35 seniors and 11 volunteers have actively participated in the Share a Pot programme.

Silver Fit Programme

In collaboration with Empower Ageing Ltd, TSAC started the Silver Fit Programme, which aims to reduce fall risks among frail seniors by performing simple exercises associated with daily activities. The programme is made more meaningful by training senior volunteers in the exercises so that they could lead their fellow seniors in the exercises. The volunteers attended a two-day training and were observed when they ran the programme for 12 sessions before leading the entire exercise on their own.

As at 31 Mar 19, 4 senior volunteers and 15 seniors have actively participated in the 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 a 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 Public Assistance recipients and TSAC's service users and offers assistance when in need. The presenting social issues are mostly financial difficulties and health-related matters. As at 31 Mar 19, there were 15 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 island-wide 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) |
|------------------|--------------------------------------|
| • Beverages | • Brown Rice |
| • Biscuits | • Brown Sugar |
| • Condensed milk | • Dhal |
| • Cooking oil | • Evaporated milk |
| • Noodles | • Milk Powder |
| • White Rice | • Oats |
| • White Sugar | • Ponni Rice |

Volunteers are gathered to pack and distribute the food parcels on first Sunday of the month and volunteers selflessly use their personal vehicles for delivery.

During the review period, an average of 18 volunteers assisted in the programme and 118 beneficiaries were receiving the monthly 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 such as 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, Tampines Meridian Junior College, Victoria Junior College and Singapore Polytechnic to engage seniors living in the rental blocks. Student volunteers conduct activities at TSAC, 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 (SECDC). 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.

Additionally, SECDC has also linked TSAC with corporate partners, such as TSMP Law Corporation, Seemee Club and various units from SAF. Together with TSAC, they have organised activities such as art jamming, digital clinic and cashless payment shopping.



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 19, there were 116 seniors participating in 6 Interest Clubs.

| Club | Frequency per Week | Participants from Rental Blocks | Participants from Non-Rental Blocks | Total |
|--------------|--------------------|---------------------------------|-------------------------------------|------------|
| Bingo | 2 | 36 | 60 | 96 |
| Brisk Walk | 2 | 15 | 42 | 57 |
| Health | 1 | 6 | 35 | 41 |
| Rummy O | 2 | 8 | 23 | 31 |
| Sudoku | 1 | 5 | 11 | 16 |
| Yoga | 1 | 3 | 34 | 37 |
| Total | | 73 | 205 | 278 |

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 are 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, 16 seniors with 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.

Alert Alarm System in Studio Apartments

TSAC has been maintaining a register of the elderly living in SAs. HDB installed the Alert Alarm System (AAS) in 107 units of Studio Apartments (SAs) for the elderly spread across the 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.

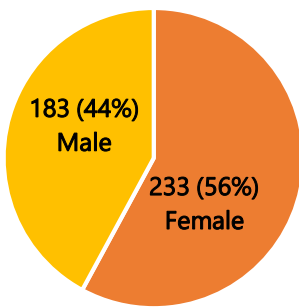
A group of volunteers, Heart of Yoginis from The Yoga Trail, was linked up by South East CDC to TSAC since August 2012. During the year reviewed, the volunteers organised four activities for the residents from the SAs and the average attendance was 13.



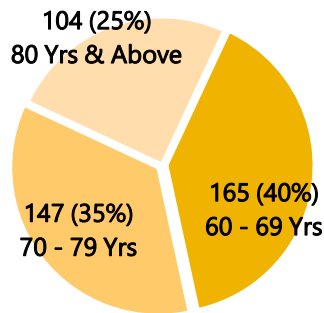
Statistical Information (as at 31 Mar 19)

Residents Registered with TSAC (416)

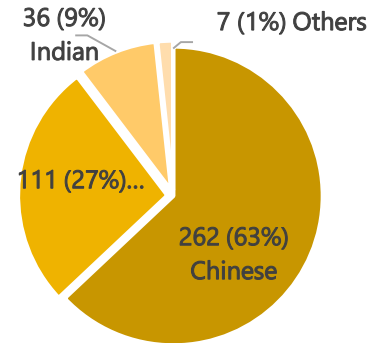
By Gender



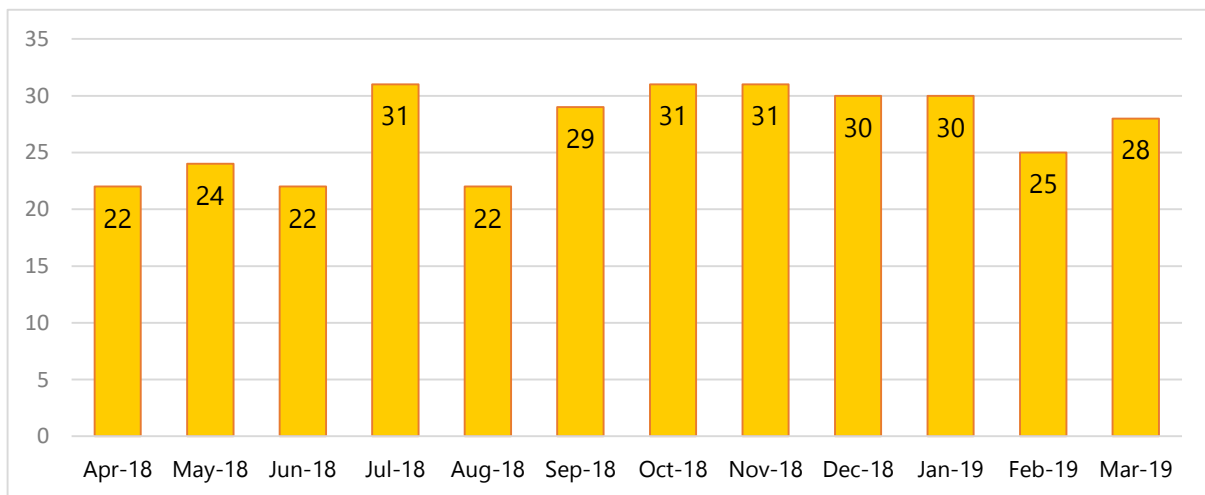
By Age Group



By Ethnicity



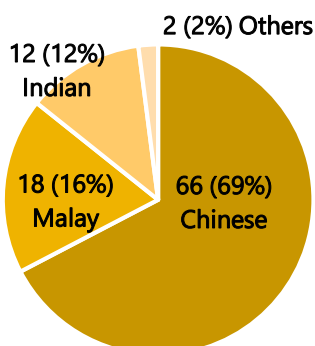
Average Attendance of Seniors Living in HDB Rental Blocks



