



新加坡佛教福利協會
SINGAPORE BUDDHIST WELFARE SERVICES

ANNUAL REPORT

2020



Table of Contents

1	Abouts Us
2	Vision, Mission, Philosophy & Objectives
3	President's Message
4	Our Milestones
5	Corporate Information
7	Corporate Governance
9	Key Statistics at a Glance
10	FY2020 Highlights
12	Daily Meal Delivery
12	Financial Assistance
12	Food Rations
13	Green Haven
14	SBWS-NKF Dialysis Centre
15	SBWS Mobile Healthcare (TCM) Service
16	Fu Hui TCM Clinic
17	Happy Villa
18	Fu Hui Golden Care Centre
19	Grace Child Development Centre
20	Hearty Care Centre

About Us

Singapore Buddhist Welfare Services (SBWS) is a voluntary welfare organisation officially registered as a society on 27 May 1981. SBWS has been a full member of the National Council of Social Service since 1 January 1985, and granted charity status on 9 May 1991 under the Charities Act. It has been granted Institution of a Public Character (IPC) status since 27 July 1993.

Since its inception, SBWS has been providing holistic services to serve the needs of the community.



Daily Meal Delivery

Financial Assistance

Food Rations

Green Haven (GH)

Marriage Preparation Programme (MPP)

Marriage Solemnisation

Green Delights



SBWS-NKF Dialysis Centre

SBWS Mobile Healthcare (TCM) Service

Fu Hui TCM Clinic (FHTCM)



Happy Villa (HV)

Fu Hui Golden Care Centre (FHGCC)



Grace Child Development Centre (GCDC)

Hearty Care Centre (HCC)

FU HUI LINK (FHL)

SBWS Integrated Community Hub

Established by Venerable Kuan Yan, Fu Hui Link (a community hub of SBWS completed in 2014) provides integrated services to meet the needs of various age groups from children to the elderly, as well as families.

It is equipped with including Fu Hui Auditorium and training rooms to promote learning, intergenerational engagement and charitable acts, with collaboration from public agencies and community partners.

Nov 2014

Grace Lodge, a SBWS affiliate, moved in to provide residential care for the elderly.

Jan 2015

GCDC moved in to provide early education for an increased capacity of 197 infants and children.

HCC moved in to provide student care for children from 7 to 12 years old, as well as marriage preparation programme and counselling services.

Green Delights (vegetarian café) started serving healthy, vegetarian cuisine.

Sep 2019

Fu Hui TCM Clinic completed re-structuring and reopened on 13 Sep 19.

Oct 2019

FHGCC commenced operations to provide centre-based care and active rehabilitation for the elderly on 21 Oct 19.

Dec 2019

FHL was officially opened by President Halimah Yacob on 7 Dec 19.

Vision

A Seedling of Love is the Seeding of Hope.

Mission

For every heart and mind, our unconditional love and compassion touches lives.

For every need and concern, our social dedication guided by wisdom, makes a difference to all.

Philosophy

- S**hare Allow the compassion in us to bring gifts of joy and comfort to others. Cherish every moment and live life with zest.
- H**elp Show our support; create turning points in their lives.
- A**chieve We are committed towards excellence at all times in providing facilities and activities to cater to the needs of the community.
- R**each We care and serve beyond differentiation. Compassion, diligence and carefulness are the core values that drive our organisation to constantly reach out to those in need.
- E**nrich Steady efforts to progress for a better tomorrow for everybody. We believe in continually nourishing the spirit and upgrading our skills to keep up with the pace of society.

Objectives

- 1 To initiate and organize voluntary programmes, services and activities supporting the relief of poverty, suffering, ignorance, or ill-health (physical and psychological), without limitation in age, sex, race, nationality or religion, especially through provision of counselling, advisory financial assistance, training, education or assistance that may be deemed necessary for the services.
- 2 To raise, receive, administer, invest and distribute funds and goods in kind entrusted to the services for the attainment of the above objectives or any of them.
- 3 To establish institutional care with aims of providing social services to support the needy, aged, children and handicapped as may be deemed necessary.
- 4 To cooperate with government bodies, religious organisations, welfare agencies, National Council of Social Service and private organisations, in uniformity with point 1 above.
- 5 To encourage and promote a pool of voluntary workers to visit and assist families and charitable institutions.



President's Message

The advent of year 2020 was regrettably beset by the onslaught of COVID-19 pandemic, causing shock and panic globally.

In Singapore, we have responded to the crisis resiliently as one nation, with heightened vigilance and strict adherence to precautionary measures. The pandemic has resulted in far-reaching changes that impact our daily lives and livelihoods. The operations of many services were affected initially, with the exception of essential services. At SBWS, our social assistance programs such as Daily Meal Delivery and Food Rations for the needy have not stopped during the pandemic, thanks to the selfless contributions of our staff involved. Their indomitable courage and dedication in serving the vulnerable elderly and needy families during this difficult period is truly commendable.

Our childcare, student care, eldercare, TCM services have resumed operations since Phase 2 of reopening. With the gradual resumption of normal living, we should not lower our guard, but must still maintain constant vigilance, as we fervently hope for this pandemic to end soon, so that our world may be purified, with everyone living healthily and happily.

