

# Resource Kit on Caregiving & Community Mental Health



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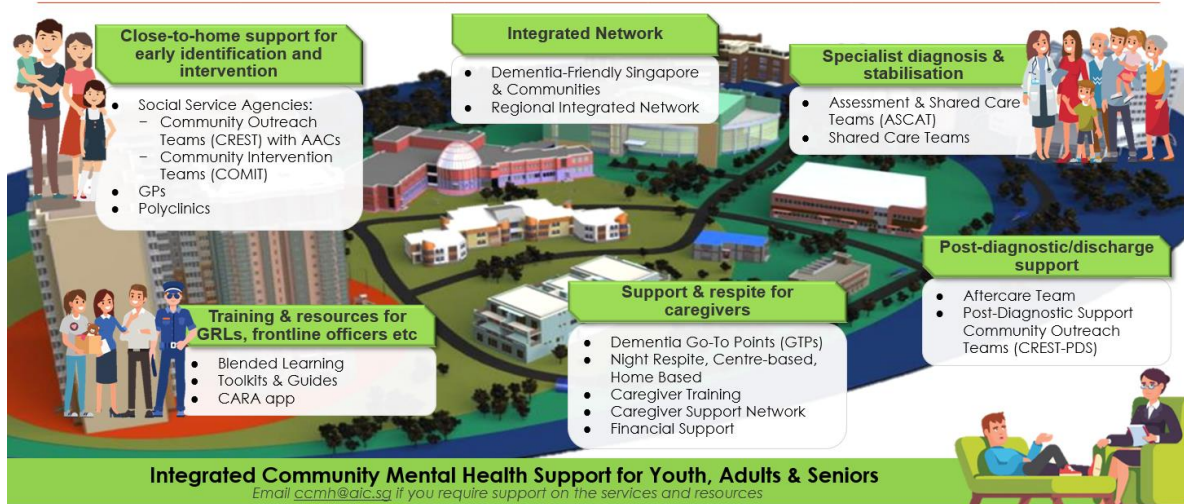
## Introduction

This resource kit aims to provide information and resources to empower you in supporting your clients and caregivers in the community. If you need any clarification, please contact your respective Programme Manager or email [ccmh@aic.sg](mailto:ccmh@aic.sg).

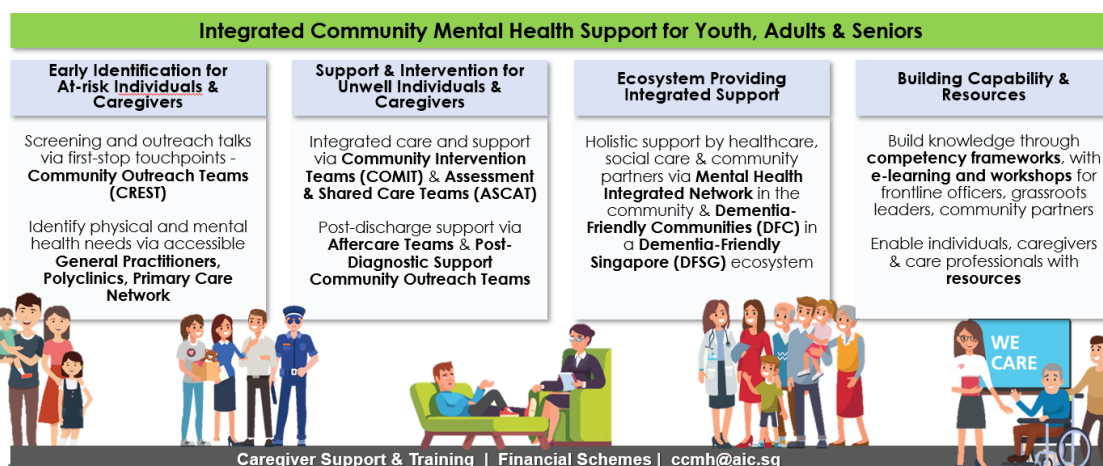
## About the Community Mental Health Masterplan & Programmes

Since 2012, the Agency for Integrated Care (AIC) was appointed by the Ministry of Health to develop the Community Mental Health (CMH) Masterplan. The plan focuses on working closely with the health, social and community care partners to build an integrated mental health network to better support for persons at risk/with mental health issues including dementia and their caregivers in the community.

### Caregiving & Community Mental Health Division: Building a Well-Connected Community Mental Health System to Support Residents' Needs (Caregiving, Mental Health, Dementia) - Community Mental Health Masterplan & Caregiving Support Action Plan



### Developing an Integrated Community Mental Health/Dementia Ecosystem to Enable Help-Seeking



### c. Network of Care and Support

You can strengthen your mental well-being through coping strategies such as finding ways to de-stress and relax. If you need help managing stress or mental health issues, do seek help early. And if you are a caregiver, there is support available for someone with a mental health condition. Here are some examples of the support you can find near home.

**?**  
How can you prevent mental health issues



**LEARN** how to stay mentally "fit" through courses and talks on topics like mindfulness, stress management and family relationships building.



**STAY ACTIVE** and make new friends by taking part in activities at your nearest wellness centres.



**STAY IN TOUCH** with your family and friends! Go out and take part in hobbies together.



**VISIT A GP**, or a doctor at the polyclinic / specialist outpatient clinic for consultation, assessment and treatment near home.

**?**  
How can you get care and support

**SEEK HELP** from community intervention teams that provide psychotherapy, basic emotional support, caregiver education and care coordination.

**SEEK ADVICE** from a social worker or counsellor if you think you or someone is mentally troubled or feels overwhelmed.

**?**  
What should you do if you feel mentally unwell

**REACH OUT** to the community for support, e.g. community outreach teams. Many frontline staff from the grassroots, government and corporate organisations are trained to provide basic support on mental health and dementia.



**COMMUNITY INTERVENTION** teams work with doctors to provide additional support.

**SUPPORT** one another in your recovery journey by joining support groups formed by various community organisations.

**If you are a caregiver**

**RELIEVE** the stress of caring for loved ones at home by tapping on caregiver support and respite services such as the elderist service.

**CONSIDER** dementia or psychiatric day care for your loved one so you can work with a peace of mind.

**STAY-IN CARE** and support is available at nursing homes and psychiatric rehab centres if you are unable to care for your loved one at home.



**GO FOR CARE** caregiver training courses to learn how to better care for your loved one instead of worrying you are doing it poorly.

**TAKE CARE** of your own wellbeing. Talk to other caregivers for emotional support by joining a caregiver support group. Dementia-Friendly Communities have caregiver support networks that organise activities for caregivers that emphasise self-care.

If you need more information and resources, do write to [ccmh@aic.sg](mailto:ccmh@aic.sg)

### Overview of the Mental Health Support & Services

Programme	What it does	Who will benefit
<b>Community Outreach Team (CREST) aka Community Resource, Engagement and Support Team</b>	<p>The <b>Community Outreach Team (CREST)</b> focuses on raising public awareness of mental health conditions and dementia, promotes early recognition of at-risk individuals, provides emotional support to individuals and their caregivers and links individuals to relevant health and social care services when necessary.</p> <p>The <b>Caregiver Community Outreach Team (CREST-Caregivers)</b> focuses on caregivers who have or are at risk of developing depression, anxiety and burn-out due to their caregiving role. The team increases public awareness of caregiving concerns, promote identification of caregiver needs, supports caregivers in self-care and links caregivers up with support groups and counselling services where needed.</p> <p>The <b>Youth Community Engagement Team (CREST-Youth)</b> increases awareness of mental health and promotes early identification by</p>	<p>General public.</p> <p>Clients or caregivers identified to be and at-risk of having mental health conditions and dementia.</p> <p>Caregivers identified to have or be at risk of developing mental health conditions due to caregiving duties.</p> <p>CREST-Youth's target population is in the 1) general youth</p>

Programme	What it does	Who will benefit
	<p>organising outreach events, involving parents and peers in the recovery journeys and link them to appropriate health and social support networks. Promote the recognition of early signs and symptoms of mental health conditions.</p> <p>The <b>Post-Diagnostic Support Community Outreach Team</b> for persons newly-diagnosed with dementia and their caregivers (<b>CREST-PDS</b>) provides education on the condition, coordinates community resources and facilitates early planning and management of the condition, for persons living with dementia and their caregivers upon diagnosis over six months.</p>	<p>population 2) youths at-risk of developing mental health issues and 3) caregivers of youths with mental health issues.</p> <p>Youth is defined here as 12-25-year-old, not yet in the workforce.</p> <p>For persons <u>newly diagnosed</u> with dementia and their caregivers for first six months upon the referral</p>
<b>Community Intervention Team (COMIT)</b>	<p>The <b>Community Intervention Team (COMIT)</b> provides assessment, counselling, therapy, case management and psychoeducation support for clients with mental health issues and dementia, including their caregivers. COMIT works closely with the Community Engagement Teams, General Practitioners, Polyclinics and other community partners to provide holistic care to clients.</p>	<p>Clients or caregivers identified to be having mental health conditions and dementia.</p>
<b>Youth Integrated Team (YIT)</b>	<p>The <b>Youth Integrated Team (YIT)</b> conducts targeted outreach to increase awareness of mental wellness, provides assessment, therapeutic intervention and case management while engaging youth for ongoing monitoring and support.</p>	<p>Youths at-risk of, showing signs and symptoms of, or diagnosed with mental health conditions, and their caregivers.</p> <p>Youth is defined here as 12-25-year-old, not yet in the workforce.</p>
<b>Aftercare</b>	<p>The <b>Aftercare</b> programme provides transitional care support and coordinated case management for clients with complex needs and frequent relapse episodes, to optimise functioning, sustain their psychological well-being and re-integrate them back into the community.</p>	<p>Persons age 15 years and above with mild to moderate mental health conditions and have consented for co-management by the restructured hospital</p>

Programme	What it does	Who will benefit
		<p>and identified community partner.</p> <p>Complex needs (two or more needs) and/or those with frequent relapse episodes, non-adherence to treatment and appointment.</p>
<b>Assessment &amp; Shared Care Team (ASCAT)</b>	<b>The Assessment &amp; Shared Care Team (ASCAT)</b> comprises of a multi-disciplinary team to provide assessment, treatment, and holistic care for clients with moderate to severe mental health conditions.	Patients with moderate to severe mental health conditions such as depression, dementia, anxiety etc. requiring assessment, diagnosis, stabilisation and treatment.
<b>Assessment and Shared Care Team-Youth (ASCAT-Youth)</b>	<b>The Assessment and Shared Care Team-Youth (ASCAT-Youth)</b> comprises a multi-disciplinary team to provide assessment, stabilisation, and treatment for youths with mental health conditions.	Youth clients with moderate risk of harm with depressive, anxiety and psychosis symptoms, and moderate-to-high distress levels requiring assessment, diagnosis, stabilisation and treatment.
<b>Mental Health in Primary Care</b> <i>(comprising Polyclinics, General Practitioner (GP) clinic, Polyclinic &amp; Family Medicine Clinics)</i>	Persons with mild to moderate mental health/dementia* and chronic health conditions can seek holistic treatment at a nearby General Practitioner (GP) clinic, Polyclinics or Family Medicine Clinics (FMCs), which is closer to home and in a less stigmatising environment.	Clients with mild to moderate MH conditions and dementia who need intervention and support
<b>Dementia-Friendly Singapore</b>	The Dementia-Friendly Singapore (DFSG) is an initiative, led by AIC and in collaboration with community partners, announced by the Ministry of Health in 2016 to address the dementia prevalence in Singapore. It aims to An inclusive society whereby persons living with dementia and their families feel respected, valued and confident to live well in the community.	General public on dementia awareness  At risks seniors, Person living with dementia, Caregivers

Programme	What it does	Who will benefit
		Partners who are keen to create a dementia-friendly environment
<b>Night Respite</b>	The <b>Night Respite</b> programme provides respite for caregivers caring for persons living with dementia with sundowning behaviour such as restlessness, agitation, disorientation, visual and auditory hallucination.	Persons living with dementia who are displaying sundowning behaviour and have difficulties sleeping at night. Clients should have a diagnosis for mild or moderate dementia.

For case referral /escalation for persons with or at risk of mental health conditions, please write in to [careinmind@aic.sg](mailto:careinmind@aic.sg).



## CREST (Community Outreach Team)

The Community Outreach Team, also known as the Community Resource, Engagement & Support Team (CREST), focuses on raising public awareness of mental health conditions and dementia, promotes early recognition of at-risk individuals and provides emotional support to individuals and their caregivers. This team works with other community partners on facilitating preventive activities to reduce the risk of mental health issues and conducts meaningful activities to support the clients' well-being and stimulate their cognitive functions. It is also the community node to link individuals to relevant health and social care services when necessary.

The community outreach team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health and dementia to seek early treatment nearer to their homes and ensure that they are well supported in the community.

### Key Objectives:

- Raises public awareness of mental health conditions and/or dementia,
- Promotes early recognition of at-risk individuals
- Provides emotional support to individuals and their caregivers
- Collaborates with other community partners on facilitating preventive activities to reduce the risk of mental health issues and conducts meaningful activities to support the clients' well-being and stimulate their cognitive functions
- Serves as the community node to link individuals to relevant health and social care services when necessary

**List of CREST Programme Providers (for referral, please contact your PM to link up)**

<b>Region</b>	<b>Service Provider</b>	<b>Catchment Area</b>
<b>East</b>	<b>AMKFSC Community Services LTD.</b> Email: refer2comnet@amkfsc.org.sg Contact: 6385 0260	Compassvale, Pasir Ris Central, Pasir Ris East, Pasir Ris West, Punggol Coast, Punggol Shore, Punggol West SMC, Rivervale
	<b>Brahm Centre Ltd</b> Email: Info@brahmcentre.com Contact: 6612 6125  Email: Info@brahmcentre.com Contact: 6908 2122	Changi Simei, Tampines East, Tampines North  Tampines Central, Tampines Changkat, Tampines West
	<b>Club HEAL</b> Email: referral@clubheal.org.sg Contact: 6899 3463	Pasir Ris Central, Pasir Ris East, Pasir Ris West, Tampines Central, Tampines Changkat, Tampines East, Tampines North, Tampines West
	<b>Fei Yue Community Services</b> Email: crest@fyics.org Contact: 6011 7650  Email: crest@fyics.org Contact: 6011 7656	Hougang SMC, Punggol (under Bedok Reservoir-Punggol constituency)  Paya Lebar, Serangoon
	<b>Filos Community Service Ltd.</b> Email: info@filos.sg Contact: 6241 1503	Kampong Chai Chee
	<b>Montfort Care</b> Email: GoodLifebd@montfortcare.org.sg Contact: 6312 3988	Bedok, Bedok Reservoir (under Bedok Reservoir-Punggol constituency), Eunos, Kaki Bukit, Siglap
	<b>SAGE Counselling Centre</b> Email: crest_bk@sagecc.org.sg Contact: 6354 1191	Anchorvale, Buangkok
	<b>The Salvation Army</b>	Fengshan

Region	Service Provider	Catchment Area
	Email: Bedok.Crest@smm.salvationarmy.org Contact: 6581 9225	
Central	<b>AMKFSC Community Services LTD.</b> Email: refer2comnet@amkfsc.org.sg Contact: 6232 7508	Bishan East-Sin Ming, Marymount SMC
	<b>Brahm Centre Ltd</b> Email: Info@brahmcentre.com Contact: 6741 1131	MacPherson SMC
	<b>Care Corner Seniors Services Ltd</b> Email: tp.cs@carecorner.org.sg Contact: 6258 6601	Toa Payoh Central, Toa Payoh East, Toa Payoh West-Thomson
	<b>Club HEAL</b> Email: referral@clubheal.org.sg Contact: 6899 3463	Geylang Serai and Mountbatten SMC
	<b>Fei Yue Community Services</b> Email: crest@fyys.org Contact: 6011 7651	Buona Vista, Queenstown
	<b>Filos Community Services Ltd.</b> Email: info@filos.sg Contact: 6241 1503	Kembangan-Chai Chee
	<b>Montfort Care</b> Email: contact@goodlife.org.sg Contact: 6702 0212  Email: GoodLife-TB@montfortcare.org.sg Contact: 6274 6904  Email: GoodLife-KA@montfortcare.org.sg Contact: 6274 6904	Joo Chiat, Marine Parade  Moulmein-Cairnhill, Radin Mas SMC  Kreta Ayer-Kim Seng
	<b>NTUC Health Co-operative Ltd</b>	Henderson-Dawson

Region	Service Provider	Catchment Area
	Email: crest@ntuhealth.sg Contact: 6267 4197	
	<b>O'Joy Limited</b> Email: referrals@ojoy.org Contact: 6749 0190	Kolam Ayer, Whampoa
	<b>Silver Ribbon (Singapore)</b> Email: info@silverribbonsingapore.com Contact: 6386 1928	Braddell Heights
	<b>Singapore Anglican Community Services</b> Email: aco_pecco@sacs.org.sg Contact: 6291 2473	Kampong Glam
	<b>Thye Hua Kwan Moral Charities Limited</b> Email: thkcrest@thkmc.org.sg Contact: 6924 2951	Tanjong Pagar-Tiong Bahru
	<b>Viriya Community Services</b> Email: mwh@viriya.org.sg Contact: 9690 2989	Braddell Heights, Potong Pasir SMC
<b>North</b>	<b>AMKFSC Community Services LTD.</b> Email: refer2comnet@amkfsc.org.sg Contact: 6232 7508	Kebun Baru SMC, Teck Ghee
	<b>AWWA Ltd</b> Email: crest@awwa.org.sg Contact: 9784 9247  Email: crest@awwa.org.sg Contact: 6511 6690 / 9621 7856	Canberra, Sembawang Central, Sembawang West, Woodlands  Yio Chu Kang SMC
	<b>Club HEAL</b> Email: referral@clubheal.org.sg Contact: 6899 3463	Admiralty, Marsiling, Woodgrove
	<b>Fei Yue Community Services</b> Email: crest@fyics.org	Ang Mo Kio-Hougang

Region	Service Provider	Catchment Area
	Contact: 6011 7650 Email: crest@fyics.org Contact: 6011 7655	Limbang, Yew Tee
	<b>Home Nursing Foundation</b> Email: crest.bk@hnf.org.sg Contact: 6854 5555	Fernvale, Jalan Kayu
	<b>Montfort Care</b> Email: GoodLife-Yishun@montfortcare.org.sg Contact: 6484 8040	Chong Pang, Nee Soon Central, Nee Soon East, Nee Soon Link, Nee Soon South
	<b>TOUCH Community Services Limited</b> Email: crest@touch.org.sg Contact: 6804 6555	Cheng San-Seletar
<b>West</b>	<b>Fei Yue Community Services</b> Email: crest@fyics.org Contact: 6011 7654  Email: crest@fyics.org Contact: 6011 7653  Email: crest@fyics.org Contact: 6011 7652	Brickland, Chua Chu Kang  Bukit Panjang SMC, Cashew, Zhenghua  Bukit Timah, Clementi, Ulu Pandan
	<b>Montfort Care</b> Email: GoodLife-TB@montfortcare.org.sg Contact: 6274 6904	Telok Blangah
	<b>NTUC Health Co-operative Ltd</b> Email: crest@ntuhealth.sg Contact: 6267 4197	Boon Lay, Jurong Spring, Keat Hong, Taman Jurong
	<b>REACH Community Services Society</b> Email: CREST-SS@reach.org.sg Contact: 6801 0876 / 6801 0878	Bukit Gombak, Hong Kah North SMC

<b>Region</b>	<b>Service Provider</b>	<b>Catchment Area</b>
	<b>Singapore Anglican Community Services</b> Email: <a href="mailto:aco_jurongeast@sacs.org.sg">aco_jurongeast@sacs.org.sg</a> Contact: 6262 1183	Bukit Batok SMC, Bukit Batok East, Jurong Central, Yuhua SMC
	<b>Viriya Community Services</b> Email: <a href="mailto:mwh@viriya.org.sg">mwh@viriya.org.sg</a> Contact: 9690 2989	Ayer Rajah-Gek Poh, Nanyang, Pioneer SMC, West Coast
<b>Island-wide</b>	<b>Dementia Singapore Ltd.</b> Email: <a href="mailto:info@dementia.org.sg">info@dementia.org.sg</a> Contact: 6377 0700	

## CREST – Caregivers (CG)

The Caregiver Community Outreach Team, also known as the Community Resource, Engagement & Support Team (CREST)-Caregivers, focuses on caregivers who have or are at risk of developing depression, anxiety and burn-out due to their caregiving role. The team increases public awareness of caregiving concerns and promote identification of caregiver needs. The team also supports caregivers in self-care through health and wellness activities, stress management and future planning. Caregivers are linked up with support groups and counselling services where needed.

The Caregiver Community Engagement Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

### Key Objectives:

- Increase public awareness of active ageing, preventive care on physical and mental health by organising outreach events/activities to caregivers.
- Promote the identification of caregiver needs and link up to support services in the community.
- Provide basic emotional support, mental wellbeing and support to caregivers.
- Empower caregivers to be able to support other caregivers.

### List of CREST – Caregivers (CG) Programme Providers

Service Providers - Nationwide
<b>Caregivers Alliance Ltd</b> Email: <a href="mailto:general@cal.org.sg">general@cal.org.sg</a> Contact: 6460 4400
<b>Club HEAL</b> Email: (i) <a href="mailto:referral@clubheal.org.sg">referral@clubheal.org.sg</a> , (ii) <a href="mailto:Crest.caregiver@clubheal.org.sg">Crest.caregiver@clubheal.org.sg</a> Contact: 6899 3463
<b>Dementia Singapore Ltd.</b> Email: <a href="mailto:info@dementia.org.sg">info@dementia.org.sg</a> Contact: 6377 0700

## CREST-Youth (Youth Community Outreach Team)

The Youth Community Outreach Team, also known as the Community Resource, Engagement & Support Team (CREST)-Youth, increases awareness of mental health and promotes early identification by organising outreach events for the youth population, as well as those in their circles of support. The team involves parents and peers in the recovery journeys through youth-for-youth initiatives. The team is also the community node linking youths and their families to appropriate health and social support networks.

