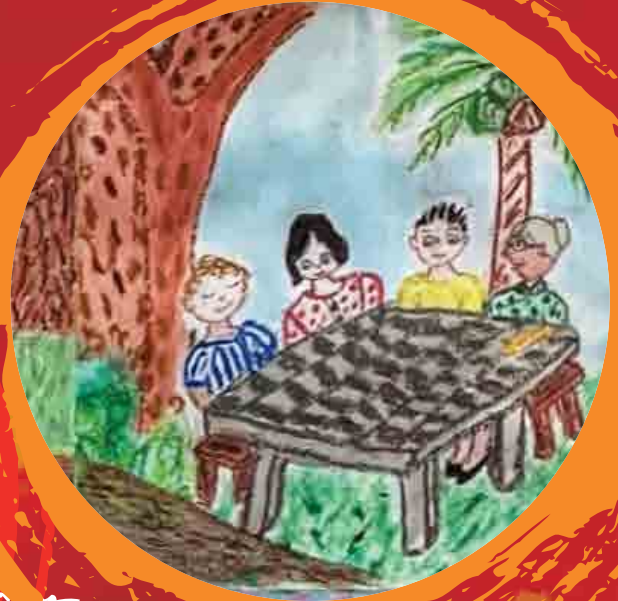




SOCIETY OF SHENG HONG WELFARE SERVICES
城隍慈善基金会



ANNUAL REPORT FY20-21
2020-2021 财政年度报告

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ABOUT SOCIETY OF SHENG HONG WELFARE SERVICES 关于城隍慈善基金会

The Society of Sheng Hong Welfare Services (SSHWS) was inaugurated as the welfare arm of Lorong Koo Chye Sheng Hong Temple Association in 2000, with the overarching objective of carrying out good work and welfare activities that relieve hardship and benefit society.

SSHWS was registered as a Society (April 2000), gazetted as a Charity (May 2000), accorded status of Institution of Public Character (IPC) since November 2000 and became a full member of National Council of Social Service in November 2001.

城隍慈善基金会于2000年成立，作为韭菜芭城隍庙联谊会属下的福利机构，其宗旨是透过开展优良的社区工作和福利活动，伸出援手，造福社会。

基金会于2000年4月注册为合法社团，并于2000年5月刊登宪报成为慈善机构。于2001年11月被授予公益机构 (IPC) 资格及成为国家福利理事会 (NCSS) 的正式会员。

Our Mission 我们的使命

To provide assistance, welfare and relief, financial or otherwise, to all people, without discrimination as to race, language, creed or religion, so as to promote education, foster friendship and community cohesion. 不分种族、语言、信仰和宗教，向所有人提供经济、福利和其他方面的援助和救济，并致力促进教育，培养社区群体的友谊和巩固凝聚力。

Our Vision 我们的愿景

To become a leading Taoist-operated charity 成为领先的道教慈善机构

Our Values 我们的信念

As the nurturing quality of water cited from Dao De Jing, Chapter 8, we strive to conduct ourselves and our services with:

上善若水。心善渊，与善仁，言善信，事善能，动善时。

取自道德经 第八章

我们在推行服务时，秉承以下信念

Empathy	尊重同理
Compassion	关爱同情
Integrity	诚实正直
Excellence	追求卓越
Strategic	精心策略

Official Address 注册地址:	15 Arumugam Road, Singapore 409960 新加坡阿鲁慕甘路15号 邮编409960
Correspondence Address 通讯地址:	237 Hougang Street 21, #01-406, Singapore 530237 新加坡后港21街大牌237座门牌 #01-406 邮编530237
Contact Numbers 联络号码:	+65 6289 5022 (Tel 电话), +65 62898242 (Fax 传真)
Email Address 电邮地址:	fsc@shenghong.org.sg
Website 网址:	http://www.shenghong.org.sg
UEN Identification No. 单一机构识别号码:	T00SS0066C
GST Registration No. 消费税注册号码:	M90373844C
IPC Registration Period 公益机构注册期:	01/01/2020 – 31/12/2021
Bankers 往来银行:	Overseas-Chinese Banking Corporation Limited 华侨银行 DBS Bank Ltd 星展银行 Maybank Singapore Limited 马来亚银行 Hong Leong Finance 丰隆金融 Bank of China 中国银行
Auditors 审计师:	Teo Liang Chye PAC Public Accountants and Chartered Accounts, Singapore



PRESIDENT'S MESSAGE 主席的话

Over the last two decades, the Society of Sheng Hong Welfare Services (SSHWS) has grown from a family service centre established in January 2001, to a multi-service agency that provides children, family and senior services. Today, SSHWS supports over 1,800 clients across all ages through five centres each year.

Former Executive Director Mrs Sara Tan, who retired this year after serving the agency for 19 years, has been instrumental in the agency's growth and development. I would like to take this opportunity to thank Sara for her service and dedication throughout the years. At the same time, I would also like to welcome our new Director Mr Low Mun Heng to the SSHWS family.

This year, as we celebrate our 20th anniversary, SSHWS will be embarking on a digital transformation project to digitalise our human resource and finance operations. Digitalisation will allow SSHWS to improve our data collection process, collaborate with partners more effectively and transform client experience. Through this digitalisation process, we hope to provide more efficient services to our clients and enhance the society's governance.

2020 has been a challenging year for many of us. At SSHWS, our programmes and services teams have not only rose to the occasion and responded to the increasing needs of the community, but gone over and beyond to ensure that despite the COVID-19 pandemic, these needs were being looked after.

In the coming year, SSHWS strives to maintain the good work that we have always been doing – that is, putting our clients and community first – and we hope that you will continue to show us your support in the year ahead.

Ling Kin Huat, BBM
President,
Society of Sheng Hong Welfare Services

过去二十年，城隍慈善基金会从成立于2001年1月的家庭服务中心，发展成为一个提供儿童、家庭和乐龄人士服务的综合服务机构。时至今日，每年透过五个中心受惠於基金会服务的不同年龄人士已经超过1800人。

今年退休的前执行主任陈胡丽群女士为基金会服务了19年，对基金会的成长和发展发挥了重要作用。我想借此机会感谢她多年来的服务和奉献。同时，我也欢迎我们的新主任刘文兴先生加入基金会的大家庭。

今年，在我们庆祝成立20周年之际，基金会将着手实施数码化转型，把我们的人力资源管理和财务运营数码化。数码化将使基金会改进数据收集流程，更有效地与合作伙伴合作并改善服务对象的经验。通过这一数字化进程，我们希望为公众提供更高效的服务，并加强机构管治。

2020年对于我们许多人来说都是充满挑战的一年。我们基金会的服务团队不仅组织各个项目以回应社区日益增长的需求，而且还竭尽全力确保这些需求在新冠疫情期间得到照顾和满足。

在未来的日子里，基金会将致力保持我们一直进行的良好工作 - 也就是把我们的服务对象和社区放在首位 - 希望未来您也会继续支持我们。

林金发先生, BBM
城隍慈善基金会主席



SHENG HONG TEMPLE CHAIRMAN'S MESSAGE 菜芭城隍庙主席的话

Some 20 years ago, Sheng Hong Temple founded the Society of Sheng Hong Welfare Services (SSHWS) on Taoist beliefs and values, with the aim of relieving hardship and benefiting the community and society at large. Over the years, SSHWS has constantly enhanced their services and upgraded their facilities to ensure that the needs of their beneficiaries have been adequately supported.

Last year, the COVID-19 pandemic brought forth a new set of challenges. However, the SSHWS team responded swiftly and adapted to the new normal to keep helping their beneficiaries. I am especially happy to note that there has been greater synergy and more collaboration between the various centres, allowing for higher engagement of the beneficiaries.

For example, Hougang Sheng Hong Family Service Centre (FSC) and Life Point came together to put on a series of online Advance Care Planning (ACP) talks, reaching out to more than 2,000 individuals in total.

I acknowledge the difficulty in organising events – be it online or offline – during this unprecedented period, in which national guidelines and safety precautions are ever-changing. At the same time, I would also like to commend the SSHWS team for their commitment, and for doing such a great job despite the hard times.

SSHWS celebrates its 20th anniversary this year. In the coming years, I look forward to seeing the society establish long-term partnerships with its community partners, volunteers and donors, as it continues to nurture and support the community.

Mr Tan Thiam Lye, BBM(L)
Chairman, Sheng Hong Temple
Hon Secretary,
Society of Sheng Hong Welfare Services

大约20年前，菲菜芭城隍庙以道教信仰和价值观为基础成立了城隍慈善基金会，旨在减轻苦难，造福社区以及社会。多年来，基金会不断加强服务，升级设施，以确保受惠对象的需要得到充分支持。

去年的新冠疫情带来了一系列新的挑战。然而，基金会团队迅速做出反应，并适应了新常态，继续帮助我们的服务对象。我特别高兴地注意到，各个中心之间有了更多的合作，彼此有着更大的协同作用，我们的服务对象参加活动的参与度也提高了。

比如说，后港城隍家庭服务中心(FSC)和生命同行坊联合主办了一系列预先护理计划(ACP)线上讲座，总共有2,000多人参与。

确实在这个前所未有的时期，随着防疫措施不断变动，无论是线上还是线下，组织活动都非常困难。同时，我要在此赞扬基金会团队的奉献精神，以及他们在这段困难时期出色的工作。

今年城隍慈善基金会庆祝成立 20 周年。在未来的日子里，我期待看到基金会与各个社区合作伙伴、志愿者和捐助者之间能够建立长期的合作伙伴关系，继续支持我们的社区。

陈添来先生, BBM(L)
菲菜芭城隍庙主席
城隍慈善基金会荣誉秘书



DIRECTOR'S MESSAGE 主任的话

FY2020-2021 was an unprecedented year. Not only did we have to face the trial of the pandemic, we at the Society of Sheng Hong Welfare Services (SSHWS) also had to overcome the challenge of providing uninterrupted services to our clients and garnering continued support from volunteers, donors and sponsors during this difficult time.

I am very proud and grateful to the staff for their adaptability, resilience and commitment, as they innovated and modified the delivery of our services to ensure that service is not disrupted and that our clients' needs were met.

Our family services team took to online platforms to maintain regular contact with clients with higher needs, resulting in a twofold increase in the total number of cases that our social workers saw. Other services such as Life Point and Sheng Hong Active Ageing Hub @ Sennett made sure that our seniors were not left behind. The staff made every effort to engage with the seniors, going as far to call them to guide them on going digital. Since then, we have seen over 1,800 seniors participating in our Zoom activities.

It was also important to us that our community efforts and outreach continued during the pandemic. Our children and senior teams conducted more than 25 sessions to assist the vulnerable in our community. For example, we continued to instil good reading habits in young children through our KidsRead programme, and engaged and built insights about living well through the Heritage Walk programme.

