



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

SBWS ANNUAL REPORT 2021



www.sbws.org.sg

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Singapore Buddhist Welfare Services (SBWS) is a voluntary welfare organization, which was 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.



ABOUT US

HEALTHCARE SERVICE GROUP

SBWS-NKF Dialysis Centre

**SBWS Mobile Healthcare (TCM)
Service**

Fu Hui TCM Clinic (FHTCM)

ELDERCARE SERVICE GROUP

Happy Villa (HV)

**Fu Hui Golden Care Centre
(FHGCC)**

CHILDREN SERVICE GROUP

**Grace Child Development Centre
(GCDC)**

Hearty Care Centre (HCC)

COMMUNITY & FAMILY SERVICE GROUP

Daily Meal Delivery

Financial Assistance

Food Rations

Green Haven (GH)

**Marriage Preparation Programme
(MPP)**

Marriage Solemnisation

Green Delights (GD)

FU HUI LINK (FHL)

SBWS Integrated Community Hub

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

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

PHILOSOPHY

- Share** We allow the compassion in us to bring gifts of joy and comfort to others. Cherish every moment and live life with zest.
- Help** We show our support and create turning points in needy lives.
- Achieve** We are committed towards excellence at all times in providing facilities and activities to cater to the needs of the community.
- Reach** 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.
- Enrich** We make steady efforts to progress for a better tomorrow for everybody. We believe in continually nourishing our 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, 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 as well as charitable institutions.

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.

PRESIDENT'S MESSAGE

The year 2021 saw our countrymen battling resiliently, with solidarity and watchful wariness, against wave after wave of the COVID-19 pandemic. We earnestly hope for amelioration of the pandemic, so that our people may soon resume normal living with good health, our economy thrives again and peace gets restored in our world.

Nobody could have anticipated the grievous and extensive damage wreaked on lives and livelihoods by the sudden outbreak of COVID-19 pandemic. People are wearied, both physically and psychologically. All occupations have been caught off guard by this crisis. While we courageously embrace living with the virus, guarding our health and safety with gritted teeth every day, the underprivileged in our midst are even more badly affected by the pandemic and make appeals for aid.

True kindness prevails in these times of adversity, suffusing our world with the radiant warmth of altruistic love, to dispel the pandemic gloom. In these difficult times, many people have selflessly offered aid to needy families, as well as the vulnerable, elderly and sick. Their benevolence inspires us to see bright prospects ahead, for casting away the pandemic woes with our social solidarity.

"Selfless giving brings happiness at every stage of its expression. We experience joy in forming the intention to give. We experience joy in the actual act of giving and we experience joy in remembering the fact that we have given."

The value of an individual lies in his contributions, rather than what he gains. We are deeply grateful for the staunch support offered by our staff and volunteers, who have not left us in the lurch in these most difficult times. They render their dedicated services, without any expectation of reward. They commit precious time and put in painstaking efforts wholeheartedly, without any grudge. We have been able to tide over multiple hurdles, because of them!

In addition, we would like to put on record our appreciation of all donors and sponsors, who have been supporting SBWS through the years. During this pandemic crisis, they persevere with their magnanimous contributions to SBWS, thus enabling us to continue offering relief to the needy in society.

During these two years of trials and tribulations, as the circumstances became more trying, we came to appreciate the importance of unity, mutual understanding and patient forbearance even more. As an individual, one may be quite insignificant, but with boundless magnanimity, one may embrace all harmoniously and serve society with noble selflessness, thus giving full scope to one's value as a human.

Let us, hand in hand, lift the shroud of pandemic gloom and live ardently, always striving towards peace and happiness for all!

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 community hub for bonding across ages
 Relocated Grace Lodge to Fu Hui Link at the year end of 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
|
2021

- 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 Registration Number
0810

Unique Entity Number
UEN S81SS0060H

Trustees
Venerable Kuan Yan
Mr Chua Kin Siang
Mdm Lim Watt

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

Honorary Medical Advisor
• Dr. Ee Chye Hua

IPC Number
IPC 000326

Registered Address
105 Punggol Road
Singapore 546636

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

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

Standard Chartered Bank (Singapore)
Limited
8 Marina Boulevard
#27-01, Marina Bay Financial Centre
Tower 1
Singapore 018981



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.

