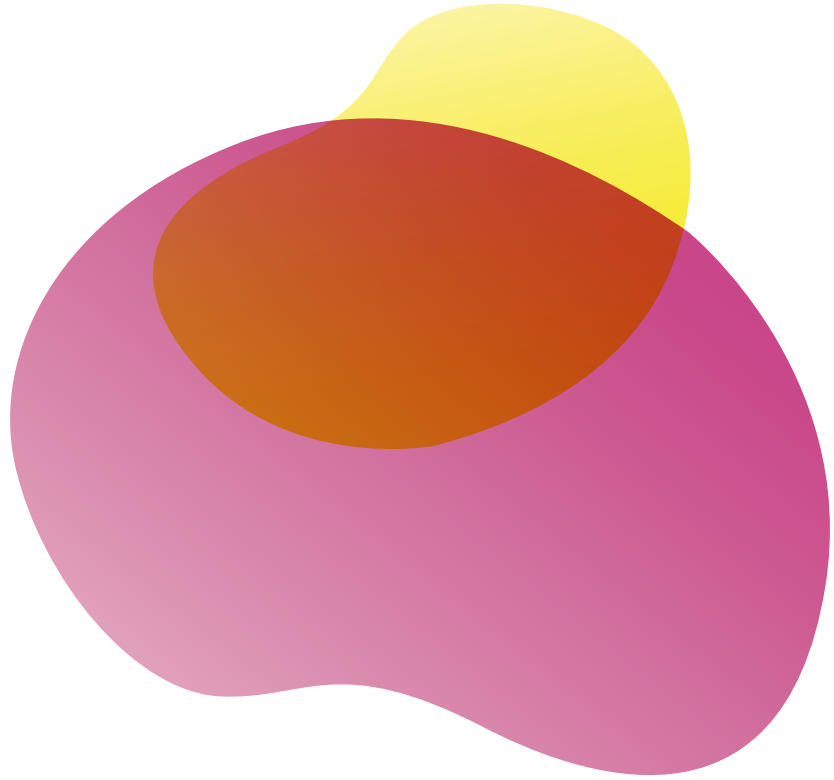
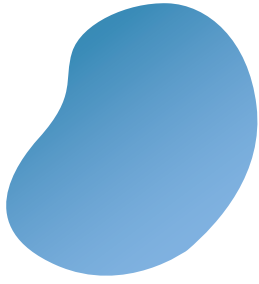




STEWARDSHIP | 2020 REPORT





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

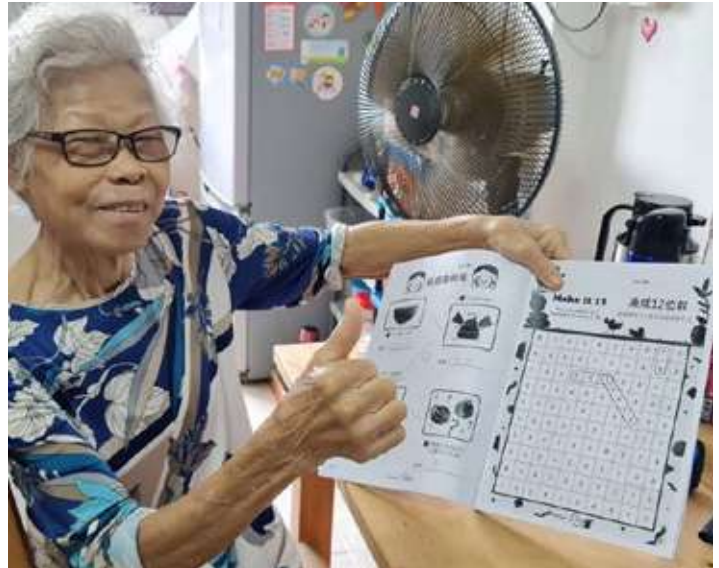
Community Engagement

Building a Caring Community

Eldercare

Integrating Health and Social Care

HIGHLIGHTS OF 2020





1 Raise towel up & down
把毛巾举起，放下



2 Turn side to side
握毛巾向左右转动



3 Pull towel upwards
把毛巾向上拉



4 Pull towel vertically behind back
把毛巾放身后，上下拉



5 Turn towel clockwise & anti-clockwise
把毛巾顺时针，逆时针转动



6 Hold towel behind back, lift up & down
毛巾放身后举起，放下



Message from the **CHAIRMAN**

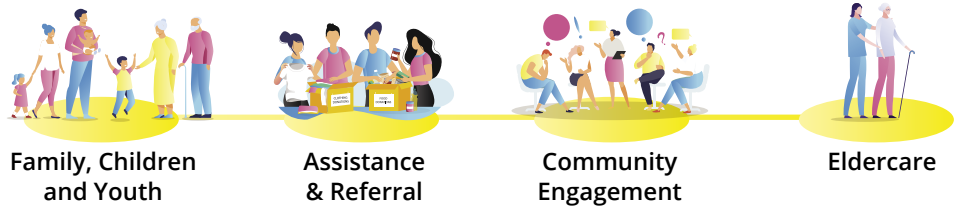


ALLAN WONG
Chairman
Filos Community Services

I need not say more that 2020 was a challenging year for everyone due to the Covid-19 pandemic. Filos may likewise be beaten, but not defeated. We overcame each situation and challenge as it came with perseverance and innovation. We remained duty bound to our stakeholders, clients, and beneficiaries. Our volunteers rose to the occasion with us. We were alert to every advisory and aware of difficulties. We were agile to negotiate and transform from old to new ways to continue to get work done and keep our services running. We knew we had to adapt quickly ourselves if we wanted to help individuals, families and communities to be resilient as well. This was the driving force that motivated us in 2020.