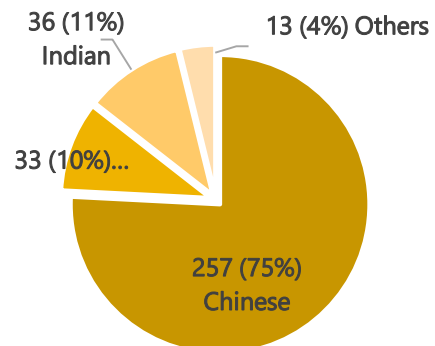
Volunteers Registered with TSAC (437)

By Age and Ethnicity

60 Years and Above (98)



59 Years and Below (339)



Beneficiaries from Tembusu Food Aid Programme (118)

| Ethnicity | Types of Dwelling | | | | Total |
|--------------|------------------------|--------------|-----------------------|----------|------------|
| | HDB 2-room Rental Flat | HDB 3 - Room | Studio Apartment (SA) | Others | |
| Chinese | 32 | 8 | 2 | 0 | 42 |
| Malay | 58 | 6 | 5 | 1 | 70 |
| Indian | 1 | 1 | 3 | 1 | 6 |
| Total | 93 | 15 | 10 | 2 | 118 |

Summary of Key Activities Organised from April 2018 to March 2019

| Legend | |
|----------|-----------|
| R | Resident |
| G | Guest |
| V | Volunteer |

| SN | Date | Event | Organised by | R | G | V |
|----|-----------|-------------------------|---|----|---|---|
| 1 | 7 Apr 18 | Digital Clinic 1 | JCI – Adult Comm Lab | 13 | - | - |
| 2 | 16 Apr 18 | RSVP Activity | RSVP | 12 | - | - |
| 3 | 17 Apr 18 | Rummy-O Challenge | TSAC | 16 | - | - |
| 4 | 18 Apr 18 | Flower Arrangement | Meridian JC | 30 | - | - |
| 5 | 18 Apr 18 | Cooking Class | Lydia's Oven | 21 | - | - |
| 6 | 20 Apr 18 | Boardgame – Checkers | Meridian JC | 42 | - | - |
| 7 | 23 Apr 18 | RSVP Activity | RSVP | 15 | - | - |
| 8 | 28 Apr 18 | Related by Love | TSAC & Sai Society | 51 | - | 3 |
| 9 | 28 Apr 18 | Painting | South East CDC | 15 | - | - |
| 10 | 28 Apr 18 | Board Game | Singapore Polytechnic Welfare Services | 13 | - | - |
| 11 | 6 May 18 | Temple and Church Visit | Huang Lin Monastery & Our Lady of Lourdes | 12 | - | - |
| 12 | 6 May 18 | Care and Share | Pertapis | 34 | - | - |
| 13 | 7 May 18 | RSVP Activity | RSVP | 12 | - | - |
| 14 | 8 May 18 | Silver Fit | Proage | 9 | - | 3 |
| 15 | 9 May 18 | SPHERE Activity | Meridian JC | 21 | - | - |
| 16 | 13 May 18 | Mothers' Day Concert | Esplanade | 36 | - | - |
| 17 | 14 May 18 | RSVP Activity | RSVP | 10 | - | - |
| 18 | 15 May 18 | Silver Fit | Proage | 5 | - | 3 |
| 19 | 15 May 18 | Tablet Class | Eagle Infotech | 17 | - | - |

| SN | Date | Event | Organised by | R | G | V |
|----|-----------|---------------------------------|--|-----|---|---|
| 20 | 16 May 18 | Student Interaction Activity | Meridian JC | 25 | - | - |
| 21 | 17 May 18 | Tablet Class | Eagle Infotech | 15 | - | - |
| 22 | 19 May 18 | Eye Health Check | Singapore National Eye Centre | 86 | - | - |
| 23 | 21 May 18 | RSVP Activity | RSVP | 10 | - | - |
| 24 | 22 May 18 | Silver Fit | Proage | 9 | - | - |
| 25 | 24 May 18 | Iftar Session | Merchants of Geylang Serai Market | 37 | - | - |
| 26 | 25 May 18 | Changi Airport Terminal 4 Visit | Company – SAF | 38 | - | - |
| 27 | 28 May 18 | RSVP Activity | RSVP | 9 | - | - |
| 28 | 28 May 18 | Student Interaction Activity | Eunos Primary School | 23 | - | - |
| 29 | 29 May 18 | Tong Sian Tng Temple Visit | Tong Sian Tng Temple | 33 | - | - |
| 30 | 6 Jun 18 | Mountain Origami | Proage | 13 | - | - |
| 31 | 8 Jun 18 | Origami Making | Victoria JC | 17 | - | - |
| 32 | 14 Jun 18 | Dumpling Making | RSVP | 30 | - | - |
| 33 | 19 Jun 18 | Rummy-O Challenge | TSAC | 15 | - | - |
| 34 | 22 Jun 18 | Musical Concert | Sentosa | 34 | - | - |
| 35 | 23 Jun 18 | Asian Civilisation Museum Visit | Singapore Polytechnic Welfare Services | 27 | - | - |
| 36 | 27 Jun 18 | Hari Raya Celebration | TSAC & CGH Neighbourhood Intern | 106 | - | - |
| 37 | 29 Jun 18 | Pot Painting | Temasek Polytechnic | 13 | - | - |
| 38 | 30 Jun 18 | Dinner Function | Goodlink Singapore | 25 | - | - |
| 39 | 7 Jul 18 | Related by Love | TSAC & Sai Society | 51 | - | - |
| 40 | 8 Jul 18 | Chinese Orchestra | Singapore Chinese Culture Centre | 31 | - | - |
| 41 | 9 Jul 18 | Related by Love Buffet Outing | TSAC | 50 | - | 3 |
| 42 | 10 Jul 18 | Silver Fit | Proage | 10 | - | 3 |
| 43 | 14 Jul 18 | Board Game | Singapore Polytechnic Welfare Services | 15 | - | - |
| 44 | 14 Jul 18 | Walking Football | Football Association of Singapore | 28 | - | - |
| 45 | 16 Jul 18 | RSVP Activity | RSVP | 15 | - | - |
| 46 | 19 Jul 18 | Origami Paper Craft | Learning Lab | 20 | - | - |
| 47 | 19 Jul 18 | Student Interaction Activity | Chung Cheng High School | 24 | - | - |
| 48 | 20 Jul 18 | Manicure Session | Manicurios | 15 | - | - |
| 49 | 20 Jul 18 | Student Interaction Activity | Meridian JC | 25 | - | - |
| 50 | 21 Jul 18 | Lifelong Learning Festival | Lifelong Learning Institute | 11 | - | - |