This pandemic has awakened us to the impermanence of our world and fragility of our lives. In our interconnected world, we need to care for one another harmoniously and peacefully, regardless of favourable or adverse circumstances. Only then can mankind overcome the difficult circumstances brought about by natural disasters and manmade calamities. We should accord reverential respect to nature and all forms of life, cherishing our lives as well as caring for other living things. This is a basic ethic that will ensure harmonious co-existence of all living beings, as well as peace in our world.

As we leave behind the turbulent year of 2020, let us start afresh with a good mind and advance into a brilliant year in 2021! Maintain good physical health by complying with safety measures, paying attention to hygiene and observing a vegetarian diet. Maintain good mental health with right views, good work attitudes and wholesome speech.

Let us strive together in renewing ourselves through purification of body, speech and mind, so as to usher in a healthier and happier new year!

Venerable Kuan Yan, BBM
President
Singapore Buddhist Welfare Services



OUR Milestones

- Granted charity status under the Charities Act
- Set up SBWS-NK Kidney Dialysis Centre with an annual sponsorship of \$700,000
- Set up Green Haven (halfway house)
- Granted IPC status
- Set up Hearty Care Centre
- Set up Happy Villa (community home for the elderly)
- Set up Fu Hui Youth
- Ground-breaking ceremony for Bright Vision Hospital on 25/5/1999, presided by the then Minister of Health, Mr Yeo Cheow Tong
- Set up Grace Home Care Service on 1/9/1999

- Set up Tuition Programme for needy students
- Commenced development of Fu Hui Link in 2014 at 19 Compassvale Walk, a one-stop development hub for bonding across ages
- Relocated Grace Lodge to Fu Hui Link in end 2014 where its bed capacity was expanded to 300 for both male and female elderly
- Relocated Fu Hui TCM Clinic, Grace Child Development Centre and Hearty Care Centre to Fu Hui Link
- Restructured SBWS Healthcare Buzz as SBWS Mobile Healthcare (TCM) Service
- Relocated Green Haven to 10 Admiralty Road East
- Grace Child Development Centre achieved SPARK (Commendation) and "Outstanding Centre for Teaching & Learning (Commendation) Award" conferred by Early Childhood Development Agency
- Green Haven achieved "Community in Bloom" Gold Award
- Set up Fu Hui Golden Care Centre in Fu Hui Link on 25/10/2019
- Official Opening of Fu Hui Link by President Halimah Yacob on 7/12/2019

1981
|
1988

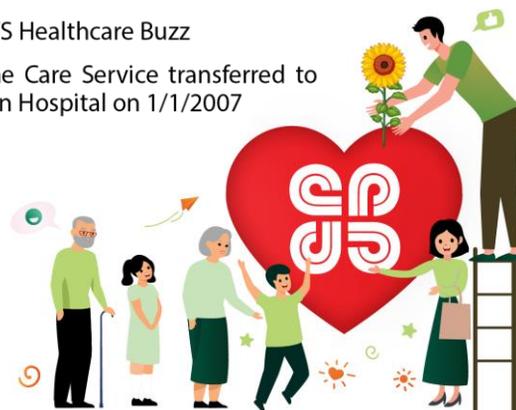
1991
|
1999

2003
|
2007

2012
|
2020

- Officially registered as a society
- Became a full member of the National Council of Social Service
- Set up Daily Meal Program & Public Social Assistance Schemes
- Set up Grace Lodge on 1/1/1985
- Set up Grace Child Development Centre on 1/7/1985
- Official Opening of SBWS and Grace Lodge on 16/3/1986 by the then Second Deputy Prime Minister Ong Teng Cheong
- Grace Lodge became an affiliate of SBWS when it was registered with the Registry of Societies on 19/12/1988

- Official opening of Yen Pei Building (Grace Volunteer Centre) on 2/11/2003 by the then President S R Nathan
- Official opening of Bright Vision Hospital on 21/11/2004 by the then President S R Nathan
- Set up SBWS Healthcare Buzz
- Grace Home Care Service transferred to Bright Vision Hospital on 1/1/2007



Corporate Information

Charity Registry Number
0810

IPC Number
IPC 000326

Unique Entity Number
UEN S81SS0060H

Registered Address
105 Punggol Road,
Singapore 546636

Trustees

Venerable Kuan Yan
Mr Chua Kin Siang
Mdm Lim Watt

Auditors

Robert Yam & Co PAC
190 Middle Road
#16-01/02/03, Fortune Centre
Singapore 188979

Advisor

Honorary Legal Advisors
• Mr Khor Thiam Beng
• Mr Khor Wee Siong

Banker

United Overseas Bank Limited
80 Marine Parade Road
#01-13 Parkway Parade
Singapore 449269

Honorary Medical Advisor

• Dr. Ee Chye Hua

Standard Chartered Bank (Singapore) Limited
8 Marina Boulevard Marina Bay Financial
MBFC Tower 1, Level 29
Singapore 018981

*A Seedling of Love
is the Seeding of Hope*



Corporate Information

Management Committee for the Term 15 September 2020 to 30 June 2022 was elected at the AGM held on 14 September 2020

SBWS board members make significant contributions to our charitable cause, with their selfless dedication as well as their commitment of professional knowledge and precious time.