The Covid-19 pandemic was a disrupter but it was also a catalyst for new services and fast track digitalisation of our services.

We reorganised our services to the following:



This reflected the greater role we are now playing as the SG Cares Volunteer Centre @ Bedok.

In the area of Family, Children and Youth, the Parents Plus programmes went online. This actually increased our reach to parents. We also added the Parents Plus Adolescent program to enabling us to now serve parents of children from the pre-school, primary and adolescent years. A new program, the Green Spot, was also started in the midst of the pandemic, enabling children to gather together safely in an online playground, value added with lifeskill learning.

Our monthly Bread Distribution expanded into a monthly Waves of Blessing project that brought rations, hygiene packs and activity packs to nearly 300 families and isolated seniors facing food insecurity because of the pandemic. We are deeply grateful for the donations in cash and in kind that poured in to help with the urgent need.

Through our Community Engagement services, we extended rations distribution to the whole of Bedok Town through the Adopt a Block project. This mobilised corporate organisations to contribute through philanthropy as well as volunteerism to bring rations to 19 rental blocks in the town. The SG Cares Volunteer Centre @ Bedok also assisted Social Service Agencies (SSA) with the increased cleaning costs by providing hygiene packs to them. Volunteerism shifted to an online mode and we were in the frontlines adapting our services to an online mode of delivery, as well as sharing these best practices with SSAs. We also provided Zoom accounts for those SSAs who needed this resource to adapt to the new norm.

Our Eldercare services were whitelisted to continue our services to isolated seniors as well as clients with mental health conditions during the Circuit Breaker period. We created Activity Booklets to engage seniors in their homes. We freely shared these resources on our website, so more seniors could benefit from it. We adapted to virtual modes, stepping up phone calls and providing seniors with mobile devices and Wi-Fi access so that they could stay connected.

I would like to thank all our volunteers, donors, and sponsors for your continuing support. I want to also commend the staff for their tremendous efforts.

We look forward to the continuing journey to build stronger communities, together!

FAMILY, CHILDREN & YOUTH

Building Strong Marriages and Resilient Families

Filos' mission is to build healthy relationships within the family and their community with a particular emphasis on building strong marriages and equipping parents with skills to build resilient families.



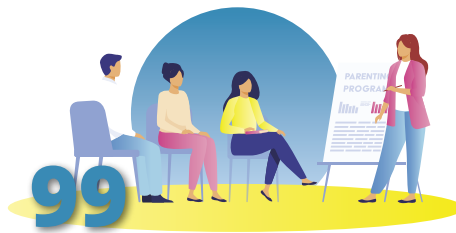
PARENTS PLUS PROGRAMMES

The Parents Plus programmes are evidence-based parenting courses that help promote confidence, learning and positive behaviour in children from 1 to 11 years as well as effective communication and positive relationships with adolescents from 12 to 16 years. During 2020, we switched to an online mode of conducting the workshops and saw an increase in number of participants who were able to join in the workshops.

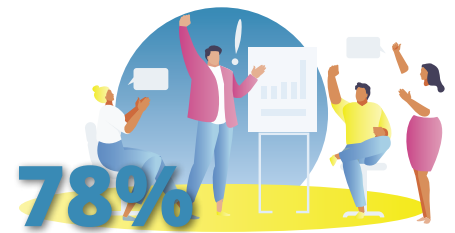
In spite of the Covid-19 pandemic, Filos expanded the programmes offered to include the Parent Plus Adolescents Programme and conducted 6 runs of ParentsPlus programmes in 2020.



150 parents reached through Family Life Education Programme



99 parents reached through Parents Plus Programmes



78% of the parents who attended the Parents Plus programmes reported having achieved their personal parenting goals after the workshops

“ I was encouraged by the sharing by the parents. It helped me to find out how other parents are coping and managing with similar issues that I face. The facilitator was affirming and guided the group to share in an amicable environment.”

- Mr Tan, 2 children, Aged 13 & 8

“ The programme is very strengths-based and had a good balance between participants typing into the Zoom chat box as well as sharing verbally with one another. This catered to both introverts and extroverts. The trainer was very knowledgeable about the topic.”

- Ms Hidayah, 2 children, Aged 9 & 8



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 were attended by 90 participants. They covered a range of topics from money management, IT lessons to Zumba classes.