| SN | Date | Event | Organised by | R | G | V |
|----|-----------|-------------------------------|--|-----|---|---|
| 51 | 21 Jul 18 | Vegetarian Lunch | Venus | 65 | - | - |
| 52 | 24 Jul 18 | Silver Fit | Proage | 9 | - | 3 |
| 53 | 25 Jul 18 | Singapore Garden Festival | National Parks Board | 37 | - | - |
| 54 | 27 Jul 18 | Student Interaction Activity | Victoria JC | 10 | - | - |
| 55 | 28 Jul 18 | Tea Party | Singapore Polytechnic Welfare Services | 38 | - | - |
| 56 | 31 Jul 18 | Silver Fit | Proage | 12 | - | 2 |
| 57 | 1 Jul 18 | Student Interaction Activity | Meridian JC | 15 | - | - |
| 58 | 2 Aug 18 | Kokoru Paper Art | Learning Lab | 27 | - | - |
| 59 | 4 Aug 18 | National Day Charity Luncheon | Goodlink Singapore | 37 | - | - |
| 60 | 4 Aug 18 | Related by Love | TSAC & Sai Society | 52 | - | 3 |
| 61 | 7 Aug 18 | National Day Celebration | Victoria JC | 106 | - | - |
| 62 | 8 Aug 18 | National Day Celebration | Bartley Secondary School | 38 | - | - |
| 63 | 13 Aug 18 | Painting Session | Hwa Chong Institute | 5 | - | - |
| 64 | 16 Aug 18 | Student Interaction Activity | Chung Cheng High School | 21 | - | - |
| 65 | 19 Aug 18 | Flower Arrangement | Heart of Yoginis | 11 | - | - |
| 66 | 20 Aug 18 | Lantern Making | RSVP | 29 | - | - |
| 67 | 21 Aug 18 | Rummy-O Friendly Challenge | TSAC & St Hilda's | 16 | - | - |
| 68 | 23 Aug 18 | Student Interaction Activity | Chung Cheng High School | 20 | - | - |
| 69 | 24 Aug 18 | RSVP Activity | RSVP | 29 | - | - |
| 70 | 27 Aug 18 | RSVP Activity | RSVP | 9 | - | - |
| 71 | 27 Aug 18 | Kidney Health Talk | RSVP & Raffles Girls School | 16 | - | - |
| 72 | 28 Aug 18 | Silver Fit | Proage | 15 | - | 3 |
| 73 | 29 Aug 18 | Kidney Health Screening | RSVP & Raffles Girls School | 20 | - | - |
| 74 | 30 Aug 18 | Student Interaction Activity | Iman Kindergarten | 37 | - | - |
| 75 | 3 Sep 18 | Kidney Health Talk | RSVP & Raffles Girls School | 13 | - | - |
| 76 | 4 Sep 18 | Board Game Session | Singapore Polytechnic Welfare Services | 50 | - | - |
| 77 | 4 Sep 18 | Silver Fit | Proage | 7 | - | 3 |
| 78 | 5 Sep 18 | GYM Training | Proage & Keppel | 20 | - | 3 |
| 79 | 6 Sep 18 | Go Serve | Singapore Polytechnic | 33 | - | - |
| 80 | 6 Sep 18 | Japanese Paper Doll Workshop | JTI Alexandra | 12 | - | - |
| 81 | 7 Sep 18 | Student Interaction Activity | Eunos Primary School | 41 | - | - |

| SN | Date | Event | Organised by | R | G | V |
|-----|-----------|--|--|-----|---|---|
| 82 | 10 Sep 18 | Kidney Health Talk | RSVP & Raffles Girls Sch | 10 | - | - |
| 83 | 11 Sep 18 | Silver Arts Screening | National Arts Council | 44 | - | - |
| 84 | 15 Sep 18 | Movie Screening | Singapore Polytechnic Welfare Services | 27 | - | - |
| 85 | 17 Sep 18 | Lantern Showcase at Gardens by the Bay | RSVP | 35 | - | - |
| 86 | 19 Sep 18 | Mid-Autumn Festical | TSAC | 118 | - | - |
| 87 | 19 Sep 18 | GYM Training | Proage & Keppel | 22 | - | 3 |
| 88 | 24 Sep 18 | Sudoku Time Challenge | TSAC | 14 | - | - |
| 89 | 26 Sep 18 | GYM Training | Proage & Keppel | 18 | - | - |
| 90 | 29 Sep 18 | GYM Challenge | Proage | 21 | - | - |
| 91 | 29 Sep 18 | Related by Love | TSAC & Sai Society | 50 | - | 3 |
| 92 | 1 Oct 18 | Health Talk – Diabetes | Community Nurse Post | 41 | - | - |
| 93 | 1 Oct 18 | RSVP Activity | RSVP | 9 | - | - |
| 94 | 3 Oct 18 | Cashless Introduction | TSMP Law Corporation & South East CDC | 13 | - | - |
| 95 | 6 Oct 18 | Board Game Session | Singapore Polytechnic Welfare Services | 14 | - | - |
| 96 | 6 Oct 18 | Charity Concert | Cheng Hong Welfare Service Society | 36 | - | - |
| 97 | 8 Oct 18 | RSVP Activity | RSVP | 9 | - | - |
| 98 | 9 Oct 18 | Silver Fit | Proage | 8 | - | 3 |
| 99 | 10 Oct 18 | Charity Luncheon | Goodlink Singapore | 36 | - | - |
| 100 | 15 Oct 18 | RSVP Activity | RSVP | 7 | - | - |
| 101 | 16 Oct 18 | Silver Fit | Proage | 12 | - | 3 |
| 102 | 17 Oct 18 | Singapore Zoo | TSAC | 19 | - | - |
| 103 | 17 Oct 18 | Kidney Health Talk | RSVP & Raffles Girls School | 29 | - | - |
| 104 | 22 Oct 18 | RSVP Activity | RSVP | 15 | - | - |
| 105 | 23 Oct 18 | Silver Fit | Proage | 10 | - | 3 |
| 106 | 24 Oct 18 | Charity Concert | Goodlink Singapore | 40 | - | - |
| 107 | 27 Oct 18 | Tea Party | Singapore Polytechnic Welfare Services | 25 | - | - |
| 108 | 27 Oct 18 | Vegetarian Dinner | Guan Im Dan Temple | 73 | - | - |
| 109 | 29 Oct 18 | Deepavali and Halloween Celebration | TSAC | 111 | - | - |
| 110 | 30 Oct 18 | Silver Fit | TSAC | 10 | - | - |
| 111 | 31 Oct 18 | Inter-Agency Rummy-O Challenge | ITE Simei | 25 | - | - |
| 112 | 2 Nov 18 | School Visit | Fengshan Primary Sch | 36 | - | - |