This period may be tough, but we believe that we will pull through together as a team, as a community and as a society, as we seek to ensure that our beneficiaries are well taken care of.

Mr Low Mun Heng
Director,
Society of Sheng Hong Welfare Services

2020-2021财政年度是前所未有的。不仅要面对新冠疫情的考验，我们城隍慈善基金会(SSHWS)还必须在这困难时期克服挑战，为服务对象提供不间断的服务，并要获得志愿者，捐助人和赞助人持续的支持。

我为全体人员的适应能力、韧性和奉献精神感到非常自豪和感激，他们创新和调整了我们提供服务的方式，以确保服务不会中断并满足服务对象的需要。

我们的家庭服务中心团队通过线上平台与更需要我们服务的对象保持定期接触，这使我们的社工处理的个案总数增加了两倍。其他服务方面，生命同行坊和城隍信立乐龄中心致力确保我们的乐龄人士在这段时期不会被抛在后头。他们尽一切的努力与乐龄人士接触，甚至打电话给他们，指导他们走向数码化。从那时起，我们已经看到超过 1,800 名乐龄人士参加了我们透过 Zoom举办的活动。

在疫情期间，我们的社区和外展活动继续进行，这对我们来说也是非常重要。我们的儿童和乐龄服务团队进行了超过 25 次活动，以帮助我们社区里的弱势群体。比如说，我们继续通过儿童悦读计划(儿童启蒙阅读计划)向幼儿灌输良好的阅读习惯，并通过 Heritage Walk 计划参与并建立对于美好生活的了解。

这段日子可能很艰难，但我们相信，作为一个团队、一个社区和一个社会，将共同渡过难关，努力确保我们的受益对象得到良好的照顾。

刘文兴先生
城隍慈善基金会主任

Advisors 顾问

Ms Tina Hung
Senior Consultant, NCSS
国家福利理事会高级顾问

A/P Dr Lee Cheng
Senior Consultant, Vice Chairman Medical Board,
Institute of Mental Health
心理卫生学院医疗委员会副主席、高级顾问

Ms Lim Suu Kuan
Former Board Chairman, Advisor to SOS Board of
management & member of committees
新加坡援人协会前主席、顾问

**Management Committee
理事会 (2019 - 2021)**

	Attendance 出席率
Mr Ling Kin Huat, BBM 林金发先生, BBM President 主席	100%
Mr Lim Chwee Kim, BBM 林水金先生, BBM 1st Vice President 第一副主席	0%
Mr Ong Kuan, BBM 王权先生, BBM Vice President 副主席	75%
Mr Soon Cheok Kah 孙祝嘉先生 Vice President 副主席	100%
Mr Tan Thiam Lye, BBM(L) 陈添来先生, BBM(L) Secretary 秘书	75%
Mr Tan Eng Wat 陈永发先生 Assistant Secretary 助理秘书	75%
Ms Goh Geok Choo, Adeline 吴玉珠女士 Treasurer 财政	100%
Ms Ong Aii Ley 王爱丽女士 Assistant Treasurer 助理财政	100%

	Attendance 出席率
Mr Lim Chin Poh 林振宝先生 Member 理事	25%
Ms Jennifer Chew Geok Hoon, PBM 周玉云女士, PBM Member 理事	75%
Mr Soong Kok Chee 宋国瑜先生 Member 理事	75%
Mr Sim Wai Chin, BBM(L) 沈怀深先生, BBM(L) Member 理事	50%
Mr Lim Tiam Teng (Raymond), PBM 林添丁先生, PBM Member 理事	75%
Mr Long Say Keng, Adrian 龙仕庚先生 Member 理事	75%

Trustees 受托人

Mr Ling Kin Huat, BBM 林金发先生, BBM	16/08/2005
Mr Tan Thiam Lye, BBM(L) 陈添来先生, BBM(L)	16/08/2005
Mr Tan Tee Sea, PBM 陈志城先生, PBM	16/08/2005 – 13/02/2021
Mr Soon Cheok Kah 孙祝嘉先生	29/10/2020

Honorary Auditors 名誉审计

Mr Davy Teng Swee Lim 丁瑞霖先生	01/09/2019
Mr Siew Kian Nam 萧建南先生	01/09/2019

The Society of Sheng Hong Welfare Services (SSHWS) is governed by a Management Committee whose members are elected according to the governing instrument, the Constitution. SSHWS was established with clear vision and mission objectives, which align with the governing document, the Constitution, which was last revised in October 2005.

Role of Management Committee as a Governing Board

The Management Committee provides strategic direction and oversight of all programmes and services under SSHWS. It steers the charity towards fulfilling its vision and mission through good governance.

As part of its role, the following matters require the Management Committee's approval:

- Approve budget for the financial year and monitor expenditure against budget;
- Review and approve quarterly financial statements;
- Regularly monitor the progress of SSHWS's programmes.

Term limit of Management Committee

All office-bearers, except the Treasurer and Assistant Treasurer, may be re-elected to the same or related post for a consecutive term of service. The term of office of the Committee is two years. Some of the governing board members have been serving on the board for more than 10 consecutive years due to their dedication and commitment towards the cause of SSHWS.

Any member of the Committee absenting himself from three meetings consecutively without satisfactory explanations shall be deemed to have withdrawn from the Committee and a successor may be co-opted by the Committee to service until the next Annual General Meeting.

Disclosure of Remuneration & Benefits Received by Management Committee Members

All Committee Members of SSHWS serve on a voluntary basis and receive no remuneration in any form during the financial year.

There is also no paid staff who is a close member of the family of the Executive Head or a governing board member.

Conflict of Interest

The members of the Management Committee strive to act in the best interest of SSHWS. There are clear policies and procedures to declare, prevent and address conflict of interest. All key staff and committee members are required to declare potential conflict of interest and abstain from decision making when such situations of conflict arise.

Resource Management

SSHWS has set in place documented human resource policies and procedures to manage and reward its employees.

SSHWS has established adequate internal control policy and procedures, including financial, operational and compliance controls, to ensure accountable and legitimate deployment and management of its resources.

Reserve Policy

To ensure long term financial sustainability and the provision of our core activities, SSHWS has adopted the recommendations from NCSS to retain reserves of not more than five years of its total operating expenditure. SSHWS anticipates that all its Centres and programmes will run at a deficit. From time to time, the Management Committee of SSHWS will seek funding support from its principal sponsor, the Lorong Koo Chye Sheng Hong Temple Association and its affiliates to have enough cash flow to sustain its operations for at least three to six months.

Public Communication

SSHWS maintains its integrity and transparency of serving for public trust and community good. SSHWS provides both financial and non-financial information on regular basis to the public about its mission, structure, programmes, activities, performance and finances through its publicity materials, letters to stakeholders, annual reports, Charity Portal, its corporate website and other online platforms such as Facebook and Instagram.

GOVERNANCE 机构管治

城隍慈善基金会 (SSHWS) 由管理委员会管理，管理委员会成员依据章程选举产生。基金会依据章程成立，具有明确的愿景和使命目标。章程于 2005 年 10 月作最后一次修订。

管理委员会作为治理机构的角

管理委员会指导和监督基金会旗下的所有项目和服务，并通过良好的管治使基金会作为慈善机构实现其愿景和使命。

作为其职责的一部分，以下事项需要管理委员会的批准：

- 批准财政年度预算并根据预算监督支出；
- 审查和批准季度财务报告；
- 定期监督基金会的项目进度

管理委员会的任期

除了财政和助理财政以外，所有担当职位的成员均可连任同一或相关职位，连续任职。管理委员会的任期为2年。一些管理委员会成员基于对基金会事业的奉献和承诺，已连续任职超过 10 年。

任何管理委员会成员连续三次缺席会议而没有合理解释，将被视为退出管理委员会，管理委员会可以增选继任者，其任期将直到下一届年度大会。

管理委员会成员的薪酬福利披露

基金会的所有管理委员会成员都是义务工作，在财政年度内不收取任何形式的报酬。

带薪的工作人员里并没有行政主管或管理委员会成员的亲属。

利益冲突

管理委员会的成员致力以基金会的最佳利益行事。基金会有明确的政策和程序去声明、预防和和处理利益冲突的情况。所有主要人员和管理委员会成员都必须声明潜在的利益冲突，并在发生此类冲突时避免参与决策。