“

I joined the Mothers Group in Filos this year during the pandemic so all the activities were arranged by zoom. Filos conduct English lessons, Zumba lessons and also the sessions on suitable career opportunities and how to use social media. My favourite is the Zumba class because it's so much fun and kids also can follow from home. I really felt lucky that Filos held the sessions on suitable career opportunities because it gave a lot of good input in choosing jobs and coaching on the interview process too. This raised my confidence and I was able to get a new job that suited my interests and passions. I look forward to the Mothers Group sessions! Thank you so much, Filos!"

- Putrie, mother with 3 children aged 7, 5 & 2



CHILDREN AND YOUTH

Filos believes in imparting and training students in life skills which will help them in their holistic development, equipping them to cope with the challenges of modern day demands and to build resiliency.



25

students enrolled in the Tuition programme



10

students enrolled in the Little Sprouts Phonics programme



3,303

students reached through the Total Recall programme



338

students reached through the STI/ HIV Awareness programme



20

students reached through the Sexuality Lifeskill Workshops



3

children mentored through the Befriending & Mentoring programme



102

students reached through the Holiday Enrichment programmes



PROGRAMMES:

Many of our programme, including tuition and the newly launched Green Spot Activity Centre, switched to online mode due to the pandemic. We mobilised resources and raised funds to equip our beneficiaries from low-income families with gadgets so that their learning and social engagement could continue.



TUITION

Tuition in English, Math and Science subjects was offered for Primary 1 to Secondary 1 students who come from low-income homes. There was also specialised Chinese tutoring for 3 students.



LITTLE SPROUTS

Little Sprouts, a phonics reading programme for preschoolers, aims to hone reading skills in children from low income, non-English speaking homes, to build their foundation in English literacy and prepare them for primary school years. The classes took on a hybrid mode (i.e. both virtual and onsite) for most of 2020.



HOLIDAY ENRICHMENT PROGRAMMES

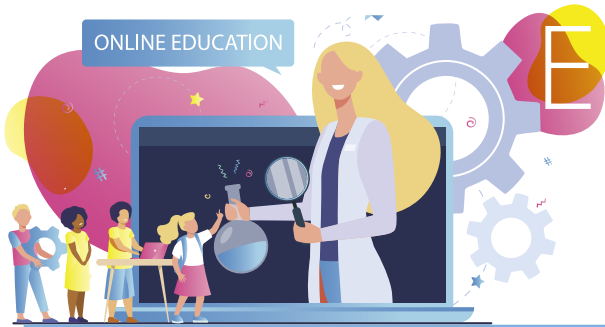
Filos organises enrichment programmes during the school holidays in collaboration with volunteers from corporates and schools. The aim is to engage children & youth with meaningful activities to build their resilience through skills and positive experiences. A total of 8 interactive and informative events were conducted in 2020.



PLANTS & PILLARS - BEFRIENDING & MENTORING

The Befriending & Mentoring Programme continued for 3 children who required support. In 2020, the Mentors & Befriendees had 27 sessions of befriending & mentoring sessions.





GREEN SPOT ACTIVITY CENTRE

The Green Spot Activity Centre was launched online in July 2020 to provide a cosy, safe, and nurturing environment for vulnerable children in the community. It provided a weekly opportunity for children in the community to play and learn together online. Theme-based activities were conducted and the children learned through life skills sharing, games and other interesting activities. This new initiative saw 68 children in attendance in the second half of 2020.



LIFE SKILLS PROGRAMMES

STI/HIV Awareness Programme

Filos collaborates closely with the Health Promotion Board to run a Sexuality Education programme that raises awareness on Sexually Transmitted Infections for Sec 3, Junior College and ITE students. During Covid19 pandemic in 2020, this Assembly Talk program was suspended. In Jan and Feb 2020, Filos conducted 2 talks to Secondary Schools with 338 students in attendance.

Sexuality Lifeskill Workshops

Filos was invited to conduct sexuality workshops for 20 youths at Chen Su Lan Children’s Home 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 school and Junior College students to raise awareness of ageing issues, especially dementia, to the next generation of caregivers. In 2020, Filos modified the programme into an online mode to enable the continuing delivery of the programme. Filos conducted 11 talks and workshops that reached 3,303 students.



Fin and Friz are siblings and they rarely speak English at home. When they first came to our Little Sprouts programme, they were shy and would just smile whenever someone asked them a question. A year later, they are amongst the chattiest in the class. When the pandemic struck, the volunteers wrote cards to encourage them to continue reading at home with the reading materials Filos sent to them every fortnight. When the restrictions eased and physical classes resumed onsite on alternate weeks, they were more than glad to return.

“While Friz is starting to learn to read, Fin has improved a lot in reading. They both enjoy the class so much and really really like their teachers a lot.”

- Mother of Fin & Friz

“ Every life matters and every child has intrinsic worth in the society regardless of their background and family circumstances. I hope to contribute in my own small ways to help those who are vulnerable to grow in confidence, character and values. Hopefully, one day they can contribute back to society in an effective and positive way.”

