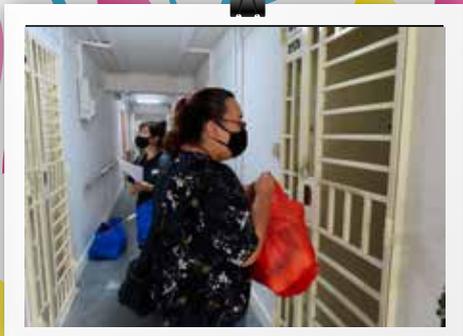




STEWARDSHIP REPORT

2021





2021

HIGHLIGHTS

Building Stronger Communities, **TOGETHER**



VISION

To see effective functioning of individuals and families



MISSION

To build resilience and empower individuals and families



VALUES

Faithfulness

Accuracy, Dependability, Commitment

Integrity

Truthfulness, Honesty, Uprightness

Love

Friendship, Care and Concern

Openness

Transparency, Frankness and Sincerity

Servanthood

Serving, Helping, Benefitting Others

SERVICES

Family, Children and Youth

Building Strong Marriages and Resilient Families

Assistance & Referral

Extending a Helping Hand in a Time of Need

Community Engagement

Building a Caring Community

Eldercare

Integrating Health and Social Care

A word from the CHAIRMAN



Allan Wong
Chairman,
Filos Community Services

Filos continued to serve clients and Social Services Agencies (SSAs) amidst the background of the Covid pandemic and despite restrictions from Safe Management Measures that were in place throughout the year in 2021.

In spite of challenges, we started the following projects to meet the pressing needs on the ground.

- **The Reading Room** was initiated to give children from non-English speaking homes an opportunity to come together to read story books together. This saw a positive impact in helping these kids develop a love for reading, improving their English literacy and helping them to be school ready.
- With the continuing pandemic contributing to food insecurity amongst low income persons, our monthly **Waves of Blessings Rations Distribution** continued to meet the needs of 194 families and seniors.

Our mission to build resilience and empower individuals extends to the larger community at Bedok town.

SG Cares Volunteer Centre @ Bedok operated by Filos continued to support community partners through various town-wide projects like



Adopt a Repair, where beneficiaries would tap on corporate volunteer efforts to help with repairs in their homes;



Medical Escorts, who provide much needed help for isolated seniors in Bedok town; and



Adopt a Block, where corporate organisations provided rations for low-income persons living in the rental blocks in the whole of Bedok town.

The SG Cares Volunteer Centre @ Bedok helped to build the capacity of SSAs in Bedok town through town-wide volunteer training workshops like 'Befriending Seniors' as well as workshops on Volunteer Management for SSAs.

The SG Cares Volunteer Centre @ Bedok also initiated sector-specific Communities of Practice for SSAs in Bedok town, bringing together SSAs to share best practices and to address community gaps together.

Filos was appointed as an Active Ageing Centre on 1 June 2021 by the Ministry of Health. This sees us providing active ageing and befriending services to help seniors age well in the community.

We are also committed to supporting persons living with mental health issues in the community through our Community Mental Health Services. We partnered with Agency for Integrated Care to bring a month-long calendar of mental health awareness programmes for children, youth, parents, seniors as well as the public as part of Mental Health Day activities in October 2021.

We were privileged to host Speaker Tan Chuan-jin at the official opening of Filos@55 on 9 July 2021. Mr Edwin Tong, Minister for Culture, Community and Youth, also visited Filos on 12 April 2021.

I want to take this opportunity to commend Filos staff for their tremendous efforts and contributions. I must also thank our volunteers, donors, and sponsors for your continuing and generous support so that we can build stronger communities, together!

FAMILY, CHILDREN & YOUTH SERVICES

Building Strong Marriages and Resilient Families



FAMILY LIFE SERVICES

Strong families form the basic core of healthy communities. Filos' Family Life programmes aim to build the resilience of families by empowering spouses, parents and children with skills to strengthen their relationships as they support one another through the ups and downs of life.

FILOS MOTHERS GROUP (FMG)

The aims of the Filos Mothers' Group are to:



1 Provide mothers from low-income families with some respite from parenting and household responsibilities and to help them to feel appreciated.



2 Provide an opportunity for the mothers to form friendships and to support each other.



3 Empower and equip mothers with life-skills for more effective functioning.

The FMG sessions were conducted virtually and attended by 62 participants. The sessions covered a range of topics from meal planning, zumba and mental health to online business management and financial management skills.

NEW COFFEE CHIT-CHATS WITH FMG

This was introduced in 2021 to ensure continuity of face-to-face sessions and connectedness in the midst of a challenging pandemic situation. Through these informal chats, specific needs of each mother were surfaced and resources were put together to meet those needs. For example, English literacy classes were provided for mothers who expressed a desire to improve their English Language proficiency.





My family and I feel blessed

to be a beneficiary of Filos. Though Filos has been providing me with various financial assistance and childrens' programmes for my children, I was still very excited when I was invited to Filos Mothers' Group, because this programme was an all ladies, mothers support group! I especially enjoyed and benefitted from the sessions on family relationships and also how to manage my finances. Thank you so much Filos, I truly appreciate everything!"

NURBAIZURA, mother with 3 children aged 6, 4, 2

PARENTS PLUS PROGRAMMES

The Parents Plus programmes are evidence-based parenting courses that help promote confidence, learning and positive behaviour in children from 1 to 12 years as well as effective communication and positive relationships with adolescents from 13 to 16 years.

Filos offers the following Parents Plus modules:

- Parents Plus Early Years Programme (PPEY) for parents of children 1 – 6 years.
- Parents Plus Children's Programme (PPCP) for parents of children 7 – 12 years.
- Parents Plus Adolescents Programme (PPAP) for parents of teenagers 13 - 16 years.