		Board Members who have served for more than 10 consecutive years	Board Meeting Attendance in year 2021
Venerable Kuan Yan, BBM	President	Co-Founder, succeeded Founder, Late Venerable Yen Pei as President since 1997	3/3
Mr Toh Yew Teck	Vice President	Board Member since establishment	3/3
Mr Chew Heng Tuan	Honorary Secretary	Board Member since establishment	3/3
Mdm Saw Swee Lan	Assistant Secretary	Board member since 2008	3/3
Ms Seah Li Kheng, Marie	Honorary Treasurer	Board member since 2014	3/3
Mdm Ng Bee Nah	Assistant Treasurer	Board member since 2008	3/3
Mdm Tan Suat Lay	Committee Member	Board Member since establishment	3/3
Mr Yap Chip Sing	Committee Member	Board member since 2008	3/3
Mr Lim Teck Hian	Committee Member	Board member since 2016	3/3

Staff Strength

SBWS has a total headcount of **100** staff members as on 31 Dec 21 across its headquarters and divisions.

Total staff costs and emoluments for FY21: **S\$4,557,329.**

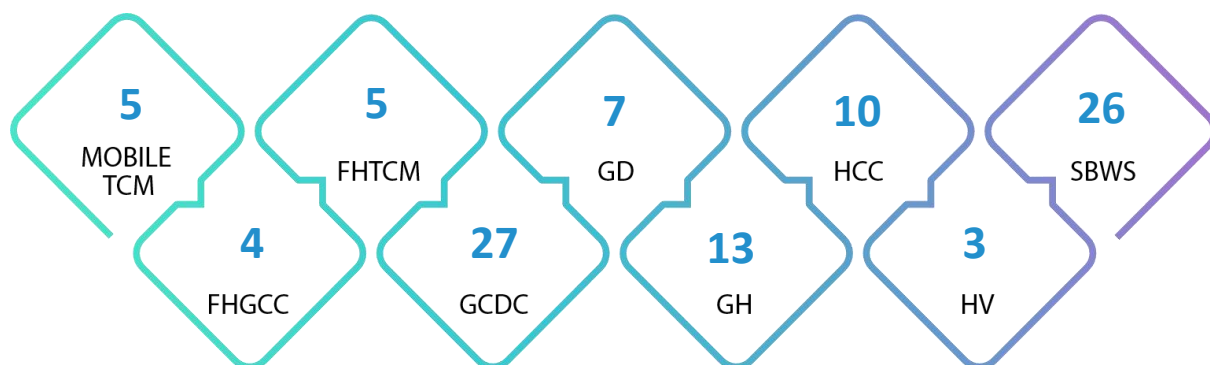
Key management personnel were staff having authority and responsibility for planning, directing and controlling SBWS activities.

No. of key management personnel in remuneration band:
S\$50,001 - \$150,000: 7 S\$50,000 and below: 2

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

Occupational Classification according to Ministry of Manpower's Listing

Managers, professionals, technicians, executives	65	65%
Clerical, sales and service workers	15	15%
Production & transport operators, tradesmen, cleaners and labourers	20	20%
Total	100	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 are required to sign a declaration to acknowledge the Conflict of Interest Policy.

Personal Data Protection Policy

SBWS is committed to act responsibly under the Personal Data Protection Act (PDPA) to protect the personal data of individuals under SBWS custody. The purpose of the policy is to define and implement the procedures and guidelines on protection of personal data of individuals in compliance with the PDPA regulations. This policy governs the collection, use, disclosure and protection of personal data of individuals. It also allows individuals to exercise their rights to access, correct or withdraw their data.

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 Service'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, as well as presenting a true and fair view of the accounts in accordance with the Charities Accounting Standard.



CORPORATE GOVERNANCE

Reserves Policy

The reserves that we have set aside provide financial stability and the means for development of our principal activity. The current level of reserves at \$42.3 million is adequate to fund 4.0 years of annual operating expenditure. However, the reserves include the fixed assets of \$34.3 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 4.0 years would be reduced to 1.0 year. We intend to maintain our reserves at a level, which is at least equivalent to a 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 fulfill our continuing obligations.