- Olivia, Plants & Pillars Mentor



FUTURE PLANS

- We plan to incorporate coaching components, in the Parents Plus programmes, to delve deeper into the topics and better support the parents on their journey.
- We plan to start a Learning Support Programme to help lower primary school students to master their literacy and numeracy skills for school preparedness.
- We plan to start a Reading Room programme to help children from low-income, non-English speaking homes improve their English literacy through honing their love for reading.
- We plan to grow the Children’s Befriending & Mentoring Programme to support and mentor more children.
- We hope to continue to collaborate with the Community Link project to support low income families in KCC.



ASSISTANCE AND REFERRAL

Helping in a Time of Need

Through providing economic relief, information, referral and counselling services, we hope to reach out to individuals and families in times of crisis.



SERVICES

- Economic Relief and Assistance**
 - Bread and Food Rations Distribution
 - Bursary and Scholarship Awards for Students
 - Taxi Vouchers for Clients from Filos and other SSAs in Bedok Town
- Information and Referral and Care Management**



5170

clients benefitted from Bread and Food Rations Distribution (Waves of Blessing*)



200

homes received monthly distribution of bread



415

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



110

clients were supported with Gojek/SMRT Vouchers for their medical appointments



15

students were awarded with bursaries



9

clients received coaching/counselling services

*The Waves of Blessings project was started during the pandemic. Filos was whitelisted from the time of the Circuit Breaker in April 2020, to continue to distribute rations to homes that had been affected by food and financial insecurity.



Mdm Jamilah and her 4 young children (between 4-12 years old) were greatly affected when her husband, the sole breadwinner, lost his job due to the Covid-19 pandemic. She wished to support the family by working but it took a while to settle her children and find a suitable job. During the difficult transition, Filos supported the family with monthly rations & shopping vouchers.

Thank you so much, Filos, for helping our family. I am very thankful for the food rations and vouchers we received to help my family's situation. I am also thankful to Filos for helping my children with tuition."

- Mdm Jamilah



FUTURE PLANS

We plan to streamline our rations distribution exercise with other efforts that are ongoing in the Kembangan-Chai Chee community in order to serve our residents better and avoid the duplication of services.

COMMUNITY ENGAGEMENT

Building a Caring Community

Through serving its dual roles as the SG Cares Volunteer Centre @ 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

Supporting Community Partners in Bedok Town - Recruiting, Matching and Curating Partnerships between Supply and Demand Organisations
- 2

Building Volunteer Management Capabilities of Partners
- 3

Building a Strong SG Cares Community Network

941 Volunteers were engaged across different programmes

6,531 Volunteering hours dedicated to helping our beneficiaries

35 Partnerships forged amongst SSAs, corporate organisations, schools and religious organisations

2,804 residents from 19 rental blocks in Bedok Town benefited from the Adopt A Block initiative

8 SSAs were supported through provision of digital resources

260 volunteers benefitted from our training workshops and support group sessions

60 corporate organisations and 18 SSAs and schools attended our networking sessions



1

SUPPORTING COMMUNITY PARTNERS IN BEDOK TOWN

- SG Cares-Gojek Medical Transport Subsidy Scheme**
 This scheme provides subsidised private hire rides by Gojek for low-income beneficiaries to attend their medical appointments. In 2020, 150 unique users were helped from 8 Social Service Organisations.
- Adopt A Block**
 Having done a community needs survey amongst SSAs during the Circuit Breaker period, it was found that there was a need for food and daily essentials among the clients of community partners. Adopt A Block was an initiative launched to help meet these needs.
- Digital Resources Support**
 Filos supported 6 SSAs, by coordinating the distribution of laptops and Wifi devices for 80 children for Home-Based Learning, and 2 SSAs with ZOOM premium accounts to ensure continual engagement with frail seniors.



2

BUILDING VOLUNTEER MANAGEMENT CAPABILITIES OF PARTNERS

- Senior Befriending Training Series**
 The Senior Befriending Training sessions were held on 15 May, 29 May and 6 Oct 2020. They were co-organised by Filos Community Services, Changi General Hospital and Southeast CDC.
- “ZOOM-ing in on ZOOM” Training Workshop**
 This workshop was held on 30 October 2020. It aimed to equip volunteers with knowledge in Zoom functions so that they can better engage their beneficiaries virtually. A total of 16 participants from 2 SSAs attended the workshop.
- Support Group Sessions for More Than Friends (MTF) and Community Befriending Programme (CBP) Volunteers**
 The MTF and CBP Support Group Sessions were held on 29 July 2020 and 28 August 2020 respectively. A combined total of 21 volunteers attended the sessions. The objective was to engage our volunteers and support them in their befriending journey as well as to update them on the latest Covid protocols.
- Volunteer Management Resources**
 The following resources in Volunteer Management were developed in 2020. They are featured on Filos' website so that SSAs can access them in developing their own Volunteer Management capabilities.
 - Revised Volunteer Centre Toolkit for Bedok Town
 - Volunteer Job Descriptions for Volunteering in the New Norm.
 - Covid-19 Volunteer Management Protocols
 - A monthly Volunteer Centre newsletter was launched to keep SSAs in Bedok Town updated on resources available for them.





