

FACTSHEET

FRIENDS OF COMMUNITY CARE (FOCC) AWARDS

Overview

The Friends of Community Care (FOCC) Awards is a new award introduced by the Agency for Integrated Care (AIC) to:

- Show appreciation and recognise the contributions of partners outside of the Community Care sector for their unwavering support for the sector.
- Showcase the strong relationships AIC and Community Care providers share with partners, and to profile inspiring and innovative partnerships.
- Encourage more individuals and organisations outside of the Community Care sector to come onboard to recognise the sector and Community Care staff.

Nominations and deliberations

Nominations for the FOCC Awards began in August 2020 and closed in September 2020. Over 100 nominations were received, submitted by Community Care providers as well as AIC.

An evaluation panel of 10 members, comprising current and former Chairpersons and Chief Executive Officers from the Community Care sector, as well as representatives from AIC and the Ministry of Health, assessed the submissions. The assessment was based on criteria such as the impact and length of the nominees' contributions, and whether they went the extra mile in extending their support.

Winners of FOCC Awards 2020

The 10 winners for the FOCC Awards 2020 are:

S/N	Organisation
1	ACI Singapore – The Financial Markets Association
2	City Developments Limited
3	Lien Foundation
4	Rockwell Automation Asia Pacific Business Center Pte Ltd
5	Shinnyo-en Singapore
6	Singapore Exchange Limited
7	Singapore Soka Association
8	Temasek Foundation
9	The Foodbank Singapore Ltd
10	Tote Board

Two Special Mentions Awards are also given out to the following organisations for supporting the sector during COVID-19:

S/N	Organisation
1	National Public Health Laboratory
2	The Community Foundation of Singapore

The 10 FOCC winners and the two Special Mentions Awards recipients will receive a plaque and a congratulatory letter signed by Mr Masagos Zulkifli, Minister for Social and Family Development, Second Minister for Health.

Please see [Annex A](#) for more details about the FOCC winners and recipients of the Special Mentions Awards.

CITATIONS

Winners of the Friends of Community Care Awards

1. ACI Singapore – The Financial Markets Association

ACI Singapore – The Financial Markets Association (ACI Singapore) is the leading industry representative for Financial Markets Professionals in Singapore.

ACI Singapore has been raising funds for the less fortunate in the society through their annual ACI Singapore charity fundraising event. This charity drive is now well recognised as a fixture in their annual calendar in the Financial Markets, and is widely and actively supported by their members, the dealing fraternity and financial institutions. St. Andrew's Mission Hospital (SAMH) and the Singapore Anglican Community Services (SACS) have been beneficiaries of ACI Singapore's annual charity golf and dinner since 2005 and 2019 respectively.

The services of SAMH and SACS, which benefited from the strong support of the annual ACI Singapore Charity Golf and Dinner, include St. Andrew's Community Hospital (SACH), St. Andrew's Autism Centre (SAAC) and St. Andrew's Nursing Home (SANH) (Taman Jurong) (operated by SACS).

In addition, members of ACI Singapore also started their befriending activities at SANH (Taman Jurong) in 2019. Allocated proceeds from the ACI Singapore Charity Golf and Dinner went towards strengthening and developing care services of St. Andrew's Community Hospital (SACH) and SANH (Taman Jurong), as well as the setting up of a medical clinic at the SAAC.

In all, ACI Singapore Charity Golf and Dinner contributed around \$3.5 million towards the work of SAMH and SACS.

The generous donations from ACI Singapore have helped SACH to step up their care programmes and enhanced their care capabilities to meet the complex healthcare needs of the seniors. Through the contributions of ACI Singapore, SACH managed to set up a Patients Support Fund, which provides assistance to patients with financial constraints. Contributions from ACI Singapore also went towards supporting the Medical Outreach to the Community Programme – a volunteer-led free primary care and health education initiative, which reached out to low income communities in the heartlands and blue-collared workers living in dormitories.

ACI Singapore's latest contribution was to SANH (Taman Jurong). This nursing home provides long-term residential care to persons, particularly the elderly requiring long-term nursing care, persons living with dementia and persons with stable psychiatric illness. This is the first such nursing home in Singapore with a hybrid service. In addition to providing financial support towards the work of SANH (Taman Jurong), its members also organised befriending activities for the residents.

