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The logo for 'filos' features a stylized red 'f' with a white cross-like shape inside its upper loop, followed by the letters 'ilos' in a blue, sans-serif font. The logo is centered on a white background with colorful abstract shapes in pink, purple, blue, and yellow surrounding it.

**filos**

Building Stronger Communities, *Together*



## MONTHLY HIGHLIGHT

# FINAL CALL to Donate Your Spare Change and more! Help Sustain Services to Empower those affected by the Pandemic.

Ming Ming misses his home based learning class as he has to share his computer with his older sister.

Mdm Tan lives all by herself and has become more frail after months of being cooped up in her house all by herself.

Aminah is worried about making ends meet for her family of 6. Both she and her husband have recently lost their jobs.

During these times of unprecedented challenge, Filos continues to deliver services to our beneficiaries. We've adapted to online services for our clients and switched to tele-befriending to keep isolated elderly engaged. Our Case Managers still do home visits to clients with critical needs in the community. We reach out to persons with mental health issues to help them stay well in the community. We've also embarked on the Waves of Blessing project where we distribute essential items to needy clients during the pandemic.

Help us to do all this and more as we adapt our services to address the new needs that have arisen.

**Your Change Makes a Difference**

**Your Change Changes Lives.**

**Join us to build resilience and empower individuals and families!**

To donate, please visit <https://s.giving.sg/ALrIF69>.

Your donation will be stretched with dollar for dollar matching when made through this channel. Donate now! **Campaign ends 31st August 2020.**

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# Caregivers' Cove

Some caregivers go through rough patches as seniors they care for develop challenging or irregular behaviours.

## Getting The Message

All behaviours communicate a message, even challenging ones<sup>1</sup>:

- Use positive phrases, e.g. say "Let's..." instead of "Don't..."
- Non-verbal gestures can speak louder than words<sup>2</sup>. A smile or a gentle voice helps you to keep the connection.
- Ask yourself - What might the senior be trying to communicate?

## Causes of Irregular Behaviours

A senior could present irregular or challenging behaviours due to unmet needs<sup>2</sup>.

### Physical

- Is there any body pain, discomfort or undetected illness?
- Poor vision or hearing can cause misunderstandings. When should the vision or hearing be checked?
- Some mental illness e.g. dementia, can distort one's sense of reality. Consult a doctor if in doubt.

### Social

- Is the senior getting restless because they are bored?
- Help the senior to start a suitable hobby or be involved in regular chats and family activities.
- Changes in routines can be upsetting. Prepare the senior ahead when changes are expected.

### Psychological

- Seniors often feel less useful as age catches up. They may feel frustrated more easily.
- Acknowledge their feelings, make them feel respected and help them adjust along the way.



[Click here to share your experience!](#)



**Building Stronger Communities, Together**

1. "How to cope with his/her behaviours?", AIC Dementia Caregiver Booklet, P23

2. "Behaviours of Concern", AIC Dementia Caregiver Booklet, P24.

3. "Is Nonverbal Communication a Numbers Game?" by Jeff Thompson,

<https://www.psychologytoday.com/gb/blog/beyond-words/201109/is-nonverbal-communication-numbers-game>, 13 Jul 2020

## PROGRAMME HIGHLIGHTS

# Caregivers' Cove: Offering Respite & Support to Caregivers' Well-being

The Community Resource, Engagement and Support Team (CREST) looks after people with depression, dementia, other mental health conditions and their caregivers through befriending and service linkages.

To better support our caregivers in face of new challenges from the Covid-19 pandemic, CREST rolled out two brand new initiatives. Firstly, Caregivers' Cove, a monthly tip sheet with bite size information for caregivers and secondly, Caregivers' Cove Conversations, a monthly meeting via Zoom targeted at caregivers looking after seniors with dementia.

The Caregivers' Cove initiative has proven to be a hit amongst our caregivers! One commented that "Caregivers' Cove tips sheet is helpful, short and sweet." while another stated that the Caregivers' Cove has "reminded [her] to manage [her] own emotions before soothing the emotions of [her] loved one."

As for the Caregivers' Cove Conversations, the first session was held on 24th July, where seven caregivers met online. For the ice breaker segment, caregivers were tasked to grab a nearby item to describe their roles. Two of them took clocks to represent their highly structured routines, another took a phone charger to explain the need to keep her energy levels up and the last one used a remote control to share about multitasking. An interesting discussion ensued, where they discussed on how to create an effective care routine.