资源管理

基金会明文制定了完备的人力资源政策和程序来管理和奖励员工。

基金会建立了符合需要的内部控制政策和程序，包括财务、营运和合规控制，以确保对其资源进行负责任和合理的部署和管理。

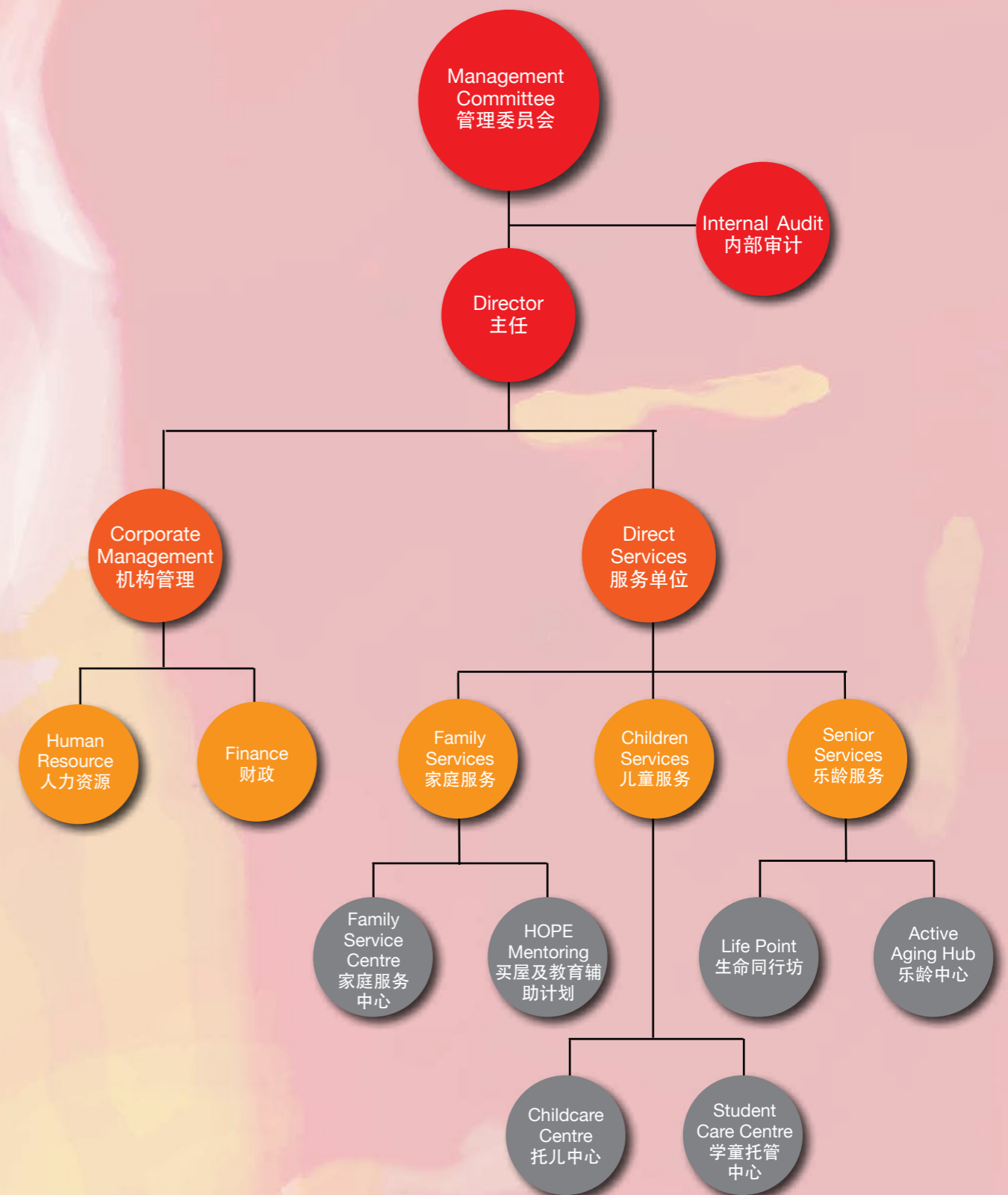
储备金政策

为了确保长期财务的可持续性和核心服务的提供，基金会已采纳国家福利理事会的建议，保留不超过其总营运支出五年的储备金。基金会预计旗下所有中心和项目都将处于财政赤字状态。基金会的管理委员会将不时寻求其主要赞助机构菲菜芭城隍庙联谊会及其附属机构的资金支持，以拥有足够的现金流来维持其营运至少三至六个月。

对外联络

基金会始终保持公信度和透明度以得到公众信任，并为社区利益服务。基金会通过其宣传材料、面向各有关方面的信函、年度报告、慈善门户平台(Charity Portal)、机构网站和其他网上平台，例如面簿和 Instagram，定期向公众提供有关其使命、架构、计划、活动、绩效和财政的财务和非财务讯息。

ORGANISATION CHART 组织架构图



Hougang Sheng Hong Family Service Centre 后港城隍家庭服务中心

Provides help and support to individuals and families in need, and help them to cope with personal, social and emotional challenges in their lives.

为有需要的个人和家庭提供帮助和支持，帮助他们应对生活中的个人、社会和情绪挑战。

Address 地址: 237 Hougang Street 21, #01-406, Singapore 530237
新加坡后港21街大牌237座门牌 #01-406邮编530237
Telephone 电话: +65 6289 5022
Fax 传真: +65 6289 8242
Email 电邮: fsc@shenghong.org.sg
Opening Hours 开放时间: Mondays - Fridays 星期一至星期五 (9am - 6pm)
Saturdays 星期六 (9am - 1pm)
Extended Opening Hours 延长开放时间: Tuesdays & Thursdays 星期二及星期四 (6pm - 9pm)

Hougang Sheng Hong Student Care Centre 后港城隍学童托管中心

Provides quality care and enrichment services to support working parents by looking after and supervising their primary school-going children during after-school hours.

提供优质的照护和增益服务，放学后照顾和监督小学学生以支持在职父母。

Address 地址: 238 Hougang Avenue 1, #01-292, Singapore 530238
新加坡后港1道大牌238座门牌#01-292 邮编 530238
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Fax 传真: +65 6285 0461
Email 电邮: scc@shenghong.org.sg
Opening Hours 开放时间: Mondays - Fridays 星期一至星期五 (12.30pm - 7.30pm)
Extended Opening Hours during School Holidays and School Closure Days
学校假期和学校停课日期间延长开放时间: Mondays - Fridays 星期一至星期五 (7am - 7pm)

MacPherson Sheng Hong Childcare Centre 麦波申城隍托儿中心

Provides child-centric, play-based and experiential learning approach, so that each child can develop holistically and fully in a fun, caring and secure environment.

提供以孩子为中心、以游戏为基础的体验式学习方法，让每个孩子都能在有趣、受关怀和安全的环境里全面地发展。

Address 地址: 175 MacPherson Road, Singapore 348537
新加坡麦波申路175号 邮编 348537
Telephone 电话: +65 6858 5862
Fax 传真: +65 6858 2809
Email 电邮: childcare@shenghong.org.sg
Opening Hours 开放时间: Mondays - Fridays 星期一至星期五 (7am - 7pm)
Saturdays 星期六 (8am - 1pm)

Life Point 生命同行坊

Informs seniors of the benefits in early planning for end-of-life matters, empowers seniors in making critical decisions related to their personal welfare, health and financial matters, before and after death, and supports seniors in living out meaning of life through learning, sharing, participation and making contribution in variety of platforms.

提倡乐龄人士提早善终规划的好处，让乐龄人士掌握自主权，在生前身后为自己做出与其个人福利、健康和财务事宜相关的关键决策，并支持老年人通过各种平台学习、分享、参与和奉献，实现生命的意义。

Centre location 中心地点: Chinatown 牛车水
Address 地址: 133 New Bridge Road, #04-08, Chinatown Point, Singapore 059413
新加坡新桥路133号唐城坊4楼8号 邮编 059413
Telephone 电话: +65 6538 9877
Fax 传真: +65 6538 9878
Email 电邮: lifepoint@shenghong.org.sg
Opening Hours 开放时间: Mondays - Fridays 星期一至星期五 (9am - 6pm)
2nd and 4th Saturdays of each month
每月第二和第四个星期六 (9am - 1pm)

Centre location 中心地点: Sennett 信立
Address 地址: 175 MacPherson Road, Singapore 348537
(via Jalan Wangi)
新加坡麦波申路175号 邮编 348537 (入口在惹兰万宜)
Telephone 电话: +65 6239 0936
WhatsApp: +65 9195 2006
Email 电邮: lpsennett@shenghong.org.sg
Opening Hours 开放时间: Mondays - Fridays 星期一至星期五 (9am - 6pm)

Sheng Hong Active Ageing Hub @ Sennett 城隍信立乐龄中心

An integrated centre that provides day care and rehabilitation services for seniors who are frail and/or demented, and organises an array of physical, social and educational activities for active and healthy seniors in the community.

一个为体弱和/或失智的乐龄人士提供日托和康复服务的综合中心，并为社区里活跃和健康的乐龄人士组织一系列体育、社交和教育活动。

Address 地址: 175 MacPherson Road, Singapore 348537
(via Jalan Wangi)
新加坡麦波申路175号 邮编 348537 (入口在惹兰万宜)
Telephone 电话: +65 6239 0933
Fax 传真: +65 6239 0939
Email 电邮: aah@shenghong.org.sg
Opening Hours 开放时间: Mondays - Fridays 星期一至星期五 (7am - 7pm)

HOPE Mentoring Service 买屋及教育辅助计划

Helps young low-income families extricate themselves from the poverty trap through periodic triaging and reviewing of needs and action plans, and to motivate and support these families to achieve financial independence, stability and better quality of life in the long term.

通过定期检视生活需求及行动计划，帮助年轻的低收入家庭摆脱贫困，并激励和支持这些家庭实现长期财务独立、稳定和更好的生活质量。

Address 地址: 237 Hougang Street 21, #01-406, Singapore 530237
 新加坡后港21街大牌237座门牌 #01-406邮编530237

Telephone 电话: +65 6289 5022
 Fax 传真: +65 6289 8242
 Email 电邮: fsc@shenghong.org.sg
 Opening Hours 开放时间: Mondays – Fridays 星期一至星期五 (9am – 6pm)
 Saturdays 星期六 (9am – 1pm)
 Extended Opening Hours 延长开放时间: Tuesdays & Thursdays 星期二和星期四 (6pm – 9pm)

Advance Care Planning (ACP) Community Node 社区预先护理计划

Promotes ACP awareness and facilitates planning for future health and personal care needs among adults and seniors in the community, together with their loved ones.

提高公众对预先护理计划的认识，并促进社区里的成人和乐龄人士，及其亲人之间去规划未来的健康和个人护理需要。

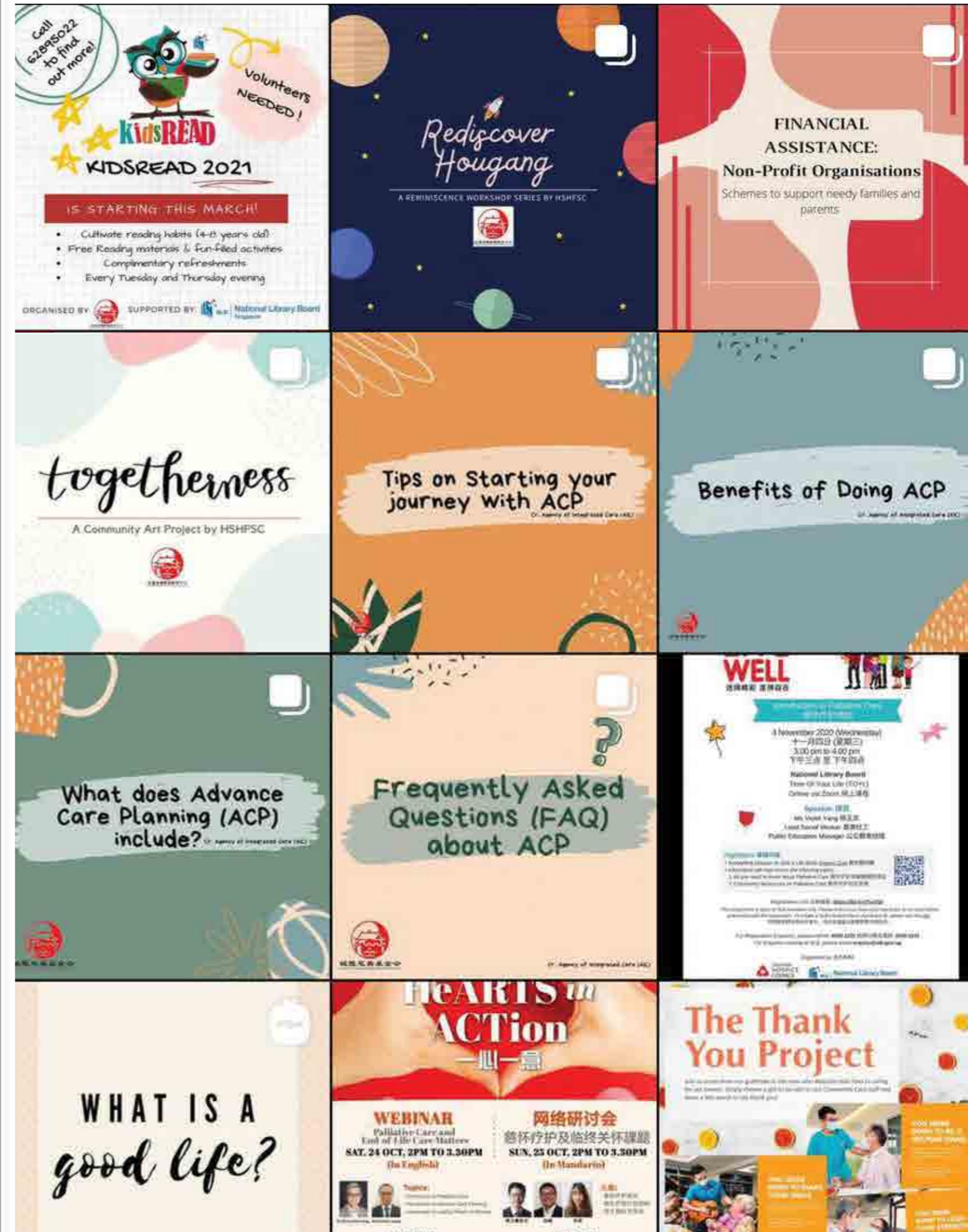
Address 1 地址: 237 Hougang Street 21, #01-406, Singapore 530237
 新加坡后港21街大牌237座门牌 #01-406邮编530237