2. City Developments Limited

City Developments Limited (CDL) has been a faithful supporter of Assisi Hospice since as early as 1999, and the co-organiser of Assisi Hospice's signature fundraising event "Assisi Fun Day" which raised more than S\$1 million last year. Out of the total amount, more than 25% of the proceeds were raised by CDL. The mega fair, with over 100 stalls, is a community event put together by volunteers from all walks of life, including corporate organisations, church groups, schools and family-run businesses, attracting around 10,000 visitors.

As co-organiser, CDL is actively involved in the event planning process and rallies the support of its subsidiaries including Millennium Hotels and Resorts (MHR), which contributes its signature food items for sale as well as attractive hotel stays as prizes for the charity lucky draw. CBM Pte. Ltd., another co-organiser of the event, provides manpower and expertise for areas such as logistics, cleaning and security. Additionally, CDL employees also volunteer their time at the carnival, running stalls to raise funds for the patients of Assisi Hospice. Apart from Assisi Fun Day, CDL is also an avid supporter of its various fundraising initiatives, such as the annual gala dinner and other ad-hoc initiatives.

Beyond supporting Assisi Hospice's key fund-raising initiatives, CDL has been engaging Assisi Hospice's residents over the years by organising activities during special occasions such as Mid-Autumn Festival and Christmas.

3. Lien Foundation

The Lien Foundation is a Singapore-based philanthropic house guided by a 'radical' approach to tackle problems at its roots. It views innovation as a permanent state of exploration, and embeds design into its work in early childhood development, eldercare and end-of-life issues.

Lien Foundation has been a strong advocate in supporting the dementia community. It championed the physical and care design of an eldercare facility, Jade Circle, to promote the autonomy, choices, privacy and dignity of persons with dementia with The Salvation Army Peacehaven Nursing Home, and strengthened the psychosocial capabilities and programming at Apex Harmony Lodge. The Foundation started the "Forget Us Not" initiative in partnership with Khoo Teck Puat Hospital and the Alzheimer's Disease Association (ADA) to foster dementia-friendly communities.

More recently, it released *Hack Care*, a publication that showcased Do-It-Yourself (DIY) hacks to create dementia-friendly homes. With ADA, the Foundation launched the Post Diagnostic Support programme to proactively equip and strengthen the support and services for those who are newly diagnosed with dementia from Khoo Teck Puat and Tan Tock Seng hospitals

The Foundation works with a range of partners to run the Gym Tonic strength training programme for seniors, and is supporting an upcoming AWWA initiative to redesign centre-based dementia care.

In the area of early childhood development, the Foundation has partnered organisations to spearhead initiatives that can better support children from low income backgrounds and those with special needs. These include Circle of Care with Care Corner, the Early Childhood Holistic Outcomes (ECHO) framework with KKH and Thye Hua Kwan Moral Charities, and Making Every Preschool Inclusive (MEPI) with Rainbow Centre. Lien Foundation also partnered AWWA to realise Singapore's first inclusive preschool, Kindle Garden, and is supporting the organisation's inclusion aspirations to uplift capabilities of educators in the primary school sector.

4. Rockwell Automation Asia Pacific Business Centre Pte Ltd

Rockwell Automation has partnered with TOUCH Community Services in the past 12 years supporting the needs of their seniors. Over the years, Rockwell Automation volunteers have built strong working relationships with the TOUCH Senior Activity Centre (TSAC) team in Geylang Bahru (GB). TSAC see Rockwell Automation as a trusted collaborator who is willing to explore and develop innovative and heart-warming ways of engaging seniors in the community. The key is to establish a long-term relationship with the elderly and develop friendship with individuals.

One of the novel experiences developed through a partnership between TOUCH Adventures, TSAC and Rockwell Automation was to introduce 'dragon boating' to seniors. The activity was carried out in 2014, 2017 and 2019. As of now, about 150 seniors had their once-in-a-lifetime experience in getting out and trying adventure sports. Dragon boating has become a perennial favourite of the seniors, as 130 or more volunteers from Rockwell Automation participated and collaborated with the seniors in this fun and exciting activity.

