



## **Frequently Asked Questions**

### **1. Who is Filos Community Services?**

Filos Community Services is a not-for-profit social service organisation. 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.

Whether it is equipping young families with parenting skills, shaping character in children, educating our youth, helping the elderly age in place with grace, or assisting the financially needy, our programmes and services have something for all ages.

Filos Community Services was founded in 2004 and is a registered charity of IPC (Institution of Public Character) status in Singapore.

### **2. What is Filos Community Services' mission?**

To build resilience and empower individuals and families.

### **3. What is this Campaign about, and how can you support Filos?**

The *“Pledging for Stronger Communities, Together”* campaign calls for individuals to pledge regular support and be a part of Filos' next chapter of growth. We aim to raise \$200,000 to expand our services and champion health for all in our community.

To make a difference, you can pledge to support us in one of the following ways:

- 50 people pledging a monthly donation of \$50 for a year
- 50 people pledging a monthly donation of \$100 for a year
- 50 people pledging a monthly donation of \$200 for a year

### **4. Event Duration**

The campaign is ongoing throughout the year.



## 5. Modes of donation

You can choose from 4 modes of donation:

### Option 1: Bank Transfer / Online Banking

- Step 1: Login to your online banking platform
- Step 2: Transfer donation amount to:  
**Filos Community Services Ltd**  
**DBS Current Account Number: 0639005023**  
**SWIFT Code: DBSSGSG**
- Step 3: Choose Recurring Transaction Type
- Note: Please indicate '**Pledge - [Your mobile number]**' under transfer details when you make a payment.

### Option 2: Paylah / PayNow

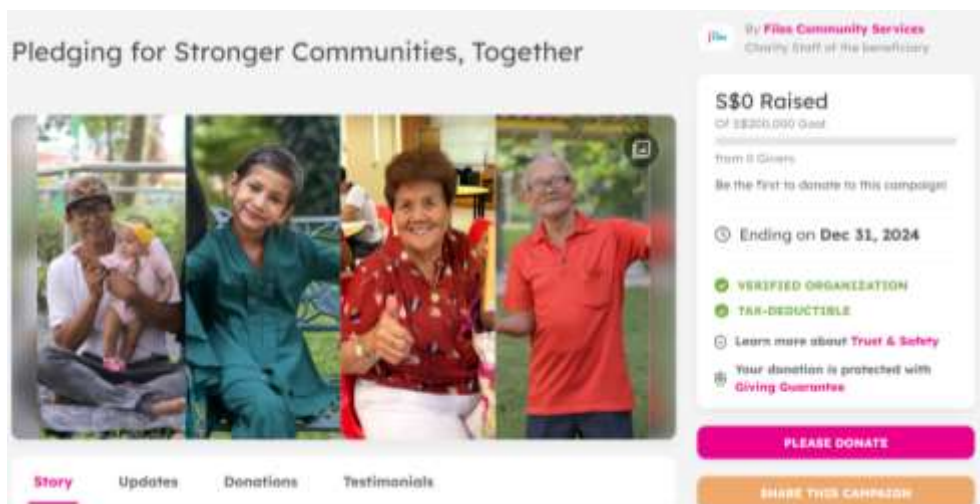
- Via Filos' UEN: 200408452G or the following QR code



- Note: Please indicate '**Pledge - [Your mobile number]**' under transfer details when you make a payment.

### Option 3: Credit Card via Give.Asia portal

- Step 1: Go to <https://give.asia/campaign/pledging-for-stronger-communities-together-4722?#/>



## Filos Community Services

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- Step 2: Click 'Please Donate'
- Step 3: Click 'Donate Monthly' and input the monthly amount you wish to donate. Click 'Continue'.
- Step 4: Fill in the necessary particulars. If you require tax deduction, please include your NRIC/FIN or UEN number.
- Step 5: Choose your preferred mode of payment. Key in details and donate.