I learnt new strategies

on how to communicate with my teen. The sharing from all the parents was also very authentic."

Mr Lee, 2 children, Aged 11 & 14

The most helpful part

of the session is learning to be specific when giving encouragement to my children. I need to acknowledge their feelings and make it personal."

MR TAN, 2 children, Aged 13 & 8

CHILDREN AND YOUTH SERVICES

Filos believes in advancing educational equity for children from disadvantaged families through improving their literacy and numeracy skills so that they will have the competencies to do well in school.

As part of holistic development, Filos also trains students in life skills to equip them to cope with challenges and to build their resilience.



3,101
students reached through the Total Recall programme



198
students attended the Holiday Enrichment programmes



32,039
students reached through the STI/HIV Awareness programme



50
students reached through the Sexuality Workshops for Special Needs students



34
students enrolled in the Tuition programme



9
students enrolled in the Early Learning programme



5
children mentored through the Befriending & Mentoring programme

29
students enrolled in the Green Spot Activity Centre



20
students enrolled in the Reading Room programme

8
students enrolled in the Little Sprouts Phonics programme

PROGRAMMES:



Reading Room



To supplement the phonics classes in building children’s English literacy, the Reading Room was launched in 2021. The programme aims to cultivate the love of reading through storytelling.



Early Learning Programme



Filos collaborated with Learning Vessels to launch the Early Learning Programme (ELP) in March 2021 to strengthen the literacy and numeracy skills in our young beneficiaries. We hope to help them keep up with their peers as they progress through the primary school years.



Tuition

Tuition in English, Math and Science subjects was offered for Primary 1 to Primary 6 students who come from low-income homes. Specialised Chinese tutoring was also provided for 1 student.



Little Sprouts

Little Sprouts, a phonics programme for preschoolers, teaches the fundamentals of literacy to children from low income, non-English speaking homes. It aims to build their foundation in English and prepare them for primary school years. The classes took on a hybrid mode (i.e. both virtual and onsite) throughout 2021





E

Holiday Enrichment Programmes

The Holiday Enrichment programme is designed to provide opportunities for the children to learn and have fun while engaging in enrichment activities during the school holidays. 13 holiday programmes took place in 2021.

F

Plants & Pillars - Befriending & Mentoring

The Befriending & Mentoring Programme continued for 5 children who required support. In 2021, 39 befriending & mentoring sessions were conducted.



G

Green Spot Activity Centre

The Green Spot Activity Centre pivoted to an online-only programme during the pandemic. It became an online safe space for children and youth to learn life skills and be exposed to knowledge beyond what is taught in the classroom. Monthly themed activities were conducted by 245 volunteers in 2021.

H

Life Skills Programmes

- STI/HIV Awareness Programme**
 Filos is appointed by the Health Promotion Board to run the e-Teens Sexuality Education programme that raises awareness on Sexually Transmitted Infections for Sec 3, Junior College and ITE students. Filos conducted STI/HIV Awareness Talks at 114 secondary schools and junior colleges in 2021.
- Love Matters! Sexuality Workshop for Special Needs Students**
 Filos was invited to conduct Love Matters! for 50 youth at Mountbatten Vocational School to equip them with knowledge and skills on healthy boy-girl relationships and maintaining healthy boundaries.
- Total Recall**
 This is a programme targeted at primary, secondary and Junior College students to raise awareness of ageing issues, especially dementia, to the next generation of caregivers. In 2021, we continued to use online platforms to deliver the programme to schools. Filos conducted 49 Total Recall talks and workshops in 2021.





Volunteering with Plants and Pillars

has been a wonderful joy in walking alongside with the young ones. In this modern society, the challenges faced by the young seems much greater than those of the past. I am delighted to be able to journey with them in building relationship & trust amidst their life challenges. We've all learnt so much from each other. I'll certainly cherish these memories we've build together which will remain with me forever."

PETRINA, *Plants & Pillars Mentor*



Rifna likes to read but does not get opportunity to do so at home.

She was shy and reserved when she first joined the Reading Room. Over the past year, she has shown much improvement in her reading and confidence. She even volunteered to read to her peers and volunteers at some of the sessions.

"The reading programme was really very useful for me. I learned so many things about reading. The teachers are very kind and they give some ideas on how to read the books. Thanks for everyone who taught me for the reading programme."

RIFNA, *9 years old*

FUTURE PLANS

Parents Plus Programmes

We plan to expand our array of Parents Plus Programmes to include:

(a) **Parents Plus Healthy Families Programme**
Many children are experiencing increased rates of health problems, such as obesity and higher levels of anxiety. Through this programme, facilitators empower parents to create healthy and connected families and improve well-being for everyone.

(b) **Parents Plus Special Needs Programme**
Parents of adolescents with special needs can face significant challenges. Through this programme, facilitators support parents in managing the emotional and behavioural challenges as well as building parents' confidence in stress management to build stronger relationships with their children.

Filos Mothers' Group

The Filos Mothers' Group will be expanded to include Befriending. This will give mothers a listening ear to encourage and support them in their parenting journey through meaningful friendships.

The Reading Room Programme

We plan to enhance the reading experience for children through updated resources as well as amplify the impact of the programme through extending it to other Social Service Agencies in Bedok town.

Outreach Survey

We plan to carry out an outreach survey to better understand the post-pandemic challenges and needs faced by children, youth and families in the community.

Collaborations

There will be continuing collaborations with the following organisations to empower our young clients:

(a) Learning Vessels for the Early Learning Programme

(b) TCHER Online to provide quality tuition for students from low-income families

(c) MSF ComLink – we will continue to extend our programmes to ComLink low-income families

ASSISTANCE AND REFERRAL SERVICES

Helping in a Time of Need

Filos aims to support individuals and families in the community through economic assistance, information, referral, and care management. We hope to alleviate their circumstances during times of crisis.