| SN | Date | Event | Organised by | R | G | V |
|-----|-----------|------------------------------|--|----|---|---|
| 113 | 3 Nov 18 | Related by Love | TSAC & Sai Society | 56 | - | 3 |
| 114 | 3 Nov 18 | Singapore River Cruise | Singapore Polytechnic Welfare Services | 31 | - | - |
| 115 | 5 Nov 18 | RSVP Activity | RSVP | 9 | - | - |
| 116 | 8 Nov 18 | GYM Exercise Outing | Keppel | 20 | - | - |
| 117 | 9 Nov 18 | Mobile Application Outing | TSMP Law Corporation & South East CDC | 35 | - | - |
| 118 | 12 Nov 18 | RSVP Activity | RSVP | 11 | - | - |
| 119 | 11 Nov 18 | Chinese Drumming | Esplanade | 15 | - | 3 |
| 120 | 13 Nov 18 | Silver Fit | Proage | 12 | - | 3 |
| 121 | 13 Nov 18 | Student Interaction Activity | Chung Cheng High School | 40 | - | - |
| 122 | 14 Nov 18 | Photography Session | Meridian JC | 23 | - | - |
| 123 | 15 Nov 18 | Smart Phone Class and Game | Bartley Secondary School | 16 | - | - |
| 124 | 16 Nov 18 | Student Interaction Activity | Meridian JC | 39 | - | - |
| 125 | 19 Nov 18 | RSVP Activity | RSVP | 5 | - | - |
| 126 | 19 Nov 18 | Haw Par Villa Visit | Meridian JC | 24 | - | - |
| 127 | 20 Nov 18 | Silver Fit | Proage | 15 | - | 3 |
| 128 | 24 Nov 18 | Art Jamming | South East CDC | 11 | - | - |
| 129 | 26 Nov 18 | RSVP Activity | RSVP | 11 | - | - |
| 130 | 27 Nov 18 | Silver Fit | Proage | 12 | - | 3 |
| 131 | 29 Nov 18 | MindGym & MindFun Session | Proage | 21 | - | - |
| 132 | 3 Dec 18 | RSVP Activity | RSVP | 6 | - | - |
| 133 | 4 Dec 18 | Silver Fit | Proage | 12 | - | - |
| 134 | 6 Dec 18 | MindGym and MindFun Session | Proage | 20 | - | - |
| 135 | 8 Dec 18 | Related by Love | TSAC & Sai Society | 49 | - | 3 |
| 136 | 9 Dec 18 | Singapore River Cruise | Heart of Yoginis | 13 | - | - |
| 137 | 11 Dec 18 | Silver Fit | Proage | 14 | - | 3 |
| 138 | 12 Dec 18 | Block Party | Hwa Chong Institute | 33 | - | - |
| 139 | 13 Dec 18 | MindGym and MindFun Session | Proage | 16 | - | - |
| 140 | 14 Dec 18 | Steamboat Lunch | Goodlink Singapore | 38 | - | - |
| 141 | 17 Dec 18 | RSVP Activity | RSVP | 12 | - | - |
| 142 | 18 Dec 18 | Silver Fit | Proage | 14 | - | - |
| 143 | 27 Dec 18 | MindGym and MindFun Session | Proage | 16 | - | - |
| 144 | 24 Dec 18 | Movie Screening | TSAC | 20 | - | - |

| SN | Date | Event | Organised by | R | G | V |
|-----|-----------|---|---------------------------|-----|---|---|
| 145 | 29 Dec 18 | Year End Party | TSAC | 113 | - | - |
| 146 | 3 Jan 19 | MindGym and MindFun Session | Proage | 16 | - | - |
| 147 | 7 Jan 19 | MINDS Interaction | TSAC | 7 | - | - |
| 148 | 8 Jan 19 | Silver Fit | Proage | 12 | - | 4 |
| 149 | 8 Jan 19 | Hair Cut | Mdm Grace | 22 | - | - |
| 150 | 10 Jan 19 | Student Interaction Activity | CHIJ St Joseph Convent | 39 | - | - |
| 151 | 12 Jan 19 | CNY Lunch Celebration | Goodlink Singapore | 36 | - | - |
| 152 | 14 Jan 19 | MINDS Interaction | TSAC | 7 | - | - |
| 153 | 15 Jan 19 | Silver Fit | Proage | 16 | - | 4 |
| 154 | 17 Jan 19 | Music Therapy | Prospect Music Therapy | 9 | - | - |
| 155 | 19 Jan 19 | Volunteer Appreciation Day | TSAC | 30 | - | - |
| 156 | 20 Jan 19 | CNY Luncheon | Goodlink Singapore | 36 | - | - |
| 157 | 21 Jan 19 | Health Talk – Diabetes | Community Nurse Post | 43 | - | 1 |
| 158 | 21 Jan 19 | MINDS Interaction | TSAC | 8 | - | - |
| 159 | 22 Jan 19 | Silver Fit | Proage | 15 | - | - |
| 160 | 22 Jan 19 | School Visit | Temasek Polytechnic | 30 | - | - |
| 161 | 23 Jan 19 | Gardens by the Bay | Victoria JC | 32 | - | - |
| 162 | 23 Jan 19 | CNY Luncheon | Victoria JC | 59 | - | - |
| 163 | 24 Jan 19 | CNY Luncheon | Goodlink Singapore | 34 | - | - |
| 164 | 24 Jan 19 | Music Therapy | Prospect Music Therapy | 12 | - | - |
| 165 | 24 Jan 19 | CNY Student Interaction | Bartley Singapore | 25 | - | - |
| 166 | 26 Jan 19 | CNY Celebration | Prospect Music Therapy | 32 | - | - |
| 167 | 26 Jan 19 | Related by Love | TSAC & Sai Society | 49 | - | - |
| 168 | 28 Jan 19 | MINDS Interaction | TSAC | 6 | - | - |
| 169 | 29 Jan 19 | Silver Fit | Proage | 12 | - | 4 |
| 170 | 30 Jan 19 | CNY Celebration | TSAC | 119 | - | - |
| 171 | 4 Feb 19 | CNY Concert | Eunos Primary School | 20 | - | - |
| 172 | 4 Feb 19 | CNY Celebration | Hwa Chong Institute | 35 | - | - |
| 173 | 4 Feb 19 | CNY Concert | Manjusri Secondary School | 29 | - | - |
| 174 | 11 Feb 19 | MINDS Interaction | TSAC | 8 | - | - |
| 175 | 12 Feb 19 | Student Interaction Activity | NPS International School | 34 | - | - |
| 176 | 13 Feb 19 | Silver Fit | Proage | 14 | - | 3 |
| 177 | 16 Feb 19 | Lions Club 60 th Anniversary | Goodlink Singapore | 24 | - | - |