The pioneer board members are, moreover, important exemplars for the other board members. They have been offering long-term assistance to us since our establishment, being strong pillars of support who command respect and trust.

		Period Served	Board Meeting Attendance in year 2020
Venerable Kuan Yan, BBM	President	Co-Founder, succeeded Founder, Late Venerable Yen Pei as President since 1997	2/2
Mr Toh Yew Teck	Vice President	Board Member since establishment	2/2
Mr Chew Heng Tuan	Honorary Secretary	Board Member since establishment	2/2
Mdm Saw Swee Lan	Assistant Secretary	Board member since 2008	2/2
Ms Seah Li Kheng, Marie	Honorary Treasurer	Board member since 2014	2/2
Mdm Ng Bee Nah	Assistant Treasurer	Board member since 2008	2/2
Mdm Tan Suat Lay	Committee Member	Board Member since establishment	2/2
Mr Yap Chip Sing	Committee Member	Board member since 2008	2/2
Mr Lim Teck Hian	Committee Member	Board member since 2016	2/2

Staff Strength

SBWS has a total headcount of **111** staff members as on 31 December 20 across its Headquarters and divisions.

Total staff costs and emoluments for FY20: **S\$4,222,063**

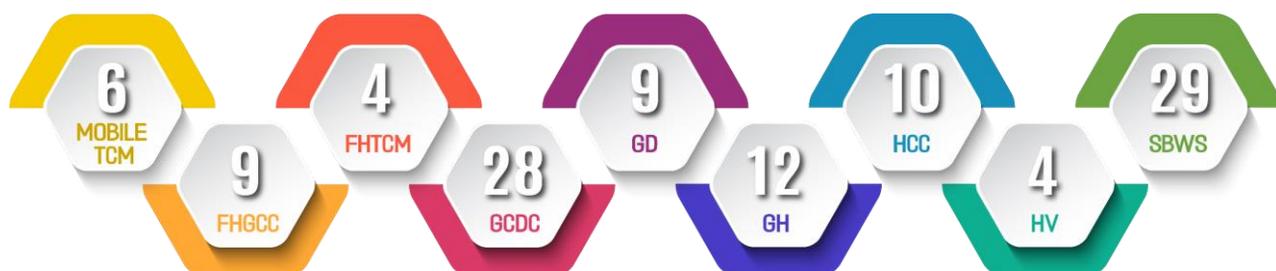
Key Management Personnel were staff having authority and responsibility for planning, directing and controlling SBWS activities.

No. of key management personnel in remuneration band:
 S\$50,001 - \$150,000: 9 S\$50,000 and below: 0

Management Committee members did not receive compensation as their appointments were honorary.

Occupational Classification according to Ministry of Manpower's Listing

Managers, Professionals, Technician, Executive	67	60%
Clerical, sales and service workers	29	26%
Production & transport operators, tradesmen, cleaners and labourers	15	14%
Total	111	100%



Corporate Governance

Conflict of Interest Policy

SBWS adopts a policy of declaration by Executive Committee members, staff and volunteers with personal interests that may affect the integrity, fairness and accountability to SBWS. The Conflict of Interest Policy includes standard operating procedures in handling disclosure of a conflict of interest and how to address a situation when conflict of interest arises. Staff is required to sign a declaration to acknowledge the conflict of interest policy.

Human Resource Policy

SBWS ensures fairness and consistency in its human resource practices through compliance with legislation requirements and updates to its Human Resource Policy. This Policy provides clear and structured guidelines for its human resource practices.

Programme Management Policy

SBWS ensures accountability to donors and funders by putting in place a Programme Management Policy to ensure programmes and services are planned, implemented and reviewed systematically with clearly specified roles. This Policy adopts Enhanced Programme Evaluation System (EPES), that is adapted from the National Council of Social Services's guidelines on programme management, to measure performance, impact, effectiveness of programmes and services.

Volunteer Management Policy

Volunteers at SBWS form an important resource to support SBWS in initiating and implementing programmes and services that are aligned with its mandate. SBWS has a Volunteer Management Policy with clear structures and processes. It ensures volunteers are supported in discharging their roles safely; their development and well-being are taken care of; and their contributions are appreciated and recognized.

Finance Policy

SBWS sets its Finance Policy to provide accounting principles, rules and procedures for preparing and reporting financial statements. The Finance Policy lays the basis for ensuring proper internal control, delegation of authority and presenting true and fair view of the accounts in accordance with Charities Accounting Standard.

Corporate Governance

Reserves Policy

The reserves that we have set aside provide financial stability and the means for the development of our principal activity. The current level of reserves at \$40.6 million is adequate to fund 3.9 years of annual operating expenditure. However, the reserves include the fixed assets of \$35.9 million which are required for the continued operations of our organization. Adjusting for such fixed assets and depreciation (non cash outlay) at operating expenditure, on a cash basis, the figure of 3.9 years would be reduced to 0.62 years. We intend to maintain our reserves at a level, which is at least equivalent to ratio of 3.5 years. We intend to use the reserves in the following manner:

- A. Annual operating expenditure
- B. Welfare fund distribution

The Management Committee regularly reviews the amount of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.