	Accumulated Fund S\$	----- Restricted Funds ----->			Total S\$
		Fu Hui Link Building Fund S\$	Kidney Dialysis Centre Fund S\$	Green Haven S\$	
Balance at 1 January 2020	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
Net surplus/(deficit), representing total comprehensive income for the year	1,714,676	(707,304)	52,925	(42,476)	1,017,821
Balance at 31 December 2021	42,371,369	9,542,851	90,008	142,623	52,146,851

KEY STATISTICS

AT A GLANCE

Community & Family Service Group

DAILY MEAL DELIVERY

34,845 meals were delivered to vulnerable elderly and needy families.

FINANCIAL ASSISTANCE

60 beneficiaries with financial difficulties received monthly cash grants.

FOOD RATIONS

1,692 sets of food rations were distributed to vulnerable elderly and needy families.

GREEN HAVEN (GH)

52 individuals with drug addiction completed the rehabilitation programme.

MARRIAGE PREPARATION PROGRAMME (MPP)

4 couples benefited from "It takes 2" MPP (MPP was put on hold from June to December 2021).

MARRIAGE SOLEMNISATION

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



Children Service Group

GRACE CHILD DEVELOPMENT CENTRE (GCDC)

165 infants and children were enrolled and they received a quality, holistic early childhood education.

HEARTY CARE CENTRE (HCC)

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

Eldercare Service Group

HAPPY VILLA (HV)

47% occupancy rate by needy, elderly females who had no or poor family support.

FU HUI GOLDEN CARE CENTRE (FHGCC)

90 eligible clients were admitted, comprising 35 for senior day care and 55 for active rehabilitation services.

Healthcare Service Group

SBWS – NKF DIALYSIS CENTRE

1,869 patients received dialysis treatment.

SBWS MOBILE HEALTHCARE (TCM) SERVICE

698 beneficiaries received treatment in **1,452** sessions of affordable consultation, including provision of acupuncture and medications, from Jan 2021 to mid-May 2021.

FUI HUI TCM CLINIC (FHTCM)

4,286 beneficiaries received treatment in **8,916** sessions of affordable consultation, including provision of acupuncture and medications.

Lunar New Year Countdown

A small-scale countdown was held on 11 Feb 2021 to usher in the Year of the Tiger, with bell-chiming for peace and good health. The joyous event was held in full compliance with the COVID-19 safe management measures.

Vesak Celebration

Our annual Vesak Celebration at Hougang Stadium was suspended, due to restrictions of Phase 2 (Heightened Alert) during the COVID-19 pandemic.

A small-scale event was held on Vesak Day, 26 May 2021, in which members of the public took part in simple commemorative activities, such as showering a baby figurine of Buddha, bell-chiming and blessings.

Our youth group, Fu Hui Youth, held a virtual Vesak celebration with quizzes, games and a lotus-drawing challenge.

Mooncake Festival

SBWS distributed vegetarian mooncakes and battery-operated lanterns to our public assistance beneficiaries.

To bring festive cheer to our community, SBWS contributed 3000 vegetarian mooncakes and 1500 battery-operated lanterns to Jalan Kayu Community Club, for distribution to Hwi Yoh Community Centre, Jalan Kayu Zone 1 Residents' Committee Centre and Jalan Kayu Zone 8 Residents' Committee Centre.

SBWS also collaborated with the Senior Citizens' Executive Committee of Sengkang Community Club, in "Sengkang Central Mid-Autumn Festival Virtual Celebration 2021" held on 18 Sep 2021.

In this virtual celebration, SBWS presented a pre-recorded video skit "*Chang E's Holiday on Earth*", a modern fantasy about the Mid-Autumn Festival enacted by our youth group, Fu Hui Youth. SBWS also sponsored 2000 mooncakes and 2000 battery-operated lanterns for this event, as well as 500 mooncakes for healthcare workers.

25th Anniversary Memorial Service of the Late Venerable Yen Pei

On 4 Nov 2021, SBWS commemorated the 25th anniversary of the demise of our founder, the late Venerable Yen Pei. A simple memorial service was held jointly with our affiliate, Fu Hui Buddhist Cultural Centre.



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

Social Assistance Programmes

Since 1985, we have been supporting the needy and 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 received 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 faced financial difficulties were relieved with monthly cash grants.

粮食配济 FOOD RATIONS



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

IMPACT



34,845 meals were delivered.



60 beneficiaries received monthly cash grants.



1692 sets of food rations were distributed.