#### **Option 4: Cheque**

- Please issue the cheque to **Filos Community Services Ltd**
- Please indicate your **Name, Phone number, Identification Number, and Email** at the back of the cheque
- [Download](#) the donation form, fill it up with the necessary details, and email the completed form to [fundraise@filos.sg](mailto:fundraise@filos.sg).
- Mail the cheque and donation form to:  
**Filos Community Services Ltd**  
**38 Chai Chee Avenue #01-177**  
**Singapore 461038**

#### **6. Who will benefit from the funds raised?**

The funds raised from the pledges will help Filos sustain our programmes and services for vulnerable and low-income families, children, youths, seniors and individuals from the community who have mental health issues, as well as caregivers, to develop resilience as they face the challenges of life as well as to empower them to live healthy and fulfilling lives.

#### **7. What are some programmes and services Filos provides for their beneficiaries in championing health for all?**

##### **Family, Children, Youth**

Through the messaging of "Play, Eat, Exercise and Rest (PEER)", **Project PEER** aims to create awareness and opportunities for children and families to adopt and advocate healthy habits.

Our young beneficiaries will learn about these through our reading programme, *Reading Room (Special)*, and our enrichment programme, *Green Spot*. Parents also get to learn about these through our *Parent Plus* workshops conducted by trained facilitators.

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## Eldercare

Aligned with the **Healthier SG movement**, Filos' **Active Ageing Centre (AAC)** provides a suite of services to support seniors in the Kembangan-Chai Chee neighbourhood in receiving timely access to integrated health and social care that allows them to age healthily, productively, and happily in their community. It is a go-to place where seniors can participate in recreational activities as well as contribute by helping with the needs of others through volunteerism. Some of Filos' Eldercare programmes include:

**Active Ageing Programmes** which are daily programmes supporting seniors in maintaining physical and cognitive health, as well as encouraging lifelong learning, social interaction and senior volunteerism.

**Buddy and Befriending Programmes** that reach out to isolated seniors, as well as seniors living with chronic diseases or who are frail.

**Care Coordination - Care Support** through information and referral services for seniors with complex medical or social issues, providing prompt linkages to help them with their needs. *Social Connector* serves to provide linkages for seniors for lifestyle and social interventions, and *Community Screening* assists seniors to monitor their health through monitoring of vital signs.

## Community Mental Health

Filos Community Mental Health (CMH) services support persons who are at risk of or who have mental health issues to live and age well in the community. Filos CMH services include:

**a) CREST Filos @ Kembangan-Chai Chee and Kampong Chai Chee** supports individuals who are 18 years old and above and are at risk of or have mental health conditions such as depression. We also support seniors with dementia to empower them to live and age well in the community. CREST Filos' initiatives include:

- **Cognitive Stimulation Programme** is a series of workshops conducted in a group setting to improve cognition, independence and well-being for individuals living with mild to moderate dementia. It is an evidence-based programme that adopts a non-pharmaceutical approach to maintaining of cognitive functions of persons with dementia.
- **Caregivers' Support Network Programme** empowers and supports caregivers with loved ones, residing in Kembangan-Chai Chee and Kampong Chai Chee, who live with illnesses and/or mental health conditions.
- **CREST Post-Diagnostic Support (PDS) Filos** supports persons who have been newly diagnosed with dementia and their caregivers with befriending, psychoeducation and relevant service linkages. It is a collaboration with the Institute of Mental Health.
- **Eldersitter Programme** is a home-based intervention programme for seniors with dementia.

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- **Advanced Care Planning (ACP)** is conducted by Filos to facilitate discussions that help individuals plan for their future health and personal care.
- **b) COMIT Filos @ Kembangan-Chai Chee and Kampong Chai Chee** provides intervention and case management services for clients with complex mental health issues. This includes:
  - **Aftercare Programme** is a collaboration with the Institute of Mental Health (IMH) to provide care support to discharged patients, supporting them to integrate into community living.
  - **Postnatal Depression (PND) @ Filos** is a collaboration with various partners, including Integrated Maternal and Child Wellness Hub (IMCWH) at Bedok Polyclinic (SingHealth) to provide community support for ladies with postnatal depression. This service also extends to Tampines, beyond Filos' usual service boundary.

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