



## Filos Community Services Charity Draw 2023

*Donate to a Child's Better Future*

*爱心捐款给孩子们的成长*

### Frequently Asked Questions

#### 常问问题

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

Filos Community Services ('Filos') 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 set up as Company limited by guarantee on 7 July 2004. On 19 August 2005, Filos was registered as a Charity, and became a member of NCSS on 18 November 2005. Filos Community Services was also awarded the Charity Transparency Award by the Charity Council in 2022.

#### 天友社区服务中心是谁？

天友社区服务中心 (简称为天友) 是个非盈利团体。我们旨在建立社区的力量。我们致力授权于个人和家庭以便享有更充实、有意义和快乐的生活。

无论是教导年轻家庭育儿技巧、教育儿童与青少年并塑造优良品格、协助长者原居安老、或资助经济拮据的家庭，对任何年龄层我们都有相关的项目和服务。

天友社区服务中心成立与 2004 年，于 2004 年 7 月 7 日成为担保责任有限公司。天友在 2005 年 8 月 19 日注册为慈善团体，并在 2005 年 11 月 18 日成为国家福利理事会成员。天友也在 2022 年获得慈善理事会颁获慈善团体通透奖。

#### 2. What is Filos Community Services' Mission?

To build resilience and empower individuals and families.

## **天友社区服务中心的使命是什么?**

建立和授权于个人和家庭。

### **3. When is the Draw Date?**

12 December 2023 (Tuesday), 12pm

### **慈善抽奖何时举行?**

2023 年 12 月 12 日(星期二), 中午 12 点

### **4. What are the top 3 prizes?**

1st prize: \$6888

2nd prize: \$3888

3rd prize: \$1888

### **抽奖的首三奖是什么?**

第一奖: \$6888

第二奖: \$3888

第三奖: \$1888

### **5) Where will the Draw be held at?**

Please call Filos Community Services at **6241 1503** to enquire on the draw venue.

### **慈善抽奖将会在哪举行?**

有兴趣参与的公众请致电 **6241 1503** 向天友社区服务中心询问有关抽奖地点。

### **6. Are we allowed to join for the viewing of the draw?**

Yes, everyone is invited to the draw happening on the **12 December 2023**. You can inform us if you are interested to join us for the draw by calling us at **6241 1503** or email us at [fundraising@filos.sg](mailto:fundraising@filos.sg).

## **公众是否能参与观看抽奖过程？**

天友社区服务中心邀请各位来观看 12 月 12 日的抽奖过程。有兴趣参与者可致电 **6241 1503** 或电邮到 [fundraising@filos.sg](mailto:fundraising@filos.sg) 通知您的意愿。

## **7) How will the funds raised from the donation draw help Filos Community Services?**

The funds raised from the donation draw will help Filos Community Services sustain our programmes and services for vulnerable and low-income children, youth and families to develop resilience as they face the challenges of life as well as to empower them to live healthy and fulfilling lives.

## **所筹的善款如何协助天友社区服务中心？**

筹款抽奖的善款将协助天友社区服务中心维持我们为弱势和低收入儿童、青少年和家庭所提供的项目和服务，加强他们面对生活挑战的韧性和授权于他们以活出健康和充实的生活。

## **8) Who will benefit from the funds raised?**

Vulnerable and low-income families, including children and youth beneficiaries, will benefit from the funds raised.

Funds will go towards:

- Food rations for vulnerable families, addressing food insecurity in low-income families
- Literacy and enrichment programmes for children, so no child gets left behind
- Parenting workshops for families to improve family relationships and functioning
- Bursaries and scholarships for students from low-income families
- Information and referral services as well as mental health support services for families, children and youth.

## **善款会让谁收益？**

善款将让弱势和低收入家庭，包括儿童和青少年受益。

善款将支持：

- 为弱势家庭提供干粮以帮助缓解低收入家庭粮食无保障的问题
- 为儿童提供教育和辅助活动，让儿童都不落在人后
- 为家庭提供育儿工作坊，改善家庭关系和运作
- 为家庭、儿童和青少年提供咨询转介和有关心理卫生的服务

## 9) What are some programmes and services that Filos Community Services provides for their beneficiaries and caregivers?

We are a multi-service Social Service Agency with programmes and services for beneficiaries of all ages, from children and youth to families and seniors. We also support persons who are at risk of or who have mental health issues in the community

### 天友社区服务中心提供什么活动和服务给受益人和他们的看护者?

我们是多元服务的社区团体，从儿童、青少年到长者为各年龄层的人士提供项目和服务。我们也支持社区内有精神问题或有关风险的人士。

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

##### *Building Strong Marriages and Resilient Families*

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.

- **Parent Plus Programmes**

The Parents Plus programmes are evidence-based workshops that equip parents with skills in building satisfying relationships and managing emotional and behavioural issues with their children.

Every child deserves equal and equitable access to all opportunities and resources. Filos' Children & Youth programmes aim to build the resilience of the younger generation through literacy education and imparting of life skills that will nurture them to fulfil their potential.