| SN | Date | Event | Organised by | R | G | V |
|-----|-----------|------------------------------|--------------------------|----|---|---|
| 178 | 16 Feb 19 | Music Therapy Performance | Prospect Music Therapy | 15 | - | - |
| 179 | 17 Feb 19 | CNY Sunday Brunch | Heart of Yoginis | 16 | - | - |
| 180 | 18 Feb 19 | Steamboat Lunch | Hai Xian Lao | 37 | - | - |
| 181 | 19 Feb 19 | Silver Fit | Proage | 13 | - | 4 |
| 182 | 21 Feb 19 | Music Therapy | Prospect Music Therapy | 10 | - | - |
| 183 | 21 Feb 19 | Student Interaction Activity | Victoria JC | 17 | - | - |
| 184 | 22 Feb 19 | Student Interaction Activity | Victoria JC | 15 | - | - |
| 185 | 23 Feb 19 | Related by Love | TSAC & Sai Society | 55 | - | 3 |
| 186 | 24 Feb 19 | CNY Luncheon | Goodlink Singapore | 33 | - | - |
| 187 | 26 Feb 19 | Student Interaction Activity | NPS International School | 7 | - | - |
| 188 | 26 Feb 19 | MINDS Interation | TSAC | 9 | - | - |
| 189 | 26 Feb 19 | Silver Fit | Proage | 15 | - | 4 |
| 190 | 28 Feb 19 | Music Therapy | Prospect Music Therapy | 12 | - | - |
| 191 | 28 Feb 19 | Student Interaction Activity | Chung Cheng High School | 35 | - | - |
| 192 | 3 Mar 19 | MINDS Interation | TSAC | 8 | - | - |
| 193 | 5 Mar 19 | Student Interaction Activity | NPS International School | 14 | - | - |
| 194 | 7 Mar 19 | Silver Fit | Proage | 13 | - | 4 |
| 195 | 7 Mar 19 | Student Interaction Activity | Bartley Secondary School | 7 | - | - |
| 196 | 7 Mar 19 | Student Interaction Activity | Chung Cheng High School | 26 | - | - |
| 197 | 8 Mar 19 | Chinese Buffet Dinner | Goodlink Singapore | 32 | - | - |
| 198 | 9 Mar 19 | Movie Screening | TSAC | 9 | - | - |
| 199 | 9 Mar 19 | Communal Lunch | Darul Aman Mosque | 28 | - | - |
| 200 | 12 Mar 19 | Student Interaction Activity | NPS International School | 10 | - | - |
| 201 | 14 Mar 19 | Silver Fit | Proage | 11 | - | - |
| 202 | 17 Mar 19 | Community Lunch | Geylang Serai Merchants | 27 | - | - |
| 203 | 19 Mar 19 | Silver Fit | Proage | 15 | - | - |
| 204 | 19 Mar 19 | Haircut | Mdm Grace | 13 | - | - |
| 205 | 19 Mar 19 | Student Interaction Activity | NPS International School | 17 | - | - |
| 206 | 21 Mar 19 | Music Therapy | Prospect Music Therapy | 8 | - | - |
| 207 | 22 Mar 19 | Mind Activity | Holmusk | 39 | - | - |
| 208 | 23 Mar 19 | Goldlympics | Khoo Teck Puat Hospital | 16 | - | - |

| SN | Date | Event | Organised by | R | G | V |
|-----|-----------|------------------------------|--------------------------|----|---|---|
| 209 | 23 Mar 19 | Related by Love | TSAC & Sai Society | 38 | - | 2 |
| 210 | 24 Mar 19 | Fabric Bag Workshop | Heart of Yoginis | 14 | - | - |
| 211 | 26 Mar 19 | Silver Fit | Proage | 16 | - | - |
| 212 | 26 Mar 19 | Student Interaction Activity | NPS International School | 21 | - | - |
| 213 | 28 Mar 19 | Music Therapy | Prospect Music Therapy | 15 | - | - |
| 214 | 28 Mar 19 | Student Interaction Activity | Chung Cheng High School | 26 | - | - |



Tembusu Volunteer Programme



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

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 18 to 31 Mar 19** is reported in the table below:

| No. | Description | Response |
|-----------------------------|---|----------------|
| Board Governance | | |
| 1. | Induction and orientation are provided to incoming Board members upon 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 the staff's executive functions and operational duties which are distinct from the staff's Board roles. | Not applicable |
| 4. | The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a Board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any Board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity. | Complied |
| 5. | All Board members must submit themselves for re-nomination and re-appointment, at least once every three years. | Complied |
| 6. | The Board conducts 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 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 charity's activities are in line with the charity's 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 for 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 volunteers. | Complied |
| Financial Management and Internal Controls | | |
| 17. | There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes. | Complied |
| 18. | The Board ensures that internal controls for financial matters in key areas are in place with documented procedures. | Complied |
| 19. | The Board ensures that 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 the charity's 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? (Skip item 24 if "No") | 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) the number of Board meetings in the financial year; and ii) the individual Board member's attendance at those meetings. | Complied |
| | Are Board members remunerated for their services to the Board? (Skip items 26 & 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 employ 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. <p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p><u>OR</u></p> <p>The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.</p> | 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. <p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p><u>OR</u></p> <p>The charity discloses that there is no paid staff who are close members of the family belonging to the Executive Head or the Board Member, who has received remuneration exceeding \$50,000 during the financial year.</p> | 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 2018/2019 |
|---------------------------------|--------------|
| 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 any remunerations during the year

Reserves Policy

4S manages four Welfare Homes for destitute persons, two community-based services and a Food Aid programme. The four Homes 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 is adequate to fulfil 4S' continuing obligations.

Our reserves position:

| | | FY18/19 (S\$,000) | FY17/18 (S\$,000) | % Increase/ (Decrease) |
|---|--|----------------------|----------------------|------------------------------|
| A | Reserves | 163 | 111 | 47 |
| B | General Funds (1) | 693 | 777 | (11) |
| C | Restricted / Designated Funds: - Welfare Homes (2) - Community-based (3) | 8,200 | 7,808 | 5 |
| D | Total Funds (A) + (B) + (C) | 9,056 | 8,696 | 4 |
| E | Total Annual Operating Expenditure | 14,377 | 15,497 | (7) |
| F | Ratio of Funds to Annual Operating Expenditure (D/E) | 0.63 | 0.56 | - |
| G | Ratio of Reserves to Annual Operating Expenditure (A/E) | 0.01 | 0.01 | - |

- (1) General Funds
- (2) Welfare Homes Funds comprise MSF Fund, Care and Share Matching Grant and Donation
- (3) Community-based Funds comprise Ministry of Health Fund, Community Silver Trust Matching Grant, Tote Board Social Service Fund, President's Challenge Donation, Seniors' Mobility and Enabling Fund 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-centered culture

Everyone in 4S, regardless of role or position, is expected to conform to 4S' service user-centered 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.

Over the past year, 4S had engaged the services of the Counselling and Care Centre and Beyond Age to run customised training courses in topics such as Systems Thinking in the Context of Case Management, Gerontological Counselling and Common Psychiatric Disorders among the elderly.

As at 31 Mar 19, more than 50 staff have attended and benefitted from the training.