3

BUILDING A STRONG SG CARES COMMUNITY NETWORK

- **Corporate-SSAs Networking Session**

- With the support of NCSS and MCCY, the SG Cares Volunteer Centre in Bedok, held our 2nd corporate networking session, titled “Volunteering in the New Norm”, on 18 September 2020. It was held virtually for the first time with 120 individuals from 60 organisations participating.
- The session offered a platform to explore how community partners and corporate organisations can work collectively in identifying needs and utilising niche skills to meet these needs.

- **School Values in Action (VIA) Networking Sessions**

The SG Cares Volunteer Centre @ Bedok invited secondary schools and JCs within Bedok town to participate in our VIA Networking Session, “Volunteering in the New Norm - a VIA Planning Conversation”, on 27 Oct 2020.

- **East Zone Cluster Networking Session**

- The East Zone Cluster Networking Session was initiated on 27 May 2020 as a space for community partners to exchange ideas on tackling the challenges they faced during COVID-19 and an opportunity for Filos to share about the ongoing initiatives that the SSAs could tap on. 20 participants from 11 SSAs attended the inaugural meeting.

- The following key needs of beneficiaries in Bedok Town were identified: Food insecurity, Social isolation, Loss of jobs / income, Lack of digital resources and knowledge. To tackle these needs, Filos VC mobilised 17 SSAs, partnering them to launch a series of Bedok Town Covid-19 initiatives.

- **Kembangan-Chai Chee Network**

SG Cares Volunteer Centre @ Bedok also works in close collaboration with the KCC network of partners in providing social-health and community care integration for residents living in Bedok.



“70-year-old Mr Lim has been using the Gojek Medical Transport Subsidy Scheme since it was first introduced to Kembangan-Chai Chee Seniors Activity Centre in July 2019. Having to go for dialysis frequently, Mr Lim used to have to take public transport for his appointments, and would sometimes be late. With the Gojek Medical Transport Subsidy Scheme, Mr Lim has benefited financially and can get to his dialysis appointments and back home after his long treatment with ease and comfort.

“Filos partnered with Sunlove Chai Chee in many different ways that produced positive outcomes. With the Covid-19 restrictions, only limited seniors and numbers are allowed at the centre at any given time. With the assistance of Filos’ volunteers, we were able to hold more activities with smaller groups. Rations played a part in reaching out to more households too. During this difficult time, the residents were happy to know that they were not forgotten because of volunteers doing household visits.”

- Kingsley Chen, Centre Manager at Sunlove SAC Chai Chee



“Temasek Polytechnic is very thankful to Filos for coming on board so readily as one of our community partners. Working with the community has and will always be a complex issue. The idea is not to create a saviour mentality in our youth but to develop a heart of humility and empathy. Through my interactions with Filos, I am heartened to witness how this aspect of volunteering is something they strongly drive towards to those who come forward to serve.”

- Ms Pamela Loh, Assistant Manager, Temasek Polytechnic

FUTURE PLANS

- **Mapping of Supply and Demand Organisations in Bedok Town:** Working closely with MCCY, we hope to better identify the needs of Bedok town as well as more effectively match supply to demand of beneficiaries.
- **Volunteer Recruitment Talks:** Targeted volunteer recruitment talks will be conducted to build a volunteer pool for our main beneficiary groups for Filos as well as SSAs in Bedok Town.
- **Extending Volunteer Training Workshops to Family, Children and Youth (FCY) volunteers:** We plan to conduct training sessions to better equip our FCY volunteers in their roles. This will be in addition to the current Senior Befriending Volunteer Training that we currently run.
- **Volunteer Management Training:** We aim to strengthen the volunteer management capabilities of SSAs in Bedok Town through relevant training.
- **Communities of Practice:** To continue building a connected, caring and resilient community, we plan to conduct town-level Communities of Practice for SSAs based on the demographics they serve – i.e. Eldercare, Persons with Disabilities, Children & Youth. These sessions are a deep dive into how we can work with one another to better engage beneficiaries.

ELDERCARE

Integrating Health and Social Care

Filos focuses on helping the elderly live independently in the community for as long as possible and maintain their physical, socio-emotional and mental health through active ageing activities, befriending and care management. Filos also plays a key role in providing linkage services for seniors to help them access care for their physical health, mental health and social care needs.



80
clients served through HAPPY Programme

73
engagements through Step Out Programme

205
clients received monthly Activity Booklets during Circuit Breaker



97
clients reached through 1697 phone calls and 91 home visits through More Than Friends programme

85
Befriendees in the Community Befriending Programme

1875
phone calls made through the Community Befriending Programme

72
clients served under the Eldersitter programme

115
physical visits made through the Community Befriending Programme

494
clients (including caregivers) enrolled in Community Resource, Engagement and Support Team programme

1511
home visits conducted. Outreach efforts reached 3774 persons for the Community Resource, Engagement and Support Team programme

41
clients served through the Case Management programme

128
clients enrolled in the Aftercare programme

251
clients enrolled in the Community Intervention Team Services



88
caregivers reached through Caregivers' Cove



ACTIVE AGEING

1

HAPPY PROGRAMME

HAPPY programme is an exercise programme with physical, mental and social components which aims to reverse physical and mental frailty in seniors. In 2020, HAPPY programme was conducted in hybrid mode (i.e. with virtual and physical sessions) so that vulnerable seniors can also join in the activities from their homes.

