

2018  
Nov/ Dec

# SSO | SCOOP



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#01-127

Singapore 760746

**Email Address**

sso\_ys\_admin@msf.gov.sg

**Operating Hours**

Mon to Fri  
9.00am – 6.00pm

Closed for Lunch  
1.00pm to 2.00pm

Sat, Sun and PH  
Closed

**Mainline**

Tel: 6756 9148  
Fax: 6481 2089

ComCare Hotline

**1800 – 222 0000**

Everyone needs a friend! Our community befrienders have been a blessing to many seniors and elderly who live by themselves in their own homes. By lending a helping hand and a listening ear, befriending services have made a difference to the lives of these seniors and elderly and supported them to age in place gracefully.



Photo courtesy from Lions Befrienders  
Right: Befriender, Left: Elderly resident

## HELP IS AVAILABLE...

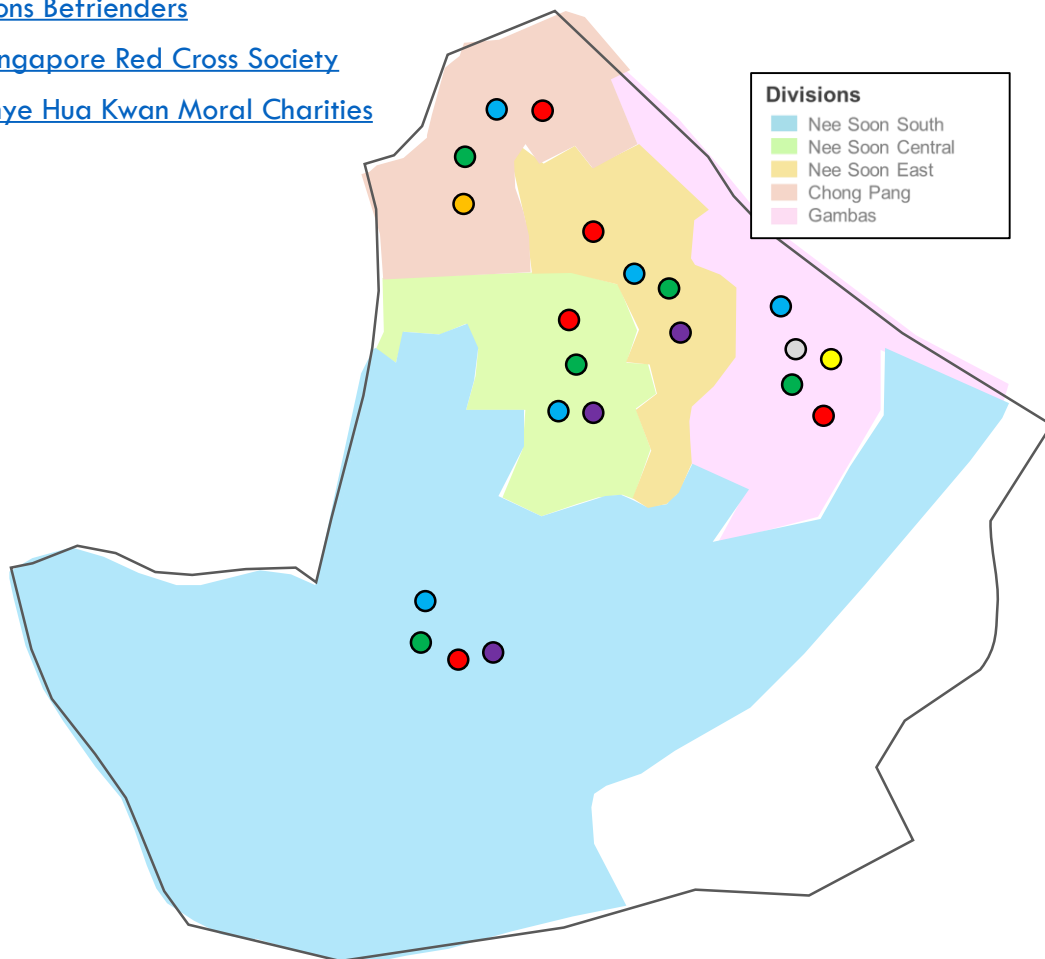
In this issue of SSO Scoop, we bring to you information about befriending services available in Yishun that support vulnerable seniors and elderly living in the community.

If you know of any senior or elderly who requires befriending services, please contact the community partners featured in this issue for further enquiries.