The Youth Community Engagement Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

### Key objectives:

- Increase public awareness of mental health by organising outreach events for the youth population, as well as those in their circles of support.
- Promote the recognition of early signs and symptoms of mental health conditions.
- Provide coordinated person-centric care (social and health), information and support for youths and their caregivers through providing basic emotional support, follow up and service linkage.
- Involve parents and peers in the recovery journey of youths.

### Target Population:

- Youth aged 12-25
- Youth with mild mental health issues, or at-risk of developing mental health issues
- Caregivers of youth with mild mental health issues, or at-risk of developing mental health issues

### Service Elements:

- Outreach and education
- Early identification, Basic Emotional Support, Service Linkage and Monitoring
- Youth peer support / youth-for-youth initiatives

### List of CREST-Youth Programme Providers

Region Served	Service Providers
East	<b>Fei Yue Community Services</b> Email: <a href="mailto:ec2sg@fyics.org">ec2sg@fyics.org</a> Contact: 6422 1599
Central	<b>Brahm Centre Ltd</b> Email: <a href="mailto:info@brahmcentre.com">info@brahmcentre.com</a> Contact: 6690 5349



<b>Region Served</b>	<b>Service Providers</b>
<b>North</b>	<b>Care Corner Singapore</b> Email: <a href="mailto:insight@carecorner.org.sg">insight@carecorner.org.sg</a> Contact: 6978 4217
	<b>Singapore Association for Mental Health</b> Email: <a href="mailto:csay@samhealth.org.sg">csay@samhealth.org.sg</a> Contact: 6362 4845
<b>North-East</b>	<b>Limitless (Ltd)</b> Email: <a href="mailto:hello@limitless.sg">hello@limitless.sg</a> Contact: Nil
	<b>Singapore Anglican Community Services</b> Email: <a href="mailto:crest_youth@sacs.org.sg">crest_youth@sacs.org.sg</a> Contact: 6386 9338 (Ext: 108)
<b>West</b>	<b>Lakeside Family Services</b> Email: <a href="mailto:soar@lakeside.org.sg">soar@lakeside.org.sg</a> Contact: 6991 3000
	<b>SHINE Children and Youth Services</b> Email: <a href="mailto:resilience@shine.org.sg">resilience@shine.org.sg</a> Contact: (i) 8788 3171 (only WhatsApp for caregivers) (ii) 8855 3566 (only Whatsapp for youths) (iii) 6778 6867

## Post-Diagnostic Support Community Outreach Team

The Post-Diagnostic Support Community Outreach Team provides support for persons newly diagnosed with dementia and their caregivers (CREST-PDS) serves to establish a structured support system which provides information, service linkage and case management. The programme supports both the person living with dementia and their caregivers for six months upon the referral. The CREST-PDS, comprising an allied health professional and community liaison coordinators, aims to help them understand their condition, coordinate community resources to support person-centred care and facilitate early planning and management of the disease.

At the point of receiving the diagnosis of dementia, the newly diagnosed person and their caregiver may not fully understand the condition, including where information can be found, what support and care services are available and what to expect as the condition progresses. As a result, help is only sought when there is a crisis, or when there is significant caregiver stress. CREST-PDS seeks to address this gap by providing timely support from the time of diagnosis to prepare persons with dementia and their caregivers so that they are able to plan for, respond to and manage the situation at home, or work with community partners for suitable care interventions.

For persons who have been newly diagnosed with dementia and their caregivers, the CREST-PDS will conduct needs assessment and provide psycho-education and the necessary resources. Based on the needs identified, a personalised care plan will be developed for and together with both the person living with dementia and caregiver. The CREST-PDS will also coordinate and link up the person living with dementia and their caregiver with appropriate care services.

The programme also includes a caregiver support network where caregivers can engage and interact with each other through their shared experiences, co-develop solutions to challenges and lean on each other for social and emotional support.

Region Served	Partner Hospital	Service Providers
East	Changi General Hospital	Montfort Care
Central	Singapore General Hospital	Thye Hua Kwan Moral Charities Limited
North	Institute of Mental Health	Filos Community Services Ltd.
North-East	Sengkang General Hospital	AMKFSC Community Services LTD.
West	Alexandra Hospital	NTUC Health Co-operative Ltd
West	Ng Teng Fong General Hospital	Fei Yue Community Services

Post-Diagnostic Support Community Outreach Team is also offered by Dementia Singapore in partnership with the following hospitals:

Partner Hospital	Service Provider
Khoo Teck Puat Hospital	Dementia Singapore
Tan Tock Seng Hospital	
National Neuroscience Institute	
Changi General Hospital	

## COMIT (Community Intervention Team)

The Community Intervention Team (COMIT) provides assessment, counselling, therapy, case management and psychoeducation support for clients with mental health issues and dementia, including their caregivers. With the assessment, the team develops individualised care plans for clients or link up the clients with other more suitable services. Caregivers will be provided with the appropriate assessment and intervention such as psychoeducation, training, support and support group. COMIT works closely with the community outreach teams, partner General Practitioners, Polyclinics and other community partners to provide holistic care to clients.

The Community Intervention Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health and dementia to seek early treatment nearer to their homes and ensure that they are well supported in the community.

### Key Objectives:

- Provide assessment, psychosocial intervention which includes case management and appropriate therapy(s) for clients and their caregivers.
- Provide clients and their caregivers with education, training and support to equip and enable them to live well in the community.
- Facilitate a seamless continuum of care for clients and working closely with community mental health service providers including CREST to transit the care of those stabilized clients with chronic needs who will still require longer term monitoring and follow up
- Network and collaborate with primary, health, community and social care partners to provide holistic care for clients and their caregivers in the community.

**List of COMIT Programme Providers (for referral, please contact your PM to link up)**

<b>Region</b>	<b>Service Providers</b>	<b>Catchment Area</b>
<b>East</b>	<b>AMKFSC Community Services LTD.</b> Email: mindcare@amkfsc.org.sg Contact: 6904 9817	Anchorvale, Buangkok, Compassvale, Hougang SMC, Punggol (under Bedok Reservoir-Punggol constituency), Punggol Coast, Punggol Shore, Punggol West SMC, Rivervale, Serangoon
	<b>Brahm Centre Ltd</b> Email: Info@brahmcentre.com Contact: 6612 6125 / 6908 2122	Changi–Simei, Tampines Central, Tampines Changkat, Tampines East, Tampines North, Tampines West
	<b>Filos Community Services Ltd.</b> Email: info@filos.sg Contact: 6241 1503	Kampong Chai Chee
	<b>Montfort Care</b> Email: GoodLifebd@montfortcare.org.sg Contact: 6312 3988	Bedok, Bedok Reservoir (under Bedok Reservoir-Punggol constituency), Eunos, Fengshan, Kaki Bukit, Siglap
	<b>Singapore Anglican Community Services</b> Email: acc_pasirris@sacs.org.sg Contact: 6584 4633	Pasir Ris Central, Pasir Ris East, Pasir Ris West, Tampines Central, Tampines Changkat, Tampines East, Tampines North, Tampines West
	<b>Singapore Association for Mental Health</b> Email: samhmobile@samhealth.org.sg Contact: 8511 2678	Paya Lebar, Serangoon
<b>Central</b>	<b>AMKFSC Community Services LTD.</b> Email: mindcare@amkfsc.org.sg Contact: 6904 9817	Bishan East-Sin Ming, Marymount SMC
	<b>Clarity Singapore Limited</b> Email: referral@clarity-singapore.org Contact: 6801 7467	In-centre and online counselling
	<b>Filos Community Services Ltd.</b> Email: info@filos.sg	Kembangan-Chai Chee

Region	Service Providers	Catchment Area
	Contact: 6241 1503	
	<b>Montfort Care</b> Email: GoodLife-TB@montfortcare.org.sg Contact: 6274 6904  Email: GoodLife-MP@montfortcare.org.sg Contact: 6242 3309  Email: GoodLife-KA@montfortcare.org.sg Contact: 6274 6904	Buona Vista, Henderson-Dawson, Queenstown, Radin Mas SMC  Geylang Serai, Joo Chiat, Marine Parade Mountbatten SMC  Kampong Glam, Kreta Ayer-Kim Seng, Moulmein-Cairnhill, Tanjong Pagar-Tiong Bahru
	<b>Singapore Association for Mental Health</b> Email: samhmobile@samhealth.org.sg Contact: 8511 2678	Braddel Heights, Kolam Ayer, Macpherson SMC, Potong Pasir SMC, Toa Payoh Central, Toa Payoh-East, Toa Payoh West-Thomson, Whampoa
	<b>Tsao Foundation</b> Email: hmdcs@tsaofoundation.org Contact: 6661 9539 / 8664 3335	Kreta Ayer-Kim Seng, Queenstown, Tanjong Pagar-Tiong Bahru and Whampoa
<b>North</b>	<b>AMKFSC Community Services LTD.</b> Email: mindcare@amkfsc.org.sg Contact: 6904 9817	Ang Mo Kio-Hougang, Cheng San-Seletar, Fernvale, Jalan Kayu, Kebun Baru SMC, Teck Ghee, Yio Chu Kang SMC
	<b>Clarity Singapore Limited</b> Email: referral@clarity-singapore.org Contact: 6757 7990	In-centre and online counselling
	<b>Club HEAL</b> Email: referral@clubheal.org.sg Contact: 6899 3463	Admiralty, Marsiling, Sembawang West, Woodgrove, Woodlands
	<b>Fei Yue Community Services</b> Email: COMIT@fyics.org Contact: 6011 7658	Limbang, Yew Tee
	<b>Montfort Care</b>	Canberra, Chong Pang, Nee Soon Central, Nee Soon East, Nee Soon

Region	Service Providers	Catchment Area
	Email: GoodLife- Yishun@montfortcare.org.sg Contact: 6484 8040	Link, Nee Soon South, Sembawang Central
	<b>Singapore Anglican Community Services</b> Email: acc_yishun@sacs.org.sg Contact: 6753 5311	Canberra, Chong Pang, Nee Soon Central, Nee Soon East, Nee Soon Link, Nee Soon South, Sembawang Central
<b>West</b>	<b>Fei Yue Community Services</b> Email: COMIT@fyics.org Contact: 6011 7658	Brickland, Bukit Gombak, Chua Chu Kang, Keat Hong, Taman Jurong
	<b>Montfort Care</b> Email: GoodLife- TB@montfortcare.org.sg Contact: 6274 6904	Telok Blangah
	<b>Singapore Anglican Community Services</b> Email: acc_bukitbatok@sacs.org.sg Contact: 6562 4881	Bukit Batok East, Bukit Batok SMC, Bukit Panjang SMC, Bukit Timah, Cashew, Ulu Pandan, Zhenghua
	<b>Singapore Association for Mental Health</b> Email: samhmobile@samhealth.org.sg Contact: 8511 2678	Ayer Rajah-Gek Poh, Boon Lay, Clementi, Hong Kah North SMC, Jurong Central, Jurong Spring, West Coast, Yuhua SMC
	<b>St Luke's Hospital</b> Email: slh-comit@stluke.org.sg Contact: 6895 2794	Bukit Batok East, Bukit Batok SMC, Bukit Panjang SMC, Cashew, Clementi, Hong Kah North SMC, Jurong Central, Jurong Spring, Ulu Pandan, West Coast, Yuhua SMC, Zhenghua
	<b>Tsao Foundation</b> Email: hmdcs@tsaofoundation.org Contact: 6661 9539 / 8664 3335	Telok Blangah
	<b>Viriya Community Services</b> Email: mwh@viriya.org.sg Contact: 9690 2989	Boon Lay, Nanyang and Pioneer SMC
<b>Island-wide</b>	<b>Club HEAL</b>	

Region	Service Providers	Catchment Area
	Email: <a href="mailto:referral@clubheal.org.sg">referral@clubheal.org.sg</a> Contact: 6899 3463	
	<b>Dementia Singapore Ltd.</b> Email: <a href="mailto:info@dementia.org.sg">info@dementia.org.sg</a> Contact: 6377 0700	

## Youth Integrated Team

The Youth Integrated Team (YIT) increases awareness of mental wellness through targeted outreach to youth at risk of mental health issues. It provides assessment, therapeutic intervention and case management while engaging youth for ongoing monitoring and support. The team facilitates the formation of supportive relationship with family and peers, and works actively with other youth agencies, schools and community partners to provide holistic case management for the youths and their families.

The youth integrated team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

### Key objectives:

- Increase awareness of mental health through targeted outreach to youth at higher risk for mental health conditions, their families and their support systems.
- Promote recognition of early signs and symptoms of mental health conditions.
- Provide coordinated person-centric care intervention and support for youths and their caregivers through providing assessments, therapeutic interventions and case management.
- Engaging community and healthcare partners to build a supportive environment for youths with mental health issues through active collaborations and co-management of cases.
- Facilitate the formation of supportive relationships with families and peers in the recovery journey of youths.

### Target Population:

- Youth aged 12-25
- Youths at-risk of, displaying signs and symptoms of, or diagnosed with mental health conditions
- Caregivers of youths at-risk of, displaying signs and symptoms of, or diagnosed with mental health conditions

### Service Elements:

- Outreach and education
- Early identification & Assessment
- Case Management
- Therapeutic Intervention
- Maintenance & Monitoring
- Family Work
- Youth peer support / youth-for-youth initiatives

Region	Service Providers
East	<b>Singapore Association for Mental Health</b> Email: <a href="mailto:samhsayit@samhealth.org.sg">samhsayit@samhealth.org.sg</a> Contact: 6344 8451



<b>Central</b>	<b>TOUCH Community Services Limited</b> Email: <a href="mailto:mentalhealth@touch.org.sg">mentalhealth@touch.org.sg</a> Contact: (ii) 1800-377 2252
<b>North</b>	<b>Care Corner Singapore</b> Email: <a href="mailto:insight@carecorner.org.sg">insight@carecorner.org.sg</a> Contact: 6978 4217
<b>West</b>	<b>SHINE Children and Youth Services</b> Email: <a href="mailto:resilience@shine.org.sg">resilience@shine.org.sg</a> Contact: (i) 8788 3171 (only WhatsApp for Caregivers) (ii) 8855 3566 (only Whatsapp, for youths) (iii) 6778 6867

## Aftercare

The Aftercare programme provides transitional care support for clients who have complex needs and frequent relapse episodes. After discharge from the hospital, coordinated case management is provided to optimise functioning of the clients, sustain their psychological well-being and re-integrate them back into the community.

Aftercare is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), with the aim to integrate health and social care through collaborative partnership by providing holistic needs assessment and management in collaboration with identified health and social care partners.

Aftercare focuses on a collaborative transitional care approach and helps to streamline the client's transitional process between the acute hospital and community partners. Aftercare clients would benefit from transitional care to improve on their health outcomes and ultimately, reduce hospital re-admission and enable clients to stay well in the community with appropriate community support. Clients are identified from the hospital system or by the community partners and grassroots through criteria such as frequent relapse episodes, non-adherence to treatment or TCU and/or having two or more needs (complex needs). After which, they are screened by Aftercare Case Manager (ACM) for consent to engage in the collaborative and coordinated case management.

Type of services provided by Aftercare Case Managers include:

- Single Point of Contact between community partners and restructured hospital
- Joint home visit(s) for assessment, community support, and engagement
- Facilitate information flow amongst the stakeholders within the Integrated Health (Mental and Physical Health) & Social Support Network
- Lead role to provide one care plan to be shared with RH and partners
- Resource person for services and provide service linkage through working closely with the frontline agencies

Aftercare started in Institute of Mental Health (IMH) to support mental health clients' in their transition back into the community at 4 pilot sites, in collaboration with community partners. The IMH pilot has since been subsumed into IMH's case coordination structure. Currently, Aftercare is available at two restructured hospitals in the Western Region, with the support from community partners

### **Intake criteria:**

Clients age 15 and above and meets at least 1 of the following criteria:

- With complex needs; ie. two or more needs (medical conditions & psychosocial issues)
- Frequent relapse episodes (3 or more psychiatric admissions in a year)
- Non-adherence to treatment/TCUs

### Exclusion criteria:

- Clients with neuro-developmental issues (Intellectual Disability etc.)
- Clients with addictions, eating disorder, severe antisocial personality and forensic/legal proceedings
- Clients who cannot and/or refuse to consent to be co-managed by the Aftercare service

Restructured Hospitals	Location & Contact
National University Hospital (NUH)	Location: 5 Lower Kent Ridge Road, Singapore 119074 Appointment Line: 6908 2222
Ng Teng Fong General Hospital (NTFGH)	Location: 1 Jurong East Street 21 Singapore 609606 Appointment Line: 6908 2222  CMH Email address: JHCampus_CMH_Programme@nuhs.edu.sg

*Note: The 2 Aftercare teams mentioned above will work with community partners such as CREST and COMIT partners serving the Western region to co-manage the care of clients; clients will eventually be right-sited and handed off to these partners.*

## ASCAT (Assessment & Shared Care Team)

ASCAT comprises a multi-disciplinary team to provide assessment, treatment and holistic care for clients with moderate to severe mental health conditions. In addition to supporting clients and caregivers, the team also builds capability of community mental health providers through training and clinical leadership.

The Assessment & Shared Care Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH). The programme enables persons living with mental health issues and dementia to seek early treatment and community support nearer to their homes.

### Key Objectives:

- Provide fast-track clinical care including quick stabilisation, assessment, diagnosis and treatment for person with mental health conditions
- Develop capabilities of providers including primary care physicians, for example GPs and community agencies to provide quality mental health care through training and professional support
- Develop community support initiatives and provide clinical leadership in the development of integrated community mental health network

### Intake Criteria:

- Clients aged 15 years and above (except for ASCAT KTPH and ASCAT IMH who cater to clients aged 18 years and above)
- With moderate to severe mental health conditions requiring diagnosis and stabilisation

### Details of ASCAT Programme Providers are:

Region	Service Providers	Contact
East	ASCAT CGH	Appointment line: 6850 3333
Central	ASCAT IMH	Appointment line: 6389 2200 Email: imh_appt@imh.com.sg
North	ASCAT KTPH	Appointment line: 6555 8828 Email: ktph.thrive@ktph.com.sg
West	ASCAT NTFGH	Appointment Line: 6908 2222 Email: JHCampus_CMH_Programme@nuhs.edu.sg
West	ASCAT NUH	Appointment Line: 6908 2222

## ASCAT- Youth (Assessment & Shared Care Team - Youth)

The Assessment and Shared Care Team-Youth (ASCAT-Youth) comprises a multi-disciplinary team of doctors and Allied Health Professionals. The holistic and integrated approach enables youth clients to undergo assessment and receive early treatment for moderate mental health conditions. For youth clients with more severe conditions, they will be escalated and fast-tracked for appropriate referrals. For youth clients with stabilised condition, they will be discharged to or co-managed with the community partners for follow-up care management.

In addition, ASCAT-Youth would also support the caregivers of youth clients; and collaborate with healthcare professionals, primary care, and community partners for co-management in the community.

### Key Objectives

1. **Provide fast track clinical assessment**, diagnosis and treatment for youths with mental health conditions.
2. **Develop capabilities of providers** including youth mental health community partners and primary care physicians to provide quality mental health care through training and professional support.

Intake Criteria:

- Youths aged **13-17** with **moderate risk of harm** with **depressive, anxiety and psychosis symptoms**, and **moderate-to-high distress levels**

Details of ASCAT- Youth Programme Providers are:

Region	Service Providers	Contact
West	NTFGH	Appointment line: 6908 2222 Email: <a href="mailto:JHCampus_CMH_Programme@nuhs.edu.sg">JHCampus_CMH_Programme@nuhs.edu.sg</a>

## Mental Health in Primary Care

Persons with mild to moderate mental health/dementia\* and chronic health conditions can seek holistic treatment at a nearby General Practitioner (GP) clinic, Polyclinics or Family Medicine Clinics (FMCs). The programme enables individuals to seek consultation, diagnosis and treatment close to home in a less stigmatising environment.

Mental Health in Primary Care is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and/or dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

### Services

- Provide consultations, diagnosis and treatment for clients with physical health needs and mild to moderate mental health conditions/dementia
- Provide co-management through team-based approach involving medical and allied health services

Programme	Conditions Seen
Mental Health in Polyclinics Programme	Depression, Anxiety, Insomnia, Dementia
Mental Health General Practitioners Partnership / PCN Mental Health (PCN-MH)	Depression <i>Under Healthier SG, anxiety and insomnia will be rolled out in Phase 1, dementia will be rolled out in Phase 2.</i>

### Programmes

#### a) Mental Health in Polyclinics Programme

The Mental Health in Polyclinics Programme consists of doctors, psychologists, medical social workers and nurses. They work together to support the polyclinics' patients with mild to moderate mental health conditions. With a multi-disciplinary team, clients with mental health/dementia and chronic physical conditions can be managed within the polyclinics.

*Refer to **Annex A** for list of Polyclinics with mental health and/or memory clinics.*

#### b) Mental Health General Practitioners Partnership (GP Partnership) / PCN-MH

GP Partners are medical doctors who provide both medical and physical health assessments. The GP Partners also provide medications for clients who require psychiatric medical interventions.