Apart from the dragon boating activity, festive themed parties with stage performances by Rockwell Automation and TOUCH staff were arranged (e.g. Mid-Autumn, and Deepavali Celebrations), which brought smiles and laughter to 200 seniors.

It is the culture of Rockwell Automation to care for and contribute to the society at-large. Employees generously and dedicatedly volunteer their time and efforts to service the community and also arranged major fundraising campaigns within the Company. The Company launched a matching programme to raise as much as proceeds as possible. SAC seniors were also invited to the fundraising event of Rockwell Automation as part of their giving efforts.

Following the Company's global responsibility and social sustainability direction, Rockwell Automation lives up to its commitment towards social causes – through volunteerism and financial contributions. It has demonstrated long-term commitment, growth and sustained support towards elderly causes, benefitting the SAC GB community for more than a decade.

The company gradually extended its Corporate Social Responsibility efforts beyond the elderly to children from underprivileged families and people with special needs.

In addition to community events, Rockwell Automation also contributed to several Home Improvement Projects for frail seniors and provided them with a safer and more

conducive living environment. All these meaningful projects composed beautiful memories for all participants.

Looking ahead, Rockwell Automation and TOUCH Community Services will continue to go hand-in-hand to support and care for our community.

5. Shinnyo-en Singapore

Volunteers from Shinnyo-en Singapore have been partnering Ren Ci Hospital since 2000. They first volunteered at Ren Ci's first nursing home at Moulmein. As Ren Ci closed the Moulmein branch and started Ren Ci @ Bukit Batok and Ren Ci @ Ang Mo Kio, the Shinnyo-en Singapore volunteers subsequently made arrangements to visit both nursing homes on a monthly basis, to organise activities and befriend the residents. Activities include karaoke, arts and crafts, games and festive celebrations.

Over the years, the volunteers have formed meaningful friendships with the residents. Even though a number of their volunteers are Japanese and do not speak local dialects, their dedication and sincerity to serve, can be felt through their gestures and expressions. The local volunteers speak various dialects and interact well with the senior residents.

Besides their own organised activities, Shinnyo-en Singapore volunteers are also ever ready to respond to calls for assistance in other areas. For example, they also lend support to outings that are organised by Ren Ci Hospital or other Ren Ci volunteer groups. In recent years, the volunteers have also become involved in organising outings to the neighbourhood for the residents of Ren Ci @ Ang Mo Kio. To date, they have visited Ang Mo Kio Hub, the market and Bishan Park. These outings mean a lot to Ren Ci's nursing home residents.

In addition to the monthly visits, the volunteers also support Ren Ci's medical social workers for ad-hoc house cleaning activities. They ensure that the Ren Ci Community Hospital patients planning for discharge, have a safe and clean home to return to, in a bid to prevent further illness that may lead to re-admissions to hospitals.

6. Singapore Exchange Limited

Launched in 2004, SGX Bull Charge, the flagship charity initiative of Singapore Exchange (SGX), has been rallying the financial community and listed companies to support the needs of underprivileged children and families, persons with disabilities, as well as the elderly.

SGX Bull Charge has been raising funds for its adopted charities such as AWWA Ltd. through its annual programme including three anchor events – Charity Golf, Charity Futsal and Charity Run. These fundraising initiatives have enabled them to raise \$39 million over the years for more than least 50 charities, empowering their beneficiaries to lead a more positive and meaningful life.

SGX Bull Charge has been partnering AWWA for the past 10 years to support the multi-service agency's efforts to empower persons across different life stages and demographics. The funds raised have made a positive impact on the lives of many

through efforts such as transport subsidies for children with additional needs, support for after-school care service for youths with additional needs, as well as AWWA's Family Services. With this partnership, AWWA can continue to provide high-quality programmes.

This year, SGX is driving new ways to raise funds for its beneficiaries while doing its part to ensure the well-being of participants. The 17th edition of the SGX Bull Charge Charity Run will go virtual from 30 October to 13 November. For the first time, international runners have signed up to join local participants as they go the extra mile together. The event will kick off with a virtual 3km Chief Challenge involving CEOs and chiefs of companies, while participants in the Mass Run will each run at their own pace and space. The Charity Run aims of achieving a collective distance of 100,000 km, with SGX matching contributions dollar for dollar up to \$1 million and donating a further \$5 for every kilometre completed.

