





Building Stronger Communities, TOGETHER

Vision

To see effective functioning of individuals and families

Mission

To build resilience and empower individuals and families

Values

- F** **AITHFULNESS**
Accuracy, Dependability, Commitment
- I** **NTEGRITY**
Truthfulness, Honesty, Uprightness
- L** **OVE**
Friendship, Care, and Concern
- O** **PENNESS**
Transparency, Frankness, and Sincerity
- S** **ERVANTHOOD**
Serving, Helping, Benefitting Others

Services

- F** **AMILY LIFE SERVICES**
Strengthening Martial and Parent-Child Relationships
- A** **SSISTANCE & REFERRAL SERVICES**
A Helping Hand in a Time of Need
- C** **HILDREN & YOUTH SERVICES**
Building Resilience and Character
- E** **LDERCARE SERVICES**
Integrating Health and Social Care

A Word From Chairman

In 2018, Filos developed our programmes to better serve the community in response to national-level initiatives and needs. These programmes include:

- **The HAPPY Programme** – an engaging exercise programme that also exercises the mind, working towards preventing dementia and frailty in community dwelling seniors.
- **The STEP OUT Programme** – a 3 months modular programme that focuses on preventing and reversing frailty in pre-frail elderly living in the community. The modules focus on Exercise, Cognitive Activity as well as Nutrition.
- **Birthday Celebrations** – We walked the second mile with our clients young and old, by surprising them with a birthday cake on their birthday. It was a joy to see the delight on their faces as some of them celebrated their special day for the first time in their lives!
- **Youth Mentoring and Befriending Programme** was started in response to the need to coach our young people through important transitions in their lives.

Besides expanding our programmes, Filos also expanded our physical space. Construction work on our 2nd office at 55 Chai Chee Drive started in mid June 2018 and we are poised to move into our new premises in the 1st quarter of 2019.

In 2019, we look forward to more collaborations with partners and stakeholders. This includes Filos being appointed as a Volunteer Centre for Bedok Town in March 2019. This will enable us to play a greater role in building a caring community for Singapore.

On behalf of the Filos team, I would like to thank you for your continued support of our work. We could not have done it without all of you! Your generous support in cash, in kind, in time, in effort has borne fruit and the stories in this Stewardship report give a glimpse of the impact of your contributions! We look forward to your continued support as we build stronger communities, together!

Mr Allan Wong

Chairman, Filos Community Services

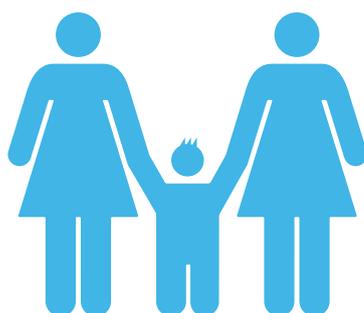
“ As the work grows, Filos continues to invest in our staff and in organisational development. 2018 saw us addressing Human Resource practices as well as Risk Management and Volunteer Management Reviews of the Organisation. We took steps to use Information Technology, migrating our Case and Volunteer Management systems into an online system. Hopefully this will keep us abreast in trying to innovate to respond to the needs of a changing society. „

**Family
Life
Services**

Strengthening Marital and Parent-Child Relationships

1,143

Participants were reached through **Family Life Education Programmes**



31

Events over **56 Hours**

The Parents Plus Programmes are evidence-based parenting programmes from Ireland, with the goal of equipping parents with the skills of Positive Parenting and Positive Discipline to improve parent-child relationships. Parents Plus programmes support families to communicate effectively, build satisfying relationships and overcome emotional and behavioural problems.

The programmes also aim to help parents to be more responsive to their children's, as well as their own, needs. Parents are encouraged to 'tune in' to their children, anticipate their feelings and wishes, find ways to 'connect with' and enjoy their children and become self-aware of their own reactions and responses.