GP Partners under the PCN-MH programme adopt the practice of co-managing patients through team-based approach by collaborating with PCN nurse counsellors to provide mental health support. The programme aims to improve early identification, diagnosis, and treatment of mental health conditions by screening patients in PCN with existing chronic conditions and mental health needs.

*Refer to **Annex B** for list of GP Partners.*

## How to Decide between a GP Clinic and Polyclinic

Below are some factors for consideration when recommending a GP Clinic or Polyclinic to your client or caregiver:

- Find out whether your client is currently on any regular chronic follow-up with a Family Physician at a GP clinic or polyclinic
- Understand their financial status to assess which service is more affordable for them
- Find out where they stay and locate the closest available primary care provider in the vicinity

Factors	Description
<p><b>Current Primary Care Provider</b></p> <p><i>E.g. Family Physician for existing chronic conditions</i></p>	<ul style="list-style-type: none"> <li>• Check if your client is currently on any regular chronic follow-up with a Family Physician at a GP clinic or polyclinic: <ul style="list-style-type: none"> <li>○ If your client has <u>existing chronic follow-up appointment</u> with a Family Physician at a GP clinic or polyclinic, it is recommended to refer your client to their current provider for continuation of care</li> <li>○ If your client <u>does not have a chronic follow-up arrangement</u> with a Family Physician at a GP clinic or polyclinic, recommend a GP from the list of MHGPP GP partners in <b>Annex B</b></li> </ul> </li> </ul>
<p><b>Affordability</b></p>	<ul style="list-style-type: none"> <li>• MediFund / Medication Assistance Fund (MAF) <ul style="list-style-type: none"> <li>○ Financial coverages provided under the MediFund and MAF schemes do not extend beyond public healthcare institutions (PHIs), e.g. Public acute hospital, SOC, and polyclinic</li> <li>○ If your client is a Medifund / MAF scheme recipient, please recommend your client to visit a polyclinic for medical treatment</li> </ul> </li> <li>• Other medical financial schemes, e.g. Private insurance / company insurance / Civil Servant Card (CSC) <ul style="list-style-type: none"> <li>○ If your client has other medical financial coverage, your client may want to select a provider that is covered under the scheme to optimize affordability</li> </ul> </li> <li>• Community Health Assist Scheme (CHAS) and Medisave <ul style="list-style-type: none"> <li>○ Community Health Assist Scheme (CHAS) enables all Singapore Citizens, including Pioneer Generation (PG) and Merdeka Generation (MG) cardholders, to receive subsidies for medical care at participating CHAS GP clinics</li> <li>○ For patients with chronic conditions*, CHAS complements the Chronic Disease Management Programme (CDMP), which allows for MediSave to be used for outpatient treatment covered under CHAS</li> </ul> </li> </ul> <p><i>*There are 23 chronic conditions covered under CDMP, namely, Allergic Rhinitis, Anxiety, Asthma, Benign Prostatic Hyperplasia, Bipolar Disorder, Chronic Hepatitis B, Chronic Obstructive Pulmonary Disease, Dementia, Diabetes Mellitus (DM) (including Pre-Diabetes), Epilepsy, Gout, Hypertension, Ischaemic Heart Disease, Lipid Disorders, Major Depression,</i></p>

	<i>Nephritis/Nephrosis (Chronic Kidney Disease), Osteoarthritis, Osteoporosis, Parkinson's Disease, Psoriasis, Rheumatoid Arthritis, Schizophrenia, Stroke.</i>
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• With a nation-wide selection of Mental Health GP partners, you may recommend a GP clinic located at your client's preferred region or location</li> <li>• For example, if your client has a preference for a GP clinic located specifically in Bedok, go to <b>Annex B</b> for the list of MHGPP GP partners. First identify the region of Singapore, East Region and next, identify the URA region, Bedok</li> <li>• In addition, with longer opening hours, GP clinics provide access to timely care for clients with non-emergency conditions</li> </ul>

### Healthcare Schemes and Subsidies

With national healthcare financial schemes such as Community Health Assist Scheme (CHAS) and Medisave, patients are able to receive affordable care for chronic and mental health conditions in the community setting, by accessing subsidies under these schemes. Medisave complements CHAS subsidies, allowing patients to tap on Medisave to claim for outpatient treatment of the chronic condition to defray the costs of the treatment received.

Under Chronic Disease Management Programme (CDMP), the list of mental illnesses covered by Medisave are:

1. Major Depression
2. Anxiety
3. Bipolar Disorder
4. Schizophrenia

Financial Scheme	Description																	
<b>CHAS Pioneer Generation (PG) Merdeka Generation (MG)</b>	<p>CHAS subsidy tiers are applied based on the type of CHAS card that the patient has, namely the CHAS Blue, Orange or Green tier. All Pioneer Generation (PG) and Merdeka Generation (MG) seniors also receive special subsidies at CHAS clinics.</p> <p><b>CHAS subsidies at CHAS clinics</b></p> <table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Patient Status under CDMP</th> </tr> <tr> <th>Simple Chronic**</th> <th>Complex Chronic*</th> </tr> </thead> <tbody> <tr> <td>Green CHAS</td> <td>\$28/visit \$112/year</td> <td>\$40/visit \$160/year</td> </tr> <tr> <td>Orange CHAS</td> <td>\$50/visit \$200/year</td> <td>\$80/visit \$320/year</td> </tr> <tr> <td>Blue CHAS</td> <td>\$80/visit \$320/year</td> <td>\$125/visit \$500/year</td> </tr> <tr> <td>Merdeka Generation</td> <td>\$85/visit \$340/year</td> <td>\$130/visit \$520/year</td> </tr> </tbody> </table>		Patient Status under CDMP		Simple Chronic**	Complex Chronic*	Green CHAS	\$28/visit \$112/year	\$40/visit \$160/year	Orange CHAS	\$50/visit \$200/year	\$80/visit \$320/year	Blue CHAS	\$80/visit \$320/year	\$125/visit \$500/year	Merdeka Generation	\$85/visit \$340/year	\$130/visit \$520/year
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Financial Scheme	Description																							
	Pioneer Generation	\$90/visit \$360/year	\$135/visit \$540/year																					
<p><i>*Complex Chronic Patients refers to patients who have (a) received treatment for two or more CDMP conditions in a visit; or (b) received treatment for at least one CDMP condition with a recognised complication</i></p> <p><i>**Simple Chronic Patients refers to any other CDMP patient who does not meet the Complex Chronic criteria</i></p>																								
<p><b><u>CHAS subsidies at Polyclinics</u></b></p>																								
<table border="1"> <thead> <tr> <th colspan="2" data-bbox="411 645 644 680"></th> <th colspan="2" data-bbox="644 645 1453 680">Subsidised Medications for Adults*</th> </tr> </thead> <tbody> <tr> <td data-bbox="411 680 644 779">Green CHAS</td> <td colspan="3" data-bbox="644 680 1453 779">50%</td> </tr> <tr> <td data-bbox="411 779 644 958">Orange CHAS</td> <td colspan="3" data-bbox="644 779 1453 958" rowspan="2">75%</td> </tr> <tr> <td data-bbox="411 869 644 958">Blue CHAS</td> </tr> <tr> <td data-bbox="411 958 644 1048">Merdeka Generation</td> <td colspan="3" data-bbox="644 958 1453 1048">Additional 25% off the remaining bill</td> </tr> <tr> <td data-bbox="411 1048 644 1137">Pioneer Generation</td> <td colspan="3" data-bbox="644 1048 1453 1137">Additional 50% off the remaining bill</td> </tr> </tbody> </table>						Subsidised Medications for Adults*		Green CHAS	50%			Orange CHAS	75%			Blue CHAS	Merdeka Generation	Additional 25% off the remaining bill			Pioneer Generation	Additional 50% off the remaining bill		
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<p><i>*Children (18 years or younger) and elderly (65 years or older) patients receive 75% subsidy for subsidised medications at the polyclinics' general clinics.</i></p>																								
<p>For more information on CHAS subsidies, you can find out more at <a href="http://www.chas.sg">www.chas.sg</a>.</p>																								
<p><b>MediSave500 MediSave700</b></p>	<p><b><u>Simple Chronic and Complex Chronic Statuses</u></b></p>																							
<table border="1"> <thead> <tr> <th data-bbox="411 1397 571 1518">Status</th> <th data-bbox="571 1397 1246 1518">Description of Patient's Condition</th> <th data-bbox="1246 1397 1453 1518">Annual Withdrawal Limit</th> </tr> </thead> <tbody> <tr> <td data-bbox="411 1518 571 1675">Complex Chronic</td> <td data-bbox="571 1518 1246 1675">(a) Received treatment for two or more CDMP conditions in a visit; or (b) Received treatment for at least one CDMP condition with a recognised complication</td> <td data-bbox="1246 1518 1453 1675">\$700</td> </tr> <tr> <td data-bbox="411 1675 571 1800">Simple Chronic</td> <td data-bbox="571 1675 1246 1800">Any other CDMP patient who does not meet the complex chronic criteria, e.g. received treatment for one CDMP condition without complication</td> <td data-bbox="1246 1675 1453 1800">\$500</td> </tr> </tbody> </table>				Status	Description of Patient's Condition	Annual Withdrawal Limit	Complex Chronic	(a) Received treatment for two or more CDMP conditions in a visit; or (b) Received treatment for at least one CDMP condition with a recognised complication	\$700	Simple Chronic	Any other CDMP patient who does not meet the complex chronic criteria, e.g. received treatment for one CDMP condition without complication	\$500												
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<p><b><u>For usage of Medisave funds</u></b></p> <ul style="list-style-type: none"> <li>• Withdrawal limits will be determined on a <u>per-patient basis</u> to allow for more targeted support based on an individual's condition</li> <li>• A co-payment of 15% will apply to each outpatient bill (i.e. patient is required to pay out-of-pocket 15% of the bill)</li> </ul>																								

Financial Scheme	Description
	<ul style="list-style-type: none"> <li>Patients may tap on their own or their family members' Medisave accounts to pay for their chronic disease treatment, up to their prevailing withdrawal limit of \$500/\$700</li> <li>Claim amount resets on 1 January of each year</li> </ul>
<b>Flexi-Medisave</b>	<p><b><u>For usage of Flexi-Medisave funds</u></b></p> <ul style="list-style-type: none"> <li>Flexi-MediSave can be used for outpatient medical treatments (i.e. visits that do not involve a hospital stay or day surgery) received at polyclinics, public sector Specialist Outpatient Clinics, and participating CHAS GP clinics.</li> <li>Patients aged 60 and above can use up to \$300 <u>per patient</u> per year from their own or their spouse's MediSave Account for outpatient medical treatment,</li> <li>Both patient and spouse should be <u>aged 60 and above</u> for the patient to tap on the Flexi-Medisave</li> <li>Flexi-MediSave can be used together with other outpatient MediSave limits, such as the MediSave500/700 limit</li> </ul> <p>For more information on Medisave/Flex-Medisave, you can find out more at <a href="https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave">https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave</a>.</p>

### Case Scenarios of CHAS and Medisave Subsidies

Examples of itemised bill at a CHAS and Mental Health GP Clinic for illustration purpose only

#### Scenario 1

Mdm Teo is a working adult, not married, and has no children. She visits her regular GP, who is also a Mental Health GP. Her GP diagnosed her with depression. Mdm Teo can use up to a total of \$500 (annual withdrawal limit for simple chronic patient) from her MediSave account to pay for treatment related to depression. She is also eligible for the Orange CHAS card which has a claim limit of \$50 per visit / \$200 per year (withdrawal limit for simple chronic patient).

Description	Fee
Consultation	\$30.00
Medication (6 months' supply of medication)	\$43.00
<b>Total Bill Before Subsidy</b>	<b>\$73.00</b>
- Deduct Orange CHAS subsidy	– \$50.00
<b>Total Bill After CHAS Subsidy</b>	<b>\$23.00</b>
- Deduct Medisave CDMP Claim	– \$19.55
<b>Total Out-of-Pocket Amount Payable</b>	<b>\$3.45</b>

Scenario 2:

Mr Tan is a working adult, married, and has a child. Mr Tan is diagnosed with anxiety and hypertension by his regular GP, who is also a Mental Health GP. He is eligible to utilise up to \$40 per visit / \$160 per year (withdrawal limit for complex chronic patient) from his Green CHAS card and up to a total of \$700 (annual withdrawal limit for complex chronic patient) from his, his spouse's, or his child's MediSave accounts. Mr Tan has already utilised \$400 from his MediSave account for the treatment of his hypertension and anxiety conditions this year.

- Since Mr Tan has already utilised \$400 from his MediSave account this year, he can still withdraw up to an additional \$300 from his own MediSave account for the treatment of his chronic diseases;  
or
- His spouse or child can withdraw up to \$300 from their MediSave accounts for Mr Tan's treatment

<b>Description</b>	<b>Fee</b>
Consultation	\$50.00
Medication ( <i>6 months' supply of medication</i> )	\$86.00
<b>Total Bill Before Subsidy</b>	<b>\$136.00</b>
- Deduct Green CHAS subsidy	– \$40.00
<b>Total Bill After CHAS Subsidy</b>	<b>\$96.00</b>
- Deduct Medisave CDMP Claim	– \$81.60*
<b>Total Out-of-Pocket Amount Payable</b>	<b>\$14.40</b>

*\*For patients who have depleted their MediSave accounts, the total out-of-pocket amount payable will be \$96.00.*

## Frequently Asked Questions on PCN-MH

### 1. What is the difference between MH GPP and PCN MH?

PCN-MH focuses on holistic management of chronic and mental health conditions. GP partners under PCN-MH conduct screening for early identification of mental health needs in chronic clients, and are resourced with Nurse Counsellors who provide supportive counselling for clients with mild mental health conditions. MH GPP GPs provide assessment, diagnosis, and treatment of mild-moderate mental health conditions. Allied health and psychotherapy interventions for mild-moderate conditions are provided by COMIT.

### 2. How would PCN-MH GP refer to COMIT?

PCN-MH GPs can refer clients with moderate mental health condition to COMIT teams via CareinMind. GPs will email CareinMind with a completed referral form, and CareinMind will triage to COMIT service providers based on the service boundaries and services requested by client.

### 3. Will AIC be providing subsidies for the services offered by GPs subsidised? What are the criteria that clients will need to fulfil to receive subsidised care?

Majority of GP Partners are CHAS accredited and all MH GPPs are CDMP-MI accredited (Chronic Disease Management Programme-Mental Illness). CDMP complements existing CHAS subsidies, and clients can tap on Medisave to claim for outpatient treatment of the chronic condition to defray the costs of the treatment received at the GP clinic.

### 4. Will there be subventions provided for PCN-MH GP referrals to SOC or will they be charged at a private rate?

PCN-MH GPs are also CHAS GPs, as such, any referral made to SOC from a CHAS clinic and client with CHAS card are considered subsidised referral. The level of subsidy at the SOC depends on the type of CHAS card that the client holds. *Refer to Pages 30 – 33 for more information on healthcare subsidies.*

### 5. Is there an overlap between care by PCN Nurse counsellors and CREST services who also look after low risk MH patients?

The key objective for PCN is to anchor effective chronic disease and mental health management in the primary care with strengthening capability of the GP and nurses as the core focus. As such, the PCN Nurse Counsellor is a key part of team-based chronic disease management to drive close collaboration between GPs. They provide biopsychosocial assessment and client-centred counselling to empower clients to better manage their chronic and mental health conditions. CREST will complement and support the clients who require longer-term monitoring and basic support.

**6. Where are the PCN nurses situated?**

There are two models for PCN Nurse Counsellors: 1) PCN Nurse Counsellors are engaged by PCN Headquarters and are a shared resource between the clinics within the network and 2) PCN HQ outsources nurse counsellors services to identified service provider within the community.

**7. How can SPs like COMIT/FSC work with GPs? Is there a way to communicate with GPs to discuss cases?**

We have incorporated the development of processes into the PCN MH model. GPs refer cases to COMIT/CREST via CareinMind. Within the referral form, GPs contact details and the allocated service provider can contact the GP directly for case updates and discussion.

**8. In situation when client cannot afford the counselling should the case be referred out to partners?**

National financial schemes such as CHAS and CDMP are in place to defray medical cost and treatment. CHAS/PG/MG cardholders enjoy subsidised benefit for nurse counselling services. Clients with financial concerns will be referred to COMIT providers for counselling.

**9. Will referrals from GPs be received via IRMS?**

Currently, GPs referrals to community partners are via Careinmind@aic.sg. With Healthier SG, the IT system is one of the key enablers to be developed.

## Annex A: List of Polyclinics with Mental Health or Memory Clinics

Please call respective polyclinics' general appointment line to make appointment for consultation. Client will only be referred to mental health or memory clinics as determined by polyclinic doctor upon consultation.

	Service Providers	Mental Health Clinics	Memory Clinics	Contact Details
1.	Ang Mo Kio Polyclinic	√	√	National Healthcare Group Polyclinics Call Centre Appointment Line: 6355 3000
2.	Geylang Polyclinic	√	√	
3.	Hougang Polyclinic	√	√	
4.	Kallang Polyclinic	√	-	
5.	Toa Payoh Polyclinic	√	√	
6.	Woodlands Polyclinic	√	√	
7.	Yishun Polyclinic	√	√	
8.	Bukit Batok Polyclinic	√	√	National University Polyclinics Call Centre Appointment Line: 6908 2222
9.	Bukit Panjang Polyclinic	√	-	
10.	Choa Chu Kang Polyclinic	-	√	
11.	Jurong Polyclinic	√	√	
12.	Pioneer Polyclinic	√	√	
13.	Queenstown Polyclinic	√	√	
14.	Bedok Polyclinic	√	√	SingHealth Polyclinics Call Centre Appointment Line: 6643 6969
15.	Eunos Polyclinic	√	√	
16.	Outram Polyclinic	√	√	
17.	Punggol Polyclinic	√	√	
18.	Tampines Polyclinic	√	√	

Roll-out of mental health and/or memory clinics at current operational polyclinics listed below will be planned at a later stage

19.	Clementi Polyclinic
20.	Bukit Merah Polyclinic
21.	Seng Kang Polyclinic
22.	Marine Parade Polyclinic
23.	Pasir Ris Polyclinic

## Annex B: List of Mental Health GPs by Regions

**Step 1:** Select a region: Central / East / North / West

**Step 2:** Select a URA planning area under the region, e.g. Central Region → Bishan

**Step 3:** Identify a GP based on the address

**Step 4:** Contact the GP clinic via the clinic contact to confirm the operating hours before visiting the clinic

*\*GP Partners under the PCN-MH programme aim to provide holistic care to patients through team-based approach with PCN nurse counsellors to support patients with mild mental health condition, and with COMIT teams to support patients with moderate mental health condition*

### CENTRAL REGION

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Bishan	<b>Dr Goh Sze Yi</b> Prudence Family Clinic 512 Bishan St 13 #01-524 Singapore 570512	62515512	N
Bishan	<b>Dr Tan Kia Yong Paul</b> P Tan Family Medicine Clinic 503 Bishan Street 11 #01-464 Singapore 570503	62557545	Y
Bukit Merah	<b>Dr Ang Boon Kian Steven Gregory</b> Dr Steven Ang Aesthetic & Family Clinic 75D Redhill Road #01-112 Singapore 154075	64767333	N
Bukit Merah	<b>Dr Hong Chee Boo Allan</b> Hong Associates Clinic 111 Jalan Bukit Merah #01-1682 Singapore 160111	62702233	N
Bukit Merah	<b>Dr Lily Lie</b> Everton Clinic 7 Everton Park #01-17 Singapore 080007	62207872	N
Bukit Merah	<b>Dr Ng Mong Hoo Richard</b> Kim Tian Clinic 71 Seng Poh Road #01-41 Singapore 160071	62271612	N
Bukit Merah	<b>Dr Tan Sai Tiang</b> Hua Mei Clinic 298 Tiong Bahru Road #15-01 TO 06 Central Plaza Singapore 168730	65939530	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Bukit Merah	<b>Dr Tan Swee An Benjamin</b> Acacia Medical Clinic 180 Depot Road #01-07 The Interlace Singapore 109684	66840274	Y
Bukit Timah	<b>Dr Chang Tou Liang</b> Chang Clinic 1 Jalan Anak Bukit #B1-08 S588996	64663811	N
Bukit Timah	<b>Dr Foo Winnie</b> Dr.W Family Clinic 8 Empress Road #01 - 09 Singapore 260008	64754262	N
Bukit Timah	<b>Dr Shivcharan Kaur Gill</b> My Health Partners Medical Clinic 25D Lorong Liput Singapore 277725	64699116	N
Geylang	<b>Dr Fairuz Bin Ahmad</b> HeartlandHealth Circuit Road 88 Circuit Road #01-965 Singapore 370088	65478840	N
Geylang	<b>Dr James Cheong</b> C3 Family Clinic @Aljunied Crescent 95 Aljunied Crescent #01-509 Singapore 380095	67422285	Y
Geylang	<b>Dr Lee Yik Voon</b> Lee & Tan Family Clinic and Surgery 72 Circuit Road #01-03 Singapore 370072	67456877	N
Geylang	<b>Dr Lim Chien Chuan</b> Sims Drive Medical Clinic 53 Sims Place #01-174 Singapore 380053	67411607	Y
Geylang	<b>Dr Lin Ee Jan</b> GP@Joo Chiat Clinic 194 Joo Chiat Road #01-01 Singapore 427465	60189930	N
Geylang	<b>Dr Tan Keng Yang (Chen Qingyang)</b> Northeast Medical Group (Kallang) Blk 39 Jalan Tiga #01-01 Singapore 390039	62413298	Y
Geylang	<b>Dr Tan May Yen</b> Sims Drive Medical Clinic 53 Sims Place #01-174 Sims Vista Singapore 380053	67411607	Y



URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Kallang	<b>Dr Hoo Chee How</b> Inspire Medical Clinic 8 Jln Batu #01-11 Singapore 431008	88157214	N
Kallang	<b>Dr Kay Aih Boon Erwin</b> Healthwerkz Medical Centre @ Centrium 320 Serangoon Road #16-04 Centrium Square Singapore 218108	67345987	N
Kallang	<b>Dr Ko Heng Beng Gregory</b> Ko Family Clinic 18 Upper Boon Keng Road #01-1133 Singapore 380018	68421403	Y
Kallang	<b>Dr Loh Wei Liang</b> Inspire Medical Clinic 8 Jln Batu #01-11 Singapore 431008	88157214	N
Kallang	<b>Dr Low Kee Hwa</b> Low Medical Clinic Blk 67 Kallang Bahru #01-447 Singapore 330067	62950805	Y
Kallang	<b>Dr Tan Yingze</b> Inspire Medical Clinic 8 Jln Batu #01-11 Singapore 431008	88157214	N
Kallang	<b>Dr Tan Yuan Zi</b> T Medical Clinic (Kallang) Blk 5 Upper Boon Keng Road Kallang Heights #01-14 Singapore 380005	69700882	N
Marine Parade	<b>Dr Kiran Kashyap</b> East Coast Family Clinic 121 Meyer Road #01-05 The Makena Singapore 437932	64404556	Y
Marine Parade	<b>Dr Ng Chee Lian Lawrence</b> Family Medicine Clinic 58 Marine Terrace #01-65 Singapore 440058	64491606	Y
Marine Parade	<b>Dr Sathiamurthy Sujatha</b> East Coast Family Clinic 121 Meyer Road #01-05 The Makena Singapore 437932	64404556	Y
Marine Parade	<b>Dr Simrit Kaur Dang</b> East Coast Family Clinic 121 Meyer Road #01-05 The Makena Singapore 437932	64404556	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Novena	<b>Dr Chan Wei Chyet</b> Phoenix Medical Group (Novena) 275 Thomson Road #01-05 Novena Regency Singapore 307645	62543862	Y
Novena	<b>Dr Chong Soon Thye Michael</b> Livewell Medical Family Clinic 20 Ah Hood Rd #01-08 Zhongshan Mall Singapore 329984	69099888	Y
Novena	<b>Dr Sim Tiong Peng</b> Winsome Medical and Dental Centre 81 Whampoa Dr #01-915 Singapore 320081	62544568	N
Orchard	<b>Dr Phuah Wei Jan Melanie</b> Nutramed Clinic 1 Grange Road Orchard Building #10-10 Singapore 239693	67350706	N
Outram	<b>Dr Chew Him Lim Madeleine</b> MW Medical 20 Cross Street #02-11/12 China Square Central (China Court) Singapore 048422	62500625	N
Outram	<b>Dr Huan Meng Wah</b> Huan Clinic Blk 51 Chin Swee Road #03-111 Singapore 160051	65357628	N
Outram	<b>Dr Lin Hanjie Raymond</b> Medi Clinic 2 Jalan Kukoh #01-149 Singapore 163002	62350697	N
Outram	<b>Dr Yeo Cheng Hsun Jonathan</b> Family Medicine Clinic Chinatown 133 New Bridge Road #02-09/10 Chinatown Point Singapore 059413	62255155	Y
Rochor	<b>Dr Mohamed Baisal S/O Abdul Nassar</b> Shifa Clinic & Surgery Blk 668 Chander Road #01-18/20 Singapore 210668	62957667	Y
Rochor	<b>Dr Mohamed Ghazali</b> Shifa Clinic & Surgery Blk 668 Chander Road #01-18/20 Singapore 210668	62957667	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Rochor	<b>Dr Sunil Kumar Joseph</b> Tayka Medical 29A Desker Road Singapore 209562	63924473	N
Singapore River	<b>Dr Leow Cheng Gek</b> Jade Medical Clinic 8 Eu Tong Sen Street The Central Office Tower 1 #13-99 Singapore 059818	62259813	Y
Toa Payoh	<b>Dr Au Kai Xin Charis</b> Healthsprings Medical & Laser Clinic Blk 105A Bidadari Park Drive #01-09 Singapore 341105	86166166	N
Toa Payoh	<b>Dr Boon See Teo</b> Camry Medical Centre Blk 95 Toa Payoh Lor 4 #01-66 Singapore 310095	62580553	Y
Toa Payoh	<b>Dr Calista Chong Yixian</b> Redwood @ TPY Clinic and Surgery Pte Ltd 83 Toa Payoh Lorong 2 #01-457 Singapore 310083	62667820	N
Toa Payoh	<b>Dr Lim Wen Siang Kevin</b> Cornerstone Medical Bidadari Blk 106A Bidadari Park Drive #01-03 Singapore 341106	67075660	N
Toa Payoh	<b>Dr See Shean Yaw</b> Make-Well Family Clinic & Surgery 70 Lorong Toa Payoh #01-351 Singapore 310070	62534235	N
Toa Payoh	<b>Dr Tan Yan Yuan</b> Our Woodleigh Family Clinic Blk 115B Alkaff Crescent #01-05 Singapore 342115	69700560	N
Toa Payoh	<b>Dr Tan Yan Yuan</b> The Bidadari Clinic Blk 115B Alkaff Crescent #01-11 Singapore 342115	65183868	N
Toa Payoh	<b>Dr Tham Kwong Lum</b> Mediview Clinic & Surgery Blk 150 Toa Payoh Lorong 1 #01-999 Singapore 310150	62532351	Y
Toa Payoh	<b>Dr Tham Tuck Seng</b> Camry Medical Centre Blk 95 Toa Payoh Lorong 4 #01-66 Singapore 310095	62580553	Y

**EAST REGION**

<b>URA Planning Area</b>	<b>General Practitioners (GP) Name</b>	<b>Clinic Contact</b>	<b>PCN-MH*</b>
Ang Mo Kio	<b>Dr Anne Yeo Kwee Kee</b> Frontier Medical Associates (Ang Mo Kio) 163 Ang Mo Kio Avenue 4 #01-426 Singapore 560163	64532571	Y
Ang Mo Kio	<b>Dr Chua Yong Han</b> Chua Medico Clinic LLP 529 Ang Mo Kio Ave 10 #01-2323 Singapore 560529	64562275	N
Ang Mo Kio	<b>Dr Eliyanachii Narasinghan</b> Meenara Clinic Pte Ltd Blk 422 Ang Mo Kio Avenue 3 #01-2356 Singapore 560422	64541003	N
Ang Mo Kio	<b>Dr Ong Guan Hong</b> Pancare Medical Clinic 133 Ang Mo Kio Ave 3 #01-1651 Singapore 560133	62583186	Y
Bedok	<b>Dr Fong Chiu Yan</b> Eastern Medical Centre Blk 631 Bedok Reservoir Rd #01-896 Singapore 470631	64487628	Y
Bedok	<b>Dr Fong Khee Leng</b> Bedok Clinic & Surgery Blk 17 Bedok South Rd #01-565 Singapore 460017	62410943	Y
Bedok	<b>Dr Kay Aih Boon Erwin</b> KCS Medical Centre 515 Bedok North Ave 2 #01-205 Singapore 460515	64438322	N
Bedok	<b>Dr Shi Yao Sam Yang</b> Yang & Yap Clinic And Surgery (Pte Ltd) Blk 537 Bedok North St 3 #01-571 Singapore 460537	64499946	Y
Bedok	<b>Dr Tan Geok Jim</b> New Town Clinic Pte Ltd 59 New Upper Changi Rd #01-1224 Singapore 461059	64431784	N
Bedok	<b>Dr Teo Su Lin Pearlle</b> Frontier People's Clinic (Bedok) 123 Bedok North Street 2 #01-152 Singapore 460123	64430261	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Bedok	<b>Dr Wee Lay Kuan Amy</b> Northeast Medical Group (Bedok) BLK 531 Bedok North St 3 #01-692 Singapore 460531	64412402	Y
Bedok	<b>Dr Wong Choo Wai</b> Bedok Day & Night Clinic 418 Bedok North Ave 2 #01-85 Singapore 460418	64441104	N
Bedok	<b>Dr Wong Jee Pao</b> Wong Family Clinic & Surgery Pte Ltd 117 Bedok Reservoir Road #01-68 Singapore 470117	68461613	N
Bedok	<b>Dr Yap Theresa</b> Yang & Yap Clinic And Surgery (Pte Ltd) Blk 537 Bedok North St 3 #01-571 Singapore 460537	64499946	Y
Hougang	<b>Dr Cheng Soo Hong</b> Family Healthcare Clinic & Surgery (Hougang) Blk 523 Hougang Ave 6 #01-119 Singapore 530523	63871120	Y
Hougang	<b>Dr Ho Kay Chun Caleb</b> Procross Medical Centre 449 Hougang Ave 10 #B1-509 Singapore 530449	67022848	N
Hougang	<b>Dr Pang Sze Kang Jonathan</b> Everhealth Medical Centre 540 Hougang Ave 8 B1-2135 Singapore 530540	63850815	Y
Hougang	<b>Dr Wong Ming</b> Everhealth Medical Centre 540 Hougang Ave 8 #B1-1235 Singapore 530540	63850815	N
Pasir Ris	<b>Dr Lye Tong Fong</b> Central 24-Hr Clinic (Pasir Ris) 446 Pasir Ris Drive 6 #01-122 Singapore 510446	65822640	N
Punggol	<b>Dr Tan Yu Sing Lucienne</b> Healthmark Medical Clinic Blk 639 Punggol Drive #01-06 Singapore 820639	68756696	Y
Punggol	<b>Dr Yan Shiyuan</b> Edgedale Medical Clinic 122A Edgedale Plains #01-187 Singapore 821122	66352272	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Sengkang	<b>Dr Au Min Wei Leonard</b> My Family Clinic (Anchorvale) Blk 326A Anchorvale Road #01-260 Singapore 541326	67023963	Y
Sengkang	<b>Dr Lim Shiau Lin</b> Northeast Medical Group (Sengkang) 5 Sengkang Square #01-05 Singapore 545062	68755911	Y
Serangoon	<b>Dr Suresh Ramchand Mahtani</b> S G Clinic Family Practice 84 Serangoon Garden Way Singapore 555980	63821988	Y
Tampines	<b>Dr Cheng Kah Ling Grace</b> Joy Health Medical Clinic & Surgery Blk 744 Bedok Reservoir Road #01-3027 Singapore 470744	67811868	N
Tampines	<b>Dr Fairuz Bin Ahmad</b> HeartlandHealth Tampines 730 Tampines Street 71 #01-51 Singapore 520730	65887833	N
Tampines	<b>Dr Foo Yew Sin Patrick</b> Little Cross Family Clinic 929 Tampines St 91 #01-445 Singapore 520929	65440040	N
Tampines	<b>Dr Goh Tze Chien Kelvin</b> Northeast Medical Group (Simei) 30 Simei St 3 Simei Mrt Station #02-01 Singapore 529888	67838638	Y
Tampines	<b>Dr Hwang Teng Ben Winston</b> Hwang & Liang Family Clinic & Surgery 476 Tampines St 44 #01-173 Singapore 520476	67888888	N
Tampines	<b>Dr Lim Shee Lai</b> Hwang & Liang Family Clinic & Surgery 476 Tampines St 44 #01-173 Singapore 520476	67888888	N
Tampines	<b>Dr S A Aziz Noordin</b> Tampines Family Medicine Clinic 1 Tampines Walk Our Tampines Hub #03-34 Singapore 528523	67026022	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Tampines	<b>Dr Tan Sei Tai (Timothy Tan)</b> Our Family Physician Clinic & Surgery 829 Tampines Street 81 01-292 Singapore 520829	67850147	Y
Tampines	<b>Dr Wong Toon Heng</b> Faith Medical Clinic & Surgery 487C Tampines St 45 #B1-103 Singapore 522487	67881061	N
Tampines	<b>Dr Yan Shiyuan</b> Edgedale Medical Clinic (Tampines) Blk 614 Tampines North Drive #01-01 Singapore 520614	69800440	Y

**NORTH REGION**

<b>URA Planning Area</b>	<b>General Practitioners (GP) Name</b>	<b>Clinic Contact</b>	<b>PCN-MH*</b>
Sembawang	<b>Dr Tan Yuan Zi</b> T Medical Clinic 115 Canberra Walk #01-05 Singapore 750115	69700882	N
Woodlands	<b>Dr Ho Kay Chun Caleb</b> Procross Medical Clinic 689A Woodlands Drive 75 #01-86 Singapore 731689	62199648	N
Woodlands	<b>Dr Jean Yim</b> Yim Medical Centre Blk 678A Woodlands Ave 6 #03-16 Singapore 731678	68939181	Y
Woodlands	<b>Dr Kiu Oi Nah Juliana</b> Acumed Medical Group (Woodlands) Blk 111 Woodlands Street 13 #01-78 Singapore 730111	63627789	Y
Woodlands	<b>Dr Lai Hwee Yee</b> SATA Commonwealth Woodlands Medical Centre 900 South Woodlands Dr #04-01 Woodlands Civic Centre Singapore 730900	62446686	Y
Woodlands	<b>Dr Leong Yan Hoi</b> Millennium Medical Group 849 Woodlands Street 82 #01-215 Singapore 730849	67656685	N
Woodlands	<b>Dr Lim Xiu Mei Laura</b> Frontier Medical Associates (Admiralty) 691 Woodlands Drive 73 #01-04 Singapore 730691	63141098	Y
Woodlands	<b>Dr Loh Foo Keong Jeffrey</b> DR+ Medical & Painscare Marsiling 18 Marsiling Lane #01-269 Singapore 730018	62697435	N
Woodlands	<b>Dr Mark Low Chee Wah</b> Doctors Clinic & Surgery Blk 305 Woodlands Street 31 #01-91 Singapore 730305	62691017	Y
Woodlands	<b>Dr Neoh Jia Quan Leon</b> Norwood Medical Clinic Blk 785E Woodlands Rise #01-02 Singapore 735785	69373576	N



URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Woodlands	<b>Dr Sorinder Singh</b> Woodlands Medical Centre Blk 210 Marsiling Crescent #01-09 Singapore 730210	62698888	Y

**WEST REGION**

<b>URA Planning Area</b>	<b>General Practitioners (GP) Name</b>	<b>Clinic Contact</b>	<b>PCN-MH*</b>
Bukit Batok	<b>Dr Kwek Thiam Soo</b> Bukit Batok Medical Clinic 207 Bukit Batok St 21 #01-114 Singapore 650207	65603311	Y
Bukit Batok	<b>Dr Ong Tiong Hee David</b> Foo and Ong Family Clinic Pte Ltd 151 Bukit Batok St 11 #01-256 Singapore 650151	65672212	N
Bukit Batok	<b>Dr Pang Sze Kang Jonathan</b> Everhealth Family Clinic & Surgery 4 Bukit Batok Street 41 #01-88 Le Quest Singapore 657991	67933113	N
Bukit Batok	<b>Dr Sim Choon Seng (Dave)</b> Health Partners Family Clinic 1 Bukit Batok Central Link West Mall #01-37 Singapore 658713	68989031	N
Bukit Batok	<b>Dr Wong Ming</b> Everhealth Family Clinic & Surgery 4 Bukit Batok Street Street 41 Le Quest #01-88 Singapore 657991	67933113	Y
Bukit Batok	<b>Dr Yeo Khee Hong</b> Yeo Clinic Blk 134 Bt Batok West Ave 6 #01-447 Singapore 650134	65660601	Y
Bukit Batok	<b>Dr Yong Yuan Chen</b> Healthlife Family Clinic Blk 296A Bukit Batok Street 22 #01-64 SKYLINE II @ Bukit Batok Singapore 651296	69048680	Y
Bukit Panjang	<b>Dr Chin Yew Liang Alan</b> Lifeline Bukit Panjang Medical Clinic 103 Gangsa Road #01-37 Singapore 670103	67605788	N
Bukit Panjang	<b>Dr Choo Chee Hoe Ivan</b> Lifecare Family Clinic 524A Jelapang Rd #02-15 Greenridge Shopping Centre Singapore 671524	67698588	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Bukit Panjang	<b>Dr Kwong Kum Hoong</b> Princeton Family Clinic Pte Ltd 445 Fajar Road #01-546 Fajar Shopping Centre Singapore 670445	67622278	N
Bukit Panjang	<b>Dr Yap Siong Yew</b> Cashew Medical and Surgery Clinic Pte Ltd 445 Fajar Road #02-522 Fajar Shopping Centre Singapore 670445	67634255	Y
Choa Chu Kang	<b>Dr Kay Aih Boon Erwin</b> Healthwerkz Medical Centre (CCK) 225 Choa Chu Kang Central #01-199 S680225	67662827	N
Choa Chu Kang	<b>Dr Siaw Tung Yeng</b> Healthlight Family Medicine Clinic Blk 601 Choa Chu Kang St 62 #01-09 Singapore 680601	67672281	Y
Choa Chu Kang	<b>Dr Toh Beng Chye</b> Millennium Medical Group 533 Choa Chu Kang ST 51 #02-04 Limbang Shopping Centre Singapore 680533	67656685	Y
Clementi	<b>Dr Low Sze Sen</b> LC Clinic Medical Surgery Aesthetics Blk 446 Clementi Avenue 3 #01-191 Singapore 120446	64640932	Y
Clementi	<b>Dr Teo Tiong Kiat</b> Teo Clinic & Surgery Pte Ltd Blk 352 Clementi Ave 2 #01-111 Singapore 120352	67760216	Y
Jurong East	<b>Dr Chew Ee Hern Kevin</b> Teban Medical Clinic Blk 61 Teban Gardens Rd #01-01 Teban Place Singapore 600061	65819052	Y
Jurong East	<b>Dr Lim Chien Chuan</b> E.J. Tan Clinic & Surgery 104 Jurong East Street 13 #01-100 Singapore 600104	65606600	N
Jurong East	<b>Dr Loke Kam Weng</b> E.J. Tan Clinic & Surgery 104 Jurong East Street 13 #01-100 Singapore 600104	65606600	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Jurong West	<b>Dr Chan Teng Mui Tammy</b> TC Family Clinic Pte Ltd 526 Jurong West St 52 #01-325 Singapore 640526	65666687	N
Jurong West	<b>Dr Ho Kay Chun Caleb</b> 216 Procross Medical Clinic Blk 216 Boon Lay Ave #01-03 Singapore 640216	98765330	N
Jurong West	<b>Dr Ho Kay Chun Caleb</b> 405 Procross Medical Clinic Blk 405 Jurong West Street 42 Hong Kah Court #01-K1 Singapore 640405	87896779	N
Jurong West	<b>Dr Ho Kay Chun Caleb</b> 411 Procross Medical Clinic Blk 411 Jurong West Street 41 #01-K1 Singapore 640411	98765297	N
Jurong West	<b>Dr Lee Jinfeng Natalie</b> Acumed Medical Group (Jurong West) 1 Jurong West Central 2 Jurong Point JP 1 #B1-19E Singapore 648886	67923822	Y
Jurong West	<b>Dr Lim Boon Howe Edwin</b> Lakeside Family Medicine Clinic 518A Jurong West St 52 #01-02 Singapore 641518	62626434	Y
Jurong West	<b>Dr Lim Chew</b> Pier Medical Centre 725 Jurong West Ave 5 #B1-164 Singapore 640725	67915677	Y
Jurong West	<b>Dr Pradit Thonqudorn</b> Drs Trythall, Hoy, Davies (Pte) Ltd - Jurong Point 1 Jurong West Central 2 Jurong Point #B1-19B Singapore 648886	67930611	N
Jurong West	<b>Dr Quek Kai Wei Sean</b> Frontier Medical Associates (Jurong West) 678D Jurong West St 64 #01-347 Singapore 644678	68622340	Y
Jurong West	<b>Dr Sunil Kumar Joseph</b> Tayka Medical Family Clinic Blk 526 Jurong West St 52 #01-323 Singapore 640526	65645528	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Jurong West	<b>Dr Tok Sock Cheng</b> Lakeside Family Medicine Clinic 518A Jurong West St 52 #01-02 Singapore 641518	62626434	Y
Jurong West	<b>Dr Wong Choo Wai</b> Jurong Day & Night Clinic 966 Jurong West St 93 #01-219 Singapore 640966	67922257	N
Queenstown	<b>Dr Lim Wen Siang Kevin</b> Cornerstone Medical 29A Ghim Moh Link #01-03 Singapore 271029	62620018	N
Queenstown	<b>Dr Sarani Binte Omar</b> Healthpoint Family Clinic & Surgery Pte Ltd Blk 53B Strathmore Avenue #01-03 Singapore 144053	64760793	Y

## Dementia-Friendly Singapore

The Dementia-Friendly Singapore (DFSG) is a national initiative announced by the Ministry of Health (MOH) in 2016 to address the dementia prevalence in Singapore. This was spun off from the ground up Forget Us Not campaign by Lien Foundation, KTPH and partners in making Chong Pang dementia-friendly in 2015.

Under DFSG, the Agency for Integrated Care (AIC) and community partners aim to build dementia-friendly communities and nation to support persons living with dementia through the 3Es strategy. The desired outcomes are promotion of preventive activities, encourage early identification and provision of care and support.