251 needy beneficiaries received social assistance in the form of daily meal delivery, financial assistance and/or food rations.



青松園 GREEN HAVEN

(Halfway House of Singapore Buddhist Welfare Services)

Set up in 1993 by the late Venerable Yen Pei, Green Haven (GH) is the only Buddhist halfway house in Singapore. GH 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 Service (SPS).

Planting a Seed of Hope

2021 had been a challenging year as GH stepped up safe management measures (SMM) to keep its residents safe and well against COVID-19. These included reducing the capacity at the dining area and reducing the number of residents on home leave to minimise risks of community exposure. 12 sessions of SMM monthly check were conducted. In August 2021, SPS introduced weekly Antigen Rapid Testing (ART). A staff task force was set up and underwent training via Zoom to be certified as ART supervisors to conduct weekly ART for all staff and residents. This approach helped to identify quickly any transmitter within the GH community.

GH had its first case of COVID-19 towards the end of Oct 2021. By the first week of Nov 2021, almost all residents in GH were tested COVID-19 positive, asymptomatic and put in community quarantine facilities. A disinfectant service was called in to sanitize the premises.

The year was mostly occupied to ensure a safe environment for all in GH. Activities were cut down and capacity reduced (e.g. in-house programmes such as art and craft, fitness sessions and mass group events were suspended). GH piloted 17 online sessions of our mandated rehabilitation curriculum with 9 residents. There were challenges involved, such as the residents were not IT-savvy, but the sessions managed to pull through with guidance from the staff.

Despite a scaling down of activities, GH managed to celebrate birthdays for 28 residents over 8 months, with safe distancing measures in place. Each birthday resident received a birthday card penned by all staff and a yummy birthday cake, funded by the President's Challenge. This was done with the aim of promoting a harmonious and lively spirit, as well as emotional support for the residents during their rehabilitation journey. The residents were thankful for the meaningful moments, as they had not celebrated their birthdays for a very long time.

IMPACT



112 residents served
as at 31 December 2021.



52 residents successfully
completed their
rehabilitation journeys.



60 new emplacements



The majority of residents
were aged **60 to 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 Saving Lives and Giving Hope to patients who live in the north-east region. To maximise the space in the Centre, renovation and expansion works were carried out to increase the dialysis capacity.

Saving Lives, Giving Hope

Being one of the oldest NKF dialysis centres, SBWS-NKF Dialysis Centre has been serving many needy kidney failure patients for 30 years, since its inception in 1992. Located in a mature estate, the Centre has a consistently high occupancy rate. With the increasing demand for dialysis treatment as well as the ever-evolving and complex needs of dialysis patients, we plan to retrofit the Centre to expand its dialysis capacity, upgrade its facilities and equipment, improve the overall service delivery and create a more inclusive layout flow, to better support emergency and higher needs of patient care.

The retrofitting and expansion work commenced in mid-January and it is currently at the stage of finalising the design layout. The Centre is projected to be ready for re-operations by the first quarter of 2023. Upon completion, the Centre will be equipped with 9 additional dialysis stations, bringing the total to 36 stations which will benefit up to 216 patients.

We are grateful for the unwavering support in our collaboration with NKF and its team over the years, as well as the fortitude, dedication and sacrifices of the nurses and healthcare staff at the frontline, as we pivot towards endemic living with COVID-19 and overcome many challenges in these extraordinary times, to ensure our dialysis patients receive safe and uninterrupted dialysis treatment and care.

IMPACT

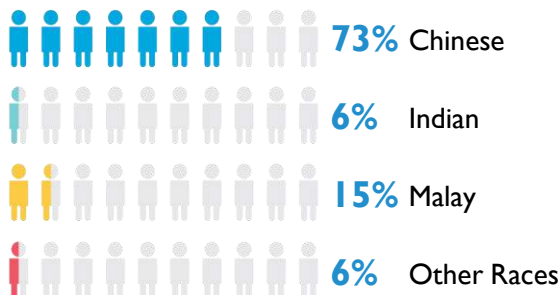


1,869 patients
received dialysis treatment,
supported by **26** staff.