- **Tuition Programme for Needy Students**

Filos provides a weekly tuition programme in a safe, caring and fun learning environment for Primary 1 to Primary 6 students. The tuition sessions are conducted by our dedicated Volunteer Tutors on the core subjects including English, Mathematics and Science.

- **Phonics and Reading Programme**

The **Little Sprouts Phonics Programme** is conducted weekly to support preschool children from vulnerable backgrounds in learning to read and write in English through the use of phonics. The **Reading Room** is a weekly reading programme to support literacy in young children from vulnerable backgrounds. The programme aims to cultivate a love for reading through storytelling.

- **Literacy and Numeracy Programme**

The Early Learning Programme aims to help children from vulnerable backgrounds attain age-appropriate literacy and numeracy skills necessary for their primary school years. It consists of weekly sessions where volunteers guide the children in learning English and Math through interactive methods.

- **Enrichment Programmes**

Enrichment programmes and meaningful activities are conducted throughout the year to promote the adoption of healthy habits, as well as building resilience for better mental health. During school holidays, family outings are organised to provide opportunities for parent-child bonding.

## **家庭、儿童和青少年**

### *建立坚固的婚姻和有韧性的家庭*

坚固的家庭是健康社群的核心。天友家庭生活项目旨在授权于夫妻、家长和儿童所需的技能，坚固他们的关系，彼此扶持来建立有韧性的家庭度过人生的波折。

- **Parents Plus Programmes 育儿项目**

Parents Plus Programmes 是一项有实证研究的工作坊，**装备**教导家长建立令人满意的关系和处理儿童情绪和行为问题。

每个儿童都应有平等和公平的机会连接所有资源。天友儿童与青少年项目致力通过识字教育和传授生活技能建立下一代的韧性，培育他们发掘潜能。

- **有需学生补习项目**

天友为小一至小六的学生在安全、关爱和有趣的学习环境中提供每周补习项目。忠心的义工补习老师教导学生英文、数学和科学等核心科目。

- **发音和阅读项目**

《小豆芽》发音项目每周协助弱势家庭背景的幼儿通过发音学习英文阅读和书写。《阅读室》支持弱势背景的儿童，协助他们识字。这项目通过讲故事提高阅读兴趣。

- **识字和算数项目**

这初学识字和算数项目 (Early Learning Programme) 旨为弱势背景的儿童达到小学程度应有的识字和算数技能。义工每周将通过互动的方式指导儿童学习英文和数学。

- **强化项目**

常年的强化活动提倡健康习惯及加强心理韧性和健康。在学校假期举办家庭郊游提供亲子交流的机会。

## **Assistance and Referral**

### *Extending a Helping Hand in a Time of Need*

Filos supports individuals and families in the community through economic assistance, resource information, referral to other essential services, and person-centric care management. We believe in the power of strong community-based social and financial support to make a meaningful difference in the lives of families and residents facing challenging times.

- **Monthly Food Rations and Essential Items Distribution:** ‘Waves of Blessing’ and ‘Blessing Projects’, during festive periods, to reach vulnerable families and children and provide immediate relief.
- **Bursaries and Scholarships for Students:** To help alleviate the financial burdens of needy students and motivate them to work hard and achieve their goals.
- **Information and Referral Services to other Community Partners:** We work with many community partners and provide information and referral to other organisations, linking assistance avenues to beneficiaries to help meet their needs.

## **援助和转介**

### *在困境中伸出援手*

天友社区服务中心为有需的个人和家庭提供经济援助和资源咨询，转介必需服务，及提供以人为本的护理管理。我们相信坚固的社区社交和经济支援能为面对困境的居民和家庭带来曙光。

- **每月分派干粮和必需品:** 《祝福波浪》和其他季节性的祝福项目为弱势家庭和儿童及时缓解困境。
- **学生助学金和奖学金:** 帮助减轻有经济问题学生的负担和激励他们达成目标。
- **为其他社区伙伴提供资讯和转介服务:** 我们与许多社区伙伴合作，提供资讯和转介服务，为受益人提供援助管道协助满足他们的需要。

## **Community Engagement**

### *Building a Caring Community*

As a Social Service Agency, we also serve a dual role as the SG Cares Volunteer Centre @ Bedok (SG Cares VC @ Bedok). We aim to cultivate a community of care in Bedok town 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

#### **社区联系**

##### *建立一个关爱的社区*

作为一个社会服务机构，我们也扮演勿洛关爱新加坡义工综合中心 (SG Cares Volunteer Centre @ Bedok) 的双重角色。我们旨在勿洛镇栽培一个关怀社区，连接志愿者、伙伴和利益相关者确认社区强项和需要，通过志愿活动满足社区需要。我们推动的项目大概分类为以下几个重点：

1. 建立志愿能力和培育社区伙伴关系
2. 栽培志愿管理能力
3. 建立强壮的《关爱新加坡行动》社区网络

#### **Eldercare**

##### *Integrating Health and Social Care*

Filos Eldercare Services aim to build a community that fosters social inclusion and engagement, with an overarching goal of allowing older persons of all ages to age-in-place, living their golden years in familiar surroundings which they are happy to call HOME.