### Dementia-Friendly Community Framework

<b>Outcomes</b>	1. Facilitate <b>early identification</b> 2. Promote <b>preventive activities</b> 3. Provide <b>care and support</b>		
<b>Concept</b>	A Dementia-Friendly Community (DFC) is one whereby people <b>know</b> about dementia and mental wellness; Persons living with dementia and their families feel <b>included, involved</b> and <b>supported</b> in the community		
<b>Strategy</b>	<p><b>1</b></p> <p><b>ENGAGE</b> Community</p> <p>by raising dementia awareness to keep a lookout for persons living with dementia</p>	<p><b>2</b></p> <p><b>EMPOWER</b> At risks and caregivers</p> <p>with services and support that cater to their needs</p>	<p><b>3</b></p> <p><b>ENABLE</b> Partners</p> <p>in adopting dementia-friendly designs so that persons living with dementia can live well in the community</p>
<b>Initiatives</b>	<p>Through:</p> <ol style="list-style-type: none"> <li>1. Outreach activities (residents, Constituency Offices, faith-based groups, corporates, service partners and schools)</li> <li>2. Targeted screening (mood and memory screening)</li> <li>3. Dementia Go-To Points</li> </ol>	<p>Through:</p> <ol style="list-style-type: none"> <li>1. Preventive activities</li> <li>2. Caregiver Support Network</li> <li>3. Services (service linkages, care coordination, intervention and case management)</li> </ol>	<p>Through:</p> <ol style="list-style-type: none"> <li>1. Environment enhancements (business and built environment)</li> <li>2. Technology and innovations</li> </ol>

DFCs are communities within the constituencies where:

- 1. People are aware of dementia and know how to communicate with persons living with dementia**
  - Residents and community partners know where to seek help, aware of signs and symptoms of dementia and know how to communicate with persons living with dementia
    - Include community front liners like grassroots, volunteers, schools, faith-based groups, government agencies, hawkers, businesses, retailers, banks, transport staff
  - Build a pool of Dementia Friends who will assist persons living with dementia and keep a look out if they wander off e.g. bring them to Go-To Points (GTPs)
- 2. Resources exist for early recognition and support for persons living with dementia**
  - Accessible GTPs in each DFCs to provide information, resources and service linkages
  - Resources e.g. collaterals, videos, dementia resource portal (DementiaHub.SG) are readily available for residents, community partners and caregivers

- Dementia screening with follow up is available

**3. Persons living with dementia and their caregivers feel supported**

- People know about dementia and where to seek help, if needed
- Caregivers are well-supported e.g. part of a support group and have a friend to seek help when needed
- Volunteers are trained as befrienders to provide emotional support
- Flag cases when there are unmet needs and provide service linkage
- Technology is available to help persons living with dementia who wander
- National platform to support caregivers to seek advice, report loss of loved ones with dementia. Public can also call in to inform that they have found reported persons living with dementia
- A dementia membership programme for caregivers and persons living with dementia
- Mobile app which alerts Dementia Friends when a person living with dementia goes missing

**4. Businesses and services are respectful and helpful towards persons living with dementia**

- Understand the challenges faced by persons living with dementia
- Build physical environment which enables persons living with dementia to move around safely
- Assist persons living with dementia who may need help in finding their way home or bring them to GTPs
- Incorporate dementia awareness training as part of staff training programme

**5. Environments are safe and easy to navigate for persons living with dementia**

- Able to move around in the neighbourhood safely
- Business/government agencies upgrade their space to make it more senior-friendly e.g. bigger aisle, bigger signage, better wayfinding markers

How can a DFC benefit the community?

### Build Community Awareness

- Increase **dementia awareness** through talks, workshops, event booths and door to door outreach
- Organize **awareness workshops** for frontline staff and businesses on how to support persons living with dementia
- Recruit students, volunteers and befrienders as **Dementia Friends** who will help to keep a look out for persons living with dementia and advocate for dementia awareness
- Organize **targeted screening** for early detection of dementia risks
- Set up **dementia Go-To Points** to make information readily accessible in the community and act as safe return points for wandering seniors

### Support for At-Risk Seniors and Persons Living With Dementia

- For **seniors who are well**: Keep active to reduce risk of dementia through preventive activities
- For **persons living with mild stage of dementia**: Engage in meaningful activities to stimulate their cognition which may help to slow down the deterioration of their condition and services linkages for those with needs
- For **persons living with moderate or severe stage of dementia**: Home and mobile-based support and case network for complex needs

### Support for Caregivers

- Create a **network** that emphasizes self-care, peer support and recognition
- Provision of **respite services, information and resources**

### Safe Neighborhood for Persons Living With Dementia

- Embark on **environmental studies** and **infrastructure enhancement** to include dementia-friendly designs
- Tap on **technology** such as CARA app to rally for community support to keep a look out for persons living with dementia who wander
- Collaborate with businesses who are **Dementia-Friendly Partners** to create inclusive environment for their staff and customers

Where are the DFCs?





What are the roles played by different community partners?

It takes a **community approach** to build a DFC!

#### Roles of community partners – localised level

- Own and drive initiatives that cater to the community needs
- Initiate discussion and support in co-developing an implementation plan

#### Roles of community partners – national level

- Form strategic partnership to incorporate and influence policies and practices in creating an inclusive environment
- Sector leaders co-create solutions to benefit the larger population

#### Roles of AIC

- Engage and connect like-minded community partners to co-create solutions in the development of DFSG
- Advise on dementia input and potential opportunities
- Share resources



What are the key initiatives in a DFC?

### Dementia Go-To Points (GTPs)

GTPs are located on the premises of organisations which support the #DementiaFriendlySG movement. These community nodes support persons living with dementia and their caregivers through the following functions:

a) **Resource Centre**

The general public and caregivers can get educational resources and helpful information on dementia here.

b) **Safe Return Point**

Members of the public can bring persons living with dementia who may appear lost and are unable to find their way home for staff assistance here.

The GTPs listing can be found on HealthHub website.

### Caregiver Support Network (CSN)

The CSN is another initiative under Dementia-Friendly Singapore to support and connect with caregivers taking care of persons living with dementias, mental health or physical health conditions. CSNs were developed with the intention of enabling caregivers to care for themselves and to become pillars of support for one another.

There are three key focus areas, namely Self-care, Peer Support Network and Recognition. We hope that the CSNs can promote awareness of the different needs required to support caregiving as well as encourage building a supportive network whereby community stakeholders can actively play a role in supporting caregivers and their own well-being in the community.

## Services

In each DFC, there is a community outreach team, also known as CREST, which promotes the DFC, driving the provision of care programmes, mental health and dementia care services.

The following are the CREST teams in the respective DFCs:

DFC	Service Providers
1. Yishun	Montfort Care
2. Hong Kah North	REACH Community Services Society
3. MacPherson	Brahm Centre Ltd
4. Queenstown	Fei Yue Community Services
5. Bedok	Montfort Care
6. Fengshan	The Salvation Army
7. Bukit Batok East	Singapore Anglican Community Services
8. Woodlands	AWWA Ltd
9. Teck Ghee	AMKFSC Community Services LTD.
10. Taman Jurong	NTUC Health Co-operative Ltd
11. Kebun Baru	AMKFSC Community Services LTD.
12. Yio Chu Kang	AWWA Ltd
13. Toa Payoh East	Care Corner Seniors Services Ltd
14. Toa Payoh West-Thomson	Care Corner Seniors Services Ltd
15. Clementi	Fei Yue Community Services

## Technology Enablers

### *CARA Mobile App*

CARA is a lifestyle and community digital platform that provides easy access for persons living with dementia and caregivers to connect to an ecosystem of solutions via a mobile application.

An initiative by Dementia Singapore – the national leader in specialised dementia care, CARA stands for Community, Assurance, Rewards and Acceptance – serving as a key touchpoint for members to access personalised support across the journey of living with and caring for dementia.

Supported by AIC and NCSS, CARA is the first dementia membership programme of its kind in the world and is available for download on Apple App Store and Google Play Store. Download is free.



Community | Assurance | Rewards | Acceptance

A pioneering dementia membership programme by Dementia Singapore

### Value of CARA



Unique identifier and membership card  
*\* for persons living with dementia*



Safe return of a lost person living with dementia



Multiple caregivers can receive important updates at the same time



Tailored benefits and support from the community



Easy access to trusted resources



For more info, scan the QR code:



or visit [cara.sg](http://cara.sg).

For more information on DFSG and dementia, please visit [www.dementiahub.sg](http://www.dementiahub.sg) or Dementia-Friendly Singapore Facebook page.

## Night Respite

The Night Respite programme provides respite for caregivers caring for persons living with dementia with sundowning behaviour such as restlessness, agitation, disorientation, visual and auditory hallucination. Through the programme, persons living with dementia are engaged meaningfully at night which allows caregivers to have a good rest. The programme, which is part of the Caregiver Support Action Plan, also provides education and support to caregivers.

The Night Respite programme's objectives are two-fold:

- To provide respite for caregivers of persons living with dementia with sundowning behaviour. Caregiver education and support in managing sun-downing behaviour may also be provided.
- To engage persons living with dementia meaningfully during the night respite session, through activities and tasks.

	Region	Providers	Address
1.	North	Vanguard Woodlands Care Home	2 Woodlands Rise Singapore 737749
2.	West	St Joseph's Home ( <i>resuming in Q3 of FY22</i> )	36 Jurong West St 24 Singapore 648141
3	East	Peacehaven Nursing Home ( <i>resuming in Q3 of FY22</i> )	9 Upper Changi Road North Singapore 507706

## Other Community Programmes/Services

### Financial Subsidies for Mental Health Services

Here are some financial schemes available to clients to defray the cost of mental health services. Some insurance policies may also be able to cover the cost of mental health services.

Subsidy Schemes	Details
Medisave for Inpatient Psychiatric Episodes	Up to \$150 a day for daily hospital charges, subject to a maximum of \$5000 a year <a href="https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave">https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave</a>
Medisave for Outpatient Treatments of 23 conditions under Chronic Disease Management Programme (CDMP)	From 1 Jan 2021, patients with complex chronic conditions will be able to use up to \$700 per patient yearly, while other patients will be able to use up to \$500 per patient yearly for the following treatments. Subject to 15% co-payment by patient. Covers schizophrenia, major depression, bipolar disorder, dementia and anxiety <a href="https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave">https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave</a>
Medishield Life Inpatient Psychiatric	Up to 35 days per policy year \$100 per day <a href="https://www.aic.sg/financial-assistance/medishield-life">https://www.aic.sg/financial-assistance/medishield-life</a>

### Employment Support

Programme	Description	Address/Contact
<b>Integrated Employment Services</b>  <i>Service Provider:</i> Care Corner Singapore	<b>Employee Assistance Programme</b> The EAP provides workplace support for employees with or at risk of having mental health issues through a multi-disciplinary team consisting of professionals and peer support specialists. The programme also provides advisory support and training on creating an inclusive and supportive workplace.	Care Corner Singapore Ltd 6 Woodlands Square #03-01 Woods Square Tower 2 Singapore 737737  Tel: 6250 6813 <a href="mailto:ccs@carecorner.org.sg">ccs@carecorner.org.sg</a>
<b>Integrated Employment Services</b>  <i>Service Provider:</i> Singapore Anglican Community Service	<b>Employment Support Services (ESS)</b> ESS provides employment services that help persons in recovery seek sustained employment in the competitive job market. It also provides the business community with comprehensive employment services to support them in	Singapore Anglican Community Service 10 Simei Street 3 Singapore 529897  Tel: 6812 0878






Programme	Description	Address/Contact
	<p>integrating these individuals in the workplace. It also provides the business community with comprehensive employment services to support them in integrating these individuals in the workplace. Services include:</p> <ol style="list-style-type: none"> <li>1) Vocational readiness assessment</li> <li>2) Vocational training – basic skills and community based</li> <li>3) Job placement</li> <li>4) On-site support</li> </ol> <p><b>Employment Internship Programme (EIP)</b> EIP provides on the job training for persons in recovery from mental health issues to prepare them for open employment. The objectives are to:</p> <ol style="list-style-type: none"> <li>1) Enhance the job readiness and sustainability of persons in recovery through on the job training in specified industries;</li> <li>2) Enhance knowledge and skills of employers in supporting persons in recovery; and</li> <li>3) Showcase employability of persons in recovery.</li> </ol>	
	<p><b>Employee Assistance Programme Plus (EAP+)</b> The EAP+ provides workplace support for employees with or at-risk of having mental health issues through a multi-disciplinary team consisting of professionals and peer support specialists. The programme also provides advisory support and training on creating an inclusive and supportive workplace.</p>	

<b>Programme</b>	<b>Description</b>	<b>Address/Contact</b>
<p><b>Occupational Therapy: Activities, Vocation and Empowerment (OcTAVE)</b></p> <p><i>Service Provider:</i> Institute of Mental Health</p>	<p>Offer a range of outpatient rehabilitation programmes aimed at promoting community independence, providing therapeutic support, nurturing clients' potential and facilitating their recovery. The programmes available are categorised into four major domains:</p> <ol style="list-style-type: none"> <li>1) Clinical Rehabilitation</li> <li>2) Empowerment</li> <li>3) Vocational Training</li> <li>4) Job Club</li> </ol> <p>For more information, please click <a href="#">here</a>.</p>	<p>OcTAVE@IMH Occupational Therapy Department Institute of Mental Health Buangkok Green Medical Park, Blk 1, 10 Buangkok View, Singapore 539747 Tel: 6389 2904</p> <p>OcTAVE@Bukit Batok Bukit Batok Polyclinic Level 3, 50 Bukit Batok West Ave 3 Singapore 659164 Tel: 6566 7462</p> <p>OcTAVE@Cantonment 25 Cantonment Road Singapore 089744 Tel: 6479 7353</p>
<p><b>MINDSET Learning Hub</b></p> <p><i>Service Provider:</i> Singapore Association for Mental Health (SAMH)</p>	<p>Aim to work with persons in recovery from mental health issues for their vocational training and employment needs. It is a collaboration between the Jardine Matheson Group through its registered charity, MINDSET Care Limited and SAMH.</p> <p>For more information, please click <a href="#">here</a>.</p>	<p>257 Jurong East Street 24 #01-405 Singapore 600257</p> <p>Tel: 6665 9220 Email: <a href="mailto:mindsetLH@samhealth.org.sg">mindsetLH@samhealth.org.sg</a></p>
<p><b>Job Club</b></p> <p><i>Service Provider:</i> Institute of Mental Health</p>	<p>Set up to support the recovery process. Job Club provides employment opportunities assisting individuals with psychiatric conditions in job placement</p>	<p>Institute Mental Health Buangkok Green Medical Park 10 Buangkok View Blk 1 Occupational Therapy Department Singapore 539747</p> <p>Tel: 63892678 Email: <a href="mailto:enquiries@jobclub.sg">enquiries@jobclub.sg</a></p>








## Other Mental Health Services for Youth



Services related to general mental health counselling, help-seeking platforms and helplines are included as resources that youths can further seek support from beyond AIC funded programmes. Additionally, services that can benefit specific youth client profiles and/or needs are also listed for further reference and potential services to refer to.

### Mental Health Support

Service category	Organisation	Description of service	Website/contact details
General mental health counselling services	Association of Muslim Professionals	Counselling services for youths, including immediate crisis intervention and service linkage.	<a href="https://www.amp.org.sg/counselling/">https://www.amp.org.sg/counselling/</a> 
	Calvary Community Care	Counselling services for youths, including those with mental health issues.	<a href="https://calvary.sg/programme-category/counselling/">https://calvary.sg/programme-category/counselling/</a> 
	Care Corner Singapore Ltd	Counselling services for youth, including mental health screening, school and community-based group work	<a href="https://www.carecorner.org.sg/">https://www.carecorner.org.sg/</a> 6 Woodlands Square #03-01 Woods Square Tower 2 Singapore 737737 Main line: 6978 4217 Email: insight@carecorner.org.sg IG: @insightccs Tik Tok: @insightccs Telegram: @insightersBOT
	CARE Singapore	Counselling services with a systemic approach, working with parents, schools and teachers.	<a href="https://www.care.sg/school-social-work/counselling/">https://www.care.sg/school-social-work/counselling/</a> 
	Riverlife Community Services	Casework and counselling services, including a family approach.	<a href="http://www.rcs.org.sg/programmes/">http://www.rcs.org.sg/programmes/</a> 
	Shan You Counselling Centre (SYCC)	Counselling services for youths, including those with mental health issues.	<a href="https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/">https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/</a> 








Service category	Organisation	Description of service	Website/contact details
	Singapore Counselling Centre	Counselling services for younger youths.	<a href="https://scc.sg/e/children-youth-counselling/">https://scc.sg/e/children-youth-counselling/</a> 
	Strengthening Youths in a Network of Care (SYNC) / Impartsg	Engagement and support using elements from Motivational Interviewing (MI) and Solution-Focused Brief Therapy (SFBT), as well as referrals to other programs.	<a href="https://www.impart.sg/mental-health-care">https://www.impart.sg/mental-health-care</a> 
	WINGS Counselling Centre	Counselling services for youths, including school-based counselling.	<a href="https://wingscounselling.org.sg/counselling/">https://wingscounselling.org.sg/counselling/</a> 
Help-seeking platforms and helplines	Acceset	Anonymous text-based therapy supported by a trained befriender.	<a href="http://www.acceset.com">www.acceset.com</a> 
	Care Corner Singapore Ltd	Toll-free Mandarin counselling hotline to provide mental health support  Virtual helpbot to learn mental wellbeing tips, and social media platforms with quick access to youth workers	<a href="https://www.carecorner.org.sg/">https://www.carecorner.org.sg/</a> 1800-3535-800 10am to 10pm (excluding public holidays)  Telegram: @insightersBOT IG: @insightccs Tik Tok: @insightccs
	MOHT/Mindline	Digital platform for stress management, including tools, knowledge, pathways to self-care, and advice on how to seek professional help.	<a href="http://www.mindline.sg">www.mindline.sg</a> 
	SCS / Tinkle Friend	Helpline aiming to provide support, advice and information to distressed primary school aged children.	<a href="http://www.tinklefriend.sg">www.tinklefriend.sg</a> 1800-2744-788 
	SOS	Various services, including a round the clock emotional support hotline, and a text-based service for those in distress.	<a href="http://www.sos.org.sg/contact-us">www.sos.org.sg/contact-us</a> 1800-221-4444 
	SafeSpace.sg	Various services, including live support and online	<a href="http://www.safespace.sg">www.safespace.sg</a>


Service category	Organisation	Description of service	Website/contact details
		sources to enhance mental wellness.	
	National Council of Social Service (NCSS) Belle, Beyond the Label Helpbot	Interactive helpbot that provides advice on mental health services, resources, and helplines.	<a href="https://www.ncss.gov.sg/our-initiatives/beyond-the-label/belle-beyond-the-label-helpbot#">https://www.ncss.gov.sg/our-initiatives/beyond-the-label/belle-beyond-the-label-helpbot#</a> 


### Services for specific client profiles and/or needs

Organisation	Programmes/Services	Programme detail	Website/contact details
<b>1. Abuse/neglect</b>			
AWARE	AWARE is the leading women's rights and gender equality group in Singapore. Among the key work of AWARE includes contributing towards the strengthening of laws dealing with domestic violence.	Various services to support women undergoing abuse or family violence, including: <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Sexual Assault Care Centre</li> <li>• Women's helpline</li> </ul>	Address: 5 Dover Crescent, #01-22, Singapore 130005  Telephone: 1800-777-5555 (10 a.m. to 6 p.m., Mondays to Fridays) to fix an appointment  Email: <a href="mailto:aware@aware.org.sg">aware@aware.org.sg</a>  Website: <a href="http://www.aware.org.sg">www.aware.org.sg</a>
TRANS Safe Centre	TRANS SAFE Centre is a Family Violence Specialist Centre (FVSC). We aim to promote safe relationship in families by providing help to victims of abuse, persons who abuse and their families who are affected by the abuse.	<ul style="list-style-type: none"> <li>• Consultations to provide and information on family violence</li> <li>• Referral to other community partners</li> <li>• Casework and counselling</li> </ul>	Address: Blk 410 Bedok North Ave 2 #01-58 Singapore 460410  Tel: 6449 9088  Fax: 6449 9168  Email: <a href="mailto:transsafe@trans.org.sg">transsafe@trans.org.sg</a>
PAVE	PAVE is an integrated service for family violence and child protection. PAVE provides services for persons who abuse, survivors and vulnerable family members such as children and the elderly,	<ul style="list-style-type: none"> <li>• Information and advice</li> <li>• Casework and counselling</li> <li>• Group work</li> </ul>	Address: Blk 211 Ang Mo Kio Ave 3  #01-1446  Singapore 560211  Tel: +65 6555 0390