The picture above is the Caregivers' Cove tip sheet for August 2020! If you would like to share your thoughts about the issue or journey as a caregiver, click on the tip sheet for the hyperlink or access it here: <https://tinyurl.com/y5ufjpv>

We also welcome more caregivers to join us on Caregivers' Cove Conversations to share their journeys so drop an email to [peggy@filos.sg](mailto:peggy@filos.sg) if you are keen to do so. Or join us at our next Conversation on 18th September, 12.30pm-1.30pm over Zoom! Register now through <https://tinyurl.com/yb56ne9s>

Finally, if you would like to access the Caregivers' Cove tip sheets as well as a whole plethora of other useful resources, visit <https://www.filos.sg/resources>

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## PROGRAMME HIGHLIGHTS

### Filos Volunteer Centre: COVID-19 Initiatives

In collaboration with The Good Space and its pool of volunteers, the Community Care Task Force (CCTF) was formed on 4th April 2020. Working with Filos Volunteer Centre (VC), the team conducted a social needs survey of Social Service Agencies (SSA) in Bedok Town, highlighting the top needs that agencies were facing during the Covid-19 pandemic. This enabled the VC to garner resources to support community partners and beneficiaries in their areas of need.

From the survey responses, the top 3 identified needs were - loss of income/jobs, food insecurity and a lack of digital resources. The CCTF team went on to meet up with various SSA's from Bedok Town for the inaugural Community Care Force (East Zone) meeting where 4 initiatives that would help answer the needs on the ground were launched.

Thanking our Heroes, Safe & Clean Spaces for All Hygiene packs, Grocery Run as well as the Digital Resources initiatives were rolled out to the SSA's to support them in their responses to Covid-19.

**Thanking our Heroes** is an initiative to appreciate the untiring work of 110 volunteers who continued to serve clients in SSAs during the Circuit Breaker and Phase 1-2 periods of the pandemic. These volunteers were given care packs to show appreciation for their selfless efforts.

The **Safe & Clean Spaces for All** initiative provided hygiene packs to 11 SSAs. Items in the pack included disinfectant wipes, antibacterial hand soaps and hand sanitizers .

The upcoming **Grocery Run** initiative will benefit families-in-need and seniors with food ration packs while the **Digital Resource** initiative will provide internet accessibility to families and ZOOM Pro accounts for social service agencies to support their online engagement with their beneficiaries.

If you would like to find out more about the work that the Filos Volunteer Centre does or collaborate on meaningful projects, do drop an email to [ruth@filos.sg](mailto:ruth@filos.sg)

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## STORY OF THE MONTH

### Siok Bee: Story of love, faith and resilience

"It is a calling to serve the people"

Siok Bee, one of Filos' programme coordinators, had this realisation after a near drowning experience more than 30 years ago. She realised that one must be accountable for his or her life and it is that are meaningful and purposeful. The incident led to her to start working with vulnerable seniors. Click "**Read More**" to uncover more of her personal journey at home and at Filos.

[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

### Filos Community Services

- [Befriender for Community Befriending Programme](#)
- [Befriender for More Than Friends Programme](#)
- [The Green Spot Activity Centre Volunteer](#)

### Bedok Town

#### 1. Family, Children & Youth

- [Social Service Office @ Bedok - Child Minder](#)
- [Social Service Office @ Bedok - Health SG Buddy](#)
- [Social Service Office @ Bedok - Family Befriender](#)



## 2. Eldercare

### Ad-hoc

- [Moral Seniors Activity Centre \(Kaki Bukit\) - Handyman](#)
- [NTUC Health \(Fengshan\) - Virtual Volunteering](#)

[Volunteer with Us Today!](#)

### DONATE

## Your Change Changes Lives - Filos Flag Day 2020

During these times of unprecedented challenge, Filos continues to deliver services to our beneficiaries. Help us to do all this and more as we adapt our services to address the new needs that have arisen.

Your Change Makes a Difference. Your Change Changes Lives.

Join us to build resilience and empower individuals and families!

To make a donation in support of our programmes and initiatives, please visit our [Giving.sg "Your Change Changes Lives - Filos Flag Day 2020" campaign page](#) and help us realise our campaign goal of \$150,000 that will be channelled towards supporting our vulnerable communities.

Your donation will receive dollar for dollar matching when made through this online channel. For more information about the campaign, please drop an email to [info@filos.sg](mailto:info@filos.sg). Thank you for your generosity and support!



### Your Change Changes Lives - Filos Flag Day 2020

Help us to deliver services to our beneficiaries and more as we adapt our services to address the new needs that have arisen during this time of unprecedented challenges.

Your donation will receive dollar for dollar matching when made through this online channel.

Give Today!

<https://bit.ly/filosflagday>



## 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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