Parents Plus Children's Programme Facilitators Training (Aug 2018)

Parents Plus 'Facilitators Training'

Filos organized Parents Plus Early Years and Parents Plus Children's Programme **'Facilitators Training'** sessions in August 2018. The training was conducted by Parents Plus trainer, Mr Fred Ehresmann. The workshops equipped participants with facilitation skills specific to Parents Plus, combining a social learning model with a solution-focused preventive framework. This approach encourages and empowers parents and children to 'take charge' and make positive changes in their relationships with each other.



Parents Plus Early Years
Facilitators Training
(Aug 2018)

"I've always felt ill-prepared for parenting, growing up in a small family. This course gave me more confidence and reinforces my knowledge on parenting. The examples and discussion topics used in the course were very relevant for Singaporean parents."

Mrs Koh, mother of 4 and 12 year old children

"This programme taught me all the essential tools when faced with difficulty with my grandchildren. I learnt to remain calm when bad situations arise. I would like grandparents to attend this programme as this programme is the only one that is relevant."

Sally Lim, grandmother

"This course helps parents to pinpoint techniques in dealing with children's behaviours, whether it be in academic or day-to-day situations, in the most effective way with the best outcomes for the family & especially for the development of the child."

Cordelia, mother of a 10 year old child

"Thank you for organising this programme. It brought like-minded parents from different walks of life together. The sessions were well structured, our facilitators most patient, the participants mutually respectful and the discussions always enlightening. I've come away refreshed and equipped with knowledge on how to parent positively. Now to put that knowledge to practice!"

Mdm Wee, mother of 7 and 10 year old children



Assistance & Referral Services

A Helping Hand in a Time of Need



1,337

Clients reached through Blessings Projects



176

Occasions where individuals / families were helped in kind (groceries/diapers/vouchers)



109 (NEW)

Clients celebrated their birthdays, including 25 children



13

Students were awarded bursaries / scholarships



46

Clients received counselling / coaching services



150

Homes received a monthly distribution of bread



132

Visits to needy families

Happy Birthday to Mr Lim!

Mr Lim lives alone in a rental flat in the community. He struggled with many health conditions and a lack of social support.

When his case was first referred to Filos, we realised he had suffered many losses in life. He was a challenging client for Filos staff to engage. Despite his resistance, Filos' staff persisted to encourage him to be involved in our social and mind stimulation programmes. Filos staff surprised him in the month of his birthday with a small personal cake to celebrate the occasion. He was moved and overwhelmed with emotions because no one had celebrated his birthday for very long time.

The gesture has since inspired him to live his life with purpose and meaning.



Happy Birthday to us!

Every quarter of the year, we celebrate the birthdays of the children attending the Tuition programme. The kids look forward to the day when they can dress up to capture a nice photo together with their friends and tutors.

Many of them do not receive a birthday cake on their special day and this gesture by a generous donor has given them a memorable experience.



Children & Youth Services

Building Resilience & Character



Total Recall Workshop Session - with interactive hands-on learning for students

Total Recall

This is a programme targeted at primary and secondary school students that aims to raise the awareness on ageing issues through a 30-mins Assembly Talk and a 1-hr Interactive Workshop.

As Singapore's population ages, it is important, not just to build more facilities and services for our ageing population, but also to educate our children and youth, who will be the next generation of caregivers, so that they will develop a greater sense of empathy and respect towards the elderly.

In 2018, we expanded the programme to offer a module for Junior College students.



24,914

students reached by eTeens STI/HIV awareness programme



21

children reached through the Tuition Programme



9,406

students reached by Total Recall - a programme that raises awareness of ageing issues