Organisation	Programmes/Services	Programme detail	Website/contact details
	in dealing with interpersonal violence.		Email: <a href="mailto:intake@pave.org.sg">intake@pave.org.sg</a>
<b>2. Trauma</b>			
Psychosocial Trauma Support Service (PTSS)	The Psychosocial Trauma Support Service (PTSS) comprises clinical psychologists who specialise in providing trauma assessment and intervention for children (3 to 18 years old) and women, to support them in coping with the after-effects of traumatic experiences. PTSS also works closely with medical and allied health professionals, schools and community organisations to minimise trauma-related distress and symptoms among children, women and their families.	<ul style="list-style-type: none"> <li>• Screening of traumatic stress symptoms in children who are admitted to KKH after an accidental injury</li> <li>• Psycho-emotional assessment of psychological impact following traumatic experiences</li> <li>• Evidence-based treatment for psycho-emotional difficulties arising after trauma</li> </ul>	<a href="https://www.kkh.com.sg/patient-care/areas-of-care/childrens-services/Pages/psychosocial-trauma.aspx">https://www.kkh.com.sg/patient-care/areas-of-care/childrens-services/Pages/psychosocial-trauma.aspx</a> 
<b>3. LGBTQI+</b>			
Oogachaga	Oogachaga is a community-based, non-profit, professional organisation working with lesbian, gay, bisexual, transgender, questioning and queer (LGBTQ+) individuals, couples and families in Singapore since 1999.	<p>Services to support people who would like to share about issues such as sexuality, identity, relationships, mental health, and sexual health</p> <ul style="list-style-type: none"> <li>• Hotline and WhatsApp counselling</li> <li>• Email counselling</li> <li>• Professional counselling</li> </ul>	<a href="https://oogachaga.com/services">https://oogachaga.com/services</a> 
Transbefrienders	Transbefrienders is a peer support service for trans youths seeking assistance, friendship or mentorship. We match	Befriending services for youths with issues relating to	<a href="https://transbefrienders.com/befriending">https://transbefrienders.com/befriending</a>

Organisation	Programmes/Services	Programme detail	Website/contact details
	youths with trained befrienders who have prior experience with the transitioning process in Singapore. Existing support systems are limited in how much they can help, so having another person as a source of support through one's transition can help to minimize the usual uncertainty and loneliness of the process.	gender identity or gender dysmorphia	
<b>4. Cyber addiction</b>			
TOUCH Cyber Wellness (TCW)	TCW is a non-profit agency that advocates cyber wellness and new media literacy for children, teenagers, parents and educators.	<ul style="list-style-type: none"> <li>• School-based and community education programmes to create awareness of cyber wellness</li> <li>• Intervention programmes, including mentoring</li> <li>• Counselling on cyber wellness issues, pathological gaming</li> </ul>	<a href="https://www.touch.org.sg/about-touch/our-services/touch-cyber-wellness-homepage">https://www.touch.org.sg/about-touch/our-services/touch-cyber-wellness-homepage</a> 
National Addictions Management Service (NAMS)	<p>The National Addictions Management Service (NAMS) was set up at the Institute of Mental Health (IMH) in 2008 with the support of the Ministry of Health (MOH) to provide treatment for people with addictions.</p> <p>At NAMS, we provide treatment and support for addictions to drugs,</p>	<ul style="list-style-type: none"> <li>• Assessment and treatment of addictions;</li> <li>• Individual, group and family therapy;</li> <li>• Group programmes</li> </ul>	<a href="https://www.nams.sg/caregivers/how-to-help-your-loved-one/Pages/internet-and-gaming.aspx">https://www.nams.sg/caregivers/how-to-help-your-loved-one/Pages/internet-and-gaming.aspx</a> 

Organisation	Programmes/Services	Programme detail	Website/contact details
	alcohol, gambling, gaming and others.		
<b>5. Eating disorders</b>			
Singapore General Hospital Eating Disorders Programme	The programme addresses the physical and psychosocial problems commonly associated with eating disorders through a holistic approach. Individuals will work closely with our multi-disciplinary team comprising of psychiatrists, psychologists, physicians, dietitians, medical social workers, family therapists, nurses, occupational therapists, art therapist and physiotherapist.	<ul style="list-style-type: none"> <li>• Psychiatric services</li> <li>• Art therapy</li> <li>• Dietetics</li> <li>• Family therapy</li> <li>• Occupational therapy</li> <li>• Physiotherapy</li> <li>• Psychological treatment</li> </ul>	<p>Address: Singapore General Hospital, Specialist Outpatient Clinic at SingHealth Tower, Level 3</p> <p>Tel: +65 6321 4377</p> <p>Email: <a href="mailto:eatingdisorders@sggh.com.sg">eatingdisorders@sggh.com.sg</a></p>
<b>6. Pregnant teenagers</b>			
Babes: A helping hand for pregnant teens	Babes Pregnancy Crisis Support Ltd is a non-profit agency that journeys with pregnant teenagers, providing emotional support, information and resources to empower them to make responsible decisions on their pregnancy.	<ul style="list-style-type: none"> <li>• Case management</li> <li>• Outreach and youth engagement</li> <li>• Additional programs and services, including skills-based workshops and an empowerment camp.</li> </ul>	<p><a href="https://www.babes.org.sg/we-are-here-for-you/our-services/">https://www.babes.org.sg/we-are-here-for-you/our-services/</a></p> 
<b>7. Suicide</b>			

Organisation	Programmes/Services	Programme detail	Website/contact details
Samaritans of Singapore (SOS)	<p>Samaritans of Singapore (SOS) is dedicated to providing confidential emotional support to individuals facing a crisis, thinking about or affected by suicide.</p> <p>Non-religious and not for profit, our work focuses on crisis intervention and suicide prevention.</p>	<ul style="list-style-type: none"> <li>• Crisis support: follow-up for high suicide risk individuals identified through the hotline, email befriending, and third party referrals</li> <li>• Specialist counselling: Counselling is available for individuals going through a suicide crisis or who have just experienced a suicide loss.</li> <li>• Local Outreach to Suicide Survivors (LOSS): SOS provides immediate and long-term emotional support to those who have lost a loved one or someone they knew to suicide.</li> <li>• Support group: A suicide bereavement support group for those who have lost a loved one or someone they knew to suicide.</li> </ul>	<p><a href="https://www.sos.org.sg/about/our-services">https://www.sos.org.sg/about/our-services</a></p> 

## Mental Health Facilities

There are various types of facilities that serve clients with mental health conditions, residential or day centres. For the latest list of mental health services and facilities visit the e-care locator on Agency for Integrated Care Pages. **Referrals of clients to these services are via the IRMS.**

### Psychiatric Day Care Centres

- Provides structured rehabilitation programmes on vocational and psychosocial support
- Reintegration into the community by helping clients improve the management of their conditions and realise their potential

Centres		Location
1.	Club HEAL	Blk 244, Bukit Batok East Avenue 5, #01-02 Singapore 650244
2.	Anglican Care Centre ( Bukit Batok)	Blk 267, Bukit Batok East Avenue 4, #01-206 Singapore 650267
3.	Anglican Care Centre ( Hougang)	20 Buangkok View Blk 4 Singapore 534194
4.	Anglican Care Centre ( Pasir Ris)	Blk 534, Pasir Ris Drive 1, #01-266 Singapore 510534
5.	Anglican Care Centre ( Simei)	10 Simei Street 3 Singapore 529897
6.	Anglican Care Centre (Yishun)	Blk 707, Yishun Avenue 5, #01-36 Singapore 760707
7.	Singapore Association for Mental Health – Oasis Day Centre	Blk 139, Potong Pasir Avenue 3, #01-132 Singapore 350139
8.	Bethesda C.A.R.E. Friendship and Mind Enrichment (FAME) Club	Blk 242 Hougang Street 22 #01-93 Singapore 530242 Blk 547 #01-09 Hougang Street 51 Singapore 530574

### Dementia Day Care Centres

Dementia Day Care Centres (DDCCs) provides a full day programme for persons living with dementia (PLwDs) who are suitable for centre-based care setting. The service aims to maintain and/or improve the general physical, cognition and social well-being of seniors through meaningful engagement and recreational activities.

These centres serve to support working family caregivers who are unavailable during the day, where they can drop off their seniors at a place that provides the necessary care and supervision required for the seniors' safety and well-being.

Please search for the centre closest to you on our [E-care Locator](#)

For referral, you may write in to [careinmind@aic.sg](mailto:careinmind@aic.sg).

For information, please write in to [ccmh@aic.sg](mailto:ccmh@aic.sg)

Updated as of July 2023

### Psychiatric Rehabilitation Homes

- Short-term stay for clients with stabilised mental health conditions to experience community integration in the heartlands
- Vocational and psychosocial rehabilitation services

Homes		Location
1.	Anglican Care Centre (Hougang)	20 Buangkok View Blk 4, Singapore 534194
2	Anglican Care Centre (Simei)	10 Simei Street 3, Singapore 529897
3.	Singapore Association for Mental Health – Bukit Gombak Group Homes	Blk 239, Bukit Batok East Avenue 5, #01-165, Singapore 650239

### Psychiatric Nursing Homes

- Long- term stay for psychiatric clients
- Rehabilitation such as psychotherapy, occupational therapy, physiotherapy and medical treatment, to re-integrate clients back to their homes and the community.

Homes		Location
1.	St. Andrew's Nursing Home (Buangkok)	60, Buangkok View, Singapore 534012
2.	St. Andrew's Nursing Home (Taman Jurong)	2 Yung Ho Walk, Singapore 618274
3.	Sunlove Home	70, Buangkok View, Singapore 534190
4.	Xiser CareServe	10, Buangkok View, Blk 5 Buangkok Green Medical Park, Singapore 539747
5.	Surya Home	80 Buangkok View Level 3 & 4, Singapore 534191
6.	United Medicare (Queenstown)	55 Queensway, Singapore 149058

### Psychiatric Sheltered Homes

- Focuses on supporting persons with mental illness who need temporary accommodation and can live independently
- Provides counselling and case management support to strengthen client's independence to help them integrate into the community

Homes		Location
1.	Anglican Care Centre (Farrer Park)	375, Race Course Road, Singapore 218644



## Active Ageing Centres and Active Ageing Centre (Care) <sup>1</sup>

An Active Ageing Centre (AAC) or an Active Ageing Centre (Care) (AAC (Care))<sup>1</sup> is a drop-in social recreational centre that extends support to seniors living nearby in the community. It is a go-to point for seniors to receive timely access to quality care, have the opportunity to build strong social connections, take part in recreational activities, and contribute to the community as they wish.

Compared with Active Ageing Centres, Active Ageing Centre (Care)<sup>1</sup> provide additional care services, such as day care and community rehabilitation, in separate facilities nearby.

AAC/ AAC (Care)<sup>1</sup> provide a suite of services to Singapore Citizens and Permanent Residents aged 60 and above, regardless of housing types and socio-economic status. The services include **A**ctive Ageing activities to keep seniors engaged within the community, **B**efriending or Buddying services for vulnerable seniors who require additional social support, and information and referral to **C**are services when required.

AAC/AAC (Care)<sup>1</sup> also welcome seniors who would like to volunteer at the centre, such as helping out with centre activities, visiting lonely seniors or running errands for seniors.

Please search for the centre closest to you on our [E-care Locator](#)

AIC has been working closely with the community partners to strengthen service integration between AAC and CREST service providers in the following areas:

- a) More seamless client journey for clients served by AAC-CREST
- b) Enhance coordination between providers, establishing clearer referral and loopbacks of information
- c) Leverage on each other for joint programmes/activities e.g. CREST to partner AACs to incorporate mental health activities and provide centres as a node for CREST clients

To facilitate earlier identification of clients with mental health needs, AAC uses the Community Screener Tool to identify clients with mental health needs and link them to CREST for timely follow up. CREST would also close loop with AAC so that these seniors are well supported within this network.

<sup>1</sup>Active Ageing Centre (Care) (AAC (Care)) is formerly known as Active Ageing Care Hub (AACH).

## Private Ambulance Services

If you need to activate an ambulance in non-emergency situations, here are some private ambulance operators that you may contact. AIC is not affiliated to these companies, if you're interested to engage these companies, please contact them directly for their charges.

### Tips:

Let the ambulance operator know what the situation is like eg behaviour of the client, when you contact them.

The Speedoc app for on-demand private ambulance services in non-emergency cases. The cost of a private ambulance via the app can range from \$120 to \$170, depending on the location and time of day.

List of VAS-accredited PAOs serving members of public

### EAS Services

Private Ambulance Operator	Contact Number	Email Address
Ambulance Medical Services Ambulance	6281 8111	<a href="mailto:mail@ambulanceservice.com.sg">mail@ambulanceservice.com.sg</a>
Aris	9757 5833	<a href="mailto:info@aris-im.com">info@aris-im.com</a>
Comfort Ambulance & Services	6445 7300	<a href="mailto:paul@comfortambulance.com">paul@comfortambulance.com</a>
Emergencies First Aid & Rescue Pte Ltd	6560 6060	<a href="mailto:info@emergencies.com.sg">info@emergencies.com.sg</a>
First Medic Ambulance	8522 5028	<a href="mailto:hello@firstmedicambulance.com">hello@firstmedicambulance.com</a>
Hope Ambulance Service	6100 1911	<a href="mailto:info@hopeambulance.com">info@hopeambulance.com</a>
Hope First Response	6100 1911	<a href="mailto:info@hopeambulance.com">info@hopeambulance.com</a>
Islandwide Ambulance & Services	9638 4580	<a href="mailto:islandwideamb@gmail.com">islandwideamb@gmail.com</a>
Lentor Ambulance	6100 1777	<a href="mailto:enquiry@lentorambulance.com">enquiry@lentorambulance.com</a>
Parkway Ambulance Service	1 800-7275-929	<a href="mailto:parkwayambulance@parkwaypantai.com">parkwayambulance@parkwaypantai.com</a>
Red Lion Ambulance	6100 4999	<a href="mailto:info@sgredlionambulance.com.sg">info@sgredlionambulance.com.sg</a>
Sunlight Ambulance	6241 1120	<a href="mailto:simonkok90@gmail.com">simonkok90@gmail.com</a>
Swift Medical & Training Services	6481 4590	<a href="mailto:info@swiftambulance.com">info@swiftambulance.com</a>
Unistrong	6509 5066	<a href="mailto:eas@unistrong.sg">eas@unistrong.sg</a>

### MTS Services

Private Ambulance Operator	Contact Number	Email Address
Academiclinic Pte Ltd	6747 4101	<a href="mailto:enquiry@accspl.com">enquiry@accspl.com</a>
Ambulance Medical Services Ambulance	6281 8111	<a href="mailto:mail@ambulanceservice.com.sg">mail@ambulanceservice.com.sg</a>
Apac Healthcare	8784 3042	<a href="mailto:bktan@bktanc.com">bktan@bktanc.com</a>

For referral, you may write in to [careinmind@aic.sg](mailto:careinmind@aic.sg).

For information, please write in to [ccmh@aic.sg](mailto:ccmh@aic.sg)

Updated as of July 2023

Private Ambulance Operator	Contact Number	Email Address
Boon Healthwise Pte Ltd	6333 8095	<a href="mailto:boonambulance@yahoo.com.sg">boonambulance@yahoo.com.sg</a>
Emergencies First Aid & Rescue Pte Ltd	6560 6060	<a href="mailto:info@emergencies.com.sg">info@emergencies.com.sg</a>
First Ambulance	6252 9696	<a href="mailto:enquiry@firstambulance.com.sg">enquiry@firstambulance.com.sg</a>
Grace Ambulance	6333 8095	<a href="mailto:graceambulance@yahoo.com.sg">graceambulance@yahoo.com.sg</a>
I.M. Ambulance Service	6786 3786	<a href="mailto:info@iman.com.sg">info@iman.com.sg</a>
Islandwide Ambulance & Services	9638 4580	<a href="mailto:islandwideamb@gmail.com">islandwideamb@gmail.com</a>
Lentor Ambulance	6100 1777	<a href="mailto:enquiry@lentorambulance.com">enquiry@lentorambulance.com</a>
Peace Health	9189 4911	<a href="mailto:info@PeaceHealth.sg">info@PeaceHealth.sg</a>
Sunlight Ambulance	6241 1120	<a href="mailto:simonkok90@gmail.com">simonkok90@gmail.com</a>

List of VAS-accredited PAOs for organisation's own in-house use only

Private Ambulance Operator	Types of Service(s)
Alexandra Hospital	EAS
Changi General Hospital	
Khoo Teck Puat Hospital	
KK Women's & Children's Hospital	
National University Hospital	
Ng Teng Fong General Hospital	
Raffles Hospital Pte Ltd	
Tan Tock Seng Hospital Pte Ltd	
Thomson Medical Centre	
Medicare Ambulance	
Petrochemical Corporation of Singapore (Private) Limited	
Shell Eastern Petroleum Pte Ltd	
Grace Lodge	MTS
Muslim Missionary Society Singapore	
Singapore Turf Club	
Sunlove Abode For Intellectually-Infirmed Ltd	

**Note:**

*Emergency Ambulance Service (EAS) means a service to transport, by land, any individual suffering, or believed to be suffering, from an injury or condition of acute or sudden onset and of an emergency nature.*

*Medical Transport Service (MTS) means a ground conveyance that is used or intended to be used for the transport of patient(s) who is being provided with non-emergency clinical care or monitoring en-route.*

## Decluttering Services & Assistance Funds

Clients may need bulky waste disposal from time to time. Other than the Town Councils, these are just some of the waste disposal companies that can be engaged for disposal in hoarding cases (there are more in the market). AIC is not affiliated to these companies, if you're interested to engage these companies, please contact them directly.

Company Name	Services & Remarks	Contact Details
Greenway Environmental	<p>Waste Collection &amp; Disposal (Routine &amp; Ad Hoc Available), Assist in Recycling Programs, Assist in loading your waste into our open top container.</p> <p>Their equipment consists of Compact Bin, Open Top container (OTC) also known as Skip tank, Close Containers, 660L MGB, Cover Bin, Compactor, Cleaning Compactor</p>	<p>Tel: 6690 7212 (3 lines) 6862 1815 (fax) Mobile: 9186 1627 Address: 6 Tuas South Street 8, Singapore 637003 website: <a href="http://greenwayenv.com.sg/wastemanagement/?gclid=EAlaIQobChMIImceNgtqP4qIVhZOPCh1dcgDLEAAYASAAEgl_aHfD_BwE#services?keyword_k=%2Bdisposal%20%2Bservices">http://greenwayenv.com.sg/wastemanagement/?gclid=EAlaIQobChMIImceNgtqP4qIVhZOPCh1dcgDLEAAYASAAEgl_aHfD_BwE#services?keyword_k=%2Bdisposal%20%2Bservices</a></p>
Junk Disposal Services	<p>Deals with resident waste disposal, commercial waste disposal, general waste disposal. Reliable, Fast Disposal Free/Paid services Office Furniture, Kitchen Appliance Disposal Home Furniture, Sofas, Mattresses etc. Fridges, equipment, windows etc</p>	<p>Mobile: +65 98246491 (mobile &amp; whatsapp)  Address: 10 Anson Rd, International Plaza, Singapore 079903  Email: mike.delex@gmail.com website: <a href="http://junk-disposal.deliveryexpress247.com/?gclid=EAlaIQobChMI4aOrxtuP4qIVCh4rCh3hHglxE AAYBCAAEgKXQ_D_BwE">http://junk-disposal.deliveryexpress247.com/?gclid=EAlaIQobChMI4aOrxtuP4qIVCh4rCh3hHglxE AAYBCAAEgKXQ_D_BwE</a></p>
MK Mover	<p>Waste removal and rubbish management services - only furniture, household removal and movers services.</p>	<p>Mobile: +65 9357 7333  Email: colinloy@mk-mover.com  Address: 1557 Keppel Road Block C, Singapore 089066  website: <a href="http://www.bulkywasteremoval.com.sg/why-waste-">http://www.bulkywasteremoval.com.sg/why-waste-</a></p>

Company Name	Services & Remarks	Contact Details
		<a href="#">collection-removal-service/#.XNTIhhQzblU</a>
Goodview Cleaning Services	<ul style="list-style-type: none"> <li>• Bulk disposal</li> <li>• junk and rubbish disposal</li> <li>• Public waste collector</li> <li>• Furniture disposal service</li> <li>• Dismantle and disposal services</li> </ul>	<p>Tel: 6293 9694, 6292 0084 (fax)</p> <p>Email: goodviewcleaning@hotmail.com</p> <p>Address: 54 Maude road,#03-02, Townshend building, Singapore - 208346</p> <p>Website: <a href="http://goodviewcleaning.com.sg/index.html">http://goodviewcleaning.com.sg/index.html</a></p>
Vimbox Movers	<p>Disposal With Certificate, able to witness disposal process, disposal services range from the provision of skid tanks at your disposal site to transporting all your unwanted items to an approved disposal ground.</p>	<p>Mobile: +65 6339 4439</p> <p>Email: sales@vimboxmovers.sg</p> <p>Address: 24, Sin Ming Lane #03-91, Singapore 573970 (Midview City)</p> <p>website: <a href="https://vimboxmovers.sg">https://vimboxmovers.sg</a></p>
Yi Yun Movers and Logistics	<p>Disposal service consists of packing (if necessary) and moving the items to be disposed out of your property efficiently to proper waste disposal facilities. Bulky furniture, home appliances and residential waste.</p>	<p>Tel: 9446 6888 / 9446 6999</p> <p>Email: enquiry@yiyunmovers.com.sg</p> <p>Address: 11 Woodlands Close #01-10 Singapore 737853</p> <p>Website: <a href="https://www.yiyunmovers.com.sg">https://www.yiyunmovers.com.sg</a></p>

Company Name	Services & Remarks	Contact Details
K & C Dispose Service	Collection and disposal of bulky items	<p>Tel: +65 6291 8988, +65 6452 6803 (fax), +65 8183 0883 (mobile)</p> <p>Email: knctdisposal@gmail.com</p> <p>Addresses: No.1 Jalan Lembah Kallang, Singapore 339557</p> <p>Website: <a href="http://knctdisposal.com/">http://knctdisposal.com/</a></p>

Some community organisations may also help in decluttering and home improvement efforts.