# OVERVIEW OF BEFRIENDING SERVICES IN YISHUN TOWN

## Service Providers

-  [Blossom Seeds Limited](#)
-  [Cornerstone Community Services](#)
-  [GoodLife!@Yishun](#)
-  [Heartware Network](#)
-  [Lions Befrienders](#)
-  [Singapore Red Cross Society](#)
-  [Thye Hua Kwan Moral Charities](#)



\*Click on the service providers to find out more!  
Note: The above list is not exhaustive.

## BEFRIENDING SERVICES IN YISHUN TOWN



**Blossom Seeds**  
福善  
Charity with IPC status

**Blossom Seeds Limited** was set up in 2013 with the belief that gratitude and repaying the kindness of others are integral values of living. Community Befriending Programme (CBP), a partnership with Council for Third Age, aims to encourage senior volunteers to spend time befriending socially isolated elderly on a regular basis so that a community network of seniors can be formed. The targeted outreach approach seeks to help seniors to be engaged actively in the community for as long as possible.

### Service boundary

Northern region of Singapore

### Further enquiries/ referral

Tel: 9815 6389

Email:

[communitybefriending@blossomseeds.sg](mailto:communitybefriending@blossomseeds.sg)

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### Frequency of contact/ home visits

Bi-weekly

### Eligibility criteria

Singaporean or Permanent Residents who are vulnerable and socially isolated seniors

### Cost of befriending services

Free of charge



**CORNERSTONE**  
COMMUNITY SERVICES

**Cornerstone Community Services (CCS)** is a charity that focuses on empowering families through education, financial aid and befriending support. Cornerstone Senior Centre (CSC) is an integrated wellness centre that promotes the overall well-being of seniors to age-in-place. CSC also offers a wide range of programmes and services catered for the seniors with the objective of strengthening their physical, emotional and mental well-being, and fostering strong three generational bonds within the community. Its Senior Befriending Services involved a team of volunteers to befriend and provide a listening ear to the seniors.

### Service boundary

Island-wide

### Further enquiries/ referral

Tel: 6988 6967

Email:

[senior@cornerstoneservices.org.sg](mailto:senior@cornerstoneservices.org.sg)

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### Frequency of contact/ home visits

Weekly


### Eligibility criteria


Seniors aged 60 and above who live in HDB three-room purchased flat and above

### Cost of befriending services

Free of charge

## BEFRIENDING SERVICES IN YISHUN TOWN

|  |  |
|--|--|
|   | <p><b>GoodLife!@Yishun</b> is the eldercare arm of Montfort Care. The VVO reaches out to seniors aged 50 and above to promote physical, mental and social wellness. GoodLife!@Yishun befriending programme allows volunteers to visit seniors in their neighbourhood regularly to keep loneliness and social isolation away. At the same time, volunteer befrienders help to act as eyes and ears so that seniors' needs can be better understood and supported.</p> |
| <p><b>Service boundary</b><br/>Nee Soon Central, Nee Soon East and Nee Soon South</p> <p><b>Further enquiries/ referral</b><br/>Tel: 6484 8040<br/>Email: <a href="mailto:goodlife-yishun@montfortcare.org.sg">goodlife-yishun@montfortcare.org.sg</a></p> <p><a href="#">Back to Overview</a></p> | <p><b>Frequency</b><br/>Bi-weekly</p> <p><b>Eligibility criteria</b><br/>Singaporeans or Permanent Residents aged 50 and above who live in Nee Soon Central, Nee Soon East or Nee Soon South</p> <p><b>Cost of befriending services</b><br/>Free of charge</p>   |

|  |   |
|--|---|
|    | <p>Established in 2000, <b>Heartware Network</b> seeks to instill positive values and build strong character in youth aged between 14 and 35. In 2014, Heartware Network Support Our Pioneers (SOP) was introduced with the aim to serve the needs of socially isolated pioneers through visitations, activities and outings organised by empowered youth. The befriending programme for pioneers encourages youth to take ownership to bridge inter-generational divide, promote active aging among pioneers and foster tighter bonds with the pioneer generation.</p> |
| <p><b>Service boundary</b><br/>Yishun</p> <p><b>Further enquiries/ referral</b><br/>Tel: 6509 4414<br/>(Programme Director, Yap Keng Hwee)<br/>Email: <a href="mailto:kenghwee@heartware-network.org">kenghwee@heartware-network.org</a></p> <p><a href="#">Back to Overview</a></p> | <p><b>Frequency of contact/ home visits</b><br/>Bi-weekly</p> <p><b>Eligibility criteria</b><br/>Pioneers who are not able to visit the Senior Activity Centres or Family Service Centres to participate in the social programmes</p> <p><b>Cost of befriending services</b><br/>Free of charge</p>   |