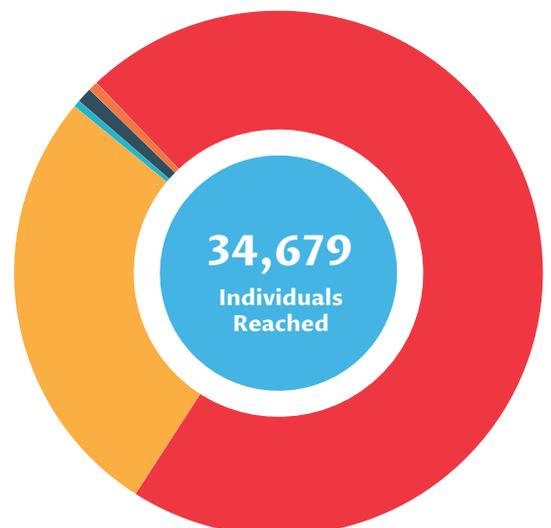
331

students reached through Holiday Enrichment Programmes



7

children received the Befriending and Youth Mentoring Programme



Tuition Programme

Filos provides a Tuition programme for children & youth from lower-income families in Kembangan Chai Chee. The students are taught once a week with the help of our dedicated Volunteer Tutors on the main core subjects (English, Mathematics and Science) from Primary 3 to Secondary 1 levels.

In 2018, there were 21 students who signed up for the programme and besides helping them with their academic subjects, the students were nurtured in positive character through the value-added coaching sessions during the tuition schedule.

Befriending & Mentoring Programme

Filos started providing a Befriending & Mentoring Programme in June 2018 for children (7-12 years old) and youth (12-18 years old).

The students were engaged in meaningful activities during the weekends and school holidays. The Youth were mentored through activity-based programmes on character development and leadership that will pave the way in building their resilience.



“ I am thankful for having this opportunity to be a tutor at Filos. It has been an enriching experience and I have learnt so much from the staff and fellow volunteers. It is so heart-warming to see the effort and care that all of you put in to help the students and I’m inspired to do the same too! ”

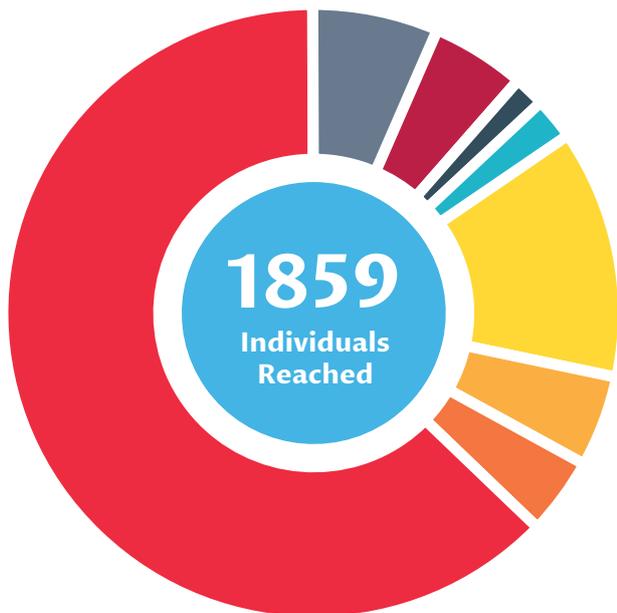
Mr Low, Volunteer Tutor

“ I feel happy attending the Youth Group session at Filos. It has helped me to increase my self-esteem and I have become more confident in my relationships with others. Through the lessons about life and positive values, I gained awareness and it makes me more positive in my life. ”

Rina, aged 13



Eldercare Services



Integrating Health & Social Care

1,166 participants attended 104 sessions of active ageing programmes (HAPPY and STEP OUT)

122 clients reached; 2,205 Visits for More Than Friends Programme

91 clients served; 533 Visits for Case Management Programme

31 clients served; Care@Home conducted over 1,227 visits

44 clients reached for the Eldersitter Programme, with 1,122 visits made

240 clients enrolled in Community Resource, Engagement and Support Team (CREST) Programme. 1,665 home visits conducted

88 clients under Community Befriending Programme - 1,054 visits conducted and 1,256 phone calls made

(NEW) 77 clients enrolled into the Aftercare Programme - a pilot programme where patients with mental health conditions are jointly cared for in the community by Filos and IMH Case Managers

Care in the Community Programme

We help elderly live independently in the community for as long as possible by maintaining their physical, social-emotional and mental health through befriending, preventive health and social activities.



