



Building Stronger Communities, *Together!*

Filos Volunteer Centre: Connecting the Dots in the Community

On 2 April 2020, when the Circuit Breaker measures were announced, a challenge immediately came up for many Social Service Agencies that work with children and youth from low income families - how will they be able to participate in the new Home Based Learning programme with the closure of schools?



We began hearing stories like this one: a family with 3 siblings only had 1 laptop to share amongst them. They had to take turns to log into their school lessons as only one child could attend classes at any one time, with the other two skipping lessons as they had no laptops to use.

Filos Volunteer Centre stepped in to try to resolve this situation. We actively reached out to our community partners in Bedok Town that were serving families, children & youth to find out how many students were affected and what their needs were. Days were spent with a flurry of emails and text messages, trying to find resources to help these families.

Thankfully, many kind hearts responded quickly to these needs. Organisations like TOUCH Young Arrows and volunteer-run Engineering Good donated refurbished laptops to students. New initiatives started rolling out, like UOB's My Digital Space, that loaned laptops to families with young children. A group of 3 friends banded together to contact TPG to donate 100GB SIM cards and to loan Wifi devices to families who need them. Through all these combined efforts, the Filos Volunteer Centre was able to link 47 students with donated laptops and 12 families with sponsored internet access.

The provision of sustainable IT services and resources for low income families, will continue to be a challenge. But as our community comes together, combining efforts to help those who need it, we encourage each other to overcome the difficulties of this unprecedented situation.

If you, your organisation, or your group of friends would like to support beneficiaries bridge the digital divide, please contact the Filos Volunteer Centre at volunteer@filos.sg. Let's remain #SGUnited!

Training Workshop for Befrienders: Upskilling Volunteers During COVID-19

The “Training Workshop for Befrienders”, jointly organised by Changi General Hospital (CGH), South East CDC and Filos Community Services, took place on 15 May 2020 with the aim to equip volunteers with practical tips on tele-befriending in the light of COVID-19.



It was also the first time that the training workshop was being held virtually. Despite not being able to gather physically, volunteers and staff alike were excited to see both new and familiar faces on screen! The digital platform also allowed Filos to extend this training to other Social Service Agencies (SSA) in Bedok Town. Speaker of Parliament and Grassroots Adviser to Marine Parade GRC GROs, Mr Tan Chuan Jin graced the session and in his opening address, he emphasised on the importance of the community coming together to support each other in times like these.

Topics that were covered included Self-care and Positive Psychology for staff and volunteers. The emphasis was on mental health especially for socially isolated seniors who may be feeling lonely and anxious during the Circuit Breaker period. The training session was interactive and engaging, with polls, role play and Q&A sessions.

We received very positive feedback about the training session. If you would like to join us as a befriender to do telephone befriending of seniors during pandemic times, do drop us an email at info@filos.sg!

Filos Resources Page: Dive into Filos’ New Pool of Resources!

Even before the Circuit Breaker was announced, our team has been working hard, collating feedback from our clients and caregivers on how COVID-19 has affected their way of life. Our Volunteer Management team has also been working with volunteer groups and companies to identify alternative channels to continue volunteering and productively helping beneficiaries in the community.

With many programmes going online, Filos produced resources to continue to engage our clients, both seniors as well as families.

Some of these resources include exercise sheets for seniors, tips for caregivers to stay mentally healthy, a video on financial management tips for families as well as a Covid-19 volunteer management protocol that we hope will help other Social Service Agencies put in safe practices in volunteer management during this pandemic.

We are grateful for skills based volunteers who have helped us develop some of these resources.

It is especially heart-warming when we see these resources being used by or clients. For example, we get feedback from our seniors, who send us pictures of themselves doing the exercises that we have shared with them through the exercise sheets that we had distributed to their homes. It really helped them to stay fit and healthy during the Circuit Breaker.

If you would like to volunteer with us to develop resources for the community, please email to volunteer@filos.sg. To access our free resources, please visit filos.sg/resources.



STORY OF THE MONTH

Mdm Idah: Resilience and Positivity in light of COVID-19



Mdm Idah lives with her two daughters, who are 11 and 4 years old respectively (Pictured) She came to know of Filos through a friend's recommendation a year ago. Filos has been by her side in the past year, assisting in getting her kids enrolled with the Filos Tuition Programme and providing food rations for the family.

Click "**Read more**" to find out more about her story of resilience.

[Read More](#)

VOLUNTEERING OPPORTUNITIES

Make a difference in someone's life and volunteer with us today!

If you are thinking of ways to give back to the community beyond making a donation, the next step could be to share your skills or time for a great cause!

Check out the various volunteering opportunities at Filos and within Bedok Town below!

"We make a living by what we get, we make a life by what we give."

— Winston Churchill

VOLUNTEERING OPPORTUNITIES

Filos Community Services

- [Administration Support Volunteer](#)
- [Befriender for CBP Programme](#)
- [Befriender for More Than Friends](#)
- [Eldersitter](#)
- [Graphic Designer](#)
- [Happy Programme Activity Facilitator](#)
- [Little Sprouts Reading Teacher](#)
- [Medical Escort](#)
- [Tutors for P1 & P2 students](#)

Bedok Town

1. Family, Children & Youth

- [4PM - Mentors / Partnerships / Fundraising](#)
- [Social Service Office @ Bedok - Programme/Activity Organisers](#)
- [Social Service Office @ Bedok - Befriending](#)
- [Social Service Office @ Bedok - Child Minding](#)
- [Social Service Office @ Bedok - NURTUREAD](#)
- [Social Service Office @ Bedok - SG Healthy Buddies](#)

2. Eldercare

Regular

- [General - Medical Escort/Chaperone](#)
- [TRANS Family Service Centre \(Bedok\) - Befriender & Medical Escort](#)
- [GoodLife!@Bedok - Befrienders](#)
- [Moral Seniors Activity Centre \(Kaki Bukit\) - Befrienders](#)
- [NTUC Health - Befrienders in Nursing Home](#)
- [NTUC Health - Hygiene & Maintenance Assistants in Senior Care Centre](#)
- [NTUC Health - Painter or Gardener in Senior Care Centre](#)
- [THK Home Care & Home Help - Vehicle Attendant](#)

Ad-hoc

- [Moral Seniors Activity Centre \(Kaki Bukit\) - Handyman](#)
- [NTUC Health - Activity Coordinators in Senior Care Centres](#)
- [NTUC Health - Outing Coordinators in Senior Care Centres](#)
- [The Salvation Army - Peacehaven Day Centres \(Bedok & Changi\) - Outing Befriender](#)
- [TRANS Family Service Centre \(Bedok\) - H3 Active Ageing Programme & Befriender](#)

3. Special Needs

- [APSN - Events Assistants/Facilitators](#)
- [SUN- DAC \(Bedok South\) - BUDDIES](#)
- [SUN- DAC \(Bedok South\) - CIRCLES for volunteer groups](#)

[Volunteer with Us Today!](#)

DONATE

Giving Hope to the Community through Giving

To make a donation in support of our programmes and initiatives, please visit our Giving.sg [“Stronger, Together” campaign page](#) and help us realise our campaign goal of \$50,000 that will be channelled towards supporting our vulnerable communities.

Stronger, Together!

COVID-19 Fundraising Campaign
We need your support to aid our vulnerable communities in this time of crisis

Visit our
Giving.sg
page



SG UNITED × SG Cares





Get in Touch

About Filos

Filos Community Services is a not-for-profit social service organization. We focus on building the strengths of the community we live in. We work towards empowering individuals and families to live more fulfilling, meaningful and happier lives.

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