Address 2 地址: 133 New Bridge Road, #04-08, Chinatown Point, Singapore 059413
 新加坡新桥路133号唐城坊4楼8号 邮编 059413

Telephone 电话: +65 6289 5022 (Hougang后港),
 +65 6538 9877 (Chinatown牛车水)

Fax 传真: +65 6289 8242 (Hougang 后港),
 +65 6538 9878 (Chinatown 牛车水)

Email 电邮: fsc@shenghong.org.sg, lifepoint@shenghong.org.sg
 Opening Hours 开放时间: Mondays – Fridays 星期一至星期五 (9am – 6pm)
 Saturdays 星期六 (9am – 1pm)





period last year, indicating the families' need for longer support and greater complexity of the issues they faced. Among all closed cases, 77.1% achieved at least 50% of case goals, and 85.3% showed a reduction in needs and risks at case closure.

According to MSF FSC Funding Model, our active caseload increased by 22.7% annually. With the increased quantity and intensity of our clinical work, the FSC professional team's staff strength increased slightly from 12 to 13 by end of FY20/21.

In line with the national COVID-19 safety precautionary measures, our professional team reduced the risk of possible spread by minimising the number of unnecessary face-to-face sessions, replacing them with alternative mode of service delivery. A proportion of sessions were conducted via phone calls and video conferencing.

Group and Community Work

Since the beginning of FY20/21, FSC programmes were severely impacted by the pandemic. In a joint effort to fight COVID-19, the family service centre (FSC) suspended almost all face-to-face activities. The team struggled with setting up alternative ways to stay connected with our members, because our main target groups – seniors and children – may not be as technological savvy, or largely relied on their caregivers, who may be too busy at times to help connect them online.

Children Programme

In collaboration with the National Library Board (NLB) and our group of committed volunteers, KidsRead aims to promote reading habits and pro-social behaviours in children. Following the advisories from the Ministry of Social and Family Development (MSF), KidsRead resumed small-sized group sessions towards the end of FY20/21. Six sessions were conducted with 27 children benefitting from the sessions.

Casework and Counselling

In FY20/21, our professional team served 474 families, of which 265 cases were brought forward from last year. We also received 247 enquires, and 234 escalated to our intake assessment.

The number of new cases increased 40.8%, from 147 cases last year to 207 in FY20/21. To bring about positive changes on the psychosocial well-being and welfare of these clients, 2,891 casework and counselling sessions were conducted. The top three most prevailing issues presented in our cases are emotional or mental health challenges, family violence and accommodation issues.

Between April 2020 and March 2021, we closed 127 cases, 24.9% decrease compared to the same

Mobile Toy Library outreached to latchkey children residing at the rental blocks in the vicinity, and engaged them with toys, games and activities, with the longer term objectives of keeping them visible and lowering the chance for negative peer influence, and socialising them for pro-social behaviours and healthy values.

Unlike KidsRead, Mobile Toy Library conducts its sessions in open areas and involves activities with more physical interaction among children participants. After considering the risk of possible cross infection, our professional team decided to put Mobile Toy Library on hold.

Instead, as a way to stay in touch with the children, our team organised a door-to-door check-in from January to February 2021, reaching out to a total of 49 families and 56 children. Some of them were referred to casework and counselling for continuous support upon assessment.

Elderly Programme

JOM@237 promotes healthy living and active ageing among our elderly members, 50 years old and above, through our weekly Zumba dance activities and talks on leading a healthy lifestyle. However, as the seniors are more at risk of COVID-19, the team

suspended almost all face-to-face activities for our elderly members this year.

Alternatively, we maintained the connection with our members via online group conversations and talks between June and November 2020. Seventeen online sessions were conducted via Zoom or YouTube, with around 20 elderly members actively joining our activities.

In November 2020, we rolled out a trial initiative, JOM@237 in Bloom – Community Garden Project. Fifteen seniors with an interest in gardening were involved in the online discussion which explored the possibility of setting up a Community Garden in our neighbourhood. Plant seeds were delivered to their households for them to experience.

At the request of our elderly members, the team worked within COVID-19 restrictions, organising two rounds of small face-to-face activities on top of virtual engagements. The "Togetherness" Community Art Project is a three-session workshop conducted in September 2020. Four participants gathered in our centre at different sessions to share how they have coped in the new normal because of COVID-19 and the strengths that they had developed during the time. Their thoughts were

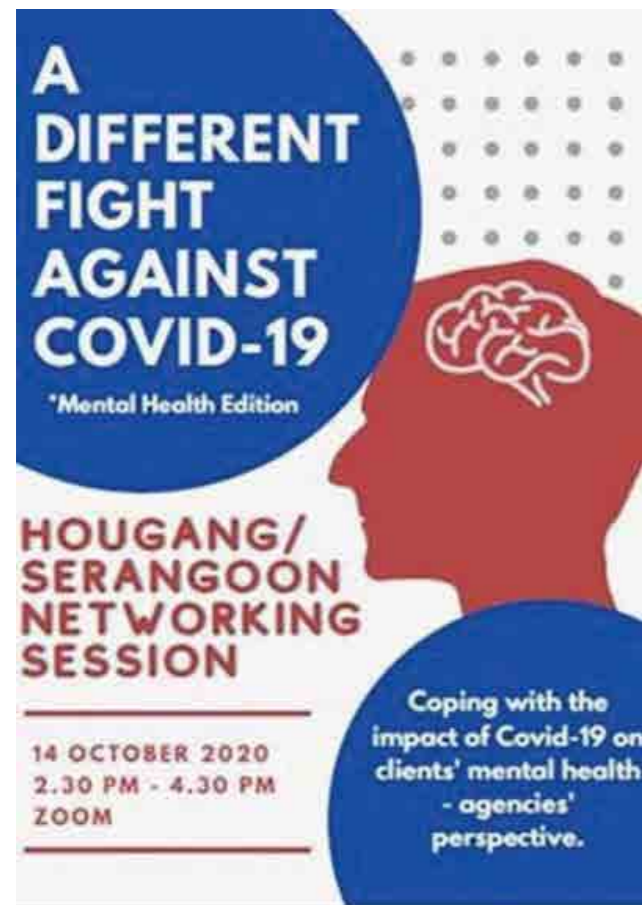


HOUGANG SHENG HONG FAMILY SERVICE CENTRE 后港城隍家庭服务中心

translated into a piece of collective artwork named “Togetherness”, which is now displayed outside our centre.

Between January and February 2021, 15 seniors participated in our Heritage Walk, a three-session reminiscence workshop which allowed them to revisit the past and plan for the future. They rebuilt their social connection and regained support from one another during this challenging period.

Staying Connected with our Community



With challenges from the pandemic came opportunities. Video conferencing enabled us to stay closely connected with our community partners on various levels. Our professional team maintained working relationship with more than 25 community partners including Social Service Office (SSO), the Institute of Mental Health (IMH), Tan Tock Seng Hospital (TTSH), Man Fut Tong Welfare Society, Anderson Serangoon Junior College and Tampines Meridian Junior College, through various modes of collaboration.

For instance, we shared our experience on assessing the spoken and unspoken needs of our clients under the influence of COVID-19 in A Different Fight Against Covid-19 – Mental Health Edition Community Networking organised by SSO@Serangoon, Sengkang and Hougang and were held in October 2020. We also had the opportunity to share with our community partners on incorporating Goal Attainment Scaling (GAS) in our practice supporting individuals with mental health concerns at the Caring for Family Caregivers – IMH Networking Circle Session in March 2021.