The **Filos Active Ageing Centre (AAC)** provides a suite of services to support seniors in building strong social connections in their Kembangan-Chai Chee neighbourhood and in receiving timely access to integrated health and social care that allows them to age healthily, productively and happily in their community.

- **Active Ageing Programmes** – Daily weekday programmes are held. These include but are not limited to the HAPPY exercise interest group, that prevent and reverse physical and cognitive frailty, and interest workshops (such as creative arts programmes) that engage seniors with various talents and interests.
- **Befriending Programmes** that reach out to isolated seniors, as well as seniors living with chronic diseases or who are frail. Volunteer befrienders support seniors through regular tele-befriending and home visits.
- **Care Support** is provided 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. Seniors may drop in at the Active Ageing Centre to receive help in connecting them to various programmes and services all around Singapore that they can attend to keep themselves active and healthy as they age in the community.
- **Community Screening** assists seniors to monitor their health through monitoring of vital signs including pulse and blood pressure checks and measurement of weight,

as they self-manage their chronic diseases in the community, in line with their personalised Health Plan. This is part of the Ministry of Health's Healthier SG initiative.

## **长者服务**

### *结合健康与社交关怀*

天友长者服务旨在栽培一个具有凝聚力和包容性的社区，目的是让长者原居安老，在熟悉的家庭环境中安详晚年。

天友活跃乐龄中心 (Filos AAC) 提供一系列的服务支持长者在景榜岸菜市邻里建立坚固的社区联系，和及时联系综合保健与社区关怀得以健康安老，享有建设性和快乐的社区生活。

- **活跃乐龄项目**在星期一至星期五举行。这包括 HAPPY 运动预防和恢复身体和认知衰退，和其他手工等兴趣小组吸引有不同天分和兴趣的长者参加。
- **伙伴项目**向孤独和患慢性病的长者伸出援手。志愿者通过电话和家访支持长者。
- **关怀支持**为有复杂医药或社交问题的长者提供咨询和转介服务以解决他们的问题。
- **社区连接**为长者的生活和社交提供联系和介入服务。长者可前往乐龄活跃中心，请求协助他们连接全岛各类的项目和服务，以便在社区里保持活跃和健康。
- **社区测试**协助长者通过生命体征，包括心跳、血压和体重指数监测，在邻里根据个人保健计划观察和管控自己的慢性疾病。这是卫生部推动的健康 SG (Healthier SG) 项目。

## **Community Mental Health**

### *Nurturing Mental Wellness for All*

Filos' Community Mental Health Services support persons who are at risk of or who have mental health issues to live and age well in the community.

1. **CREST Filos** 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.
  - **Cognitive Stimulation Therapy** is a series of workshops conducted in a group setting to improve cognition, independence and wellbeing for individuals living with mild to moderate dementia.
  - **Caregivers' Cove** is a monthly online group that provides caregivers with emotional support and knowledge on mental health issues to assist them in caring for loved ones at home.
  - **CREST Post-Diagnostic Support (PDS)** Filos is a programme supporting 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.
- **Advance Care Planning (ACP)** facilitates a series of discussions to plan for your future health and personal care.

2. **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 mental health 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 extends to Tampines, beyond Filos' usual service boundary.

## **社区心理卫生**

*为众人培育心理健康*

天友社区心理卫生服务支持有心理卫生问题或有关风险的人士在邻里原居安老。

**1) 天友 CREST** 支持 18 岁以上有心理问题 (如忧郁症) 和心理疾病风险的人士。我们也支持患有失智症的长者原居安老。

- **认知刺激治疗**是一系列小组项目，帮助初期和中期的失智症患者改善认知功能。
- **看护者港湾**让看护者每月上线，以小组形式领受心理支持和与心理卫生相关的知识来照顾家人。
- **天友 CREST-Post-Diagnostic Support (PDS)** 提供友伴服务、传授卫生知识和连接必需服务支持初期诊断失智症患者和看护者。这是与新加坡心理卫生学院联合的项目。
- **长者看护**为失智症患者提供的居家介入项目。
- **预先护理计划 (ACP)** 提供一系列的对话服务，促使您为将来的健康和护理规划。

**2) 天友 COMIT (景万岸与甘榜菜市)**为有复杂心理卫生问题的人士提供介入和个案管理服务。这包括：

- **Aftercare Programme** 是与新加坡心理卫生学院联合的项目，支持心理病患融入社区生活。
- **天友 PND (产后忧郁)** 是与一些伙伴包括勿洛综合诊疗所的 IMCWH 联合的项目，为患有产后忧郁症的妇女提供社区支援。该项目超越天友服务的一般范围，延申到淡滨尼地区。