Mdm Tan's husband fell ill in 2019 and being his caregiver took a toll on her wellbeing. She approached Filos to register for active ageing activities after a family member encouraged her to take breaks and participate in social activities. As her husband's condition worsened, she took a break from Filos' activities to spend time with him. She remained grateful that Filos staff continued to befriend her, showing care and concern for her well-being.



2

STEP OUT

The STEP OUT programme focuses on physical, cognitive and nutritional well-being of seniors. Due to the COVID-19 pandemic, the programme evolved to help seniors pick up digital skills but continued to promote mental and physical resilience as well. The following programmes were conducted:

- Digital Skills Learning
- Mind Stimulation Session
- Interactive Frailty Prevention Programme
- Learning About Famous People
- Balik Kampong (Reminiscence)
- Christmas Card Decoration
- Telling Stories with Confidence



Mr Png who lives alone in his rental flat began to feel hopeless when he lost his job due to health issues. Filos staff reached out to him to persuade him to attend Filos' active ageing programmes. He was reluctant to participate, showing irregular attendance.

When the Covid-19 pandemic hit, he isolated himself even further. Despite this, Filos' staff continued to befriend him and made frequent phone calls to check on him. Mr Png was excited when he found out that he would be learning about technology. He was taught how to use the smartphone to google information and watch interesting videos. He subsequently also submitted an application for the Home Access Scheme for a home wifi and smartphone. We are glad to see that Mr Png is well engaged and happy again.

BEFRIENDING

Our befriending services switched to the mode of tele-befriending so that our seniors can stay socially connected during the pandemic, especially during the Circuit Breaker phase

1

MORE THAN FRIENDS (MTF) PROGRAMME

MTF is a befriending programme for seniors with chronic diseases and helps them to stay compliant to their medical care. Volunteer Befrienders assisted in tele-befriending instead of home visits to stay connected to the seniors amidst COVID-19 and provided them with emotional support and health monitoring. Referrals were made to link clients with services that meet their social or health care needs.

- Clients are screened for:
- Signs of Dementia and Depression
 - Medication and Medical Appointment Compliance
 - Falls Risks
 - Frailty

Mdm Zainah suffered a stroke and her recovery in isolation was not easy. Thanks to her befriender, Karyn, Mdm Zainah had someone to talk to. Besides receiving updates from Karyn about current affairs, Karyn offered a listening ear to Mdm Zainah. Karyn checked on Mdm Zainah regularly to find out whether she had attended her medical appointments and took her medicine regularly. MTF befriending has allowed Mdm Zainah to stay socially connected and committed to looking after her own health.





2

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.

Mdm Wan has a few chronic conditions and a leg injury which makes walking increasingly difficult with age. Under the CBP, a befriender connects with Mdm Wan regularly. Her befriender checked on her through phone calls and updated her about the latest information on mask collections and government initiatives. She was also assisted by Filos to apply for home wifi at a subsidised rate through the Home Access Scheme. She thanked Filos and her bendifenders saying, "They arranged festive surprises for me and celebrated my birthday. I feel very special."

3

ELDERSITTER PROGRAMME

This is a home-based intervention with befriending and therapeutic activities aimed at maintaining cognitive faculties in persons with dementia. Caregivers are empowered with knowledge and skills to build better relationships with their loved ones.

The COVID-19 pandemic had posed significant challenges due to restrictions on home visits. Caregivers helped seniors stay connected through Whatsapp video calls and Zoom sessions with Filos staff.



It should be a joyous time for **Mr Chia** and his wife as their son's wedding date was drawing near. However, things became very unsettling for the family as Mr Chia, who is hearing impaired, was diagnosed with dementia. This was an added challenge for the family. His son who was moving out felt worried for Mr Chia and tried his best to keep him mentally stimulated with activities. However, Mr Chia was uncooperative towards his efforts. The family decided to enrol Mr Chia under the Eldersitter Programme. Filos staff befriended and communicated with the family through written messages and gestures. Thanks to his wife who is always ready to assist, Mr Chia is now engaged regularly with activities led by a Filos staff. His wife and son appreciate the knowledge shared on dementia and the assistance provided by Filos.

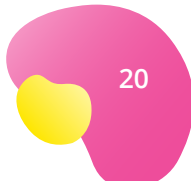
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CAREGIVERS' COVE

Caregivers' Cove was started in Jun 2020 to support caregivers of seniors, especially those with dementia. Caregivers are supported through a monthly online group that gives them an opportunity to share their concerns and support one another. Social Workers and Counsellors facilitate sessions which are often about common caregiving topics. Monthly tip sheets with useful knowledge on caregiving and self-care skills were also circulated to caregivers.



Lawrence and his mother look after his father who has dementia. It was challenging for him during COVID-19 as he had to work from home and at the same time, help his parents adjust to COVID-19 restrictions. He was invited to attend Filos' Caregivers' Cove Conversations on zoom. He hesitated at first, unsure if he could attend the meeting regularly. Now, he is a regular participant. The programme was timely in providing him useful information and resources to care better for his father.