ECONOMIC RELIEF AND ASSISTANCE

- A Waves of Blessing (WOB)**
Filos expanded our monthly bread distribution into WOB, to include essential items, during the Circuit Breaker in April 2020. WOB was continued throughout 2021 to help individuals and families with food and essential needs.
- B South East Community Development Council – Kembangan Chai Chee (SECDC – KCC) Support for the Community Fund**
Funds received from SECDC were employed to purchase essentials for those in need, provide transportation for frail and less mobile clients, and aid children in their studies and development.
- C Go With The Flow (GWTF) Collaboration**
In collaboration with the Kembangan-Chai Chee (KCC) Social Team and GWTF, Filos aims to bridge access to menstrual healthcare for low-income families.
- D Bursary and Scholarship Awards for Students**
- E Transport Vouchers for Clients from Filos and other SSAs in Bedok town**

Mr. Ng, his wife, and their son, live together with his ageing father and four sisters. His father suffers from dementia and has mobility issues, and his four sisters all have intellectual disabilities. Daily meals can be a challenge for their household.



Meeting the basic needs of the family

can be challenging with the recent increase in food prices. The rations supplement has provided sufficient rice to feed my father and sisters at home as they are unable to work. Thank you, Filos, for looking after us and providing rations support. I am also thankful that Filos has obtained a rice cooker and sourced for a commode to assist my aged father.”

Mr Ng

| | |
|--|--|
| <p>200 homes received monthly distribution of bread</p> | <p>114 clients from Filos and other SSAs were supported with Gojek/SMRT/ Taxi Vouchers for their medical appointments</p> |
| <p>4,585 clients benefitted from Waves of Blessing</p> | <p>16 students were awarded with bursaries</p> |
| <p>18 ladies benefitted from monthly sanitary pad distribution (GWTF collaboration)</p> | <p>8 clients received information, referral and case management services</p> |

FUTURE PLANS

- **Healthier food options**
Filos aims to provide healthier food options in our ration distributions to improve the nutrition intake of our clients.
- **Support beyond economic and food relief**
Filos hopes to equip clients with soft skills, such as household budgeting and planning, as well as provide employment assistance.



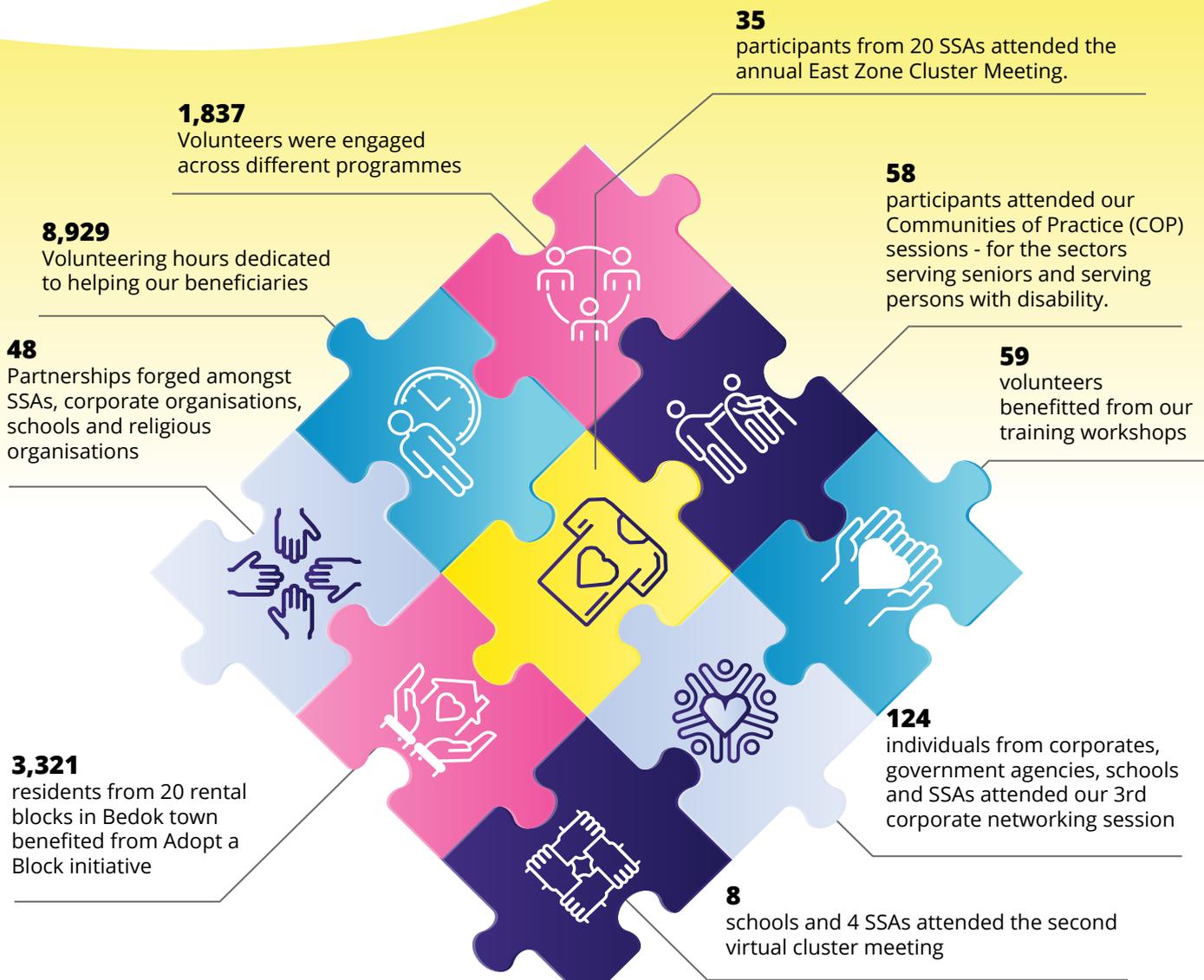
COMMUNITY ENGAGEMENT

Building a Caring Community

Through serving its dual roles as the SG Cares Volunteer Centre @ Bedok (SG Cares VC @ Bedok) and a Social Service Agency, Filos aims to cultivate a community of care in Bedok town. It does so by engaging volunteers, partners, and stakeholders in identifying the strengths and needs of the community and journeying together to address these needs through volunteerism.