Clinical Supervision for Welfare Homes' Caseworkers

MSF requires all caseworkers to receive clinical supervision at least once in three months to build up and strengthen staff's competency and capability in performing case management roles. This is a condition tied to the release of the 10% outcome-based funding at the end of the financial year.

4S had engaged the services of the Counselling and Care Centre and two experts from the National Addictions Management Service at the Institute of Mental Health to provide clinical supervision to the caseworkers of the four 4S' managed Welfare Homes since September 2018.

As at 31 Mar 19, about 20 caseworkers from the four Welfare Homes have benefitted from the clinical supervision sessions.



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 aim 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. 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, two staff, six staff and 18 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 days |
| Childcare Leave | 6 days (staff with child below the age of 7) 2 days (staff with child 7 – 12 years old) |
| Compassionate Leave | Up to 3 days |
| Eldercare Sick Leave | Up to 5 days |
| Examination Leave | Up to 4 days (4S supported and/or sponsored course) |
| Marriage Leave | Up to 3 days |
| Maternity Leave | 12* – 16 weeks |
| Medical Leave | 14 days |
| Hospitalisation Leave (inclusive of 14 days medical leave) | 60 days (inclusive of 14 days medical leave) |
| Paternity Leave | 2 weeks** |
| Shared Parental Leave | Up to 4 weeks (of wife's 16 weeks of GPML [^]) |

* inclusive of 4 weeks of unpaid maternity leave

** 2 weeks paternity leave applicable to working father of child born on or after 1 Jan 17

[^]GPML: Government-paid Maternity Leave

Table 2 – Long Service Award

| | |
|--|--|
| 5 Years' Service Award | 10 Years' Service Award |
| 4S Secretariat (HQ) | Bukit Batok Home for the Aged |
| Sim Kai Xian Joycelin | Chia Choon Kim |
| Zhou Chunyan | Dioscoro Jr Nueva Guanzon |
| Acacia Home | Tembusu Home at Pelangi Village |
| Cabrera Jessie Valdez | Evan Celso Villarina |
| Gadiano Rudy Caacbay | Romeo Alivic Jr Sagge Altar |
| Leena Mathew | Thaw Kyar Aung |
| Ng Chee Teh | |
| Bukit Batok Home for the Aged | Thuja Home at Pelangi Village |
| Abu Bakar Bin Yusof | Nurni Loren Binte Mohd Zaini |
| Kang Wee Yeng | |
| Koh Chuan Zhao | |
| Koh Hui Ting | |
| Tembusu Eldercare Centre | 15 Years' Service Award |
| Manisah Binte Hassan | 4S Secretariat |
| Tembusu Home at Pelangi Village | Lim Kheng Har Maureen |
| Goh Marissa Flor | |
| Pacheco Joel John Amboy | |
| Tagalog Roland Curilan | |
| Zaw Lin Aung | |
| Thuja Home at Pelangi Village | Thuja Home at Pelangi Village |
| Aranas Claire Ann Batulanon | Rachael Rae Tee |
| Farhana Binte Mohamad Yusof | |
| Tachado Shiela Lyn Famisaran | |



Our Staff



4S HQ



Acacia Home



Bukit Batok Home for the Aged



Tembusu Home at Pelangi Village

Our Staff (Continued)



Thuja Home at Pelangi Village



Tembusu Eldercare Centre



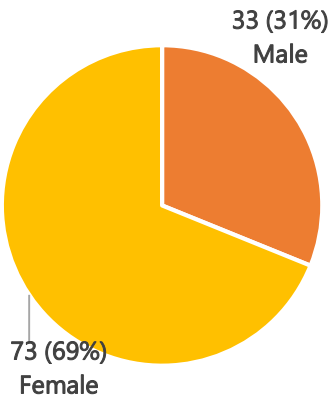
Tembusu Senior Activity Centre



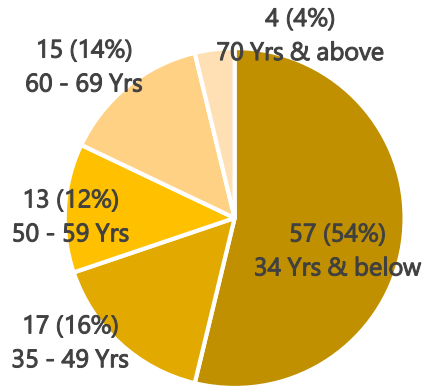
Statistical Information (as at 31 Mar 19)

Local Staff (106)