CARE MANAGEMENT



1

CASE MANAGEMENT

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

2

COMMUNITY MENTAL HEALTH CARE

- **The CREST Service** provides vital links between residents and the mental health support networks. The team identifies and befriends persons at risk with mental health issues and provides emotional support to their caregivers. There is also outreach to the general public with mental health education and information.
- **Aftercare Programme**
The Aftercare Programme is a collaboration with the Institute of Mental Health (IMH) and the Agency for Integrated Care to support and reintegrate persons with mental health issues into the community. Case Managers from Filos and IMH jointly care for clients in the community. Case management was conducted through case conferences as joint home visits were suspended due to COVID-19.
- **COMIT (Community Intervention Team)**
COMIT Services provides psycho-social therapeutic intervention for persons with complex mental health issues and supports their caregivers so they can live well at home and in the community.

Mdm Yew lives with her husband and her aged mother at home. She has to look after her mother and her husband who has health conditions. Over time, the demands of caregiving took a toll on her. This interfered with the care she could provide for her loved ones.

She was referred to Filos CREST services and was placed in the Aftercare programme. Filos also assisted the family with monthly rations and transport assistance for her husband's medical appointments. Her mother was enrolled into Filos' befriending and active ageing programmes as well. "Thank you for the friendship and help in everything. Your transport assistance made it possible for my husband with walking difficulties to attend frequent medical appointments. Rations helped to reduce our expenses. My mother used to take care of me when I had issues in the past. I'm glad that she is also supported through your elderly programmes."

FUTURE PLANS

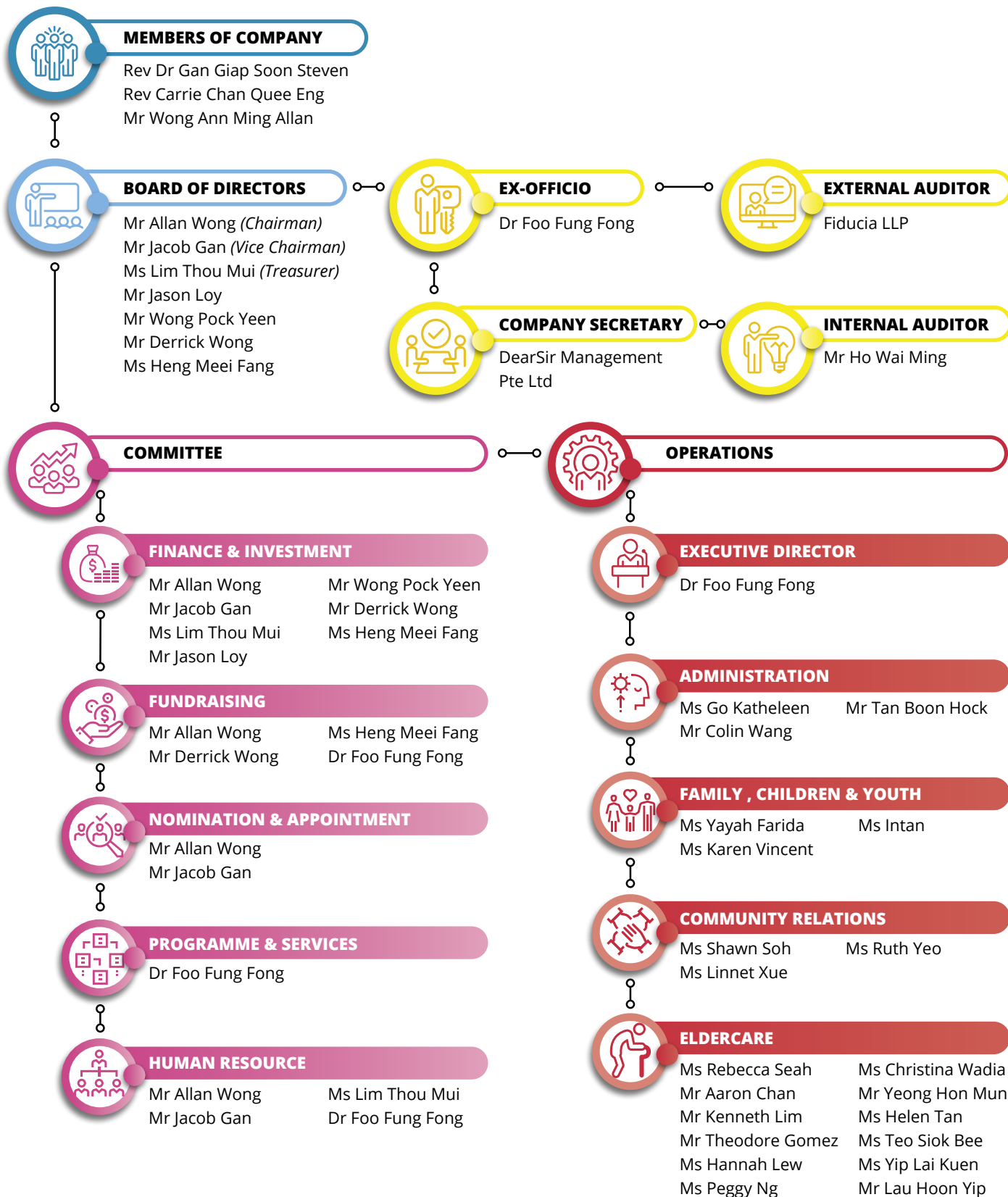
With MOH's strategic direction in the care for seniors in the community, Filos is preparing to operate according to the Active Ageing Centre model to provide Eldercare Centre services, namely Active Ageing, Buddy and Befriending, and Information and Referral services.