Our programmes and initiatives can be broadly categorised into the following key areas:

- 1 Building Volunteer Capacity and Fostering Community Partnerships
- 2 Developing Volunteer Management Capabilities
- 3 Building a Strong SG Cares Community Network



1 BUILDING VOLUNTEER CAPACITY AND FOSTERING COMMUNITY PARTNERSHIPS

a. Adopt a Repair

NEW

SG Cares VC @ Bedok initiated this programme together with a group of corporate volunteers, after seeing the need to provide household repairs for residents of rental blocks. Residents can now call our volunteers to help attend to their urgent needs. 15 households benefitted from the service provided by 10 volunteers in 2021.

b. Adopt a Block

The SG Cares VC @ Bedok expanded this programme into an ongoing initiative where corporates, schools, and groups are encouraged to donate and distribute food and daily essentials to the residents of rental blocks 4 times a year.

c. SG Cares-Bridgeable Medical Escort Volunteer Programme

NEW

In May 2021, SG Cares VC @ Bedok, together with BridgeAble, set up the Medical Escort Volunteer Programme to meet the needs of seniors who cannot go for medical appointments alone. More than 100 medical escort assistance were facilitated by SG Cares VC @ Bedok.

d. Digital Literacy

SG Cares VC @ Bedok partnered with Infocomm Media Development Authority (IMDA) and Heartware Network in conducting the 'Senior Go Digital' programme. 2 SSAs were supported under this programme. We also partnered with the Bedok Neighbourhood Police Centre to kickstart scam alert talks, which benefitted 50 seniors.

e. Volunteer Appreciation Event

Filos' Annual Volunteer Appreciation Event was held on 10 Dec 2021 over Zoom. For the first time, besides our dedicated volunteers, our beneficiaries and partners were also invited to join in the town-wide celebration.



2 DEVELOPING VOLUNTEER MANAGEMENT CAPABILITIES

a. Volunteer Recruitment Talks

NEW

Filos launched a series of Volunteer Recruitment Talks for potential volunteers who were interested to work with seniors and with families, children, and youth, so that we can build a sustainable pool of volunteers to better serve beneficiaries in Bedok town. Besides sharing about volunteering opportunities, the talks introduced participants to the ground needs in Bedok, the importance of volunteerism, and tips for their volunteering journey.

b. Training for volunteers working with children and youth

NEW

To engage and upskill our volunteers working with children and youth, Filos conducted two volunteer training sessions in 2021. The first session covered classroom management training, while the second session, organised in collaboration with the Singapore Association for Mental Health (SAMH), covered the topic of Trauma-Informed Care.

c. Volunteer Management Training for SSAs

NEW

As part of our effort to build Community Partners' capabilities, SG Cares VC @ Bedok conducted a Volunteer Management Framework Training for SSAs. We continued to update our Volunteer Centre Toolkit as we completed our 3rd year as the SG Cares Volunteer Centre @ Bedok. The monthly Volunteer Centre newsletter provided updates on resources, town-level initiatives and upcoming training for SSAs in Bedok town.

d. Senior befriending training for volunteers and partners

In collaboration with Changi General Hospital (CGH), Filos conducted a senior befriending training session for volunteers in Bedok town. Participants appreciated the practical tips provided by the experts and the opportunity to learn from other volunteers. Filos also conducted a befriending training for new volunteers from the KCC Social Team.



3 BUILDING A STRONG SG CARES COMMUNITY NETWORK

a. Communities of Practice for Sector-based SSAs

To build a stronger sector-based community, SG Cares VC @ Bedok organised Communities of Practice (COP) to create a platform for SSAs in each sector to come together to share ideas and challenges as well as support and learn from one another.

b. School Values in Action (VIA) Networking Session

The SG Cares VC @ Bedok extended an invitation to secondary schools and JCs within the town to participate in our second virtual cluster meeting. 4 SSAs representing the different demographics of Bedok town shared about how students can conduct their VIA more effectively and meaningfully.

c. East Zone Cluster Networking Session

During the 3rd run of the annual East Zone Cluster Meeting, Community Partners were invited to share their struggles, identify their needs, and exchange ideas to formulate initiatives to meet those needs. We had a virtual World Cafe where we thought about how we can better serve our beneficiaries of each demographic. A key theme that stood out was the importance of empowering our beneficiaries to create a community for themselves and give back to it.

d. Corporate-SSAs Networking Session

With the support of the Ministry of Culture, Community and Youth (MCCY), the SG Cares Volunteer Centre @ Bedok, operated by Filos Community Services, held our 3rd corporate networking session. Our guest speakers, including Speaker Tan Chuan-jin, Ms Lai Yan Ting (Learning & Development Manager, Human Resources at Hilton Singapore), Ms Maureen Goh (Executive Director at Very Special Arts Singapore Ltd) and Ms. Louise Co (Regional Alliance Manager at Nippon Telegraph and Telephone Corporation) discussed how corporates can tap on their niche skills to volunteer and plug the gaps in society.

e. Kembangan-Chai Chee (KCC) Network

In collaboration with the KCC network of partners, SG Cares VC @ Bedok provides social-health and community care integration for residents living in Bedok.

The collaboration includes:

- Working closely with the Agency for Integrated Care and the Kembangan-Chai Chee Social Team to identify unmet gaps in the KCC community and mobilising resources to address these gaps.
- Coordinating the KCC Community Calendar to aid in resource mobilisation for various projects, avoid duplication, and deconflict schedules of community events.