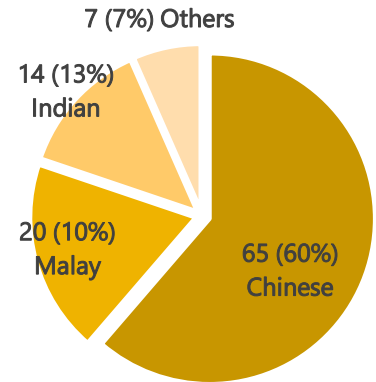
By Gender



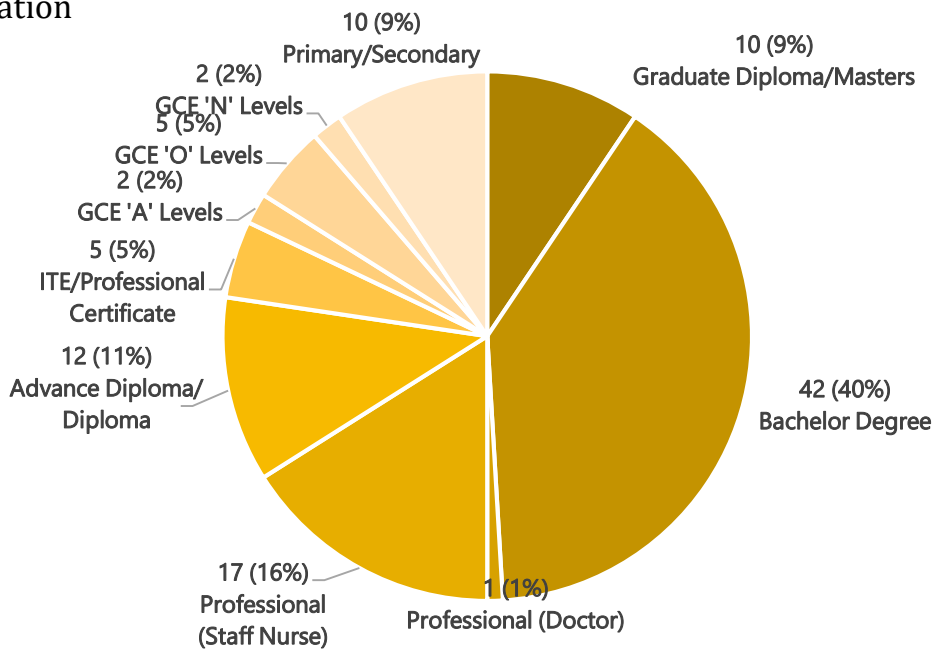
By Age Group



By Ethnicity

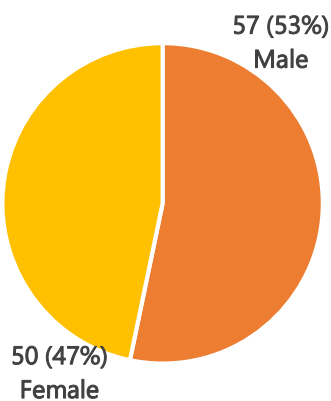


By Qualification

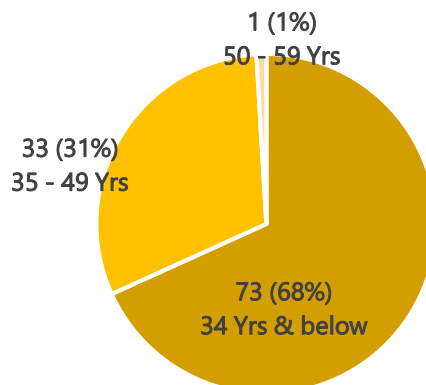


Foreign Staff (107)

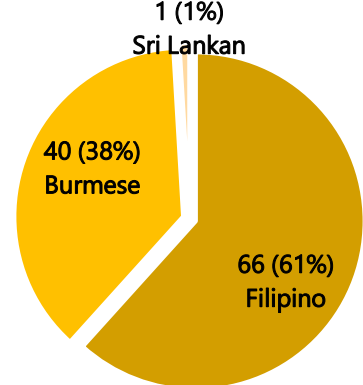
By Gender



By Age Group



By Nationality



Training Records from April 2018 to March 2019

| Course | Course Provider | No. of Staff | No. of hours |
|---|---|--------------|--------------|
| 4th Multi-Disciplinary Team (MDT) Meeting | Singapore Association for Mental Health (SAMH) | 9 | 9 |
| Addiction Counselling Workshop | Mr Tony Ting, President, APSAC | 20 | 252 |
| Adult First Aid with AED | St. John Singapore | 15 | 290 |
| Advanced Certificate in Social Service | Social Service Institute (SSI) | 1 | - |
| APCATS REAP Intermediate Module in Geriatric Psychiatry: Psychotic Disorders in Older Persons | Institute of Mental Health (IMH) | 2 | 8 |
| APCATS REAP Intermediate Module in Geriatric Psychiatry: Suicide Risk Assessment and Management | IMH | 1 | 4 |
| APCATS REAP Intermediate Module in Geriatric Psychiatry: Understanding Hoarding Behaviour | IMH | 2 | 8 |
| Art Therapy Workshop | ACC Institute of Human Services | 1 | 8 |
| Basic case management workshop | Case Management Singapore | 1 | 32 |
| Basic Skills on Mental Health in Community Services | IMH | 10 | 80 |
| Basic Skills on Mental Health in Community Services | Ministry of Social and Family Development (MSF) | 3 | 24 |
| Basic Skills on Mental Health in Community Services for Non-Professional Staff | IMH | 4 | 36 |
| Basic Skills on Mental Health in Community Services for Professional Staff | IMH | 8 | 71 |
| BCLS Refresher | MHI training master | 4 | 16 |
| Best Practicing for sharing | Agency for Integrated Care (AIC) | 2 | 8 |
| Board of Visitors Meeting | MSF | 4 | 18 |
| Briefing Session on Upgraded MUIS E-Halal System (MES) | Islamic Religious Council of Singapore (MUIS) | 2 | 4 |
| Briefing on 'Do and Don'ts 'of Data Collection and Usage | National Council of Social Service (NCSS) | 3 | 4.5 |
| Business Continuity Management (BCM) Pandemic Preparedness Training | MSF | 2 | 16 |
| Capability Building Workshop - Understanding of the Employment Act and its applications | AIC | 9 | 67 |
| Care of the Clients with Dementia | AIC | 3 | 24 |
| Case Management Focus Group Discussion & Goal Setting for Training | Counselling and Care Centre | 10 | 20 |
| Case Management in Practice: Introduction | NCSS | 2 | 28 |
| CERT First Aid with CPR + AED | Avanta Global Pte Ltd | 20 | 160 |
| Client Assessment and Support Tools (CAST) | MSF | 7 | 51 |
| Cognitive Behaviour Therapy: Introduction | SSI | 1 | 14 |
| Colour Accounting Workshop | Aventis Learning Group | 1 | 8 |
| Common Psychiatric Disorders in Older Adults | Beyond Age Pte Ltd | 20 | 310 |

| Course | Course Provider | No. of Staff | No. of hours |
|---|---|--------------|--------------|
| Communicate Effectively with Seniors | NCSS | 3 | 42 |
| Communication with Persons with Dementia | Institute of Mental Health | 1 | 4 |
| Community Emergency Preparedness Programme (CEPP) | Singapore Civil Defence Force | 75 | 261.5 |
| Community Psycho Geri Programme 2A | Changi General Hospital | 2 | 8 |
| Community Psycho Geri Programme 2B | Changi General Hospital | 2 | 8 |
| Compensation & Benefits Workshop | SSI | 1 | 3 |
| Competency with Older Adults | Counselling and Care Centre | 7 | 112 |
| Counselling and Case Management Competencies with Older Adults | Beyond Age Pte Ltd | 18 | 268 |
| Counselling for Seniors | SSI | 1 | 16 |
| Dementia Care Competency Framework Training – Behaviours of Concern (Basic Level) | IMH | 1 | 4 |
| Dementia Care Competency Framework Training - Behaviours of Concern (Intermediate Level) | IMH | 1 | 4 |
| Dementia Care Competency Framework Training – Dementia Education (Basic Level) | IMH | 1 | 4 |
| Dementia Care Competency Framework Training: Person Centred Care - Basic Level | IMH | 1 | 4 |
| Dementia Care Competency Framework Training: Person Centred Care - Intermediate Level | IMH | 1 | 4 |
| Develop an Individualised Care Plan | SSI | 4 | 56 |
| Develop on Individualised Care Plan (Block-Booked by MSF) | SSI | 6 | 84 |
| Developing Your Coaching and Mentoring Skills for NPO Managers | SSI | 2 | 28 |
| Dialogue and Networking Session with Transitional Shelters with 'Director of Social Welfare (DSW) | New Hope Activity Centre | 2 | 4 |
| Effective Supervisory Skills for NPO Managers | SSI | 2 | 28 |
| Emergency Readiness Seminar | Fire Prevention Centre | 5 | 5 |
| Family Law for Social Service professionals | NCSS | 3 | 24 |
| Family Violence Practitioners Network Seminar | MSF | 1 | 4 |
| Focus Group Discussion on Safety and Security Risks | MSF | 4 | 12 |
| Follow Food and Beverage Safety and Hygiene Policies and Procedures | Eduquest International Institute | 7 | 56 |
| Follow Food and Beverage Safety and Hygiene Policies and Procedures 2014 (SSF) Mandarin | Eduquest International Institute | 1 | 7.5 |
| Frailty & Malnutrition in the community older adults | Yishun community Hospital | 1 | 3 |
| Grief and Bereavement Conference | Singapore Hospice Council | 1 | 16 |
| Group Clinical Supervision | Counselling and Care Centre | 12 | 26 |
| Group Clinical Supervision | Mr S B Viknesan/Dr Sandor Heng | 22 | 118 |
| Halal Engagement Series 2018 | Islamic Religious Council of Singapore (MUIS) | 2 | 5 |