	←-----Restricted Fund----->				Total S\$
	Accumulated Fund S\$	Fu Hui Link Building Fund S\$	Kidney Dialysis Centre Fund S\$	Green Haven S\$	
Balance at 1 January 2019	37,921,916	11,632,260	172,733	-	49,726,909
Net surplus/(deficit), representing total comprehensive income for the year	1,051,991	(680,891)	6,896	-	377,996
Balance at 31 December 2019	38,973,907	10,951,369	179,629	-	50,104,905
Net surplus/(deficit), representing total comprehensive income for the year	1,682,786	(701,214)	(142,546)	185,099	1,024,125
Balance at 31 December 2020	40,656,693	10,250,155	37,083	185,099	51,129,030

Key Statistics at a Glance

Community & Family Service Group

DAILY MEAL DELIVERY

10,368 meals were delivered.

FINANCIAL ASSISTANCE

60 beneficiaries with financial difficulties received monthly cash grants.

FOOD RATIONS

1,644 sets of food rations were distributed.

GREEN HAVEN (GH)

41 individuals with drug addiction completed the rehabilitation programme.

MARRIAGE PREPARATION PROGRAMME

2 couples benefited from “It takes 2” MPP (*MPP was put on hold from April to December 2020*).

MARRIAGE SOLEMNISATION

4 couples had their Marriage Solemnisation conducted by Venerable Kuan Yan.

Children Service Group

GRACE CHILD DEVELOPMENT CENTRE (GCDC)

144 infants & children were enrolled and they received a quality holistic early childhood education.

HEARTY CARE CENTRE (HCC)

169 primary school children were enrolled and they received a quality after-school care programme and school holiday enrichment.

Eldercare Service Group

HAPPY VILLA (HV)

40% occupancy rate by needy, elderly females who have no or poor family support.

FU HUI GOLDEN CARE CENTRE (FHGCC)

91 eligible clients were admitted comprising 26 for senior day care and 65 for active rehabilitation services.

Healthcare Service Group

SBWS – NKF DIALYSIS CENTRE

154 patients were benefitted through 22,527 dialysis sessions.

SBWS MOBILE HEALTHCARE (TCM) SERVICE

906 people benefitted from affordable TCM services at 6 designated service locations in the North-East region (January - March, October - December).

FUI HUI TCM CLINIC (FHTCM)

1,747 people benefitted from affordable TCM services at our clinic in Fu Hui Link (January - March, June - December).



FY2020 Highlights

Ensuring No One Goes Hungry, our Daily Meal Delivery and Food Rations have never stopped amidst the COVID-19 pandemic. In fact, through strict compliance with safe management measures to safeguard everyone's health, we stepped up these efforts to ensure no needy one from the low-income families, the elderly living alone and the home-bound falls through the cracks during the circuit breaker.

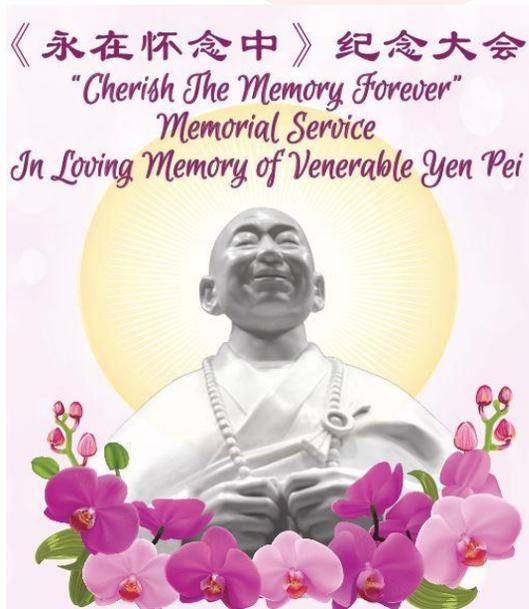
Our volunteers and the Social Assistance Team of dedicated staff comprising drivers, cook and kitchen helpers continued to come in early in the mornings without fail to prepare and deliver cooked meals for 6 days a week. We delivered 10,368 meals and 1,644 sets of food rations in 2020, supporting many needy people in a year of difficult times.

To help more in need, SBWS participated in the first two series of **"Meals on Mission"** (暖心厨房) which was telecast on Channel U on 27 January 2021 and 3 February 2021, 9 pm. It provided an opportunity for us to share with more people about our mission of ensuring no one goes hungry.



Vesak Day Celebration 2020 was cancelled due to the enforcement of Circuit Breaker measures.

SBWS Mid-Autumn Festival 2020 was cancelled, in compliance with the COVID-19 restrictions on holding large-scale events. To bring festive cheer to the community, SBWS supported the virtual Mid-Autumn Festival 2020 held by Sengkang Central Community Centre, Teck Ghee Community Centre and Hwi You Community Centre with sponsorship of 1,000 mooncakes and 1,000 lanterns to each of these community centres.



Fu Hui Day of Gratitude was held on 14 November 2020 to commemorate the 24th Anniversary of the demise of our founder, the late Venerable Yen Pei.