Social Wellness Programme
Outing to Gardens by the Bay



**STEP OUT Programme
(Work Out)**
Line Dancing

Social Wellness Programme

Activities are organised to provide a platform for the elderly to interact with one another to reduce social isolation and to promote social and emotional well-being.

(A) HAPPY Programme

An exercise programme with physical, social and cognitive components with a focus on reversing frailty.

(B) Step-Out Programme

A modular programme consisting of three components: Eat Out (Nutrition), Think Out (Cognitive Activities) and Work Out (Physical Exercises) designed to raise awareness of frailty reversal through physical exercise, educating seniors on healthy eating habits that reduce sarcopenia as well as providing mind stimulation activities.

More Than Friends Programme

A befriending programme for vulnerable elderly with chronic diseases and mental health conditions, empowering them to self-manage their physical and mental health more effectively in the community.

Services include:

- Screening for Dementia and Depression
- Blood Pressure and Sugar Checks
- Falls Risk Assessment
- Frailty Assessment
- Sight Tests at Home (using Eyes Right Toolkit)
- Case Management Services

Home Care/Nursing Programme

A home-based programme for frail elderly providing them with nursing services and assistance with Activities of Daily Living, so that they can age well in the community.



**STEP OUT Programme
(Eat Out)**
Cooking Demonstration



**STEP OUT Programme
(Think Out)**
T-Shirt Painting



Meet Mdm Chua.....

Mdm Chua, in her 80s, moved into a Kembangan-Chai Chee rental flat to support her daughter who was going through some personal issues. She is a positive and resilient elderly who quickly became an active participant at Filos' social wellness and active-aging programmes. She is grateful that Filos' HAPPY Programme has strengthened her body and made her better able to perform her daily tasks. She did not have the privilege to attend school and thus appreciates Filos' Step Out programme, as it is where she can learn useful knowledge to manage her diabetes. She also has fun making useful crafts and most of all forging friendships with others in the community.



CREST Programme

CREST (Community Resource, Engagement and Support Team) provides vital links between residents and the mental health support networks. The team provides basic emotional support to befriend persons with mental health issues and their caregivers. There is also outreach to the general public with mental health education and information.

- (A) Eldersitter Programme** provides home based intervention with befriending and therapeutic activities to maintain cognitive faculties in persons with dementia. Caregivers are empowered with knowledge and skills to build better relationships with their loved ones.
- (B) Aftercare Programme** collaborates with the Institute of Mental Health to support and reintegrate persons with mental health issues into the community.
- (C) Outreach Programme** includes talks and workshops on mental health conditions at community organisations and events as well as the Total Recall programme for students in primary, secondary schools and junior colleges.



Senior engaging in mental stimulating activities

Meet Mdm Tan.....

Living with her husband and son, Mdm Tan suffers from a mental disorder. In March 2019, her husband passed away due to cancer. As she shared a close relationship with her deceased husband and was very reliant on him, she was deeply affected by his death. She started spending most of her days sleeping at home and seldom left the house. The CREST team visited her regularly to provide her with emotional support and encouraged her to enrol in the HAPPY and "Step Out" programmes.

Since she started participating in March 2019, Mdm Tan has been actively involved in our social wellness programmes. She always arrives early for sessions and looks forward to upcoming events. She drew a bird in one of the art and craft sessions. The bird is the pet kept by her late husband and it now keeps her company at home. Her son is also very supportive and is regularly updated on program schedules. He came to join her for a few program sessions. Her social support network has been strengthened and she is gradually learning to reconstruct a new life without her spouse.





Community Befriending Programme

A programme for senior volunteers to befriend isolated elderly (lacking in social connections and caregiving support) who live in purchased flats. The aim is to connect them to the community and to provide service linkages they may require.

Meet Mdm Chew.....

Mdm Chew is an elderly in her late 70s living alone in a purchased flat. She enjoys receiving phone calls and visitations through Filos' Community Befriending Programme. Her volunteers reported that she struggled with vision loss from glaucoma and felt confused about different diabetic medications prescribed by the polyclinic and hospital doctors. She was discouraged that her blood sugar level had been out of control. Her case was referred to Filos' Home Care/Nursing Programme for a staff nurse to assess and manage her. The staff nurse discussed her case with relevant healthcare providers to review her medications. Mdm Chew was educated on managing her diabetes and assisted with taxi vouchers and clinic escorts to attend her medical appointments.