个案和辅导工作

在2020-2021财政年度，家庭服务中心的专业团队总共为474个家庭提供服务，其中265个为承接去年处理中的个案。在收到的247个服务查询当中，234个需要初步介入及进一步评估。

新个案数目从去年的147个增加到本年度的207个，按年增加40.8%。为了达至个案和辅导工作的目标及为服务对象的社会心理健康和福利带来积极影响，我们总共提供了2,891节辅导及面谈服务。在众多个案中，最普遍的三个表征问题为情绪或心理健康的挑战、家庭暴力和住宿问题。

2020年4月至2021年3月，结束个案总数为127个，比去年同期下降了24.9%，这反映相关家庭所面对的问题更为复杂并需要更长时间的支持。在所有结束的个案中，77.1%的个案至少完成了50%的个案目标，85.3%的个案的服务需求得到適切回应而风险有所降低。

根据社会及家庭发展部(MSF)对于家庭服务中心(FSC)的资助模式，我们的活跃个案数目按年增加了22.7%。随着我们的临床工作数量和强度增加，家庭服务中心的专业团队人数从12人略增至2020/2021财政年末的13人。

为了符合国家的新冠抗疫安全预防措施，我们的专业团队最大限度地减少不必要的会面次数，在面对面会面以外，利用其他替代方式例如电话和视频会议提供服务，从而降低了传播的风险。

小组及社区工作

自2020/2021财政年度始，家庭服务中心的活动受到新冠疫情的严重影响。为了共同抗击新冠病毒，家庭服务中心(FSC)暂停了几乎所有的面对面活动。团队努力寻找其他方式与我们的会员保持联系，而因为我们的主要服务对象 - 乐龄人士和儿童 - 可能不那么精通科技，或者主要依赖他们的照顾者，而这些照顾者有时可能无暇兼顾，增加了他们与我们在网上联系的难度。

儿童活动

在国家图书馆管理局(NLB)以及为我们长期服务义工团队的共同合作下，儿童悦读计划(KidsRead)继续促进受助儿童的阅读习惯及通过活动建立他们的正向社交及助人行为。根据社会和家庭发展部(MSF)的指引，儿童启蒙阅读计划在2020/2021财政年末恢复了小规模的小组活动。在进行了的六节活动中，共27名儿童从中受益。

流动玩具图书馆的服务对象为因父母上班而放学后留在家或无人看管的儿童。透过在租赁组屋空地进

各种游戏和活动，我们的社工团队可以接触并评估这些儿童的状况及需要，在必要时介入。而计划的长期目标为关顾他们并且降低朋辈给他们的负面影响，建立正向社交及助人行为和健康的价值观。

与儿童悦读计划不同，流动玩具图书馆在空旷的地方举行，并且涉及儿童之间更多的身体互动。在考虑到交叉感染的风险后，我们的专业团队决定暂停流动玩具图书馆的活动。

为了与孩子们保持联系，我们的团队于2021年1月至2月组织了一次上门问候活动，并接触了49个家庭和56名儿童。部份家庭在经过评估后被转介到个案社工，并透过“个案和辅导”获得更适当的支援。

乐龄人士活动

JOM@237通过每周的尊巴舞(Zumba)活动以及推广健康生活方式的讲座，促进50岁及以上的乐龄人士的健康生活和活跃乐龄。然而，由于乐龄人士感染新冠病毒的风险更大，我们的专业团队决定暂停几乎所有乐龄人士的面对面活动。





为与我们的会员保持联系，我们在2020年6月至11月期间通过Zoom 或 YouTube 进行了17 场网上小组活动和讲座，约有 20 位乐龄会员积极参与我们的活动。

2020年11月，我们推出了一项试验计划，名叫 JOM@237 in Bloom的社区园圃项目。15位对园艺感兴趣的乐龄人士参与了线上讨论，探讨了在附近建立社区园圃的可能性。我们也送赠植物种子到他们家，让他们体验园艺的乐趣。

因应乐龄会员的需求，团队在新冠疫情的限制下开展工作，在线上活动的基础上组织了两轮小型的面对面活动。“Togetherness” 社区艺术项目在2020年9月举办了共三节的工作坊。在这活动中，4位参加者在我们的中心里，分享了他们如何应对新冠疫情带来的新常态以及如何在此期间发展所长。他们参与制作及将想法转化为一件名为«Togetherness»的集体艺术品，该艺术品现在仍展示在我们的中心外。

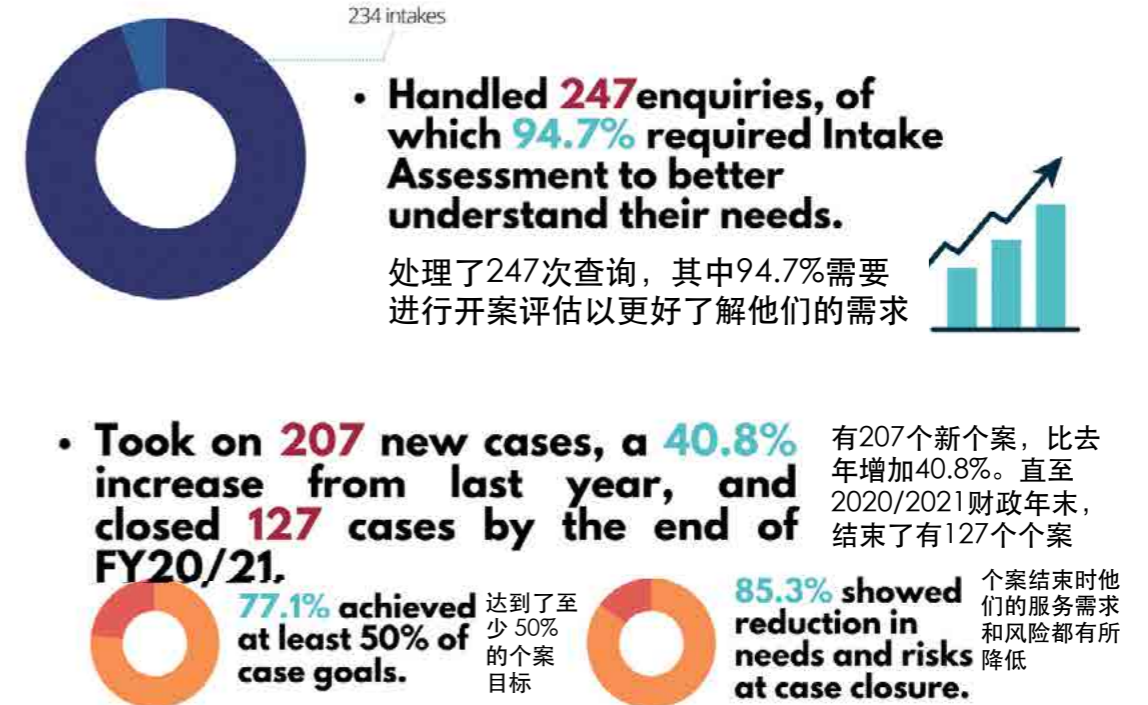
2021年1月至2月期间，15位乐龄人士参加了我们的 Heritage Walk活动，这是一个三节的缅怀工作坊，让他们能够重温过去并规划未来。在这个充满挑战的时期，他们藉此重建了社交联系，并且重新获得了彼此的支持。

与我们的社区保持联系

疫情带来挑战的同时也带来了机遇。线上会议使我们能够在各个层面与社区合作伙伴保持密切联系。我们的专业团队通过各种合作模式与超过 25 个社区伙伴保持着合作关系，当中包括社会服务中心 (SSO)、心理卫生学院 (IMH)、陈笃生医院 (TTSH)、万佛堂福利善友会、安德逊实龙岗初级学院和淡滨尼美廉初级学院等。

我们在2020年10月参加由实龙岗、盛港和后港社会服务中心 (SSO) 举办的交流会，主题是“以不一样的方式对抗冠病 - 精神健康版”，在会上我们分享了在新冠疫情的影响下，评估服务对象向我们表达以及没有表达出来的需要的经验。在2021年3月的“关怀家庭看顾者 - 心理卫生学院交流会”上，我们还有机会与我们的社区合作伙伴分享将目标达成量表 (GAS) 纳入我们的工作的经验，以支持有心理健康困扰的社区人士。

IN FY20/21, HOUGANG SHENG HONG FSC:



3 HIGHEST NEEDS AMONG CASES 最普遍的3种需要



开展了2,891节见面时段，进行个案和辅导工作

- Conducted **2,891** Casework and Counselling sessions.



Achievements in FY20-21 2020-2021 财政年度的成果	Number of Sessions 次数	Number of Direct Beneficiaries 直接受益者人数
Information and Referral – Enquires 资讯和转介 - 查询	247	247
Information and Referral – Intake 资讯和转介 - 新个案	234	234
Casework and Counselling 个案和辅导工作	2891	474 families 个家庭
Children Programme – KidsRead 儿童活动 - 儿童启蒙阅读计划	6	27
Children Programme – Mobile Toy Library 儿童活动 - 流动玩具图书馆	Suspended due to the pandemic 因疫情暂停	NA
Children Programme – door-to-door outreach 儿童活动 - 上门问候	49	56
Elderly Programme - JOM@237 Online Engagement 乐龄人士活动 - JOM@237线上活动	17	20
Elderly Programme – JOM@237 in Bloom 乐龄人士活动 - OM@237 in Bloom社区花园项目	1	15
Elderly Programme – “Togetherness” Community Artwork Project 乐龄人士活动 - “ Togetherness” 社区艺术项目	3	4
Elderly Programme – Heritage Walk 乐龄人士活动 - Heritage Walk 缅怀工作坊	3	15
Total 总数	3451	1092





The team crafted character-building lessons daily to help children develop social-emotional skills, build emotional resilience, and reinforce problem-solving skills – keys to laying the foundation of becoming a strong, competent adult. Additionally, the children also had to adapt technology to participate in distance learning for their English and Chinese enrichment programmes.

Another project was the GAIN programme launched early this year for children who are struggling readers. This is an online programme which helps children to read through reading lessons, phonics games and books between the ages of two years old and 13 years old.

后港学生托管中心在安全、清洁和有利学习的课余环境里，为7岁至14岁的学童提供照顾和监护服务，以支持在职父母。

充满热情和爱心的员工团队在中心里监督孩子们的作业，并组织丰富的康乐活动，确保他们有充足的学习、玩耍和休息的机会。在学校假期期间，工作人员还安排有趣的教育活动，以提高孩子们的学习、社交和情绪健康。

去年，新冠疫情带来了一系列的新挑战，并在个人和社会不同层面考验着我们的韧性。尽管如此，我们还是看到希望。我们想，还有什么比现在更好的时间来教育我们的孩子如何保持坚强和克服逆境呢？

团队每天都精心设计与建立良好品格有关课程，以帮助孩子们发展社交和情商技巧、建立情绪的适应能力并加强解决问题的能力 – 我们认为这是培养儿童成为自信及有能力的成年人的基础和关键。此外，孩子们还必须适应科技来进行远程学习，以强化他们的英语和华语能力。

另一个项目是今年年初为有阅读困难的儿童推出的GAIN计划。这是一个线上活动，透过阅读课、拼读游戏和书籍来帮助2岁至13岁之间的儿童养成阅读习惯。

Hougang Student Care Centre supports working parents in the care arrangements of their school-going children, aged seven years to 14 years, by providing care and supervision in a safe, clean and conducive environment outside of school hours.

At the centre, passionate and nurturing staff team supervises children in their homework and organises enrichment and recreational activities, ensuring that they have ample opportunities to learn, play and rest. During the school holidays, the staff also plans interesting and educational activities that enhance the children's learning, and social and emotional well-being.

Last year, the COVID-19 pandemic brought on a new set of challenges and tested our resilience as an individual and a society. Despite so, there was a silver lining. We thought, what better time to teach our children how to stay strong and rise above adversity than now?



TOTAL NUMBER OF STUDENTS SERVED

服务学生
总数



TOTAL NUMBER OF NEW STUDENTS

新生人数



TOTAL NUMBER OF STUDENTS WHO LEFT

离开中心
学生人数



TOTAL NUMBER OF STUDENTS RECEIVING SCFA SUBSIDY

接受学生托管费
援助计划 (SCFA)
津贴人数





A series of activities were brainstormed and planned before executing the project. Children had fun exploring, asking questions and coming up with possible solutions for their project and took ownership of the tasks. As they explored with the materials and the environment around them, they learnt to work cooperatively.