A simple memorial service was conducted over two sessions in the morning and afternoon respectively in strict compliance with the safe management measures on number of participants.

FY2020 Highlights

Pandemic Preparedness and Response at Fu Hui Link

Since early 2020, SBWS management had stepped up the required safe management measures (SMMs) at Fu Hui Link according to the DORSCON levels to safe guard its users, including residents of Grace Lodge nursing home, children in GCDC and HCC, as well as clients of FHGCC and FHTCM Clinic. Such measures included:

1. Cancelled all planned large-scale events, such as annual free health screening, intergenerational National Day celebration. Festive celebrations like Lunar New Year celebration were turned to online platforms for the children of GCDC and HCC, as well as elderly of FHGCC.
2. Minimised the risks of an infection infiltrating the building by designating one point for entry and exit points; as well as locking all other access points into the building. The vehicular drop off point at level 2 was also closed to convert it into an access point for human traffic.
3. Separated the pathways to the nursing home from that of community facilities at the front lobby to minimise the risks of cross-infection.
4. Set up screening stations at the front entrance to carry out body temperature screening, look out for individuals exhibiting acute respiratory symptoms and deny entry to unwell individuals. Declarations on health and travel were taken. This strict control was to ensure no infectious transmitter walked into the building to access the respective services without being detected.
5. Restricted public access to the nursing home and limited the movement of visitors within the nursing home zone. Parents, clients and next-of-kin of GCDC, HCC and FHGCC were required to comply with the SafeEntry and screening measures in compliance with health advisories of the Early Childhood Development Agency (ECDA), Ministry of Social and Family Development (MSF) and Ministry of Health (MOH) respectively,
6. Scheduled cleaning and disinfection of the building, as well as stepped up environment ventilation and surface sanitisation on a quarterly basis.
7. FHTCM Clinic was relocated to level 2 to ensure there was no risk of cross infection between FHGCC and the public through the sharing of toilet facilities at level 5. The relocation had also improved its accessibility to its clients.

Community Projects amidst COVID-19

In line with the call to save lives, SBWS supported **Red Cross** to conduct two rounds of **Blood Donation** at Fu Hui Link on 22 May and 11 October 2020 with precautionary measures put in place and cleared by MOH. Donors complied with strict screening and SMMs. 179 bags of blood were collected, which could save 537 lives, making an impact on many patients.

SBWS also supported Sengkang General Hospital to conduct two sessions of **Individual Physical Proficiency Test for Seniors (IPPTS)** in February and December 2020 as a follow-up for the participants of SBWS Annual Health Screening event held in 2019. The event was held, with participants attending the sessions strictly on an appointment basis and with enhanced precautionary measures put in place.

Community & Family Service Group

Social Assistance Programmes

Since 1985, we have been supporting the needy public and the vulnerable residing in the North-East region of Singapore. These beneficiaries are constrained by old age, sickness, disability, unemployment, financial challenges or lack of family support. Low-income families with young children and those who are adversely affected by unexpected circumstances such as loss of breadwinner, permanent disability, etc are also supported by these programmes.

Our social assistance is offered through 3 services, namely:

Daily Meal Delivery, Financial Assistance and Food Rations.

Beneficiaries may receive multiple forms of social assistance, according to their needs.

Needs Assessment

We accept referrals from hospitals, family service centres, grassroots organisations and public agencies. Our Social Worker conducts home visits to assess the referrals' needs. A review of needs is conducted every 6 months.



每日膳食递送 DAILY MEAL DELIVERY

Beneficiaries receive free, healthy vegetarian meals twice a day, for lunch and dinner, from Mondays to Saturdays (except public holidays).



经济援助 FINANCIAL ASSISTANCE

Beneficiaries who face financial difficulties are relieved with monthly cash grants.



粮食配济 FOOD RATIONS

Beneficiaries received monthly free food rations to cook their meals at home. This included our collaboration with Pasir Ris Elias Community Club which benefitted 100 households.

IMPACT



235 needy beneficiaries received social assistance support in 2020.

In 2020:

10,368 meals were delivered.

60 beneficiaries received monthly grants.

1,644 sets of food rations were distributed.



(Halfway House of Singapore Buddhist Welfare Services)

Set up in 1993 by the late Venerable Yen Pei, Green Haven (GH) as the only Buddhist Halfway House in Singapore provides shelter (6 months to 1 year) and a distinct holistic rehabilitation programme focussing on vocational and spiritual components, for male drug inmates and offenders who are emplaced by Singapore Prison Services (SPS).

Through inculcating Buddhist teachings and therapeutic horticulture, GH residents undergo rehabilitative recovery in both mental and physical health for them to transit to a sustainable and meaningful living.



Planting a Seed of Hope

2020 had been a challenging year due to COVID-19 pandemic. In consultation with SPS, GH streamlined its ground operations and procedures for the safety of its staff and residents. Its premises and daily routines were adapted to enable the implementation of safe management measures.

Residents continued to stay strong and motivated in their rehabilitation journeys. Through group therapy, as well as individual and family counselling sessions, residents were supported in increasing their self-awareness and resolving issues that had perpetuated their repeated offences, while working on strengthening family ties, recovering lost relationships and reintegrating into society.