4 FUTURE PLANS

a. New Training for Senior Befrienders

A new "Introduction to Befriending" training will be conducted monthly for new senior befrienders to provide a basic introduction on the needs of seniors and tips to get new befrienders started on their volunteering journey.

We plan to conduct the Tier 2 "Fundamentals of Befriending" training for senior befrienders twice a year so that we can continually upskill current befrienders. The session will cover common medical concerns and challenges faced by seniors, and how befrienders can better engage with beneficiaries.

b. Annual Update Session for Eldercare Volunteers

In view of the changing covid situation and new Eldercare services that have been rolled out over the year, we will be launching an Annual Update Session to keep our volunteers who work with seniors well informed.

c. Needs Analysis and Introduction of New Volunteer Roles

We plan to conduct a needs analysis with the different departments to identify new needs on the ground and gaps that we can help fill with new volunteer roles.

d. Launch Telegram channel for brand awareness and volunteer recruitment

A new Telegram channel will be launched to increase our engagement with and create brand awareness amongst potential volunteers.

e. Volunteer Management Training for SSAs

We aim to strengthen the volunteer management capabilities of SSAs in Bedok town through providing regular bite-sized training to better support and engage volunteers.

f. Communities of Practice (COPs)

We will continue to conduct town-level COPs for SSAs based on the demographics they serve to help build a more connected network that work towards a common goal of helping the beneficiaries we serve.

g. Supporting national initiatives

We plan to extend our support through the deployment of volunteers for ComLink @ Bedok, Project DIAN @ M3 and the upcoming Active Ageing Centres in Bedok town.



I was introduced to Filos

through giving.sg platform, where I was browsing for local volunteering activities and was drawn by their mission & purpose. What started as an individual volunteering activity in 2020 grew up to be a full-blown partnership between Filos and my organisation. Filos team is extremely professional, organised & focused, and the 'Letter Writing' and the 'Sunshine hour' in 2021 was refreshing and enriching at the same time. It was a pleasure working with Serene, Intan, and the entire Filos team, and we hope to continue this for years to come. I wish Filos team the very best, keep up the good work and add more smiles to our society."

Mr Ravi Baid
Volunteer with Filos' Children and Youth Programmes



It has been an enjoyable experience working with Filos.

Our volunteers have greatly enjoyed the volunteering experience thus far and have gained many insights on how to become better volunteers. We also deeply appreciate the valuable support that the volunteer management team has been rendering us from the start of our collaboration, allowing us to fully focus on our volunteering efforts. In all, Filos has been a great partner to our project, and we look forward to more volunteering opportunities with Filos in the future."

ExCo of Singapore Management University (SMU) Ember, AY2021-22





I would like to express gratitude for SUN-DAC's partnership with the SG Cares Volunteer Centre @ Bedok operated by Filos Community Services.

Filos benefited us in many ways. They organised networking sessions with community partners, linked us with volunteers, and referred donations which supported our clients and their caregivers.

We are very blessed to have such a supportive partner who is always searching for more opportunities and resources to connect us with!

Partnering with schools in the vicinity, volunteers, and donors is always a priority for nonprofit organisations as ours, but it's often a challenge to get that connection. Filos helps to be a bridge between us and other stakeholders. Really appreciate this friendship with Filos and personal relationship with their passionate staff!"

YAROS SHU
Centre Manager at SUN-DAC Bedok Centre



At DBS, we are always seeking like-minded partners

to create even greater impact in the communities in which we live and work; and we are pleased to consider Filos a valued partner of our community impact efforts, including our employee volunteerism programme, People of Purpose. Over the past two years, we have formed a synergistic partnership in supporting children, seniors, and families through donating and distributing food and necessities, especially helping those hard-hit by the pandemic. We look forward to our ongoing partnership to support and empower even more Singaporeans as we collectively help build a more inclusive and giving society."

DBS Bank



ELDERCARE SERVICES

Integrating Health and Social Care

Through our Active Ageing Centre (AAC), Filos focuses on helping the elderly live independently in the community for as long as possible and to maintain their physical, social-emotional, and mental health, through active ageing activities, befriending, and care management. Filos is the Community Mental Health provider, appointed by the Agency for Integrated Care, for residents in Kembangan Chai Chee and Kampong Chai Chee.



- 22** seniors supported through AAC Befriending
- 93** seniors reached through the More Than Friends programme
- 85** seniors reached through the Community Befriending Programme
- 4137** phone calls made through the More Than Friends and Community Befriending Programmes
- 108** physical visits made through the More Than Friends and Community Befriending Programmes

- 475** clients (including caregivers) enrolled in Community Resource, Engagement and Support Team (CREST) programme
- 94** clients enrolled on the Eldersitter programme
- 85** caregivers reached through Caregivers' Cove programme
- 2328** participants attended Filos' 38 outreach events on dementia and mental health awareness
- 260** clients enrolled under the Community Intervention Team (COMIT) Services
- 136** clients enrolled in the Aftercare programme



- 98** clients served through HAPPY Programme
- More than 100** seniors attended our Step Out Active Ageing Programmes
- 100%** of participants found Step Out Active Ageing Programmes enjoyable and beneficial

ACTIVE AGEING CENTRE NEW

1 ACTIVE AGEING PROGRAMMES

i. HAPPY Programme

HAPPY is an exercise programme with physical, mental, and social components, which aims to reverse physical and mental frailty in seniors.