在麦波申城隍托儿中心，我们相信通过不同的生活体验，将协助孩子们获得社交技能，变得自信并全面发展。

我们的教师让学生参与专题式学习，教授他们批判性思维、管理课业进度和建立自信等技能。通过这种学习方法，学生还学会了与他人合作和“边做边学”。

教师有机会通过专题式学习促进与学生的关系。老师们观察到，孩子们的户外活动不仅有趣，还要有意义，于是，老师抓住了这机会参与了涉及二年级(K2)孩子的从业人员探究式调查。

在进行活动之前，我们都会对这一系列的活动作好计划，集思广益。孩子们在探索、提问，以及自行寻找可能的解决方法的过程中得到乐趣，并对自己所做的任务负责。他们在探索周围的事物和环境时，也学会了相互合作。

At MacPherson Sheng Hong Childcare Centre, we believe in making a difference in the lives of our children, so that they acquire relevant social skills, become confident and develop holistically.

Our teachers engage students with project-based learning, teaching them skills such as critical thinking, project management and self-confidence building. Through this method of learning, students also learn to collaborate with other and “learn by doing”.

Project-based learning also gives the teacher an opportunity to strengthen relationships with their students through facilitation. Teachers observed that outdoor activities for children should not only be fun, but meaningful too. Therefore, they took the opportunity to carry out Practitioner Inquiry involving the K2 children.



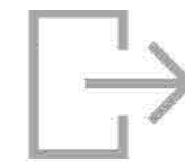
141

TOTAL NUMBER OF CHILDREN SERVED
服务儿童总数



32

TOTAL NUMBER OF NEW ENROLMENTS
入学人数



48

TOTAL NUMBER OF CHILDREN WHO LEFT
退学人数



64

TOTAL NUMBER OF CHILDREN ON ADDITIONAL SUBSIDY
接受额外补助的儿童人数



Public Education

In FY20/21, Life Point conducted public education talks on various topics include the Lasting Power of Attorney, will-making and deputyship, outreaching to more than 4,100 seniors. Interest in talks on Advance Care Plan (ACP) and Advance Medical Directive (AMD) increased threefold because the online webinars were popular with the participants, attracting a turnout of 1,801 people. Out of all the participants, we facilitated 893 seniors to put in place various planning instruments.

公众教育

在2020/2021 财政年度，生命同行坊进行了各种主题的公众教育讲座，包括持久授权书、遗嘱和代理人申请，有4,100多位乐龄人士出席。由于线上讲座受到参加者的欢迎，对预先护理计划 (ACP) 和预先医疗指示 (AMD) 讲座的兴趣增加了三倍，吸引了1,801人参加。在所有参加者中，我们帮助了893位乐龄人士制订了各类文件，以作自己人生的规划。

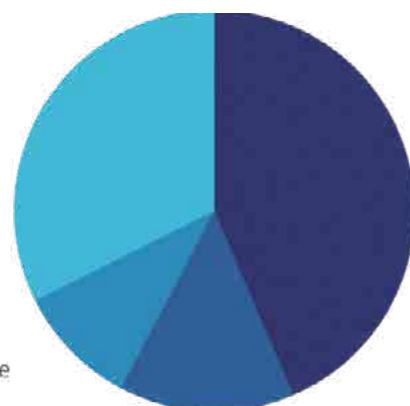
Of all the participants, 893 seniors put in place various planning instruments.

在所有参加者中，有 893 名乐龄人士制订了各类文件

Advance Care Plan (ACP) & Advance Medical Directive (AMD)
43.5%
预先护理计划 (ACP) 和 预先医疗指示 (AMD)

Lasting Power of Attorney (LPA)
32.4%
持久授权书 (LPA)

Other End-of-Life Talks
9.9%
其他善终规划讲座



Will-making
14.2%
遗嘱

15 We are supported by **ACTIVE VOLUNTEERS,** clocking a total of **591.5** volunteering hours.



我们有15位活跃义工，总计进行了591.5小时的义务工作

Wonderful Life Programme

There was a decrease in the number of workshop sessions, because the COVID-19 pandemic restricted the number of participants at physical events.

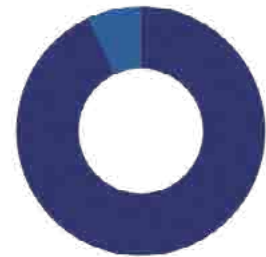
圆满人生学习小组

由于新冠疫情限制了参加实体活动的人数，小组活动的次数也有所减少。



IN TOTAL, WE CONDUCTED:
总的来说，我们

7 runs of Life Review Workshop for 41 seniors
为41位乐龄人士进行了7轮生命回顾学习小组



93% showed improvements in their psychological well-being, and had greater acceptance and appreciation of the past.

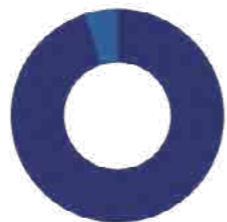
93% 的参加者表示更能够接纳与欣赏过去生命中所发生的事情

4 runs of Towards a Good Death Workshop for 26 seniors
为26位乐龄人士进行了4轮规划善终学习小组



85% learnt to communicate with others on death-related matters.

85% 的参加者学会如何更好跟其他人沟通对生死的看法



95% became more open to death-related matters.

95% 的参加者对于与死亡有关的事情变得更开放

Assisted Deputyship Application Programme

For parents of children with special needs, who wanted to be empowered by law to continue to make necessary decisions for their child when he turns 21, Life Point provided information and support to assist them in making deputyship application via the Integrated Family Application Management System (iFAMS). Life Point also helped family members who wanted to apply as deputy for their loved ones who have lost mental capacity.

申请为代理人辅助计划

对于有特殊需要的孩子的父母，如果希望在孩子 21 岁时还可以继续为他们做出必要的决定，生命同行坊为此提供了资讯和支持，以协助他们通过家事申请综合管理系统 (iFAMS) 递交代理人申请。生命同行坊还帮助那些希望为失去心智能力的亲人申请作为代理人的家庭成员。



APPLICATION SUBMITTED (SPED/DAC/SW)
递交申请数目(特别学校/日托中心/社工转介)



APPLICATION SUBMITTED (GENERAL DEPUTYSHIP)
递交申请数目(一般代理人)



TALKS CONDUCTED
已进行的讲座

Adding Life to Years

At the end of FY20/21, membership for our Adding Life to Years programme stood at 485, with a total of 105 active members. We organised 49 events, including workshops that taught seniors how to navigate their smart phones and Zoom, reading clubs and various activities that allow seniors to play an active role in the community.

为岁月增添生命

在2020/2021 财政年度结束时，我们有485位会员，其中共有 105 名活跃会员。我们组织了 49 场活动，包括教授乐龄人士如何使用智能手机和 Zoom 的工作坊、读书会以及让乐龄人士在社区中发挥积极作用的各类活动。



城隍信立乐龄中心是中部第一个专门以独立建筑形式来建造的乐龄中心，为活跃的乐龄人士以及身体虚弱和失智的乐龄人士提供服务。

尽管新冠疫情带来了挑战，我们中心的工作人员在确保乐龄人士的整体福利和护理方面表现出了韧性。在2020年4月至7月实施阻断措施期间，我们继续提供护理服务，为家庭成员和看护者提供喘息的机会，减轻他们白天在家或工作时的压力和负担。同时，我们日托中心的乐龄人士也得到了身心的双重益处，为他们提供了安心、舒适和有尊严的养老场所。

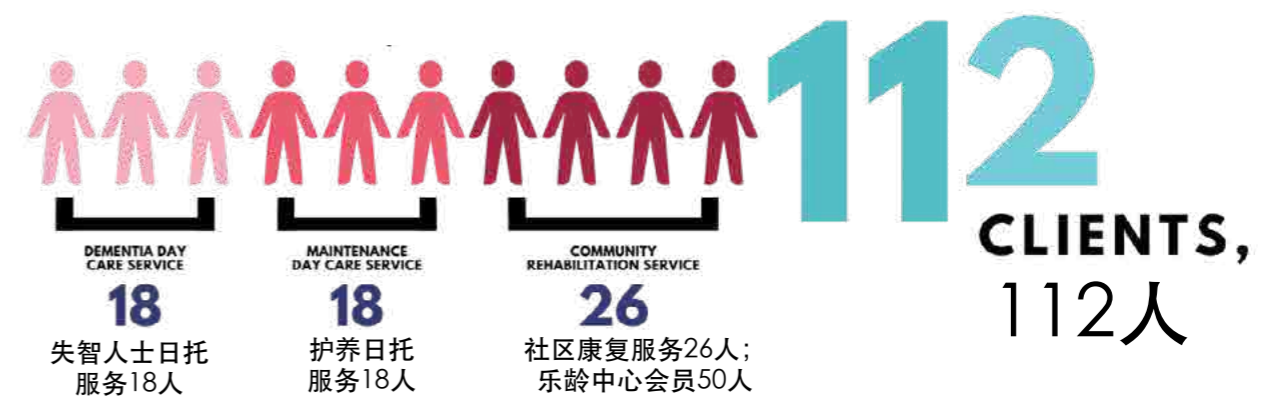


Sheng Hong Active Ageing Hub @ Sennett is the first standalone purpose-built senior centre in the Central region that caters to both active seniors and seniors with frailty and with dementia.

Despite the challenges brought on due to the COVID-19 pandemic, our centre staff displayed resilience in ensuring the seniors' holistic well-being and care. Care services continued to run after Circuit Breaker measures between April and July 2020, providing respite and relieving the stress and burden of family members and caregivers at home or at work during daytime. At the same time, the seniors at our day care also benefitted both physically and mentally, providing them with relief, comfort and a place to age with dignity.



IN FY20/21, WE SERVED
 在2020/2021财政年度，我们服务了



AND ORGANISED 3,246 SESSIONS AND ACTIVITIES TO KEEP THEM ENGAGED.
 以及组织了3246节活动使他们保持活跃

HOPE MENTORING SCHEME 买屋及教育辅助计划 (HOPE)



26 beneficiaries reached the phase where they did not need further support and graduated from the programme; 3 beneficiaries withdrew from the scheme and/or had the programme terminated by MSF. In view of the shift of service and reallocation of resources, SSHWS ended our HOPE Mentoring Scheme in January 2021. Following which, 313 beneficiaries successfully transferred to other HOPE Mentoring agencies. The remaining 4 beneficiaries, who received mentoring services on voluntary basis beyond the age of 47, accomplished and graduated from the mentoring. Upon completion of case transfer and project evaluation, two HOPE mentors moved to Hougang Sheng Hong Family Service Centre, where they continued their professional service.