7. Singapore Soka Association

Singapore Soka Association (SSA) has been a close partner of Dover Park Hospice since 2005 with volunteers from the Soka Volunteers Group (SVG) supporting their cause through various volunteering activities. SVG volunteers underwent training by the Hospice staff, to prepare them to care for terminally-ill patients. The SVG members would visit the Hospice on two Sundays per month, to prepare and serve the patients tea time snacks. The SVG members also go into the wards to befriend the patients, and interact with them through songs, lifting their spirits and bringing joy to them. During events (like Roadshows and Open House), this group of volunteers also help out in a variety of duties, like booth-manning.

Since 2018, SSA has also been actively involved in befriending programmes that reaches out to senior citizens at risk of social isolation in the Tampines area and amongst the SSA community.

8. Temasek Foundation

Temasek Foundation (TF) supports a diverse range of programmes that uplift lives and communities in Singapore and beyond. Temasek Foundation's programmes, made possible through philanthropic endowments gifted by Temasek, strive towards achieving positive outcomes for individuals and communities now, and for generations to come. Collectively, TF's programmes strengthen social resilience, foster international exchange and regional capabilities, advance science, and protect the planet.

As part of its *Stay Prepared* initiative to build the resilience of Singaporeans, TF has reached out to the Community Care sector through AIC, and has supported the sector with cash and in-kind donations during COVID-19.

TF funded the extension of operating hours of AIC hotline to longer hours and to Sundays, so that more seniors and caregivers with questions pertaining to the Circuit Breaker or where to get assistance from, could be attended to.

TF also co-funded a series of ten 30-minute episodes on Mediacorp Channel 8 called “乐学每疫刻” (Learn Together with Me), which is an infotainment programme to keep seniors and caregivers informed of public education messages from the safety of their homes.

To support persons who may be struggling with mental wellness during the Circuit Breaker and the impact of COVID-19, TF also developed the ‘My Mental Health’ website in partnership with AIC, National CARE Hotline and the National CARE Management System. ‘My Mental Health’ complements the National CARE Hotline with mental health information and a comprehensive directory of services, online forums and support groups where users can seek support for their mental health needs.

For the Community Care sector, TF co-funded #ReadyTogether, an AIC initiative to support providers to enhance service continuity efforts amid the COVID-19 pandemic. This included supporting centre-based providers to have their centres cleaned, prior to reopening. TF also provided a variety of care packs to help the sector, including beds and bedding sets for some nursing homes to help their staff to move in as part of enhanced precautionary measures. Other items include hand sanitisers and disinfectants for all nursing homes and centres, pulse oximeters for nursing homes, centre-based and home care providers, oxygen concentrators for nursing homes and thermal scanners for selected community hospitals. Masks, face shields, and gowns were also made available to frontline contact staff working in the sector.

9. The Food Bank Singapore Ltd

The Food Bank Singapore Ltd serves 360 member beneficiaries across various demographics: family service centres (FSCs), various types of homes, soup kitchens, other voluntary welfare organisations (VWOs), religious establishments and schools with children from low income families.

During the Circuit Breaker period, they extended a total of 775,000 meals, 340,000kg of food rations and 7,000 food bundles to about 15,000 beneficiaries island-wide. They have partnered with over 80 food and beverage establishments, more than 100 volunteers, and another 100 donor organisations and foundations to impact the community at-large.

Sree Narayana Mission (SNM) Nursing Home is one of such beneficiaries, which has received donations in-kind from Food Bank. The Food Bank has installed vending machines to make food easily accessible to beneficiaries in the heartlands and have also organised food drives for St Andrew’s Nursing Home (SANH). To encourage the public to donate their excess food, they have placed food donation boxes across the island where the public can deposit their food items.

10. Tote Board

Tote Board has been supporting the Community Care sector since FY2009, committing over \$220 million of funding over four tranches (FY09 to FY24) through the Tote Board Community Health Fund (TBCHF).

TBCHF is a useful enabler for the sector to pilot new models of care or innovative methods to coordinate care. Such pilots allow proof-of-concept and give greater confidence to the Government and donors to consider whether they would continue to support such initiatives. Other than TBCHF, Tote Board has also supported the Community Care sector with other types of funding support.