Through the application of therapeutic horticulture and weekly morality classes, GH strove to rebuild in the residents a sense of purpose in life, enhance their positive self-image and reduce their chances of relapse. Classroom activities capped at 14 participants per session for SOUL programme, Art & Craft on Decoupage, Functional Fitness exercises, provided learning opportunities for them to acquire new skills and stay healthy, both mentally and physically.

For the residents' safety and well-being, their reintegration through engagement with the community was put on hold till further notice.

IMPACT



73 residents served as at 31 December 2020



41 residents successfully completed their rehabilitation journeys in 2020

Supported by **12** staff



40 New emplacements in 2020



Majority of the residents were aged **60-69 years old**

新加坡佛教福利协会暨全国肾脏基金会洗肾中心 SBWS - NKF DIALYSIS CENTRE

Since the establishment of SBWS-NKF Dialysis Centre in 1992, the centre has been giving Life and Hope to patients who live in the North-East region. To maximise the space in the centre, renovation and expansion works will be carried out to increase the dialysis capacity from 27 stations to 32 stations (estimation) which will benefit 30 more patients.



Saving Lives, Giving Hope

Year 2020 had been exceptionally tough for our patients, who had to manage both their renal health conditions as well as the potential threat of COVID-19 to immunocompromised individuals like themselves. Even when the Circuit Breaker measures were put in place to safeguard the nation's health and wellness, our patients had to adhere to their prescribed dialysis schedules and visit the dialysis centres thrice weekly so that they could sustain their lives.

To ensure their safety, additional precautionary measures such as shift segregation were implemented to lower the risks of cross infection among patients, as well as mandatory centre wipe-downs and sanitisation after the completion of each dialysis shift.

Other measures to safeguard our patients:

Surgical face masks were provided to patients who underwent dialysis thrice weekly and the caregivers who accompanied them.

No visitors were allowed into the dialysis centres apart from patients, caregivers and onsite vendors. All volunteering activities were suspended.

IMPACT



22,623

dialysis treatment sessions were rendered to **154** patients of which **43** were new beneficiaries.



69% of these patients were aged 60-69 years and older, and there were more male patients than female.



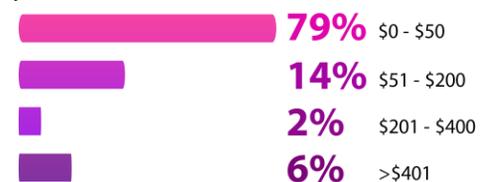
Supported by

27 staff



Co-payments by patients

Monthly costs of dialysis treatments were kept affordable for eligible patients.



新加坡佛教福利协会流动医疗（中医）服务 SBWS Mobile Healthcare (TCM) Service

Established in 2006, the programme has been bringing affordable Traditional Chinese Medicine (TCM) services to the sick, elderly and needy, including those with disabilities, regardless of race or religion.

Our Affordable Charges

- Consultation fee of \$1. Elderly aged 60 years old and above enjoyed complete waiver of consultation fees.
- Medication at \$1 per one-day dosage.
- Acupuncture service at \$3 per patient
- Blue CHAS Card and Medical Fee Exemption Card holders enjoyed free consultation, acupuncture and medication.

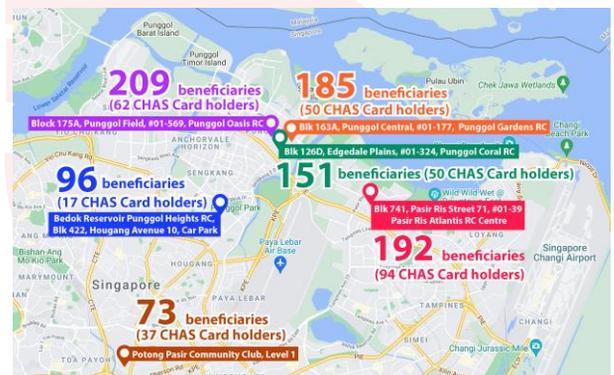
Healing Hands, Improving Lives

SBWS Mobile Healthcare (TCM) Service operated for 6 months in 2020 across 6 designated service locations with approval from Ministry Of Health (MOH). The service was suspended in April when the Circuit Breaker measures kicked in. The service was progressively resumed from October at 5 locations. Complying with infection control practices, only essential TCM services limited to TCM consultation, herbal treatment and acupuncture for pain management were rendered.

Compliance with Safe Management Measures

People who presented acute respiratory infection symptoms, were on Quarantine Order or Stay Home Notice and did not wear face masks were not given access to our service.

No. of Beneficiaries at 6 service locations in the North-East Region



IMPACT



906 beneficiaries, of which **34%** with CHAS cards were given free consultation, acupuncture and medication.

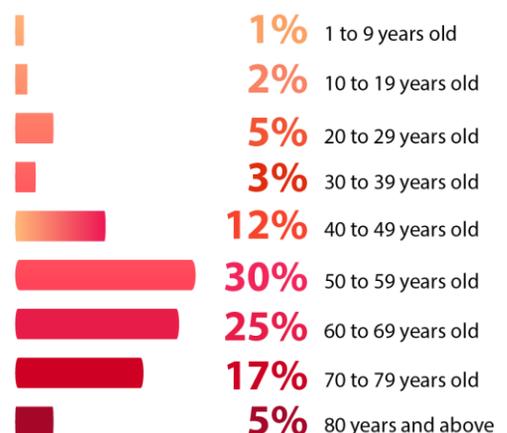
Supported by

6 staff



77% of these beneficiaries were aged 50-69 years and older, and there were more females than males.