2020年4月至2021年1月期间，HOPE计划导师为346个在HOPE计划下受益的对象进行了254节辅导，支持和教育他们在财务稳定性、就业能力和人际关系方面的知识。

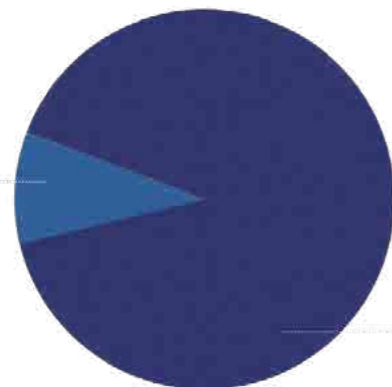
26个受益对象达到不需要进一步支持的阶段并从该计划里毕业；3个受益对象退出计划和/或被社会及家庭发展部终止。由于服务内容的变化和资源的重新分配，城隍慈善基金会于2021年1月结束了我们的HOPE计划。此后，313个受益对象成功转移到其他有进行HOPE计划的机构。余下的4位超过47岁自愿参与计划的受益对象亦於计划终结前完成辅导。完成个案转介和项目评估后，两位HOPE导师已转移到后港城隍家庭服务中心，继续提供他们的专业服务。

Between April 2020 and January 2021, HOPE mentors conducted 254 mentoring sessions for 346 beneficiaries under the HOPE scheme, supporting and educating them on financial stability, employability and relationship.

33

NUMBER OF FAMILIES WHO HAVE GRADUATED, OR WERE WITHDRAWN OR TERMINATED BY MSF

完成计划/退出计划/计划被终止的家庭数目: 33



313

NUMBER OF FAMILIES TRANSFERRED TO OTHER HOPE MENTORING AGENCIES

转移到其他有进行HOPE计划的机构的家庭数目: 313

ACP COMMUNITY NODE 社区预先护理计划

Since 2018, Sheng Hong, one of the five ACP Community Nodes appointed by the Agency for Integrated Care (AIC), has been promoting public awareness on Advance Care Planning (ACP) and facilitating ACP conversation within the community.

Sheng Hong provides one-stop services for people who would like to plan for the last phase of their lives, and communicate their wishes and preferences to their families. As of end March 2021, Sheng Hong has 21 professional staff, who are trained General ACP Facilitators, providing ACP facilitation sessions in three service points – Life Point@Chinatown, Hougang Sheng Hong FSC and Active Ageing Hub@Sennett.

In FY20/21, we facilitated 226 ACP conversations and completed planning with 168 of them. Our three service points handled 1,002 enquires and made 16 Lasting Power of Attorney (LPA) referrals. We conducted a total of 42 talks and awareness events, including 15 online engagements, reaching out to 2,061 individuals.

Due to the pandemic, the team's effort to reach out to the community and conduct sessions was largely hindered. Seniors, the main target audience of our ACP conversations, are generally less technological savvy, amplifying the difficulty to engage with them online. Hence, we worked with community partners including Pacific Activity Centre, MINDS, Viriya Community Services, NTUC Health Senior Activity Centres to enhance the awareness of their members and receive direct referrals. In addition, we also shared on ACP, as well as user and facilitator interviews and experiences on our social media, to reach out to populations such as the children of those who may require ACP.

自2018年以来，作为护联中心 (AIC) 指定的五个社区预先护理计划服务点之一，城隍慈善基金会一直致力提高公众对预先护理计划 (ACP) 的认识，并促进社区里关于预先护理计划的对话与讨论。

基金会为想要规划人生最后阶段的人士提供一站式服务，并将他们的意愿和选择传达给家人。截至2021年3月，城隍慈善基金会拥有21名经过培训的预先护理计划协调员，在三个服务地点提供预先护理计划起草和签署服务 - 生命同行坊 (牛车水)、后港城隍家庭服务中心和城隍信立乐龄中心。

在2020/2021财政年度，我们进行了226次预先护理计划的面谈，其中168次完成了他们的预先护理计划。三个服务地点共处理了1,002次查询，并转介16个持久授权书 (LPA) 个案。此外，我们亦举办了42场讲座和宣传活动，包括15场线上活动，参加人数为2,061人。

由于发生了新冠疫情，团队接触社区和举办活动的努力在很大程度上受到了阻碍。乐龄人士是我们的预先护理计划服务的主要目标对象，他们通常不太懂得科技，这加大了与他们在线上互动的难度。因此，我们与包括太平康乐中心、新加坡智障人士福利促进会 (MINDS)、进觉福利协会、职总保健合作社在内的社区合作伙伴合作，以提高其会员的意识并获得他们的直接转介。此外，我们还在社交媒体上分享与预先护理计划相关的内容，以及访问服务对象和协调员关于预先护理计划的经验，以接触更多公众，例如可能需要预先护理计划的人士的子女们。

举办42项活动



Held 42 events, including

15 ONLINE ENGAGEMENTS 包括15次线上活动

reaching out to 2,061 individuals

有2061人参加



The Hub provides to-and-fro wheelchair transportation services, allowing Reyansh to attend day care and rehabilitation sessions regularly. At the sessions, the therapy team created a communication chart for Reyansh to convey his needs and emotions to the people around him. Following the team's intervention, he can now crawl and help his caregivers at home to support himself during transfer.

Today, Reyansh is a more cheerful person, who cracks jokes with the staff using gestures. The family is also very grateful to the support they had received from the Hub in times of difficulties.

伸出援手

Reyansh, 年龄45岁, 有侏儒症以及多种慢期疾病。在2020年, 一次缺血性中风使他无法自理, 在表达自己的需要上出现困难。

Reyansh与家人同住, 他的弟弟作为家里的经济支柱, 也是有侏儒症和其他身体上的状况。在2020年5月, Reyansh的弟弟失去了工作, 他带Reynash洗澡时也弄伤了自己。

他们关系亲密, 家人不想送Reyansh去疗养院, 也无法在附近社区找到费用负担得起的中心, 这家庭之后被转介到城隍信立乐龄中心。

中心提供了轮椅接载服务, 让Reyansh可以定期接受日托和康复训练。团队为Reyansh制作了图表, 方便他向周围的人表达自己的需要和情绪。在团队的照料下, Reyansh已经可以缓慢走动, 在家里也能在照顾者的帮助下移动了。

现在, Reyansh变得更加开朗, 甚至可以用手势和职员们开玩笑呢! 他的家人也很感激中心可以在这困难的时候协助支持他们。

*Names in the stories have been changed to protect identities.
姓名已被修改以保护他们的身份*

Lending a Helping Hand

Reyansh is a 45-year-old with dwarfism and several chronic medical conditions. In 2020, an ischaemic stroke left him unable to care for himself and communicate his daily needs to his caregivers.

Reyansh lives with his family, and has a brother, also with dwarfism and medical conditions, who is the sole breadwinner. In May 2020, Reyansh's brother lost his job, and injured himself when he tried to transfer Reyansh to the bathroom.

The close-knitted family was referred to Sheng Hong Active Ageing Hub @ Sennett, after they were unwilling to transfer Reyansh to a nursing home and could not to find a centre with affordable fees within their neighbourhood.

Regaining Control of His Life

From the day Michael and his then-girlfriend began planning for marriage, he has experienced intimate partner violence. After the birth of his daughter last year, the situation worsened when he was deemed inadequate to provide caregiving support to his wife. Since, Michael has received verbal and psychological abuse from his wife and mother-in-law.

Wanting to succeed in his roles as a husband and father, and hoping to reconcile with his wife, Michael decided to seek marital counselling and support from Hougang Sheng Hong Family Service Centre.

With help from a social worker, Michael adjusted his counselling goals over the course of several counselling sessions, after learning the different options he can take to resolve his challenges.

"The only thing you have full control over is yourself," said Dan Chan, Acting Assistant Senior Social Worker. "Once Michael realises that, it empowered him to make a difference to his quality of life."

Michael made the decision to move back to his parents' place, and divorced his wife, thus taking back control of his life. He shared that although the divorce was made on the grounds of his unreasonable behaviour, he felt relief when he signed the divorce papers. As part of the divorce terms, Michael is allowed supervised visits with his daughter on weekends.

Michael is now more confident and happier after resuming singlehood. His sense of self-esteem and self-worth have also noticeably improved as he thrives in his profession and role of a father.

重新掌握生活

从Michael和当时的女朋友计划结婚开始, 他就遭受伴侣的暴力。在他的女儿出生后, 他被认为是不足以妻子提供照料支持, 使他的处境进一步恶化, 自此Michael开始受到岳母和妻子的言语和心理虐待。

为了能够成功扮演丈夫和父亲的角色, 并希望与妻子和解, Michael向后港城隍家庭服务中心寻求婚姻辅导和协助。



在与社工进行了数次辅导和协助后, 陈先生知道可以有不同的选项去解决挑战, 重新调整了他的辅导目标。

"唯一能完全控制的, 就是你自己。", 署任助理资深社工Dan Chan说, "一旦陈先生意识到这一点, 他就能改变自己的生活质量。"

Michael决定搬回自己父母住的地方, 并通过与妻子离婚来重新掌握自己的生活。他分享道, 虽然离婚是基于自己的不合理行为而提出的, 但签了离婚协议后, 他如释重负。作为离婚条款的一部分, 他还有机会通过周末的探访与女儿见面互动。

恢复单身后, Michael现在更快乐了。当他平衡了父亲的角色和他在职业生涯里蓬勃发展的前景时, 他的自尊心和自我价值明显加强了。

OUR SUCCESS STORIES 成功个案

From Zero to Shero

When 86-year-old Madam Tay was first admitted to Sheng Hong Active Ageing Hub @ Sennett, there was so much for her to learn.

The senior, who underwent a craniotomy – one type of brain surgery – in May 2020, has Alzheimer's disease and multiple medical conditions, and relied on her wheelchair to get around. She also appeared withdrawn and reserved.

A month after attending day care regularly at the Hub, Madam Tay became a changed person. Her mood improved greatly, and she especially enjoyed socialising with the staff and fostered a camaraderie with other seniors.

At the same time, Madam Tay developed a passion for art. During colouring sessions, she would feel a sense of peace. There was also satisfaction upon completion of the art, and the senior would ask the staff for more of such activities.

Madam Tay also benefitted from the occupational therapy sessions at the Hub. Occupational therapists would practice Activities of Daily Living (ADL) including folding of clothes, dishwashing and other household-related activities with her, and would conduct cognitive activities such as reality orientation, physical strengthening exercises and balance training. After repetitive practice and countless of tries later, Madam Tay can now walk short distances on her own.