As the main provider of Community Mental Health services for Kembangan-Chai Chee, we will continue to collaborate with the KCC network partners to lead in care coordination, especially for clients with mental health issues. We plan to expand our outreach

efforts to Kampong Chai Chee to promote our COMIT and CREST services there.

We plan to restart the Cognitive Stimulation Therapy programme to support clients living with dementia. This programme was suspended during the pandemic. The 14-session series is a UK evidence-based programme that has been shown to have benefits on cognitive functioning and quality of life of persons with dementia. We hope to continue to provide Community-based Advanced Care Planning services for seniors.

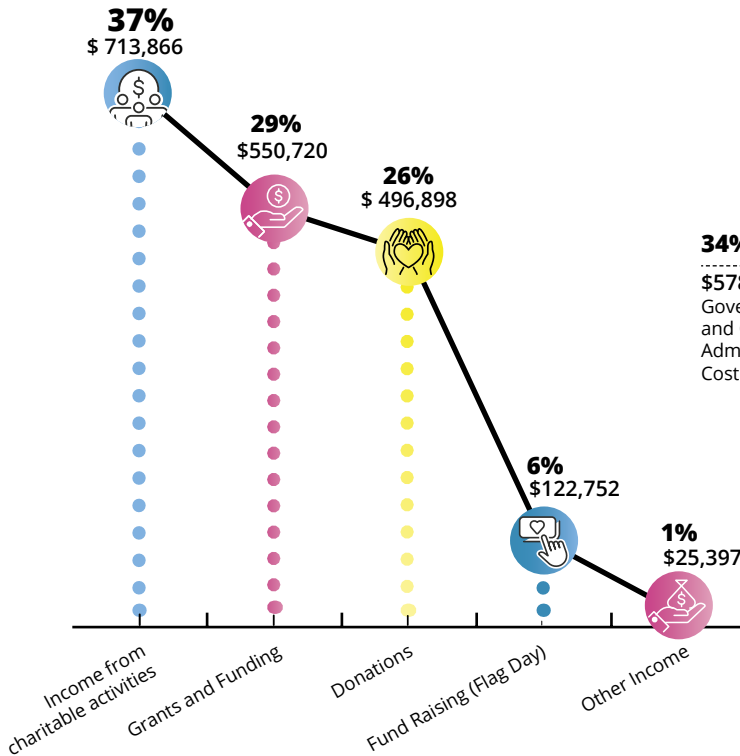
FILOS ORGANISATION CHART



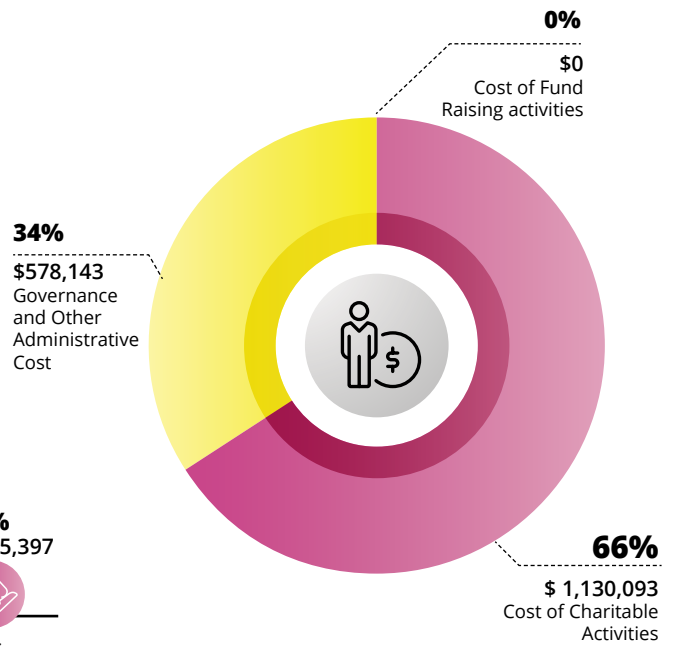
2020 SUMMARY FINANCIALS AND GOVERNANCE DECLARATIONS

Code of Governance, Disclosures, Asset Management and Reserves Policy

INCOME



EXPENDITURE:



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

1. No Board members are remunerated for their Board services in the financial year 2020.
2. 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.
3. Staff remuneration band \$100,001 - \$200,000. 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 1.38.

The management intends to establish the reserves at a level equivalent to 4 years of operating expenditure through increasing public awareness of their activities, 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.



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