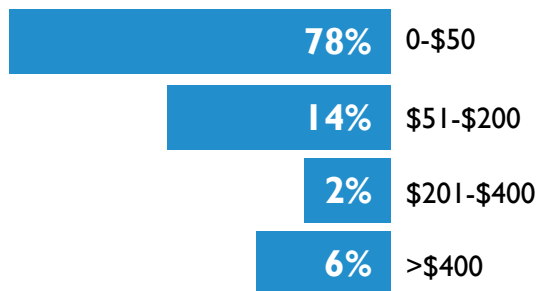


71% of these patients
were aged 60-69 years and
older, and there were more
male patients than females.

Patients by race



Co-payment by 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 medications.

Healing Hands, Improving Lives

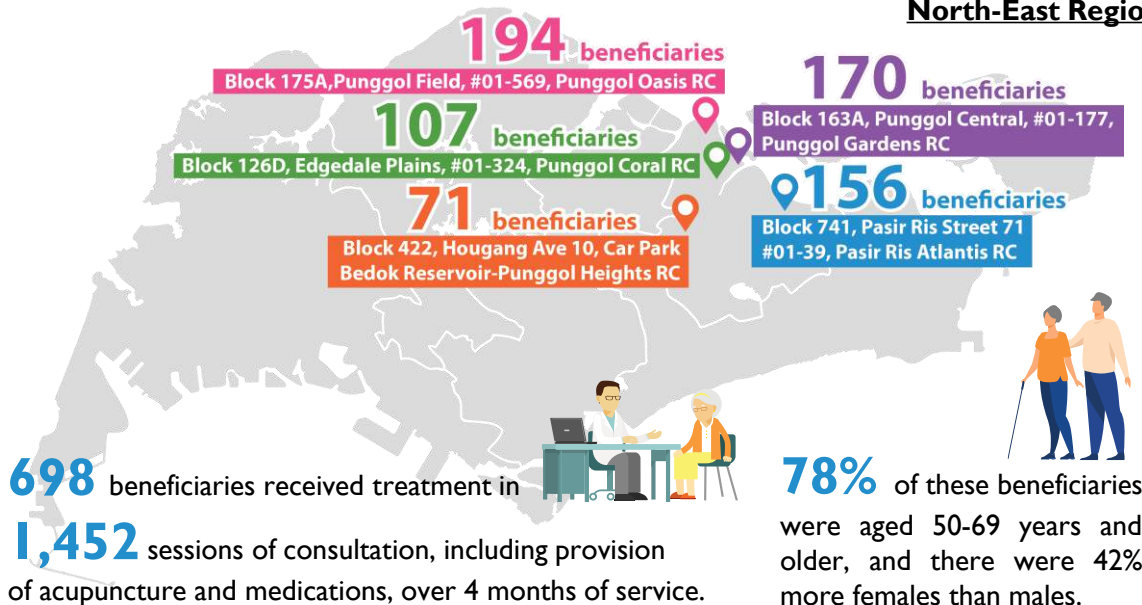
SBWS Mobile Healthcare (TCM) Service operated for 4 months in 2021 at 5 designated service locations, with approval from Ministry Of Health (MOH). In line with the tightened measures during Phase I (Heightened Alert), the service was suspended from 17 May 2021 to 31 Dec 2021. Complying with infection 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 with acute respiratory infection symptoms, on Quarantine Order or Stay Home Notice and not wearing face masks were not given access to our service.

IMPACT

No. of Beneficiaries at 5 Service Locations in the North-East Region



福慧中医诊所 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 medications.

Healing Hands, Improving Lives

Since its relocation to level 2, the clinic was able to serve more beneficiaries while complying with the restricted safe management measures, which were put in place at Fu Hui Link and the clinic, to ensure all staff, clinic beneficiaries and patrons of other services in the same building were kept safe. The staff made special arrangements to fetch the vulnerable who were frail and/or on wheelchairs and access our clinic from the car park, with compliance to the requirements for Trace-Together check-in and declaration of health.

Compliance with Safe Management Measures

The clinic attended only to beneficiaries with prior appointments to control the crowd size and ensured there was safe distancing. People with acute respiratory infection symptoms, on Quarantine Order or Stay Home Notice and not wearing face masks were not given access to our service.

IMPACT



4,286 beneficiaries received treatment in
8,916 sessions of consultation, including
provision of acupuncture and medications.



73% of these beneficiaries were aged 50-69
years and older, and there were
42% more females than males.