Despite being 85 years old, **Mr Ho** does his part in keeping himself active by attending Filos' weekly Active Ageing Programmes since late 2020. Apart from socialising with fellow uncles during the HAPPY programme, he picked up muscle strengthening exercises which were taught by passionate volunteers from the Singapore Institute of Technology. Nowadays, Mr Ho incorporates these movements into his morning exercise routine, which has strengthened his lower limbs and made him more confident in walking around the community. "These exercises keep me active and keep me calm," he shared.



ii. STEP Out Active Ageing Programmes

STEP Out Active Ageing Programmes (AAP) are designed to promote active ageing and raise awareness regarding mental and physical health. The focus is on cognitive and physical activities as well as awareness of good nutrition to encourage seniors to remain active and healthy. The following programmes were conducted in 2021:

- Muscle strengthening exercises
- Cha Cha Dance workshops
- Pilates Workshops
- Cognitive games
- Chinese painting
- Festive decorative art & crafts
- E-travel Around the World
- Bingo
- Mobile Phone Photography
- Physical and Mental Health talks in English and Mandarin



2 BEFRIENDING

i. AAC Befriending and Buddying

The service anchors social support for vulnerable seniors through regular visits and engagements. For moderately vulnerable seniors, there are quarterly Buddying contacts and for highly vulnerable seniors, there are weekly Befriending contacts.

Mr Lim (client's name changed to protect his identity) was a food stall vendor until he suffered a stroke in 2019, leaving him unable to work. Prior to that, he was the main breadwinner. Despite suffering losses in income, his physical independence, and self-esteem, he did not receive as much understanding and support from his family members as he had wished for. Mr Lim also found it hard to share his needs with his sister, leaving him feeling isolated.

Through Filos' regular befriending, Mr Lim now has a listening ear and someone to look out for his needs. His befriender also encouraged him to cook simple healthy dishes by himself to manage his chronic conditions.

Mr Lim said, "I am very glad to have the support from Filos. I used to feel helpless and hopeless about myself as I'm homebound and it's difficult to talk to my family members. Now the befriender calls me regularly to chat. He makes me feel that someone cares for me."





ii. More Than Friends (MTF)

MTF is a befriending programme for vulnerable elderly with chronic diseases. It aims to empower them to self-manage their conditions more effectively.

To protect the safety of seniors and volunteers, volunteers mainly engaged in tele-befriending, instead of home visits, in 2021 to stay connected with seniors and provide them with emotional support and health monitoring.

Clients are screened for:

- Signs of Dementia and Depression
- Medication and Medical Appointment Compliance
- Falls Risks
- Frailty

Mr Khoo lives alone in a one-room rental flat and has frequent dizzy spells. Filos' staff and volunteer befriender keep in touch with him to provide social engagement and check on his compliance to medical care.

As he became familiar with the befrienders, Mr Khoo began sharing about his personal challenges. The befrienders helped him to receive rations when he could not make ends meet and secured him a sponsored divan bed as he was sleeping on a mattress on the floor. Mr Khoo said, "I wish one day that I could repay you properly with all the benefits you have blessed me with."

iii. Community Befriending Programme (CBP)

CBP engages senior volunteers to befriend isolated elderly lacking in social connections and caregiving support. The aim is to connect them in the community and provide service linkages they may require.

Mr Chandra first joined the Community Befriending Programme when he was a caregiver for his late wife who was very ill. Under CBP, he was supported by Filos' staff and volunteer befrienders who cared for him while a case manager looked into service linkages to meet the family's practical needs.

When his wife passed away and the pandemic affected his work as a tour guide, his befriender continued to check in regularly to ensure that he was adjusting and keeping well. Through sharing his knowledge and rich experiences as a tour guide with his befriender, Mr Chandra continued to stay cognitively engaged and socially connected with the community.



3 CARE MANAGEMENT AND REFERRAL

Filos works closely with various community partners in Kembangan Chai Chee to provide care management and referral services to clients with complex issues with the aim of integrating their health and social care:

- 11 clients were supported with Referral Services in 2021
- 35 clients were supported with Case Management in 2021

COMMUNITY MENTAL HEALTH SERVICES

i. Community Resource, Engagement and Support Team (CREST)

The CREST Service provides vital links between residents and mental health support networks. The team provides basic emotional support to persons with mental health problems and their caregivers. CREST also conducts outreach to the public to promote mental health awareness and information.

a. CREST Outreach Programmes

In collaboration with community partners, Filos conducted public talks, community workshops and targeted support group meetings to promote awareness of dementia and mental health. In conjunction with World Mental Health Day, Filos collaborated with Agency of Integrated Care (AIC) and Institute of Mental Health (IMH) to conduct 6 public talks.



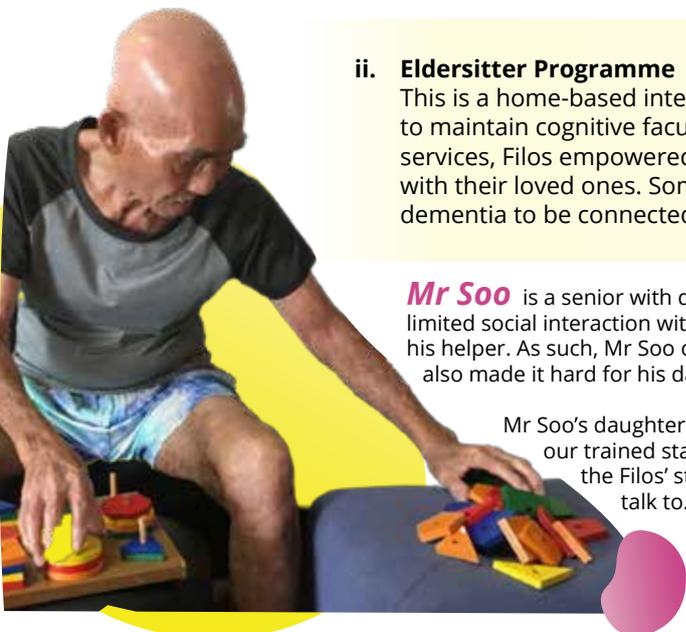
Ms Carrie Chan, Filos' Associate Counsellor and Consultant Speaker, was also interviewed on 938 Live to share on the topic of helping children manage stress. This topic was part of a month-long emphasis on emotional health awareness for children attending the Green Spot Activity Centre.

ii. Eldersitter Programme

This is a home-based intervention programme with befriending and therapeutic activities aimed to maintain cognitive faculties in persons with dementia. Despite the pandemic interrupting services, Filos empowered caregivers with knowledge and skills to better their relationships with their loved ones. Some caregivers also helped arrange for seniors with early to moderate dementia to be connected through WhatsApp video calls and Zoom sessions with Filos' staff.