## BEFRIENDING SERVICES IN YISHUN TOWN



**Lions Befrienders** is committed to help enhance seniors' quality of life. Its befriending services aims to reach out to seniors who are at risk of social isolation and provide community support for seniors to age-in-place. Trained volunteers (befrienders) provide social and psycho-emotional support to seniors (befriendees) through home visitations.

**Service boundary**  
Island-wide

**Frequency of contact/ home visits**  
Weekly

**Further enquiries/ referral\***

Tel: 6681 4969

Email:

[befriending@lb.org.sg](mailto:befriending@lb.org.sg)

**Eligibility criteria**

Singaporeans or Permanent Residents aged 65 and above with limited or no family support (seniors who do not meet the eligibility criteria may be assessed on case-by-case basis)

**Cost of befriending services**

Free of charge (subjected to means-testing)

*\*The referring agency is required to complete the Case Referral Registration Form and fax the completed form to 6273 4521. The Case Referral Registration Form can be downloaded via this [Link](#).*

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**Singapore Red Cross Society** is dedicated to relieving human suffering, protecting human lives and dignity and responding to emergencies. Its ElderAid is a befriending and wellness programme that hopes to reduce vulnerability and enhance resilience, to achieve a community to age-in-place. Community volunteers will conduct befriending home visits, social calls and recreational wellness activities to engage seniors living alone on their needs and direct seniors to appropriate social services.

**Service boundary**  
Gambas

**Frequency of contact/ home visits**  
Bi-weekly

**Further enquiries/ referral**

Tel: 6664 0500

Email:

[community.resilience@redcross.sg](mailto:community.resilience@redcross.sg)

**Eligibility criteria**

Seniors aged 50 and above who live in Gambas

**Cost of befriending services**

Free of charge

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## BEFRIENDING SERVICES IN YISHUN TOWN



**Thye Hua Kwan Moral Charities** aims to improve the quality of life of elderly residents. THK's Community Befriending Programme involves volunteer befrienders visiting seniors in their neighbourhood regularly to accompany socially isolated seniors.

**Service boundary**  
Chong Pang

**Frequency of contact/ home visits**  
Bi-weekly

**Further enquiries/  
referral**  
Tel: 6846 1288  
Email:  
[cbp@thkmc.org.sg](mailto:cbp@thkmc.org.sg)

**Eligibility criteria**  
Seniors aged 60 and above who live HDB purchased flats within Chong Pang

**Cost of befriending services**  
Free of charge

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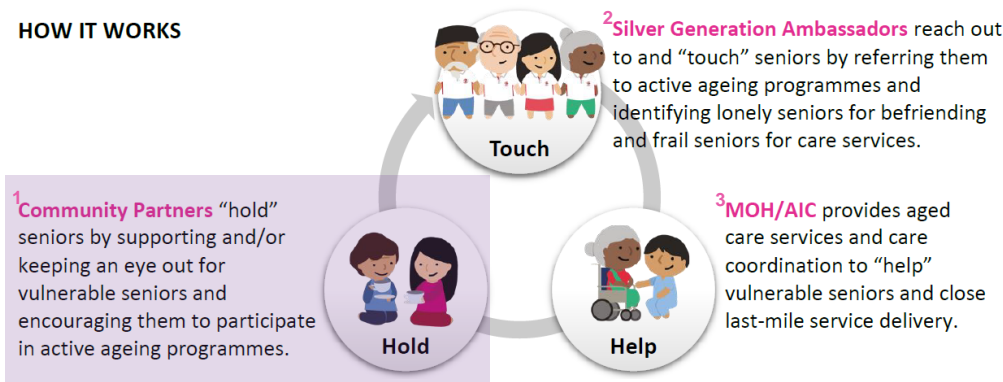


In 2018, the **Silver Generation Office (SGO)** merged with the **Agency for Integrated Care (AIC)** to bring senior-related health and social care services closer to those in need. As the outreach arm of AIC, SGO supports the **Community Networks for Seniors (CNS)** programme to help connect seniors to a myriad of active ageing and preventive health activities, befriending services as well as health and social care support.