| Course | Course Provider | No. of Staff | No. of hours |
|--|--|--------------|--------------|
| Halal Foundation Programme (Non-Supervisory - English) | Warees Halal Limited – Training Unit | 3 | 48 |
| Implement Incident Management Processes | Avanta Global Pte Ltd | 17 | 136 |
| Improving Services Through Programme Evaluation: The Outcome Management Way | NCSS | 2 | 21 |
| Individualised Care Planning for Welfare Homes | SSI | 2 | 28 |
| Integrated Care for Leaders Programme | AIC | 1 | 32 |
| Integrated Referral Management System (IRMS) Training | AIC | 4 | 8 |
| Internal Controls (I): An Introduction to its Guidelines & Applications | SSI | 1 | 8 |
| Internal Controls (II): Implementing Internal Controls for Revenue to Receivable Process, including Fund-raising | SSI | 1 | 8 |
| Internal Controls (III): Implementing Internal Controls for Procurement to Payment Process | SSI | 1 | 8 |
| Internal Controls (IV): General Accounting, Fixed Assets, Inventory and Human Resource Management | SSI | 1 | 8 |
| IRMS Training for Sheltered Home and Senior Group Home referrals | AIC | 2 | 5 |
| Law of Dismissal & Termination of Employees in Singapore for HR | Aventis Learning Global | 2 | 16 |
| Law of Dismissal and Termination of Employees in Singapore | Asia Pacific International Academy Pte Ltd | 1 | 8 |
| Managing Difficult Customers Professionally | Aventis Learning Group Pte Ltd | 1 | 7 |
| Mask fitting | AIC | 2 | 6 |
| Master of Social Work | Singapore University of Social Sciences (SUSS) | 1 | 178 |
| Mental Health Awareness Training | AIC | 1 | 3.5 |
| Minds in Alignment: Supporting Clients with Mental Health Issues | IMH | 1 | 3 |
| Motivational Interviewing – An Introduction for Social Service Practitioners | SSI | 2 | 28 |
| National Family Violence Networking System Conference 2018 | Family Violence Dialogue Group | 2 | 15 |
| Organise & Implement Group Activities and Recreation Programme (Eldercare) | SSI | 2 | 23 |
| Orientation for New Staff | Activity Hub @ Pelangi Village | 3 | 3 |
| Orientation training/briefing (Local Staff) | Acacia Home | 3 | 449 |
| Orientation training/briefing (Foreign Staff) | Acacia Home | 7 | 1,349.00 |
| Pandemic Management Workshop | Arise Integrated Medical Pte Ltd | 3 | 21 |
| Plan for Facilities Management | NCSS | 1 | 8 |
| Practising Person Centred Care Approach | NCSS | 2 | 28 |

| Course | Course Provider | No. of Staff | No. of hours |
|---|--|--------------|--------------|
| Providing Service Excellence in Healthcare (Supervisory) | MDIS | 1 | 16 |
| Quality and productivity festival | AIC | 2 | 40 |
| Refresher Standard First Aid + AED Provider Course | Singapore Red Cross Society | 15 | 191 |
| Response to Fire Emergency in Buildings | Avanta Global Pte Ltd | 5 | 80 |
| Review Committee Meeting | MSF | 9 | 80 |
| Section of Addiction Psychiatry Educational Symposium: Understanding Addiction | College of Psychiatrists, Academy of Medicine, Singapore | 1 | 5 |
| Sharing Session for Best Practices/Programmes | MSF | 4 | 12 |
| Singapore Mental Health Conference 2019 | AIC | 2 | 28 |
| Social Policies: Challenges and Dilemmas | MSF | 1 | 2 |
| Social Welfare Policy & Delivery Systems | SUSS | 2 | 26 |
| Social work intervention for persons with dementia and their families | Tan Tock Seng Hospital | 2 | 8 |
| Social Work Practice I: Social Casework and Family Intervention | SUSS | 1 | 27 |
| Social Work Practice I: Casework & Family Work | SUSS | 1 | 2 |
| Social Work Practice II: Groupwork and Community Organisation | SUSS | 1 | 36 |
| Social Work Practice II: Group work & Community Work | SUSS | 1 | 2 |
| Solution Focused Brief Therapy - Introduction | SSI | 2 | 42 |
| Specialist Diploma in Human Resource Management | Nanyang Polytechnic | 1 | 165 |
| Standard First Aid + AED | Singapore Red Cross Society | 6 | 144 |
| Standard First Aid with CPR & AED | Singapore Red Cross Society | 18 | 360 |
| Support Seniors to Meet their Physical, Emotional, Psychological, Cognitive and Spiritual Needs | SSI | 2 | 30 |
| Syariah Family Law for Social Service Professional | SSI | 2 | 16 |
| System Perspective Approach in Case Conceptualisation | SSI | 1 | 14 |
| System Thinking Within the Context of Case Management | Counselling and Care Centre | 14 | 214 |
| Systemic Case Management Training | Counselling and Care Centre | 19 | 128 |
| Table Top and Fire Drill Training | C&W Services (S) Pte Ltd | 29 | 180 |
| Teambuilding & Leadership Development for NPO Leaders | SSI | 1 | 14 |
| The 7 Habits of Highly Effective People Program for NCSS Members | SSI | 1 | 10 |
| Volunteer Management Circuit (Run 2) | Emmaus Strategies | 1 | 32 |
| Vulnerable Adults Act Training | MSF | 3 | 15 |
| WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures (Refresher) | Xprienz Pte Ltd | 1 | 4.5 |

| Course | Course Provider | No. of Staff | No. of hours |
|---|-------------------------------------|--------------|--------------|
| WSQ Implement Incident Management Processes | Avanta Global Pte Ltd | 7 | 56 |
| WSQ Respond to Fire Emergency in Buildings | TECS Fire & Safety Services Pte Ltd | 12 | 192 |
| WSQ Respond to Fire Emergency in Buildings | Avanta Global Pte Ltd | 15 | 240 |
| Total | | | 7,656.5 |





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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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