Mr Soo is a senior with dementia living with his single daughter and foreign domestic helper. He has limited social interaction with others since his daughter is often at work and there is a language barrier with his helper. As such, Mr Soo often felt lonely and anxious. After a long day of work, being the main caregiver also made it hard for his daughter to rest.

Mr Soo's daughter was introduced to Filos' Eldersitter service through word of mouth. Since then, our trained staff has been making regular home visits to Mr Soo. He warmed up immediately to the Filos' staff who could speak his dialect and is feeling better now that he has someone to talk to.



iii. Caregivers' Cove

Covid-19 and its restrictions created new challenges that caregivers never had to deal with before. Caregivers' Cove is a monthly online group that allows individuals to share their concerns and support one another through their caregiving journey. Social Workers and Counsellors facilitate these sessions, and monthly tip sheets are circulated with useful knowledge on caregiving and self-care skills.

Mr Hui's wife was diagnosed with dementia a few years ago, causing her to become homebound. She cannot be placed in a day care due to her disruptive behaviours and intense emotional outbursts. It was difficult for Mr Hui to accept his wife's condition and frustrating to manage her outbursts.

Thankfully, Mrs Hui's condition stabilised with some medication. Filos' staff befriended Mr Hui through regular visits and invited him to attend Caregivers' Cove Conversations, an online caregivers' meeting for seniors with dementia and other ageing issues. Through the sessions, fellow caregivers learn useful knowledge, share experiences, and encourage one another. The support equips him with caregiving skills and motivates him to manage his challenges at home.



iv. Community Intervention Team (COMIT)

COMIT Services serves residents in Kembangan-Chai Chee and Kampong Chai Chee. It provides psycho-social therapeutic intervention for persons with mental health issues and supports their caregivers so that they can live well at home and in the community.

a. Aftercare Programme

The Aftercare Programme is a collaboration with the Institute of Mental Health (IMH) and the Agency for Integrated Care (AIC) to support and reintegrate persons with mental health issues in the community. Case Managers from Filos and IMH jointly care for clients in the community.

As **Grace** lives alone and has poor social support, she often felt stressed and sad thinking about her unhappy past. When she was referred to Filos, our staff invited her to participate in Filos' Active Ageing Programmes, and soon she became well acquainted with our staff and other regular participants. She finds the creative workshops interesting and useful and felt that the physical exercises help keep her health in good shape. Grace shared, "Thank you Filos! I am so blessed to be part of your big family. You helped me put aside my frustrations to look forward to becoming happier and healthier."



4 FUTURE PLANS

Community Mental Health

As the main provider of Community Mental Health services for Kembangan-Chai Chee (KCC) and Kampong Chai Chee, Filos will continue to collaborate with partners to lead in care coordination, especially for clients with mental health struggles.

We plan to restart the Cognitive Stimulation Therapy programme, which was suspended earlier due to the Covid-19 pandemic, to help improve the cognitive functioning and quality of life of persons with dementia.

We will work closely with Agency of Integrated Care (AIC) and KCC Social Team to establish a constituency-wide Caregiver Support Network for caregivers in KCC. Following the success of the mental health talks that were conducted weekly in October 2021, Filos will launch a series of lunchtime talks on ageing and mental health issues for the public on a bimonthly basis in 2022.