Our Volunteers

185
1,860

Regular volunteers (volunteer a minimum of 4 times per calendar year with a total of at least 24 hours)

Volunteers engaged in various services to the Kembangan-Chai Chee community

Ms Teo Wen Lin, Volunteer (Children & Youth Services)

Ms Teo started volunteering with Filos' Tuition Programme when she heard about it while attending Amazing Grace Presbyterian Church. She felt that teaching the children at Filos has provided her a glimpse into what it means to be a parent or teacher or a social worker, how great a responsibility that is, and how much effort it takes to empathise and be friends with someone.

She feels that her volunteering may have helped the children gain some skills and understanding that will be useful to them in their lives, and hopefully cultivated a love for learning. She feels very satisfied when the children understand a concept (such as in Science) or learn a skill (such as Maths) and even when they try to teach their classmates about things they have just learned.



Mr Koh Kheng Soon, Volunteer (Community Befriending Programme)

Contributing back to society is something close to Mr Koh Kheng Soon's heart. When he retired as a Senior Manager from the banking and finance industry in 2015, he started to volunteer through Bedok Methodist Church. It was through his church that he got to know about Filos Community Services.

He started with rations packing and later went on to distribute bread monthly to lower-income families living in public rental flats at Kembangan-Chai Chee. He later progressed to help in Filos' Social Wellness Programme where he assisted to facilitate a smooth execution of the programme. He took the opportunity to befriend seniors during outings and activities.

When Filos commenced the Community Befriending Programme in 2016, he came forward to play a more proactive role in communicating and giving a listening ear to seniors living by themselves in the community. Though Kheng Soon, aged 65, has visual impairment and acknowledges that there are some challenges, he believes it should not pose limitations to serving the community with generosity from the heart. Kheng Soon is also grateful for the working relationship with his befriender partner who accompanies him to visit the elderly at home.



“ It's never too old to contribute back to the community. Volunteering should be seen as a part of life and not as a burden because you are caring for those in need. Even through small acts of volunteering, you can impact lives. ”

Kheng Soon

In the News

“ Mdm Choo’s story was highlighted at the President’s Star Charity Programme in October 2018, and the touching story of the siblings’ care for one another helped raise funds that were contributed towards selected Voluntary Welfare Organisations that were supported by the President’s Challenge for that year. ”



FEATURED

Choo Beng Choo at President’s Star Charity October 2018

Mdm Choo is an elderly with dementia living in a one-room rental flat in Kembangan-Chai Chee. She was referred by the Kembangan-Chai Chee Seniors’ Activity Centre and was enrolled into the Eldersitter Programme for mind stimulation activities.

Filos staff came to know her caregiver and brother, Mr Choo, who was suffering from caregiver’s stress as he juggled irregular shift hours, his own family obligations and assisting Mdm Choo with her medications for hypertension and diabetes.

Filos Community Services’ home nursing team offered to pack and administer Mdm Choo’s medications on weekday mornings. Mdm Choo enjoyed interacting with Filos’ staff and volunteers. She became more mentally alert.

Filos worked closely with Mr Choo to ensure Mdm Choo remained as healthy as possible and enjoyed a good quality of life before her eventual admission to a Nursing Home.

Donations

Filos received donations from individuals and corporates to support its programmes. We would like to thank our individual and corporate donors for raising **\$526,695/-** in 2018.