Organisation Name	Services & Remarks	Contact Details
Habitat for Humanity Singapore	Part of the Habitat for Humanity which is an International non-profit organization that seeks to eliminate poverty housing worldwide.	6744 7326 info@habitat.org.sg
Helping Joy Ltd	<p>A Singapore –registered non-profit organization that provides support to the vulnerable persons.</p> <p>Provides cleaning, washing and painting homes for physically and mentally challenged persons.</p>	9366 6528/ 6636 3340  Helpingjoy.org.sg

Other available funds:

Funds	From	What it Covers
<b>North West CDC Emergency Relief fund</b>	North West CDC	<p>Timely assistance to needy residents in the North West District for financial crisis. It includes, cash, food, vouchers and rations (depending on situation) during crisis/emergency eg fire, death of sole breadwinner</p> <p>Tel: 6248 5566 Email: Northwest_ CDC@pa.gov.sg</p>
<b>North West Home Fix Scheme</b>	North West CDC	The North West Home Fix Scheme aims to provide safe and functional homes for needy residents in the North

Funds	From	What it Covers
		<p>West District by repairing faulty items in the household that are essential to basic living conditions.</p> <p>Tel: 6248 5566 Email: Northwest_CDC@pa.gov.sg</p>
<p><b>North West Utilities Assistance Scheme</b></p>	<p>North West CDC</p>	<p>This scheme aims to help needy families facing imminent disconnection to defray their utility expenses. Families will be able to offset water-related arrears of avoid having their power supply disconnected.</p> <p>Tel: 6248 5566 Email: Northwest_CDC@pa.gov.sg</p>
<p><b>Silver Homes</b></p>	<p>Central Singapore CDC</p>	<p>Silver Homes aims to provide a healthy, safe and clean living environment for seniors staying in rental units. Home improvement initiatives such as spring cleaning, bed bug fumigation, basic refurbishment works, replacement of bed bug infested mattresses, etc. For residents of Central Singapore District.</p> <p>Email: pa_centralssingapore@pa.gov.sg</p>
<p><b>A-Better-Home @ North East</b></p>	<p>North East CDC</p>	<p>This programme is an assistance programme to improve the less privileged North East District residents' living environment. A group of contractors will provide pro bono services in repairing and replaced broken fixtures such as damaged door, dislodged tiles, faulty electrical wiring and painting works.</p> <p>Tel: 6424 4000</p>
<p><b>South West CDC Emergency Relief Fund</b></p>	<p>South West CDC</p>	<p>Immediate to Interim financial relief and social support for low income families from South West District during crisis/ unforeseen circumstances eg death of sole breadwinner/ fire.</p>

Funds	From	What it Covers
		Tel: 6316 1616 Email: southwest_cdc@pa.gov.sg
<b>Fund for decluttering</b>	Town Council	Removal of items (skip tank)
<b>Local Infrastructure Project</b>	Municipal Services Office	Funding gaps for small-scale infrastructure
<b>EASE</b>	HDB	Slip-resistant flooring, grab bars, ramps EASE toll-free hotline: 1800-933 2990
<b>TOUCH Safe Home Fund</b>	TOUCH Community Services	Install home modification items to make their homes safe and accessible. Care Line: 6804 655



## Social Service Agencies

### Social Service Offices

Social Service Offices located around Singapore bring social assistance closer to those in need. They provide financial and employment assistance to residents.

No.	SSO	Address	Email Address	Fax No.
1	Ang Mo Kio	6A Ang Mo Kio Street 53 Ang Mo Kio 3G Centre S569208	sso_amk_admin@msf.gov.sg	6458 2040
2	Bedok	21 Bedok North St 1 #01-02 S469659	sso_bk_admin@msf.gov.sg	6449 1698
3	Boon Lay	Blk 189 Boon Lay Drive #01-254 S640189	sso_bl_admin@msf.gov.sg	6261 8204
4	Bukit Batok	Blk 369 Bukit Batok St 31 #01-505 S650369	sso_bb_admin@msf.gov.sg	6563 0042
5	Bukit Merah	Bukit Merah Community Hub 3779 Jalan Bukit Merah #01-01 S159462	sso_bm_admin@msf.gov.sg	6274 9487
6	Bukit Panjang	Blk 232 Pending Road #01-29 S670232	sso_bp_admin@msf.gov.sg	6767 0083
7	Clementi	Blk 358 Clementi Ave 2 #01-285 S120358	sso_cl_admin@msf.gov.sg	6774 9050
8	Chua Chu Kang	8A Teck Whye Lane S681008	sso_cck_admin@msf.gov.sg	6892 8843
9	Geylang Serai	10 Eunos Road 8 #12-02 Singapore Post Centre S408600	sso_gs_admin@msf.gov.sg	6243 3130
10	Hougang	Blk 662 Hougang Ave 4 #01-413 S530662	sso_hg_admin@msf.gov.sg	6702 2984
11	Jalan Besar	Jalan Besar Community Club 69 Jellicoe Road #01-03 S208737	sso_jb_admin@msf.gov.sg	6291 3016
12	Jurong East	Devan Nair Institute for Employment and Employability 80 Jurong East St 21 #01-07 S609607	sso_je_admin@msf.gov.sg	6265 2559
13	Kreta Ayer	Kreta Ayer Community Club 28A Kreta Ayer Road #01-03 S088995	sso_ka_admin@msf.gov.sg	6223 0769
14	Pasir Ris	120 Pasir Ris Central #01-16 Pasir Ris Sports Centre S519640	sso_pr_admin@msf.gov.sg	6585 1146
15	Punggol	Punggol 21 Community Club 80 Punggol Field #04-01 S828815	sso_pg_admin@msf.gov.sg	6385 1137

No.	SSO	Address	Email Address	Fax No.
16	Queenstown	170 Stirling Road #01-1121 S140170	sso_qt_admin@msf.gov.sg	6473 9463
17	Sembawang	Blk 315 Sembawang Vista #01-173 S750315	sso_sb_admin@msf.gov.sg	6757 3782
18	Sengkang	Blk 261C Sengkang East Way #01-506 S543261	sso_sk_admin@msf.gov.sg	6388 3315
19	Serangoon	Blk 332 Serangoon Ave 3 #01-257 S550332	sso_sr_admin@msf.gov.sg	6283 4871
20	Taman Jurong	301A Corporation Drive S619773	sso_tj_admin@msf.gov.sg	6264 0695
21	Tampines	1 Tampines Walk #01-21 Our Tampines Hub Public Service Centre S528523	sso_tm_admin@msf.gov.sg	6385 4705
22	Toa Payoh	490 Lorong 6 Toa Payoh #07-11 HDB Hub Bizthree S310490	sso_tpy_admin@msf.gov.sg	6370 9914
23	Woodlands	900 South Woodlands Drive #06-13 Woodlands Civic Centre S730900	sso_wl_admin@msf.gov.sg	6219 5421
24	Yishun	Blk 746 Yishun Street 72 #01-127 S760746	sso_ys_admin@msf.gov.sg	6481 2089

### Family Service Centres

Family Service Centres are located in the community and serve vulnerable individuals and families. They provide case management and counselling services and community work to meet the diverse needs of clients.

To find the FSC that's nearest to the client, go to <http://www.msf.gov.sg/dfcs/family/service/default.aspx>

No	Name of Organisation	Address	Email Address	Contact Number
1.	@27 FSC	Blk 27 Telok Blangah Way #01-1018 S(090027)	<a href="mailto:contact@27fsc.org.sg">contact@27fsc.org.sg</a>	6270-8327
2.	Ang Mo Kio FSC	Blk 230 Ang Mo Kio Ave 3 #01-1264 S(560230)	<a href="mailto:amkfsc230@amkfsc.org.sg">amkfsc230@amkfsc.org.sg</a>	6453-5349
3.	AWWA FSC	Blk 107 Towner Rd #01-356 S(321107)	<a href="mailto:fsc@awwa.org.sg">fsc@awwa.org.sg</a>	6511-9456
4.	Care Corner FSC (Admiralty)	Blk 718 Woodlands Ave 6 #01-658 S(730718)	<a href="mailto:am.fsc@carecorner.org.sg">am.fsc@carecorner.org.sg</a>	6365-8751
5.	Care Corner FSC (Queenstown)	Blk 88 Tanglin Halt Road #05-01 S(141088)	<a href="mailto:qt.fsc@carecorner.org.sg">qt.fsc@carecorner.org.sg</a>	6476-1481
6.	Care Corner FSC (Tampines)	Blk 299B Tampines St 22 #01-670 S(522299)	<a href="mailto:tm.fsc@carecorner.org.sg">tm.fsc@carecorner.org.sg</a>	6786-6225

No	Name of Organisation	Address	Email Address	Contact Number
7.	Care Corner FSC (Toa Payoh)	Blk 158 Lorong 1 Toa Payoh #01-1522 S(310158)	<a href="mailto:tp.fsc@carecorner.org.sg">tp.fsc@carecorner.org.sg</a>	6356-1622
8.	Care Corner FSC (Woodlands)	Blk 345 Woodlands St 32 #01-198 S(730345)	<a href="mailto:wl.fsc@carecorner.org.sg">wl.fsc@carecorner.org.sg</a>	6362-2481
9.	Cheng San FSC	Blk 445 Ang Mo Kio Ave 10 #01-1647 S(560445)	<a href="mailto:chengsan@amkfsc.org.sg">chengsan@amkfsc.org.sg</a>	6454-6678
10.	MWS Family Service Centre – Hougang	Blk 613 Hougang Ave 8 #01-432 S(530613)	<a href="mailto:cfsc@mws.sg">cfsc@mws.sg</a>	6282-8558
11.	MWS Family Service Centre – Yishun	Blk 855 Yishun Ring Road #01-3539 S(760855)	<a href="mailto:MWSfscy@mws.sg">MWSfscy@mws.sg</a>	6756-4995
12.	Fei Yue FSC (Bukit Batok)	Blk 185 Bukit Batok West Ave 6 #01-187 S(650185)	<a href="mailto:enquiry_FeiYueBBFSC@fyics.org">enquiry_FeiYueBBFSC@fyics.org</a>	6569-0381
13.	Fei Yue FSC (Champions Way)	Blk 569B Champions Way #01-380 S(732569)	<a href="mailto:enquiry_FeiYueCWFSC@fyics.org">enquiry_FeiYueCWFSC@fyics.org</a>	6690-1000
14.	Fei Yue FSC (Choa Chu Kang)	Blk 280 Choa Chu Kang Ave 3 #01-360 S(680280)	<a href="mailto:enquiry_FeiYueCCKFSC@fyics.org">enquiry_FeiYueCCKFSC@fyics.org</a>	6762-5215
15.	Fei Yue FSC (Yew Tee)	Blk 604 Choa Chu Kang St 62 #01-53 S(680604)	<a href="mailto:enquiry_FeiYueYTFSC@fyics.org">enquiry_FeiYueYTFSC@fyics.org</a>	6416-2162
16.	Fei Yue Family Services at SSO@Taman Jurong	301A Corporation Drive S(619773)	<a href="mailto:enquiry_FeiYueTJFST@fyics.org">enquiry_FeiYueTJFST@fyics.org</a>	6267-2900
17.	Hougang Sheng Hong FSC	Blk 237 Hougang Street 21 #01-406 S(530237)	<a href="mailto:fsc@shenghong.org.sg">fsc@shenghong.org.sg</a>	6289-5022
18.	Kampong Kapur FSC	Blk 2 Kitchener Road #03-89 S(200002)	<a href="mailto:kkfsc@kkcs.org.sg">kkfsc@kkcs.org.sg</a>	6299-7662
19.	Kreta Ayer Family Services	28A Kreta Ayer Road #01-03 S(088995)	<a href="mailto:sso_ka_admin@msf.gov.sg">sso_ka_admin@msf.gov.sg</a>	6325-4753
20.	Lakeside Family Centre (Jurong East)	Blk 302 Jurong East St 32 #01-22 S(600302)	<a href="mailto:lfsje@lakeside.org.sg">lfsje@lakeside.org.sg</a>	6564-9722
21.	Lakeside Family Centre (Jurong West)	Blk 516 Jurong West St 52 #01-73 S(640516)	<a href="mailto:lfsjw@lakeside.org.sg">lfsjw@lakeside.org.sg</a>	6567-1908
22.	Marine Parade FSC	Blk 53 Marine Terrace #01-227 S(440053)	<a href="mailto:contact@mpfsc.org.sg">contact@mpfsc.org.sg</a>	6445-0100
23.	Pasir Ris FSC	Blk 256 Pasir Ris Street 21 #01-289 S(510256)	<a href="mailto:prfsc@goodnews.org.sg">prfsc@goodnews.org.sg</a>	6581-2159
24.	PPIS FSC (East)	1 Engku Aman Road #03-01, Wisma Geylang Serai S(408528)	<a href="mailto:fsceast@ppis.sg">fsceast@ppis.sg</a>	6950-3503
25.	PPIS FSC (West)	Blk 301 Bukit Batok St 31 #01-01 S(650301)	<a href="mailto:fscwest@ppis.sg">fscwest@ppis.sg</a>	6561-3462
26.	Punggol FSC	Blk 616 Punggol Drive #01-01 S(820616)	<a href="mailto:punggol@amkfsc.org.sg">punggol@amkfsc.org.sg</a>	6435-5323

No	Name of Organisation	Address	Email Address	Contact Number
27.	REACH FSC	Blk 187 Bishan St 13 #01-475 S(570187)	<a href="mailto:contact@reach.org.sg">contact@reach.org.sg</a>	6252-2566
28.	Foundation of Rotary Clubs (Singapore) (FRCS) FSC	Blk 346 Clementi Ave 5 #01-10 /32 S(120346)	<a href="mailto:enquiry@frcsfsc.sg">enquiry@frcsfsc.sg</a>	6779-9488
29.	Sembawang FSC	Blk 326 Sembawang Crescent #01-52 S(750326)	<a href="mailto:admin@sfsc.org.sg">admin@sfsc.org.sg</a>	6754-7050
30.	Sengkang FSC	Blk 223D Compassvale Walk #01-673 S(544223)	<a href="mailto:sengkang@amkfsc.org.sg">sengkang@amkfsc.org.sg</a>	6312-8100
31.	Serangoon Moral FSC	Blk 238 Serangoon Ave 2 #01-47 S(550238)	<a href="mailto:contact@smfsc.org.sg">contact@smfsc.org.sg</a>	6284-7123
32.	SINDA FSC	1 Beatty Road S(209943)	<a href="mailto:queries@sinda.org.sg">queries@sinda.org.sg</a>	6298-5911
33.	Yishun Family Services @ Children's Society	Blk 107 Yishun Ring Road #01-233 S(760107)	<a href="mailto:info@childrensociety.org.sg">info@childrensociety.org.sg</a>	6753-7331
34.	MWS Family Service Centre – Tampines	Blk 470 Tampines St 44 #01-194 S(520470)	<a href="mailto:MWSfsc@mws.sg">MWSfsc@mws.sg</a>	6787-2001
35.	The SBL Vision FSC	Blk 945 Tampines Ave 4 #01-328 S(520945)	<a href="mailto:sbl@sblvisionfsc.org.sg">sbl@sblvisionfsc.org.sg</a>	6544-2263
36.	South Central Community FSC	Blk 5 Delta Avenue #01-09 S(160005)	<a href="mailto:hello@sccfsc.org.sg">hello@sccfsc.org.sg</a>	6461-9200
37.	THK FSC @ Bedok North	Blk 554 Bedok North Street 3 #01-241 S(460554)	<a href="mailto:bnfsc@thkmc.org.sg">bnfsc@thkmc.org.sg</a>	6449-1440
38.	THK FSC @ Bukit Panjang	Blk 139 Petir Road #01-448 S(670139)	<a href="mailto:bpfsc@thkmc.org.sg">bpfsc@thkmc.org.sg</a>	6767-1740
39.	THK FSC @ Jurong	Blk 183B Boon Lay Ave #01-716 S(642183)	<a href="mailto:jurongfsc@thkmc.org.sg">jurongfsc@thkmc.org.sg</a>	6716-9466
40.	THK FSC @ MacPherson	Blk 91 Paya Lebar Way #01-3023 S(370091)	<a href="mailto:macfsc@thkmc.org.sg">macfsc@thkmc.org.sg</a>	6741-4255
41.	THK FSC @ Tanjong Pagar	Blk 18 Jalan Membina #04-01 S(164018)	<a href="mailto:tpfsc@thkmc.org.sg">tpfsc@thkmc.org.sg</a>	6270-6711
42.	TRANS FSC (Bedok)	Blk 411 Bedok North Ave 2 #01-106 S(460411)	<a href="mailto:transbd@trans.org.sg">transbd@trans.org.sg</a>	6449-0762
43.	TRANS FSC (Bedok Reservoir)	Blk 133 Bedok Reservoir Road #01-1205 S(470133)	<a href="mailto:transbr@trans.org.sg">transbr@trans.org.sg</a>	6747-3202
44.	TRANS FSC (Bukit Timah)	Blk 1 Toh Yi Drive #01-143 S(591501)	<a href="mailto:transbt@trans.org.sg">transbt@trans.org.sg</a>	6466-2287
45.	Viriya FSC	Blk 142 Potong Pasir Ave 3 #01-224 S(350142)	<a href="mailto:contact@viriya.org.sg">contact@viriya.org.sg</a>	6285-8033
46.	Whampoa FSC	Blk 78A Lorong Limau, Whampoa Dew, #01-01 S(321078)	<a href="mailto:wfsc@kkcs.org.sg">wfsc@kkcs.org.sg</a>	6326-0300

No	Name of Organisation	Address	Email Address	Contact Number
47.	Whispering Hearts FSC	Blk 646 Jurong West St 61 #01-142 S(640646)	<a href="mailto:whfsc@viriya.org.sg">whfsc@viriya.org.sg</a>	6795-1008
48.	Family Services at SSO @ Bedok (Kembangan Chai Chee)	21 Bedok North Street 1 #01-02 S(469659)	<a href="mailto:FST_Intake@msf.gov.sg">FST_Intake@msf.gov.sg</a>	6243-6909

### Divorce Support Specialist Agencies

	Agency Name	Address	Website / E-mail	Tel. / Fax No.
1.	AS-SALAAM YWMA Family Support Centre (for single parents)	Blk 322 Ubi Ave 1, #01-591, S400322	<a href="mailto:azita@ppis.sg">azita@ppis.sg</a>	6745 5862  6743-2749
2.	HELP Family Service Centre (for single parents)	Blk 570 Ang Mo Kio Ave 3, #01-3317, S560570	<a href="mailto:ed@helpfsc.org.sg">ed@helpfsc.org.sg</a>	6457 5188  6457 5343

### Family Violence Specialist

	Agency Name	Address	Website / E-mail	Tel. / Fax No.
1.	TRANS SAFE Centre	Blk 410 Bedok North Ave 2 #01-58 Singapore 460410	<a href="mailto:transsafe@trans.org.sg">transsafe@trans.org.sg</a>	6449 9088
2.	Care Corner Project StART	Blk 7A Commonwealth Ave #01-672 Singapore 141007	<a href="mailto:projectstart@carecorner.org.sg">projectstart@carecorner.org.sg</a>	6476 1482
3.	PAVE (Ang Mo Kio)	Blk 211 Ang Mo Kio Ave 3 #01-1446 Singapore 560211	<a href="mailto:intake@pave.org.sg">intake@pave.org.sg</a>	6555 0390
4.	PAVE (Yishun)	Blk 305 #01-175 Yishun Central Singapore 760305	<a href="mailto:intake@pave.org.sg">intake@pave.org.sg</a>	6555 0390

## Resources

Referral to [careinmind@aic.sg](mailto:careinmind@aic.sg)

### Guide to identify residents who may need mental health support

You may come into contact with residents who may exhibit signs of mental health and social care issues and need advice on what to do and where to seek help. If your resident exhibits any of the below signs and symptoms, they may need support. For support, coordination and service linkage, you may email the Agency for Integrated Care (AIC) at [careinmind@aic.sg](mailto:careinmind@aic.sg) who will reply within 3 working days.