In addition, Singapore Pools, a wholly-owned subsidiary of Tote Board, was also the first organisation that extended a helping hand to AIC when the COVID-19 pandemic hit. They provided a support of \$150,000 to fund initiatives that AIC set up, to help the Community Care sector. These include co-funding 10 episodes of a TV series, “Learn Together with Me” that was broadcast on Mediacorp. The programme was aimed at keeping seniors informed of precautionary measures during the COVID-19 period and also included information on helping seniors to maintain and improve their physical and mental health. Singapore Pools also supported AIC’s #ReadyTogether initiative, which helps Community Care providers enhance service continuity efforts.

Recipients of the Special Mentions Awards

1. National Public Health Laboratory

Since COVID-19 hit our first Community Care partner on 31 March 2020, various partners and agencies have come forward to support the homes in the Community Care sector. The National Public Health Laboratory (NPHL) at the National Centre for Infectious Diseases was among those who provided them prompt and relentless support.

NPHL ran numerous COVID-19 tests on the swabs and bloods samples for seniors and staff of the affected Community Care partners tirelessly, and at times even around the clock whenever these were needed. Being empathetic to the urgency and the impact on the residents and clients as well as the anxiety of the affected Community Care partners, NPHL was swift in carrying out the tests and informed the relevant parties promptly of the test results, regardless of the time of day and even during weekends and public holidays.

In addition to supporting the outbreak management in the affected Community Care partners, NPHL worked tirelessly with AIC and Community Care Partners to conduct surveillance testing of COVID-19 on a total of 30,000 staff and nursing home residents between April and June 2020, and more than 5,700 non-residential Community Care staff in June 2020. It journeyed with AIC every step of the way – from planning the exercises, guiding AIC on the choice of supplies and allocating laboratory testing slots, and providing professional expertise on testing matters.

NPHL also lent its supplies in times when supplies – such as test tube racks and cooler bags – were needed. This enabled the Community Care partners to complete tests earlier, which in turn enabled staff, residents and clients, and next-of-kin to have peace of mind. NPHL continues to lend its professional expertise and share resources on matters related to COVID-19 testing.

2. The Community Foundation of Singapore

The Community Foundation of Singapore (CFS) is a non-profit organisation founded in 2008 to encourage and enable philanthropy in Singapore. They match donors' interest with causes and offer ways for donors to make a greater impact through their charitable funds. They also collaborate with charity partners to identify programmes that support diverse communities. CFS' purpose is to create real and meaningful change while building a philanthropic culture in Singapore.

CFS was one of the first few partners who stepped forward and rendered their support to the Community Care sector at the onset of COVID-19. In February/March 2020, CFS approached AIC on how best to support the Community Care sector to keep seniors safe amid the current unprecedented situation. The timely and forthcoming support of CFS helped Community Care providers focus on managing the situation and safeguarding the interests and well-being of seniors.

As of September 2020, CFS has contributed donations of over \$450,000 under their Sayang Sayang Fund and Mind the Gap 200 Fund to the following three initiatives AIC has set up for the Community Care sector:

- #StrongerThanBefore initiative which has supported 11 Community Care Providers.
- #StrongerTogether initiative which supports providers in appreciating Community Care workers for their tireless contributions in keeping seniors safe. Over 80 Community Care Providers have tapped on the Staff Appreciation Fund [Tranche 1] and the Staff Transport Fund, completely funded by CFS, to purchase appreciation items/activities for their staff.
- #ReadyTogether initiative which supports providers in maintaining service continuity efforts amid the COVID-19 pandemic as the evolving situation has required partners to adjust the way they work to continue caring and supporting seniors in the community.

CFS' sponsorship provided a total of 340 units of GOVTECH Self-Service Temperature Scanner to Nursing Homes, Hospices and Eldercare Centres.

[Note: The Sayang Sayang Fund is a community impact fund started by CFS to support vulnerable communities adversely impacted by the COVID-19 pandemic. The Mind the Gap 200 Fund is established by a group of ten donors with CFS, to alleviate social issues in four areas: community, education, healthcare and sustainability.]