\$100,000 & ABOVE

Amazing Grace Presbyterian Church
The Ireland Singapore Fund

\$10,000 & ABOVE

Ms Doreen Lye
Ms Lena Teoh
Mr Lim Jit Hin
Mr Yong Foo Chong
ECS Computer
Quantum Storage (South Asia) Pte Ltd

\$5,000 & ABOVE

Mr Heng Hua Kai Benedict
Mr Ho Chew Fook
Dr Koh Ee Tzun
Mr Koh Tien Hua
Mr Lee Swee Jin
Ms Lim Hui Ling
Ms Pearl Lee Su Wei
Mr Teh Kah Ling

\$1,000 & ABOVE

Christ Methodist Church
Mr Charles W Ransford
Mr Chin Hon Cheng
Mr Gan Nga Kok
Genie Estate Management
Ms Ho Hui Hong
Mr Heng Guan Kia
Mr Huang Yongle Joshua
Mr Ivan Leong
Mr Kok Wui Hoong
Mr Lee Chee Tiong
Mr Lie Zhi Jian
Mr Lim Eng Kiat

Mr Lim Meng Tong
Ms Lim Thou Mui
Mr Loy Teck Tong Jason
Ms Lua Yu Lin
Mrs Pauline Teh
Mr Phua Tjhai That
Mr Richard Tan Boon Cheong
Mdm Sim Siew Meng
Ms Sue Yap Soh Mooi
Ms Tan Bee Hua Florence
Mr Tan Hock Heng
Mr Tan Meng Fong Desmond
Mr Tan Meng Sheong Vincent
Mr Tan Tin Yeow
Ms Tay Ai Tin
Ms Tini Djuarsa
Ms Toh Lay Kuan
Ms Yong Fong Lee
Ms Yoong Winnifred
Marvel employees

\$500 & ABOVE

Mr Ang Eng Hieang
Dr Cheah Hean Aun
Ms Cheong Chai Kong
Mr Ho Keng Yong
Ms Lee Mee Har
Mr Lim Thou Tin
Ms Ong Hwee Bee
Ms Ong Hwee Cheng
Mrs Rosalind Yeo
Mdm Soh Ah Erm Jennifer
Mr Soo Kim Boon Daniel

\$100 & ABOVE

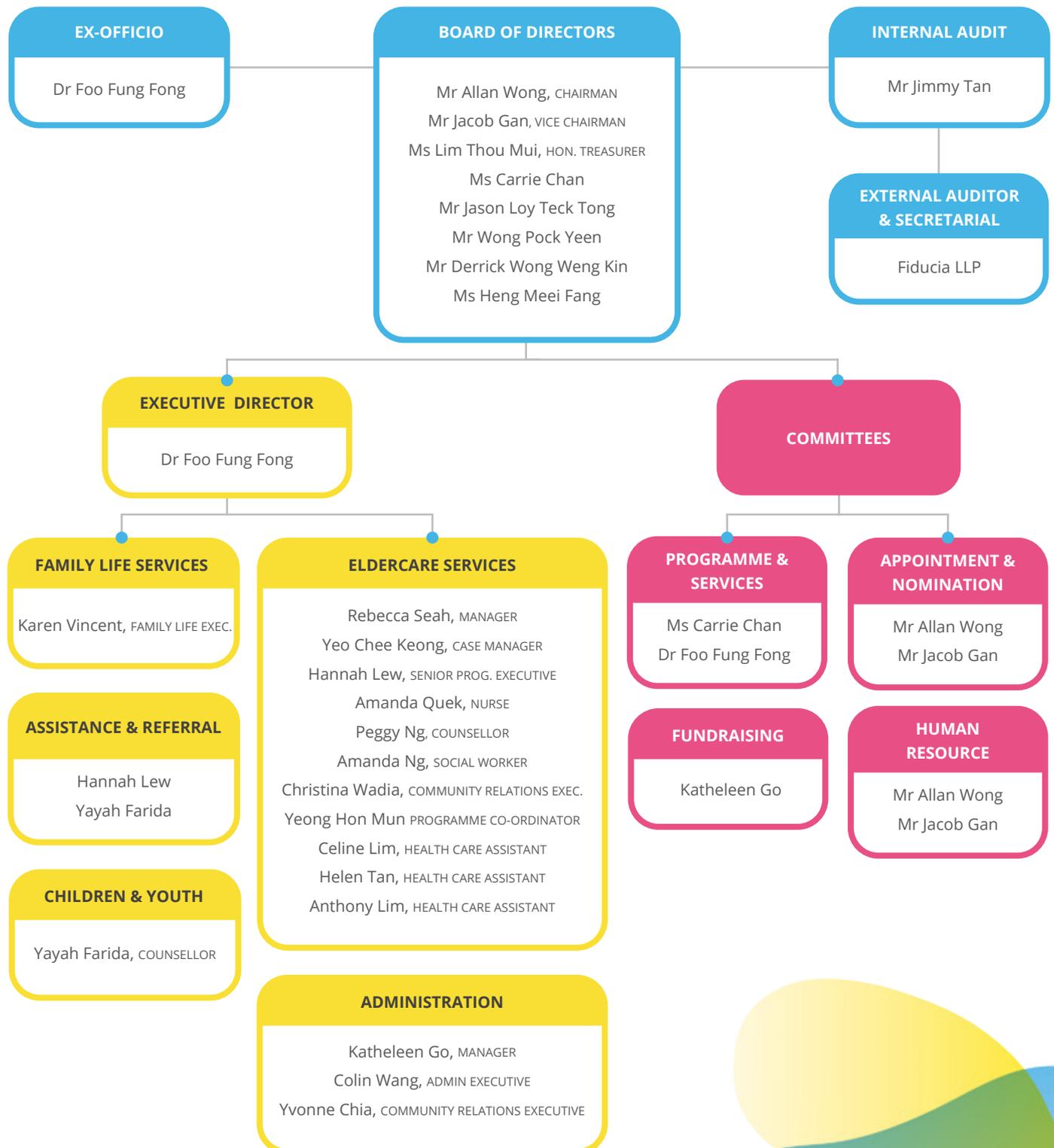
Mr Anandaraja Shivabalan
Mrs Angeline Ho
Ms Anna Chew Kwee Kuan