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 Ministry of Social and Family Development (MSF).

Compassionate Care, Close to Home

The well-being of residents is of utmost importance, especially so during the COVID-19 pandemic. MSF allowed our locum doctor, Dr Lim Shee Lai, to continue visiting our residents once every month, with Polymerase Chain Reaction (PCR) testing and Antigen Rapid Tests put in place.

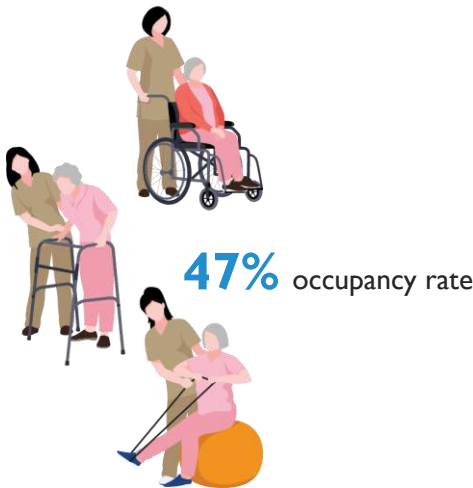
HV Telecommunications and Zoom video-conferencing sessions were arranged for residents to communicate with their loved ones and for their outpatient consultation with doctors. Delivery of medications for residents was arranged at a designated drop-off point.

Safe management measures were put in place (e.g. face shields and N95 masks) in accordance with MSF advisories.

Happy Villa was placed in lockdown from 23 Sep 2021 to 17 Oct 2021, when 4 residents and 1 staff were infected with COVID-19. The infected cases were sent to hospitals/community facilities.

All the residents and staff were fully vaccinated by Nov 2021. It was safe to resume activities with the prevailing safe management measures put in place. Despite these restrictive safety measures, the team was able to continue engaging the residents meaningfully while keeping them safe and healthy. The staff continued to ensure that our residents were occupied and kept in good shape with regular activities. In the evenings, our residents were also allowed to enjoy various movies and television shows.

IMPACT



Residents by Age

- 1** Resident aged 60 – 69 years
- 1** Resident aged 70 – 79 years
- 5** Residents aged 80 – 89 years





福慧康乐中心

FU HUI GOLDEN CARE CENTRE

(A Division of Singapore Buddhist Welfare Services)

Fu Hui Golden Care Centre (FHGCC) is a senior care centre funded by the Ministry of Health (MOH), offering maintenance day care, dementia day care and community rehabilitation services to the elderly, so that they may 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. Eligible elderly, who are referred by the Agency for Integrated Care, hospitals, family service centres, polyclinics, general medical practitioners and designated referral agencies in the intermediate and long term care sector, can benefit from government subsidies, subject to means-testing.

Cherish every moment, live life with zest

Since the start of day care in 2020, four components, namely physical activities, cognition stimulation activities, socialisation, and leisure/recreational activities had been incorporated into the day care programmes.

FHGCC continued to ensure its clients were meaningfully and safely engaged, with compliance to the prevailing Safe Management Measures (SMM), as stipulated in the MOH advisories for senior care centres. Seated group exercise in the mornings and standing balance group exercise in the afternoons were conducted daily for all day care clients. They also had circuit-training using HUR machine (for upper limb and lower limb strengthening) and Cybercycle or Motomed cycle (for cardiovascular endurance).

In compliance with SMMs, day care clients were divided into small groups, according to their physical and cognitive functions. The physical activities included pedal cycle, bowling, etc. There was a variety of cognition stimulation activities, including rummy, pioneer dominoes, poker card game, bingo, virtual reality games, etc.

Clients with dementia also attended an OT cognitive intervention conducted by an occupational therapist. The Cognifit Programme was also conducted for clients with dementia and those with mild cognition impairment, on a weekly basis, for cognitive stimulation and reminiscence therapy.

Group activities were facilitated by care staff and Therapy Aides (TA) to promote socialisation among clients. Clients were allowed to do their own preferred individual activities/recreational activities under the supervision and guidance of the care staff and TA.

IMPACT



90 clients had been admitted as at 31 Dec, of which **35** were for Day Care and **55** were for Community Rehabilitation services.



51% of the Day Care clients and **65%** of the clients for Community Rehabilitation services had been discharged for various reasons.