#### Appearance

- **Poor hygiene, foul smell** e.g. poor self-care, seen wearing same dirty clothes
- **Malnourished, poor skin care** e.g. underweight, looks weak
- **Poor mobility** e.g. walking slowly with a slouched posture, require walking aids
- **Looking pre-occupied in thoughts or sad or looking or appears inappropriate** e.g. tearing when asked about son, laughing away when informing of a death
- **Dressed inappropriately** e.g. eccentric, unconventional, inappropriate for hot weather

#### Behaviour

- **Disorganised behaviour** e.g. handling filth like urine and faeces, extreme fidgeting
- **Paranoid behaviour** e.g. multiple padlocks on door, neighbours are spying on him/her
- **Disinhibited behaviour** e.g. flashing, stripping when not under influence
- **Socially isolated** – history from family/neighbours that client used to be sociable but has been more withdrawn and isolated

#### Cognition

- **Disorientation** e.g. cannot differentiate between day or night, cannot recognise family members, cannot recognise the place that he/she is usually familiar with
- **Memory loss** e.g. cannot remember whether she has taken breakfast, cannot remember where she is staying, cannot recognise family members

#### Speech

- **Disorganised or incoherence speech** e.g. frequently jumping from one topic to the next even in mid-sentence, answers have nothing to do with the questions asked, mumbling and talking to self as if responding to another person, irrelevant topics
- **Abnormally slowed and delayed speech** e.g. takes a few minutes to say one short sentence

## Referral of Suspected Mental Health-Related Cases to AIC

Please email this form to: [careinmind@aic.sg](mailto:careinmind@aic.sg)

<b>1</b>	<b>Name of Client/Next of Kin (NOK) and contact details</b>	<p><b><u>Client Details</u></b></p> <p>Name: _____</p> <p>NRIC: _____</p> <p>Age: _____ Gender: _____</p> <p>Contact _____</p> <p><b>Did client give consent for this referral? Yes / No</b></p> <p><b><u>NOK Details</u></b></p> <p>Name: _____</p> <p>Contact: _____</p> <p><input type="checkbox"/> <b>Not provided as NOK is not agreeable to referral</b></p> <p>Name: _____</p> <p>Organisation: _____</p> <p>Contact/Email _____ / _____</p>
<b>2</b>	<b>Address</b>	<b>Client's current address:</b>
<b>3</b>	<b>Medical/psychiatric history (if any)</b>	
<b>4</b>	<b>Presenting issues / Reason for referral</b>	<p><b>Refer to ABCS as above</b></p> <p><b>For referral from Restructured Hospital, provide below</b></p> <p>1. Relapse Symptoms and Triggers</p> <p><b>If hoarding, provide below</b></p> <p>1. CIRS</p> <p>2. Photographs of the hoarding</p> <p><b>If complaint/dispute, provide below</b></p> <p>1. Has there been complaint filed against client?</p> <p>2. If yes, how many complaints filed in the last 12 months?</p> <p>Are there any pending charges for client?</p>

## Referral of Suspected Mental Health-Related Cases to AIC

Please email this form to: [careinmind@aic.sg](mailto:careinmind@aic.sg)

5	<b>Behavioural problems: (please tick the appropriate box)</b>	<input type="checkbox"/> Irrelevant and incoherent in holding a conversation <input type="checkbox"/> Talking to himself or herself <input type="checkbox"/> Expressed thoughts or ideas of other people spying or harming them. <input type="checkbox"/> Challenging behaviours e.g screaming, shouting, agitated, aggressive <input type="checkbox"/> Others, please specify:
6	<b>Known to any community partners or service providers</b>	<input type="checkbox"/> <b>Yes (pls provide the following details):</b> Name of Case Manager/Social Worker: _____ Organisation of Case Manager/Social Worker: _____ Contact No: _____ Email: _____ <input type="checkbox"/> <b>No</b>
7	<b>Family background and social support</b>	



## List of Publicity Collaterals

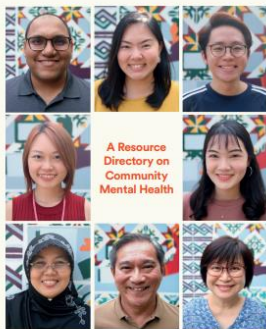
### Caregiving & Community Mental Health Resources

There are many resources available for you and the clients you serve. Here is a list of useful resources which provides information on the mental health conditions including dementia and other areas such as practical tips, respite care options available, financial services. These resources can be used for public education or sharing with caregivers to provide them with more information to care for their loved ones.

A quarterly newsletter 'Mind Matters' have been sent to all partners to keep you updated of the latest developments, learnings and best practices from community partners. Do contact us at [ccmh@aic.sg](mailto:ccmh@aic.sg) if we have missed you out.

#### Knowledge on Mental Health and Dementia

### Mind Matters



#### [Mind Matters Resource Directory](#)

Provides members of the public with an overview of the common mental health conditions, commonly-asked questions and services.

There is also a list of list of [available service providers](#).

Download [here](#) for the booklet.



#### **Lend a Helping Hand, Be a Dementia Friend**

The Dementia-Friendly Singapore (DFSG) initiative aims to build a caring and inclusive society to support persons living with dementia to age in place. Download the DFSG brochure to find out how you can become a Dementia Friend and play a part!

Download [here](#)



#### **Let's Build a Caring and Dementia-Friendly Singapore Together!**

Did you know that by 2030, over 152,000 people in Singapore are projected to live with dementia? Download the DFSG accordion card to learn about dementia and how you can play a part to support persons living with dementia and their caregivers.

Download [here](#)



**[Looking to the Future - Inclusive Design for People Living With Dementia \(Second Edition\)](#)**

This guide focus on enhancing the environment with retro-fits and minor adaptation to optimize the dementia-friendliness environment to enable and support the person living with dementia.

Download [here](#)

**Guides & Tools for Caregivers**

Dementia Resources to Support Caregivers

Compare the list of resources to find resources. There is a consolidated list of resources to support your clients and caregivers in their journey, which you can use as a starting point for research or to help you find the best fit for your needs. If you have any enquiries on the services or resources, do let us know at [care@aic.sg](mailto:care@aic.sg)

I KNOW - Learn about dementia

Title	Case	Format	Language	Description	Website	QR Code
Understanding the Signs of Dementia	English	Video	English	Learn about the signs and symptoms of dementia and how to communicate with persons living with dementia via this e-learning module.	<a href="#">https://www.aic.sg/healthcare/education/understanding-the-signs-of-dementia</a>	
Help With Healthy Life	English	Video	English	Learn about the signs and symptoms of dementia and how to communicate with persons living with dementia via this e-learning module.	<a href="#">https://www.aic.sg/healthcare/education/help-with-healthy-life</a>	
Healthy Relationships	English	Video	English	Learn about the signs and symptoms of dementia and how to communicate with persons living with dementia via this e-learning module.	<a href="#">https://www.aic.sg/healthcare/education/healthy-relationships</a>	
Understanding Dementia	English	Video	English	Learn about the signs and symptoms of dementia and how to communicate with persons living with dementia via this e-learning module.	<a href="#">https://www.aic.sg/healthcare/education/understanding-dementia</a>	
Dementia and Healthy Living	English	Video	English	Learn about the signs and symptoms of dementia and how to communicate with persons living with dementia via this e-learning module.	<a href="#">https://www.aic.sg/healthcare/education/dementia-and-healthy-living</a>	
Dementia and Healthy Living	English	Video	English	Learn about the signs and symptoms of dementia and how to communicate with persons living with dementia via this e-learning module.	<a href="#">https://www.aic.sg/healthcare/education/dementia-and-healthy-living</a>	

**[Consolidated Listings for Caregivers](#)**

Consolidated listings of resources for Caregivers

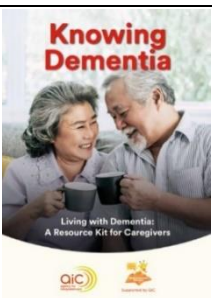
[Dementia](#)  
[General Caregiving](#)  
[Mental Health](#)



**[Top 5 Curated Tips and Guides for Caregivers](#)**

Supporting your caregiving journey with information and tips to care for yourself and your loved one

[Dementia](#)  
[General Caregiving](#)  
[Mental Health](#)

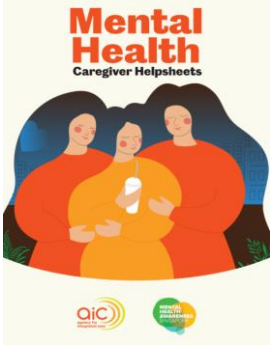

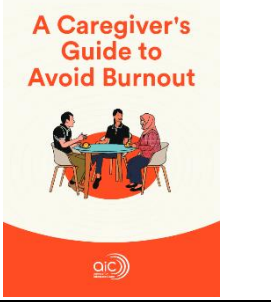

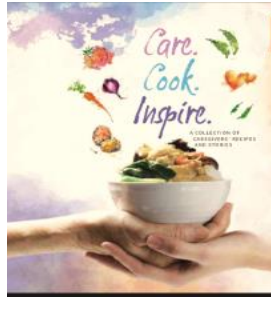


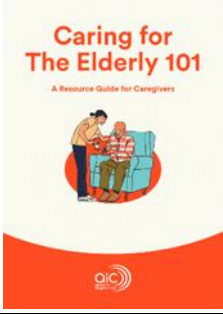
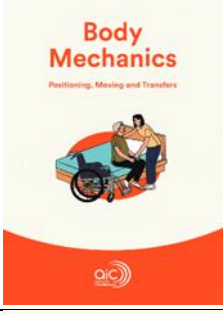
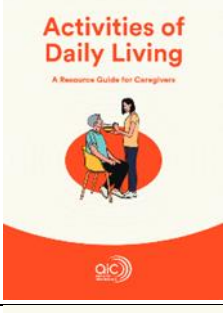


**[Guide to Caring for Persons with Dementia \(Parts 1 – 4\)](#)**

A comprehensive guide to caregiving for persons with dementia, arranged in 4 parts to help caregivers along in their journey

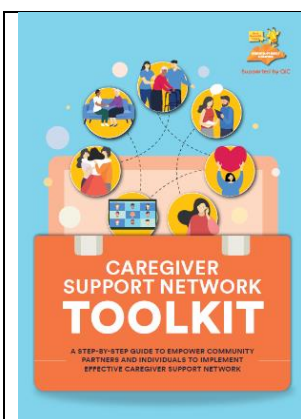
[Part 1: Knowing Dementia](#)  
[Part 2: Caring for Yourself](#)  
[Part 3: Providing Care](#)  
[Part 4: Planning Care](#)

Chinese, Malay and Tamil languages are also [available](#)

 <p><b>Mental Health</b> Caregiver Helpsheet</p> <p>aiC</p>	<p><b><u><a href="#">Mental Health Caregiver Helpsheet Brochure</a></u></b> Helpsheets providing information, tips &amp; resources for caregivers caring person with mental health</p> <p>Download <a href="#">here</a></p>
 <p>AGENCY FOR INTEGRATED CARE Community Mental Health Division</p> <p><b>Namaste Care Toolkit</b> <i>(Adapted and updated from Namaste Care by Joyce Simard)</i> For Caregivers</p>	<p><b><u><a href="#">Namaste Care Toolkit for Caregivers</a></u></b> This toolkit provides practical tips on how to communicate with your loved ones, create a more conducive environment for daily activities of living and simply enjoying each other's company.</p> <p>You may also click <a href="#">here</a> for the step-by-step guide video for caregivers on how to provide Namaste Care in the form of a gentle massage.</p> <p>Download <a href="#">here</a></p>
 <p><b>A Caregiver's Guide to Avoid Burnout</b></p> <p>aiC</p>	<p><b><u><a href="#">A Caregiver's Guide To Avoid Burnout</a></u></b> Provides information on how to prevent burnout from managing negative emotions to self-care for caregivers</p> <p>Download <a href="#">here</a></p>
 <p>aiC</p> <p>Spicy Tofu &amp; Broccoli Berasibian #162</p> <p>Sea Bass Fish Congee with Cilantro Berasibian #163</p>	<p><b><u><a href="#">Food For Thought: Eat Well Live Well and Think Well Recipe Cards</a></u></b> A series of two recipe cards in collaboration with KTPH to encourage healthy eating and reduce the risk of dementia</p> <p><a href="#">Set 1</a></p> <p><a href="#">Set 2</a></p>
 <p><b>Care. Cook. Inspire.</b></p> <p>aiC</p> <p>A COLLECTION OF CAREGIVER RECIPES AND STORIES</p>	<p><b><u><a href="#">Care.Cook.Inspire Cookbook</a></u></b> Recipes and a special collection of caregiver stories</p> <p>Download <a href="#">here</a></p>

	<p><b><u><a href="#">Caring for the Elderly 101: A Resource Guide for Caregivers</a></u></b>  A guide to caregiving and list of training and resources for caregivers</p> <p>Download <a href="#">here</a></p>
	<p><b><u><a href="#">Body Mechanics: Positioning, Moving and Transfers</a></u></b>  Provides information and tips on how to care for seniors when they are bed bound or on a wheelchair</p> <p>Download <a href="#">here</a></p>
	<p><b><u><a href="#">Activities of Daily Living</a></u></b>  Provides information and tips on how to manage seniors who has problems in their activities of daily living (ADL)</p> <p>Download <a href="#">here</a></p>
	<p><b><u><a href="#">Advanced Care Planning</a></u></b> (ACP)  ACP is the process of planning for future health and personal care.</p> <p>There is an infosheet &amp; workbook to guide caregivers along in this process.</p>
	<p><b><u><a href="#">Caregivers Training Grant</a></u></b>  Caregivers are entitled to \$200 subsidy every financial year to attend training to better care for their loved ones.</p>

**Support & Respite**



### **Caregiver Support Network Toolkit**

A step-by-step guide to empower community partners and individuals to implement effective Caregiver Support Network

Download [here](#)



### **Implementing an Effective Caregiver Support Network Video**

This video is to empower community partners and individuals in setting up a Caregiver Support Network that emphasises self-care, peer support and recognising caregivers' well-being in the community.

Download [here](#)



### **Setting Up a Go-To Point Video**

This video is to empower community partners to:

1. Set up a Go-To Point (GTP)
2. Effectively run a GTP
3. Support persons living with dementia who are brought to the GTP

Download [here](#)



### **Dementia Go-To Point Manual**

This manual serves as a reference for employees of organisations in manning the dementia Go-To Points (GTP) to support persons living with dementia in the community. It dovetails the GTP set-up process, role and expectations as well as provides a list of resources in assisting wandering persons living with dementia and dementia information.

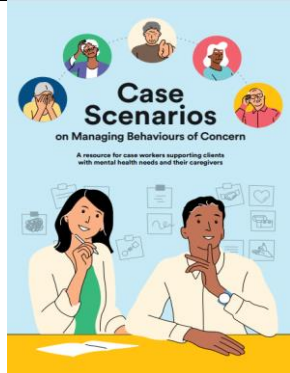
Download [here](#)



**Youth Hope Intergenerational Toolkit**

The Youth Hope intergenerational toolkit provides a step-by-step guide to starting the Youth Hope programme, which aims to foster intergenerational bonding between youth and seniors. The toolkit also outlines the steps to implementing Youth Hope in the community and how individuals and community partners can play a part to engage youth to support seniors and persons living with dementia.

Download [here](#).



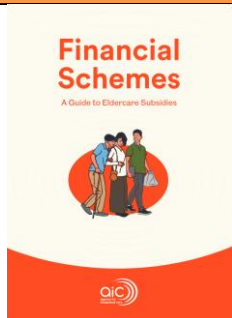
**Case Scenarios on Managing Behaviours of Concern**

A resource for case workers supporting clients with mental health needs and their caregivers

[Video](#) on Tips on Conflict De-Escalation

[Video](#) on Tips on Engaging Resistant Client

**Financial**



**AIC Financial Schemes**

List of financial schemes available such as Caregiver Training Grant (CTG) and the new Home Caregiving Grant (HCG)

**Others**

[Dementia-Friendly Singapore Facebook](#)

Stay in touch with latest happenings and developments on dementia-friendly communities.

[Mental Health Awareness Singapore Facebook](#)

Stay in touch with latest happenings and developments on the mental health landscape.

[Agency for Integrated Care Facebook Page](#)

This page is an online community for caregivers in Singapore, to share information and resources on providing care for their elderly loved ones.

[#mhawarenesssg Instagram](#)

Stay in touch with latest happenings and developments on the mental health landscape.

<a href="#">#heygify Instagram</a>	Stay in touch with latest happenings and developments on dementia-friendly communities.
<a href="#">Dementia Hub</a>	Stay in touch with latest happenings and developments on dementia.
<a href="#">360° Virtual Reality Dementia-Friendly HDB Home Design Guide</a>	Virtual reality home design guide developed for persons living with dementia, caregivers and care professionals.

## List of Videos

	Video Title	Synopsis
1	Ask the Experts - All About Dementia <a href="https://www.youtube.com/playlist?list=PL3cwymGftEsziUQacU7nOfL8hmTv5xtIt">https://www.youtube.com/playlist?list=PL3cwymGftEsziUQacU7nOfL8hmTv5xtIt</a>	A 6-part video series to share tips on how to support your loved one with dementia.
2	Voices of Caregivers Caring for Persons Living with Dementia – Our Grandfather Story <a href="https://www.facebook.com/watch/?v=203619238012475">https://www.facebook.com/watch/?v=203619238012475</a>	An episode on dementia where we hear from persons living with dementia and their caregivers on their journey.
3	Community Mental Health Network <a href="https://youtu.be/oobLbYs8sBM">https://youtu.be/oobLbYs8sBM</a>	Partners coming together to support clients and caregivers (CREST, COMIT, ASCAT)
4	Overview of DFC <a href="https://youtu.be/MRHP1kUAPDc">https://youtu.be/MRHP1kUAPDc</a>	Components of DFC and partners collaborating together
5	Healthy Mind, Healthy Life <a href="https://youtu.be/JsSe05hkqR4">https://youtu.be/JsSe05hkqR4</a>	Brief on the Community Mental Health Masterplan and the support available.
6	[2020] Mindfulness Exercise for Stroke Survivors and Caregivers <a href="https://youtu.be/tPvwzPBGGo8">https://youtu.be/tPvwzPBGGo8</a>	Share knowledge for stroke survivor and caregivers on mindfulness
7	Managing Persons with Dementia for Transport Operators <a href="https://www.youtube.com/playlist?list=PLQ-lq3J6UxxNFrXAVIBHBG8BtDupzsgP0">https://www.youtube.com/playlist?list=PLQ-lq3J6UxxNFrXAVIBHBG8BtDupzsgP0</a>	A three-part videos on how transport operators can better support persons with dementia
8	Going Home <a href="https://youtu.be/9iXPHhk_7E">https://youtu.be/9iXPHhk_7E</a>	Shows signs of dementia in a heartwarming way
9	Caregiver Support Network <a href="https://youtu.be/4SFjF-IMIQY">https://youtu.be/4SFjF-IMIQY</a>	Shows components of CSN and how we set up one in Queenstown
10	Jeffrey (Caring for someone with dementia) <a href="https://youtu.be/EFyOf7pRojs">https://youtu.be/EFyOf7pRojs</a>	Shows care and support from grandchild towards grandmother with dementia
11	ABCDs preventive activities <a href="https://youtu.be/jM6Kdxh_VOE">https://youtu.be/jM6Kdxh_VOE</a>	Shows how one can participate in activities to reduce risk of dementia
12	Caregivers sharing tips and personal stories <a href="http://forgetusnot.sg/videos.html">http://forgetusnot.sg/videos.html</a>	A series of videos featuring caregivers sharing their personal stories and caregiving tips. Discover real-life strategies and valuable techniques on how to deal with common



	Video Title	Synopsis
		concerns such as confusion, restlessness, and unusual behaviour.
13	Money No Enough <a href="https://youtu.be/YxkQzDop0N0">https://youtu.be/YxkQzDop0N0</a>	Shows signs of dementia in a funny way
14	<a href="#">Dementia-Friendly Singapore YouTube</a>	Subscribe to this page to find more videos.

## e-Learning Modules

AIC has developed e-learning modules on Dementia and Mental Health Conditions to equip the general public and caregivers with knowledge and skills to identify signs and symptoms and know where to go to for help.

You may access these modules via AIC Learning Network, AIC website: <https://www.aic.sg/mental-wellness-dementia/mental-health-elearning> or the direct links below:

Course Title	What Can You Learn?	Course Code on AIC Learning Network (Wizlearn Technologies Learning Management System)	Public Link
<b>Dementia Awareness (Foundation)</b>	<ul style="list-style-type: none"> <li>• What is dementia, it's type and risk factor</li> <li>• Signs and symptoms of dementia</li> <li>• Basic communication tips when interacting with person living with dementia</li> <li>• Ways to reduce the risk of getting dementia</li> <li>• Dementia-Friendly Singapore Initiatives</li> </ul>	AIC-BPS-B-223	<a href="https://ccmhdcomms.github.io/UD-2023/">https://ccmhdcomms.github.io/UD-2023/</a>
<b>Dementia Care Basic Level – The Brain and Understanding of Dementia</b>	<ul style="list-style-type: none"> <li>• Describe the parts of the brain and their functions</li> <li>• Understand what is dementia</li> <li>• Recognise how a diagnosis of dementia is made</li> <li>• Differentiate the types of dementia</li> </ul>	AIC-BPS-B-200A	-
<b>Dementia Care Basic Level – Person-Centred Care and Behaviours of Concern</b>	<ul style="list-style-type: none"> <li>• Describe the concept of Person-Centred Care</li> <li>• Recognise the philosophy of care of persons living with dementia</li> <li>• Define the VIPS</li> <li>• Classify the unmet needs</li> <li>• Manage the behaviours of concern</li> </ul>	AIC-BPS-B-200B	-

<b>Dementia Care Basic Level – Enriching Lives</b>	<ul style="list-style-type: none"> <li>• Recognise the importance of activities/ engagement for a person living with dementia</li> <li>• Describe what is an activity</li> <li>• Assess the individual’s needs and abilities</li> <li>• Plan activities for person living with Dementia</li> </ul>	AIC-BPS-B-200C	-
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<b>Course Title</b>	<b>What Can You Learn?</b>	<b>Course Code on AIC Learning Network (Wizlearn Technologies Learning Management System)</b>	<b>Public Link</b>
<b>MHA 1: Understanding the Signs and Symptoms of Mental Health Issues eLearning</b>	<ul style="list-style-type: none"> <li>• Factors leading to mental health issues</li> <li>• Impact of mental health issues</li> <li>• Signs and symptoms of mental health issues</li> <li>• Available treatment</li> <li>• Useful resources</li> </ul>	AIC-BPS-B-221	<a href="https://ccmhdcomms.github.io/MHA-1-2023">https://ccmhdcomms.github.io/MHA-1-2023</a>
<b>MHA 2: Supporting Persons with Mental Health Issues eLearning</b>	<ul style="list-style-type: none"> <li>• Communication tips when interacting with persons with mental health issues</li> <li>• Importance of self-care whilst supporting others</li> <li>• Available support for persons with mental health issues</li> <li>• Referral process</li> <li>• Useful resources</li> </ul>	AIC-BPS-B-222	<a href="https://ccmhdcomms.github.io/MHA-2-2023">https://ccmhdcomms.github.io/MHA-2-2023</a>