CNS aims to develop a strong community-based support system to complement family-based support to keep seniors well and help them age in place. AIC and SGO work closely with community partners and government agencies to bring “ABC” to help the seniors age gracefully.



**HOW IT WORKS**



**1** If you know of any senior or elderly who requires befriending services, please contact the community partners featured in this issue for further enquiries.

Alternatively, you may also contact the **CNS points-of-contact for Nee Soon GRC** regarding befriending services:



**<sup>2</sup>Silver Generation Office (Nee Soon Satellite Office)**  
 Mr Sim Li Kwang, Tel: 6257 1037, Email: [li.kwang.sim@aic.sg](mailto:li.kwang.sim@aic.sg)  
 Visit SGO’s website at [Link](#).

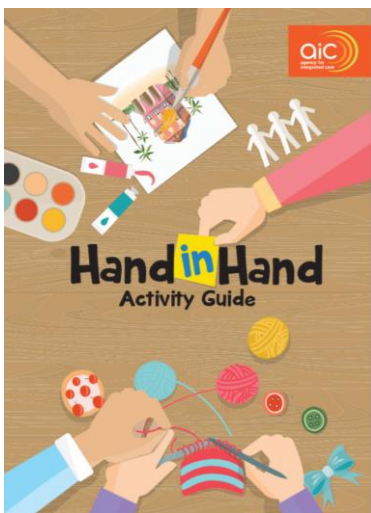


**<sup>3</sup>Agency for Integrated Care (AIC)**  
 Mr Gilbert Tay, Tel: 6603 6861, Email: [gilbert.tay@aic.sg](mailto:gilbert.tay@aic.sg)  
 Visit AIC’s website at [Link](#).



## DOWNLOAD ACTIVITY RESOURCES FOR SENIORS

Explore the following activity resources developed by the Agency for Integrated Care if you are caring for frail seniors.



The **Hand In Hand Activity Guide** is developed as a Community Care resource for organisations that regularly conduct social and recreational activities for clients. It contains a collection of 30 fun activities, and pointers for facilitators on making activities meaningful for clients, running groups effectively and possible activity modifications.

**Download at:**

<https://www.aic.sg/sites/aicassets/AssetGallery/Publications/Hand%20In%20Hand%20Activity%20Guide.pdf>



Scan to download



The **SPARKS! Art for Wellness Toolkit** features a selection of art activities using a range of techniques designed by artists for the Community Care sector's inaugural Arts Residency. The pilot, held under the auspices of the AIC Wellness Programme, was a joint initiative by the Agency for Integrated Care and the National Arts Council.

**Download at:** <https://www.aic.sg/aic-wellness-programme>



Scan to download



## PARTNER SPOTLIGHT: : National Environment Agency – Food Safety Guidelines



The National Environment Agency (NEA) advises all organisations to exercise care when handling food and ordering catered meals. Food that is not wholesome or prepared unhygienically can cause people who consume it to come down with foodborne illness. As the sick, young, old and expecting women have lower immunity, they are more susceptible to foodborne illnesses.

### Food safety tips on food donations

- For pre-packed (not easily perishable) food, only accept and redistribute pre-packed food in their sealed original enclosed packaging. Ensure they are not expired and in good condition.
- If you are preparing food in a community kitchen, ensure that the kitchen has adequate space and facilities (e.g. hand washing sinks).
- Do not handle food when unwell
- Wash hands with soap and water when preparing food.

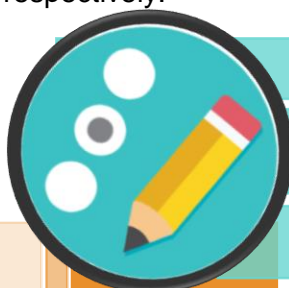
### Food safety tips on ordering catered meals for events

- Engage only licensed caterers when ordering catered meals.
- Avoid eating catered food after the “consume by” time indicated on the time stamp.
- Avoid ordering raw or uncooked food for people with lower immunity.



For more food safety tips on food donation and ordering catered meals, please visit NEA’s website at [Link](#) and [Link](#) respectively.

# WRITE TO US!



Feedback or Suggestions?

Message for Community Partners?

Upcoming Programme or Events?

Email to: [Denise\\_Yong@msf.gov.sg](mailto:Denise_Yong@msf.gov.sg) | [Teo\\_Suan\\_Ern@msf.gov.sg](mailto:Teo_Suan_Ern@msf.gov.sg)