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, Grace Child Development Centre (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. GCDC has been awarded SPARK Certification (Commendation) in Jul 2018 and as an “Outstanding Centre for Teaching and Learning (Commendation)” in 2019, besides being accredited as a Healthy Preschool by the Health Promotion Board for its distinctively healthy, vegetarian meals.

Nurturing Generations of Gracious Hearts

Active and Meaningful Engagement

GCDC ensured continuity of planned programme implementation, through active and meaningful engagement with the children and their families, as well as with the community. These were implemented virtually and included ‘Game Time with Seniors’ under the ‘Start Small Dream Big’ (SSDB) Project 2021, in which N2 to K2 children and their parents created table top games for the elderly of Fu Hui Golden Care Centre.

GCDC ensured its continual engagement with parents, by conducting workshops for parents virtually on ‘The Arts of Recycled Toys, ‘Storytelling and Creating Storybox’, ‘Health and Nutrition’ and ‘Play’.

During COVID-19 Phase 2 (Heightened Alert) from May to Jun 2021, parents were encouraged to keep their children at home, when possible. GCDC remained open for children during this period and the daily average attendance was less than 30. Staff were rostered in split teams. GCDC issued some planned home activities to all parents, for them to do with their children during this period.

Collaboration with the Community

GCDC children celebrated Chinese New Year with the elderly residents of Grace Lodge nursing home.

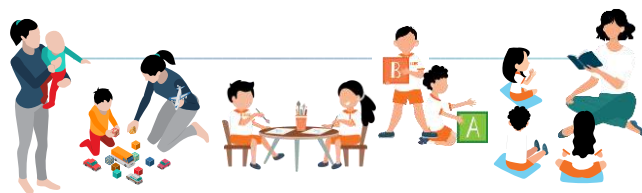
K2 children learnt about “Neighbourhood and Our Community”, from the officers of Sengkang Neighbourhood Police Centre in Apr 2021.

K2 children had a virtual ‘live’ dialogue with Primary 2 students of Hearty Care Centre about ‘Primary School Experience’.

N2 to K2 children learnt virtually about planting of seedlings from Green Haven, in the programme ‘Planting Pots of Love and Hope’.

IMPACT

165 infants and children received a quality, holistic early childhood education.





开心关怀中心

HEARTY CARE CENTRE

(A Division of Singapore Buddhist Welfare Services)

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, as well as project-based learning for character-building and development of a sense of social responsibility. HCC has a distinctive service of providing vegetarian meals.

Embracing Life-Long Learning, Living as Happy Families

Life-Long Learning and Character Development

HCC provided custodial care for students, whose parents were employed in essential services during COVID-19 Phase 2 (Heightened Alert) from 16 May 2021 to 13 Jun 2021. There were substantial withdrawals of children during the mid-year school holidays, as parents were worried about their children's safety amid the rising COVID-19 infections in Singapore.

HCC ensured staff and children were safe and healthy through working in split teams. HCC resumed its normal operations when school reopened on 28 Jun 2021, in full compliance with the safe management measures (SMM) stipulated by the Ministry of Social and Family Development (MSF). HCC implemented enhanced SMMs and ensured activities were conducted as usual for the students. Continuity of life-long learning for the students, celebrations, school holiday programmes and enrichment activities were carried out with the safety of the staff and students in mind. Staff had to undergo weekly Antigen Rapid Test (ART) amid a high infectious rate of the Omicron variant locally and when there was no vaccine available for children.

HCC celebrated Chinese New Year and commemorated National Day virtually, through intergenerational activities with the elderly of Fu Hui Golden Care Centre. Celebrations of Mother's Day, SG Kindness Day, Racial Harmony Day, Teachers' Day, Children's Day, Grandparents' Day were also planned and carried out in individual classes, to comply with the SMM to minimise cross-infections, as stipulated in MSF's Advisory for Student Care Centres.

Amid COVID-19 restrictions, HCC ensured the students' interests were not compromised. HCC carried out weekly enrichment activities, such as Art & Craft, Current Affairs and Character Development activities in terms 1 and 2. In terms 3 and 4, the students enjoyed activities in Kids Cook Club, as well as calligraphy and comic drawings.

IMPACT

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



HCC is **SCFA Administrator of ComCare Student Care Subsidies** with grade 'A' in 2021/2022 Administrator Audit





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