Recently, Madam Tay's family moved to an area that is a distance away from the Hub. However, having grown a fondness for the staff and friends she had met at the Hub, Madam Tay refused to attend any other centres that are around her new home. Today, Madam Tay remains under the care of the staff at Sheng Hong Active Ageing Hub @ Sennett.

从零到女英雄

当86岁的Madam Tay第一次来到城隍信立乐龄中心，有太多的东西需要她去学的。

这位乐龄人士在2020年5月做过开颅脑部手术，患有失智症，并且身体有多种状况，需要坐轮椅代步。她当时表现得比较抗拒，封闭自己。

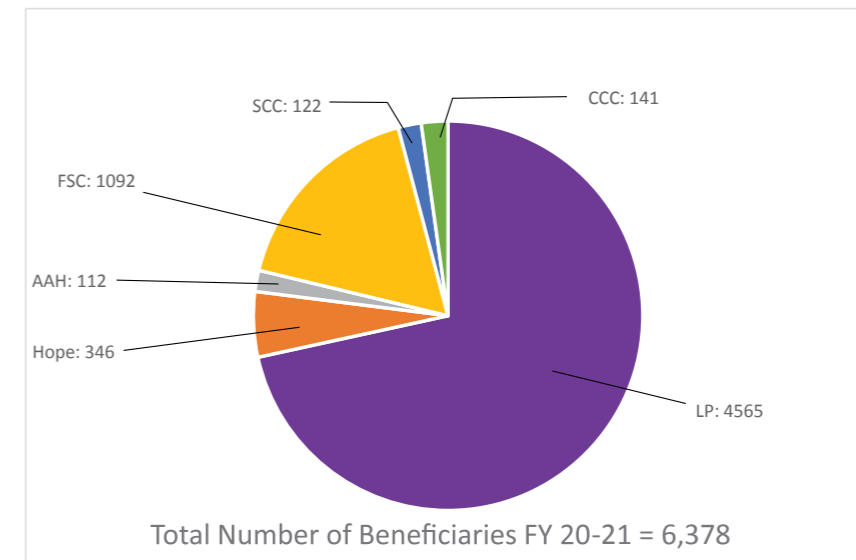
定期在乐龄中心接受日托服务一个月后，Madam Tay变成了另外一个人，她的心情有非常大的改善，她特别乐于和职员交谈以及和中心的其他乐龄人士交朋友。

同一时间，Madam Tay培养了对艺术的热情。在参加填色活动的过程中，她感到了平静。她对自己完成的艺术品也有满足感，还要求工作人员多办这样的活动。

Madam Tay也从中心提供的职业治疗中受益。职业治疗师会与她一起练习日常活动(ADL)，包括叠衣服、洗碗和其他与家务相关的活动，并会进行认知训练，例如现实导向活动、强身运动和平衡训练。经过反复练习和无数次尝试，Madam Tay现在可以自己走一小段路了。

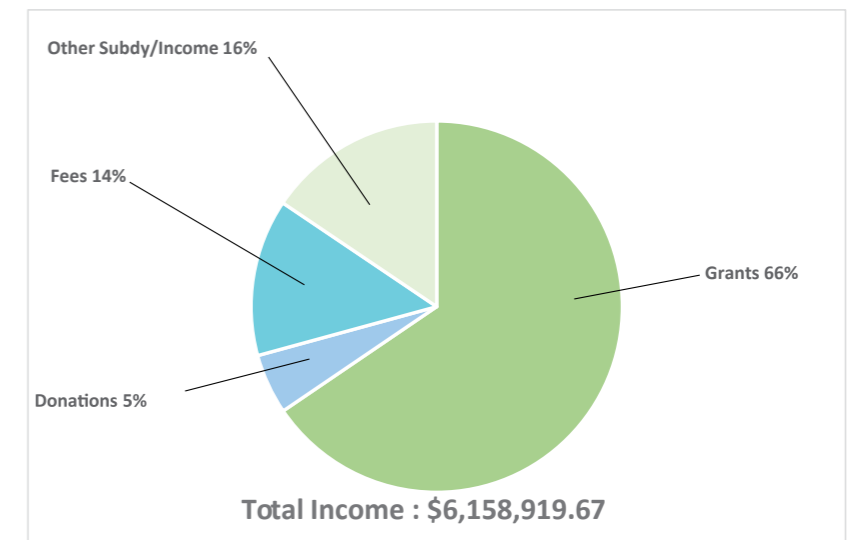
最近Madam Tay一家搬去了其他地方，离我们的中心更远了。可是，Madam Tay不愿意去新家附近的乐龄中心，毕竟她与城隍信立乐龄中心的职员和朋友培养出感情来，所以现在Madam Tay在职员的照料下，继续留在城隍信立乐龄中心。

Summary of Beneficiaries

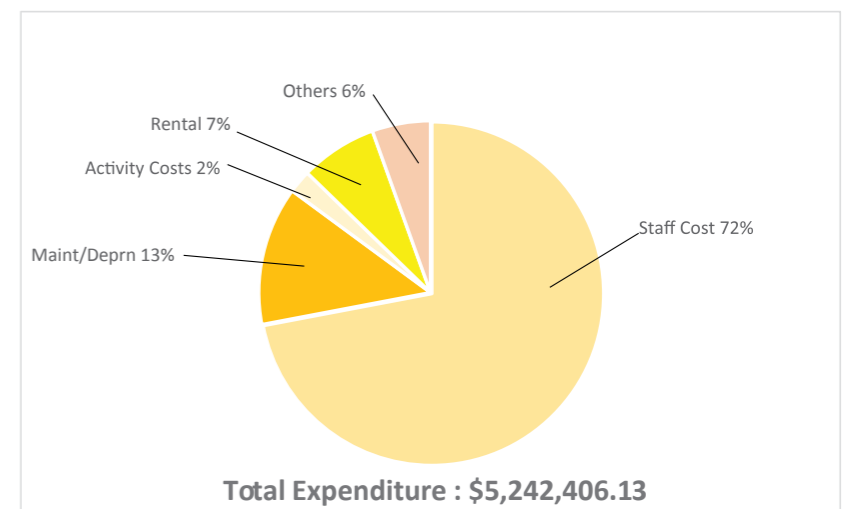


Summary on Financial Performance FY20-21

INCOME	S\$	%
Grants:	4,034,175.63	66%
Donations:	3523,374.85	%
Fees:	843,139.30	14%
Other Subsidies/I	958,229.89	16%
Total Income	6,158,919.67	100%



EXPENDITURE	S\$	%
Staff Cost:	3,775,092.36	72%
Maint/Deprn:	685,812.16	13%
Activity Costs:	1213,321.57	%
Rental:	3779,731.90	%
Others:	2688,448.14	%
Total Expenditure	5,242,406.13	100%



LIST OF DONATION

from 01/04/2020 to 31/03/2021

Agnes Lim Keng Tien
Ang Gim Yean
Ang Kim Kee (deceased)
Ann Jia Huey
Chan Ah Luan
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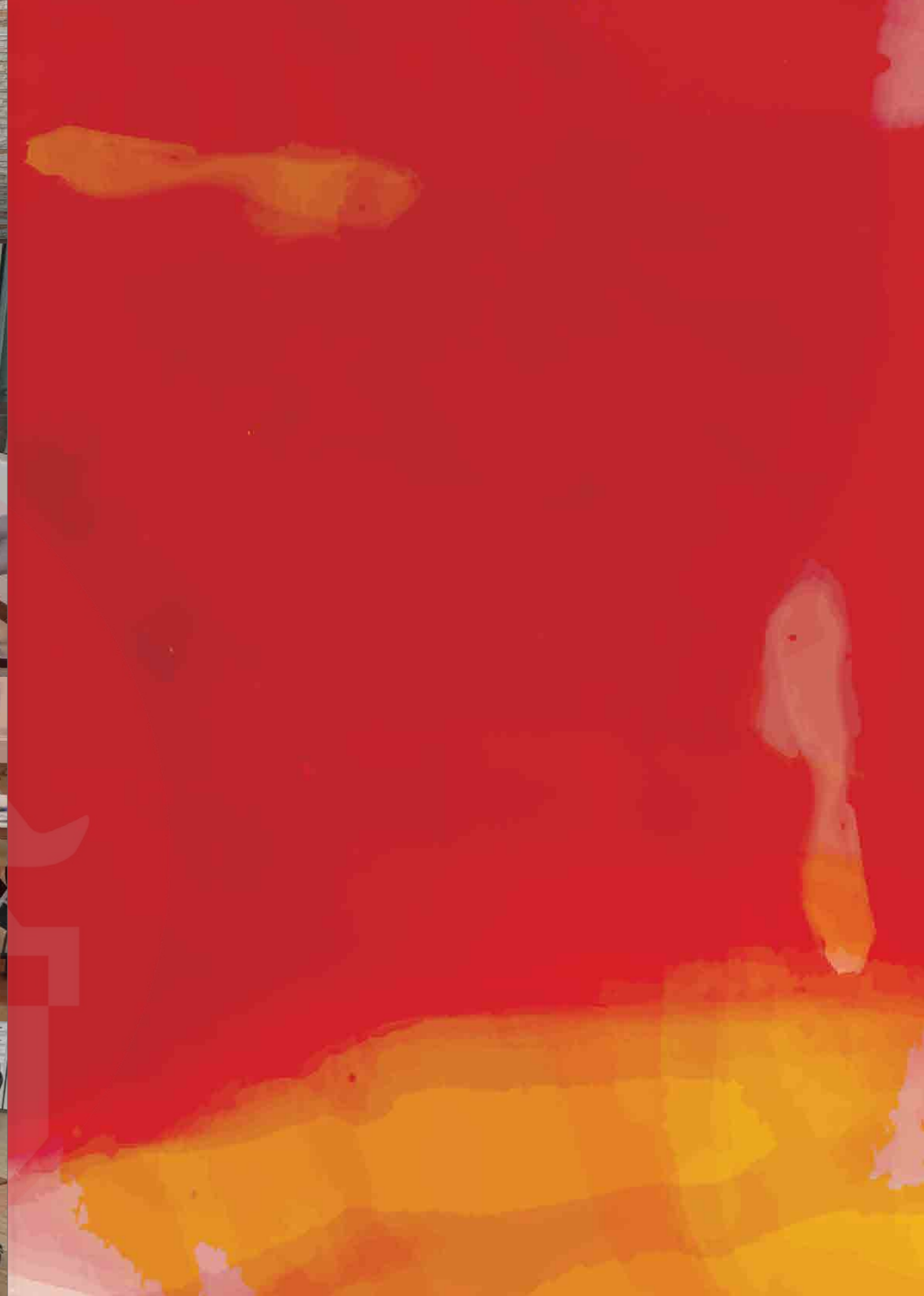
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