Beneficiaries by age



福慧中医诊疗所 FU HUI TCM CLINIC

Fu Hui TCM Clinic was established in 2015 at Fu Hui Link to provide affordable Traditional Chinese Medicine (TCM) services for the sick, elderly and needy, including those with disabilities, regardless of race or religion.

Our Affordable Charges

- Consultation fee of \$1. Elderly aged 60 years old and above enjoyed complete waiver of consultation fees.
- Medication at \$1 per one-day dosage.
- Acupuncture service at \$3 per patient.
- Blue CHAS Card and Medical Fee Exemption Card holders were given free consultation, acupuncture and medication.

Healing Hands, Improving Lives

The clinic resumed its operations from June with approval from MOH when the Circuit Breaker measures were lifted.

Complying with infection control practices, essential TCM services limited to TCM consultation, herbal treatment and acupuncture for pain management were rendered.

Beneficiaries had to comply with safe management measures put in place at Fu Hui Link and the clinic.



To provide enhanced accessibility and improved facilities for the safety of beneficiaries, Fu Hui TCM Clinic was relocated from level 5 to level 2. The clinic was designed with full glass panels and calming colours to allow natural lighting and create an environment of healing.

IMPACT



1,747 beneficiaries, of which

56% with CHAS cards were given free consultation, acupuncture and medication.

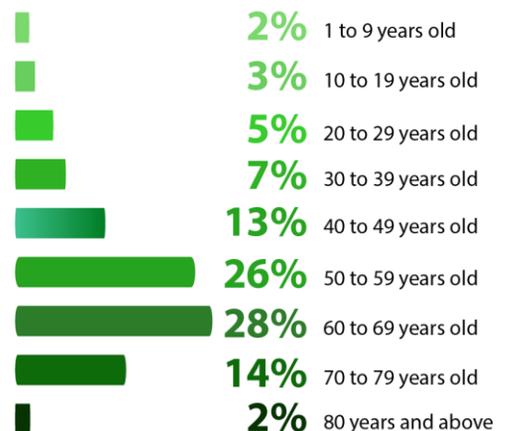


Supported by
4 staff



70% of these beneficiaries were aged 50-69 years and older, and there were **42%** more females than males.

Beneficiaries by age





Happy Villa (HV) was set up in 1994 to provide sheltered residential care for a full capacity of 15 needy, elderly females with no next-of-kin or poor family support. Residents are referred from hospitals through the Agency of Integrated Care (AIC) and MSF.

Compassionate Care, Close to Home

COVID-19 is an unprecedented pandemic which has drastically altered the way we live and interact.

HV stepped up its infection control as well as implemented SafeEntry and safe management measures (SMMs) for residents and staff, in compliance with MSF health advisories. The SMMs included wearing of surgical masks, ensuring safe social distancing of 1-metre, monitoring their body temperatures twice daily, monitoring their well-being, submitting health declarations, practising good personal and hand hygiene, improving indoor ventilation, as well as stepping up on cleaning and disinfection of the facilities, particularly on high-touch areas.

Staff worked in two split teams as part of service continuity plans. Residents and staff had completed their COVID-19 vaccinations and underwent routine swab testing monthly to ensure they stayed safe and healthy.



Weekly physiotherapy and occupational therapy services were suspended during the Circuit Breaker period and then resumed when Phase 2 of re-opening started. Volunteering, outing activities and physical visitation were also suspended. Residents kept contact with their loved ones through telephone calls.

Amidst these restrictions, residents were kept safe and healthy through regular exercise and other in-house engagement such as playing badminton, with safe distancing put in place. Residents' health was also monitored monthly by our locum doctor. In the evenings, the residents were allowed to catch up with their favourite movies and television shows.

IMPACT



40% occupancy rate



Supported by
6 clinical and care staff



Residents by age

60 – 69 years: 1
70 – 79 years: 2
80 – 89 years: 3



福慧康乐中心

FU HUI GOLDEN CARE CENTRE

(A Division of Singapore Buddhist Welfare Services)

Another community initiative of SBWS, FHGCC opened its doors to the public on 21 Oct 19, caring for the elderly, regardless of race or religion. FHGCC is a senior care centre funded by MOH, offering maintenance day care, general dementia day care and community rehabilitation services to the elderly and other members of the public referred by the AIC, hospitals, family service centres, polyclinics, general medical practitioners and designated referral agencies in the intermediate and long term care sector. Eligible referred clients can benefit from government subsidies, subject to means-testing.

Our Objective

FHGCC aims to enable the elderly to continue to live happily and healthily, as well as stay active in their golden years, through therapy as well as participation in social and recreational activities. The elderly are encouraged to live life to the fullest with good health, joy and passion.