Mr Chan Whye Quine
Ms Chen Seok Ching
Mdm Chia Poh Yean
Mr Chow Peng Hoong
Mr Daniel Lim Si Yuan
Mr Efoza Obazee
Ms Fay Wee Chwee Lin
Ms Gay Lay Ying
Mr Giam Kee Ching
Ms Han Kai Ching
Ms Han Soon Hua
Ms Helen Tan
Ms Heng Hiang Hiang
Ms Jennifer Huang
Ms Karen Liew
Ms Koh Mei Ling Joyce
Mr Koo Sing Ming
Ms Leow Bee Keng
Ms Lam Fong Ngoh Evelyn
Ms Low Leng
Ms Loy Angelin
Mr Mok Chee Keong
Ms Ng Pek Kee
Mr Ong Yeow Chon
Mrs Pauline Wong
Mdm Sin Sok Joo
Mr Steven Lee
Mr Tan Boon Hock
Mr Tan Cheng Thiam Sam
Mr Tan Hiang
Ms Tan Hooi Shan
Mr Tan Yong Soon
Ms Teo Whee Leng
Mr Thomas Lee
Ms Winnie Lau
Mdm Wong Peck Siew
Ms Wong Wei Teng
Ms Yulia Saksen

\$10 & ABOVE

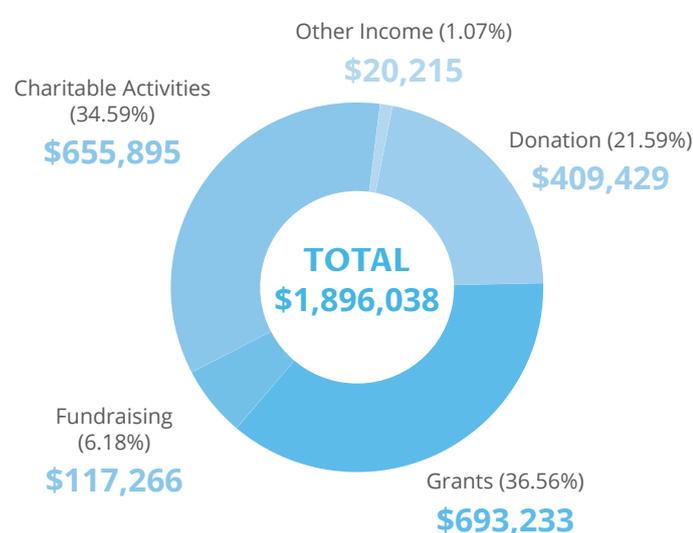
Ms Ang Siu Hong
Ms Chacko Niviya
Dr Daniel Lim Si Yuan
Emmaus Strategies LLP
Mr Eric Lee Kian Ann
Mr James Lim Soon Leong
Mr James Wong Seow Boon
Mdm Jennifer Wong Gaik Shan
Mr Jiang Bin
Ms Lim Hui Hui
Mr Lim Tik Sing
Ms Melissa Yap Poh Tin
Mr Ong Kian Boon
Ms Ong Sor Kuan
Ms Ooi Boon Tsea
Mr Ow Shen Wah
Sherry R B Raiz
Mr Tan Chong Seng
Ms Tan Sen San Margaret
Mr Thong Chee Meng Alex
Verseliza F Buenaventura
Mr Willy Bock
Mr Yeo Yee Seng

Our Organisation

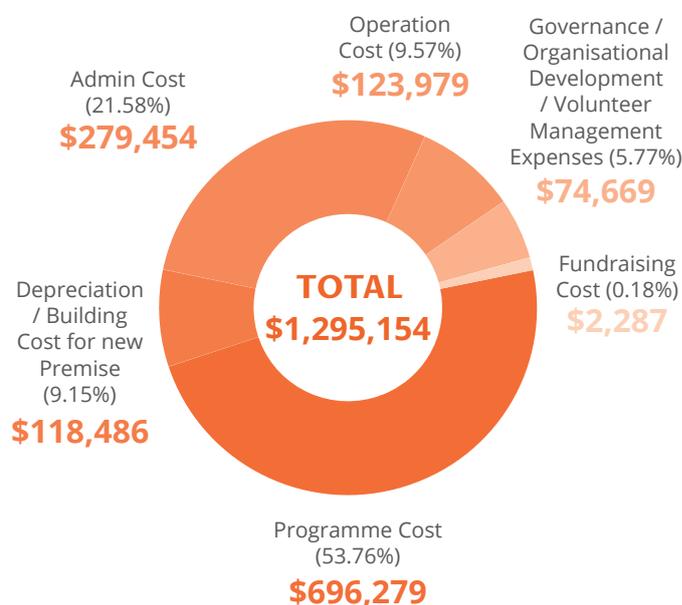


2018 Summary Financials

Income



Cost of Services & Expenses



Code of Governance for Charities & Institutions of Public Character

(A) Code of Governance

Based on the last evaluation, Filos has complied fully with the applicable guidelines of the Code of Governance Checklist for Institutions of Public Character. This is available at www.charities.gov.sg

(B) Disclosure of Specific Required Information

1. No Filos Board of Directors or Executive Committee member received any form of remuneration for his or her work contributed to the Organization in 2018.
2. There are 2 Board members who have served for more than 10 years on the Board. They are founding members of Filos. The Board is looking into succession planning for key appointments and current founding members will continue in their roles until suitable persons are identified.
3. Staff remuneration for 2018
\$100,000 - \$149,000 = 1
The staff receiving this remuneration sits on the Governing Board as an Ex-officio.

4. There is no paid staff, being a close member of the family belonging to the Executive Director or the governing Board of Filos, who has received remuneration exceeding \$50,000 during the financial year.

(C) Asset Management/Reserves Policy

The reserves that the management have set aside provide financial stability and the means for the development of the Company's principal activity. Current year ratio of reserves to annual operating expenditure is 1.55. The management intends to establish the reserves at a level equivalent to 4 years of operating expenditure through increasing public awareness of their activities, seeking more donors both private and corporate and fund raising efforts.

The Board reviews yearly the amount of reserves that is required to ensure that they are adequate to fulfil their continuing obligations.



Filos Community Services

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