Integrated Care

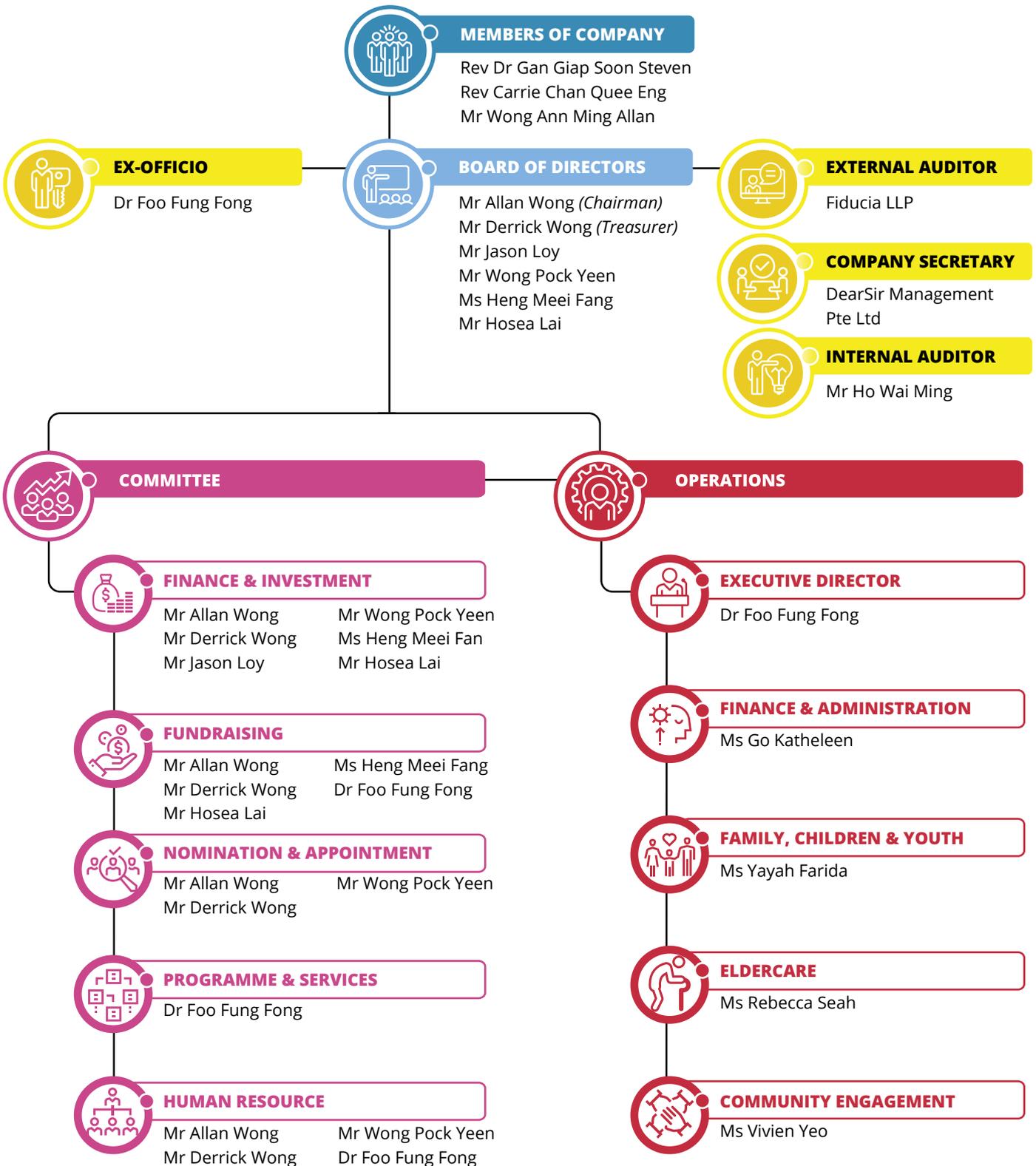
Filos will be providing community-based Advanced Care Planning services for seniors.

We are in exploration with SingHealth to provide TeleHealth Service for Seniors (THESS) with chronic diseases residing in the KCC community.

We are also looking into a collaborative programme to support women suffering from postnatal depression.

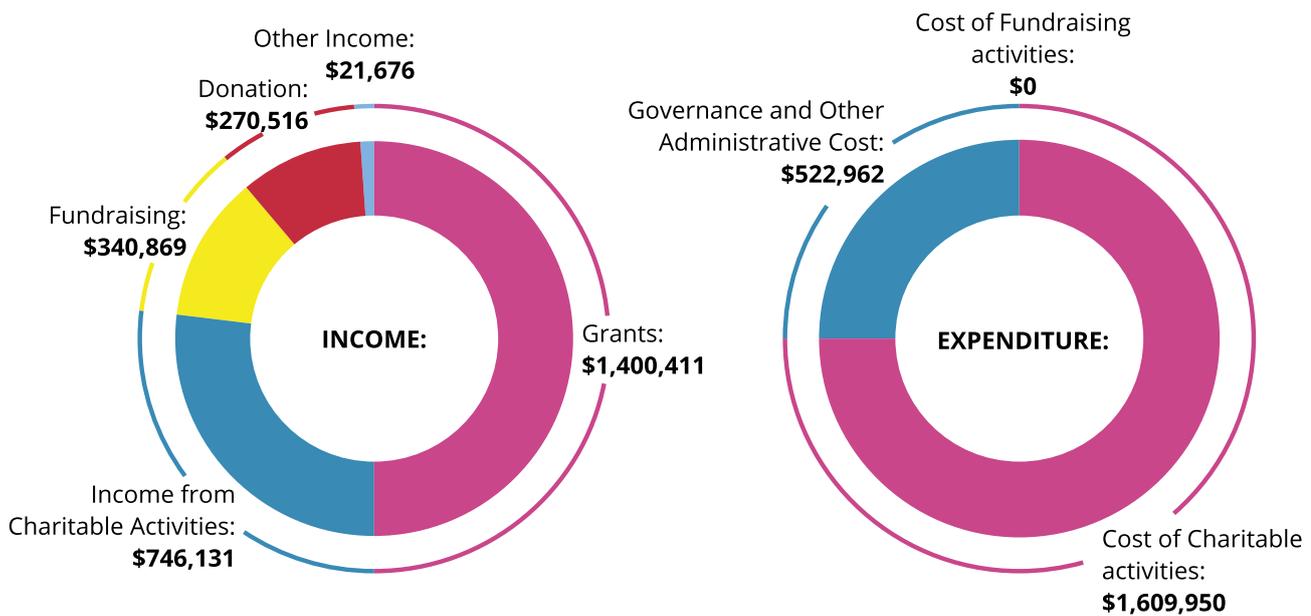
Changi General Hospital and Filos will collaborate to provide Community Nurse Post for KCC residents as well as to continue providing training for volunteer befrienders.

FILOS ORGANISATION CHART



2021 SUMMARY FINANCIALS AND GOVERNANCE DECLARATIONS

Code of Governance, Disclosures, Asset Management and Reserves Policy



CODE OF GOVERNANCE FOR CHARITIES AND 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

- No Board members are remunerated for their Board services in the financial year 2020.
- There are 2 board members who have served for more than 10 years. The Board is looking into succession planning and current founding members will continue in their roles until suitable persons are identified.
- Staff remuneration band \$100,001 - \$200,000. The staff receiving this remuneration sits on the Governing Board as an Ex-Officio.
- 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 1.38.

The management intends to establish the reserves at a level equivalent to 4 years of operating expenditure through increasing public awareness of their activities and through fundraising efforts. The Board reviews yearly the amount of reserves that is required to ensure that they are adequate to fulfil their continuing obligations.



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