Cherish every moment,
live life with zest



COVID-19 Pandemic's Impact on Operations

The Centre's intake of clients was affected by the pandemic, especially when the Centre had to close during the Circuit Breaker period (CB) from April to mid-June.

Tele-caring for Clients during Circuit Breaker

Staff kept in touch with day care clients 3 times weekly and with community rehab clients based on their scheduled session times, to enquire about their health conditions, either from themselves or their next-of-kin.

The Centre also sent AIC resource kits to next-of-kin, for them to work with the clients on what they could do at home to stay safe and healthy. Therapists were consulted for advice if the clients' conditions were deteriorating.

Resumption of Services subject to compliance with Safe Management Measures

The Centre resumed its services after CB. The number of clients allowable in the Centre was reduced to 30 people to comply with Safe Management Measures. Its plan to admit more clients had to be put on hold. To ensure the clients' safety, the Centre stepped up its cleaning and disinfection; monitored body temperatures three times daily, and requested all users coming to the Centre to make health declarations.

At the same time, community rehabilitation service was kept to one to one interaction, with no mingling between day care clients, and 1-metre safe-distancing was observed in vehicles when transporting clients until such measure was relaxed by the authority.

IMPACT



91 eligible clients admitted in 2020,
of which 26 were for Day Care and
65 were for Community
Rehabilitation services



Supported by a staff strength
of 11 professional and care
staff (including outsourced
therapists)





慈恩托儿发展中心 GRACE CHILD DEVELOPMENT CENTRE (A Division of Singapore Buddhist Welfare Services)

Set up in 1985 by the late Venerable Yen Pei, GCDC nurtures generations of gracious hearts and hope through its Early Years Programme and Preschool Programme for infants and children up to 6 years old, regardless of race or religion.

With SPARK Certification (Commendation) awarded by the Early Childhood Development Agency (ECDA) in July 2018, GCDC was also awarded as an “Outstanding Centre for Teaching and Learning (Commendation)” in 2019. GCDC is accredited as a Healthy Preschool by the Health Promotion Board for its distinctive healthy vegetarian meals.

The Centre had a ‘Bodhi Tree of Enlightenment’ planted by President Halimah Yacob with Venerable Kuan Yan and GCDC children during Fu Hui Link Official Opening on 21 December 2019.



Nurturing Generations of Gracious Hearts

Active and Meaningful Engagement during Circuit Breaker period

The Centre ensured there was continuity of the planned programme for the children and their parents. This took place through Zoom with daily exercises, as well as through weekly chats, semestral Parent-Teacher Meetings and weekly take-home activities via emails.

“Start Small Dream Big Project 2020 - A Caring and Inclusive Home for All” was conducted in May via a mix of emails and virtual meetings through TEAMS.

Resumption of GCDC services from 2 June

National Day 2020 was commemorated via Zoom, together with the elderly of Fu Hui Golden Care Centre and students of Hearty Care Centre. Children created artworks to commemorate Grandparents’ Day together with FHGCC and Happy Villa elderly.

Children shared their learning on plants as a closure of its collaboration with Green Haven on an innovative project “Let’s Get Growing”, for which the Centre was conferred the Early Childhood Innovation – Commendation Award in 2020.

IMPACT



144 Infants and children received a quality holistic early childhood education

Supported by a staff strength of



26 professional and service staff



Its “Let’s Get Growing” project in partnership with Green Haven was conferred “Early Childhood Innovation – Commendation Award” in 2020



开心关怀中心

HEARTY CARE CENTRE

(A Division of Singapore Buddhist Welfare Services)

Children Service Group

Set up in 1994 by the late Venerable Yen Pei, Hearty Care Centre (HCC) provides quality after-school care to children from 7 to 12 years old. Children are provided with a safe learning environment, schoolwork supervision and guidance, routine care and project learning for character-building and social responsibility development. HCC has a distinctive service of providing vegetarian meals.

**Embracing
Life-Long
Learning,
Living as
Happy Families**



Life-Long Learning and Character Development

Learning beyond Achieving Academic Excellence during Circuit Breaker

When the Centre closed its operations for 2.5 months from April, students stayed connected with their respective class teachers for support in their school work through Teams and Zoom.

“Take-Home Learning Kit” materials and project work assignments were provided to students to be completed at home with support from their parents. School holiday enrichment activities and Mother’s Day celebration were conducted on-line. Students enjoyed the new found approach of virtual discussion, sharing videos streaming and slide presentations.

Resumption of HCC services

The Centre resumed its services on 2 June with approval from MSF and strict compliance with safe management measures. Students were segregated into separate classrooms with safe distancing of 1-metre apart and group cap of 5 students. Personal hygiene, constant hand washing and health was monitored closely. Routine care processes were reviewed to minimise cross contact between students of different groups.

Despite the restrictions brought by the safe management measures put in place, the Centre successfully conducted class team building activities, the year-end school holiday enrichments activities, festive celebrations, Mother’s Day celebration and intergenerational National Day 2020 commemoration with the elderly of FHGCC.

IMPACT

169 Primary school children received a quality after-school care service and school holiday enrichment



Supported by a staff strength of **9** teaching staff

SCFA Administrator of ComCare

Student Care Subsidies with a **grade “A”** in 2020/2021 Administrator Audit

