

ANNUAL REPORT  
2018/2019



**SAGE** 乐龄  
Counselling Centre  
辅 导 中 心

*We Care, We Listen*



## CONTENTS

<b>Chairperson’s Message</b>	3
<b>Centre’s Profile</b>	5
<b>Vision &amp; Mission</b>	6
<b>Core Values &amp; Commitment</b>	6
<b>Organizational Chart</b>	7
<b>Management Board</b>	7
<b>Core Services</b>	8
Counselling Service	8
Therapeutic Expressive Group Work	10
Counselling Associate Programme	10
The Seniors Helpline Service	11
<b>Review and Update on CST Funded Projects</b>	14
Home Maintenance Service	14
Public Education Programme	15
Summary of Completed & On-going Projects	17
Expressive Art Therapy	18
Music Therapy	19
<b>Total Beneficiaries Served</b>	21
<b>Staff Development &amp; Training</b>	22
<b>Volunteers Development</b>	23
<b>Publicity</b>	27
<b>Acknowledgement</b>	27



## CHAIRPERSON'S MESSAGE

Since all the programmes and services are reported in details in this report, I would only highlight three matters in my message.

### **Farewell and Welcome**

The year under review started with our bidding farewell to Mr James Tan who stepped down from the Board in July 2018 due to his many other commitments. We welcomed Mr Tim Koh as the newest Board Member whose expertise in IT and active participation from day one is very much appreciated. We also bade farewell to Mr Wong Lit Shoon, our Executive Director who resigned in February 2019, just before the end of the financial year. Mr Wong had given more than 10 years of service to SAGE Counselling Centre since its inception. We are grateful for his long service and wish him all the best in his new endeavours.

### **Dedicated Staff and Team Work**

While trying their best in continuing and improving our core services of counselling and the Seniors Helpline, our dedicated staff spent many hours of team work in carrying several CST funded projects to fruition by their expiry date.

The Home Maintenance Service reached out to more than 400 lonely seniors living in rental flats to improve their living conditions and quality of life. A couple of the seniors were so appreciative of the help rendered to them that they made the long trip to the Centre to personally thank the staff in charge.

To fully and meaningfully utilize the CST grant of \$20,000 to create awareness and promote exchange of knowledge on elder suicide, two seminars were organised on 23 June 2018 and 23 March 2019 admission to which was free. The first, attended by close to 200 participants, featured local experts who presented research findings on elder suicide as well as social services on suicide prevention. The second included speakers from overseas to share on suicide prevention in Hong Kong and Taiwan. Four local experts presented views on suicide from the perspective of the four major religions in Singapore - Buddhism, Hinduism, Islam and Christianity. This seminar attracted 263 helping professionals and members of the public.

With regard to Art Therapy, setting up of the Art Therapy Room was completed in early 2019. An Art Therapy Toolkit was developed and more than 400 copies reproduced for distribution. Another significant milestone was the Art Exhibition held in December 2018 to showcase the art works created by the seniors who had completed the Therapeutic Expressive Group Work Programme. At the same event the first batch of graduates from our Music Therapy programme sang and played the ukulele to welcome visitors to the Art Exhibition. The Ukulele Group also visited nursing homes and hospital wards to bring cheer to the patients and residents. They really lived up to their role of Music Ambassadors of SAGECC Counselling Centre!

## **Collaboration with Community Partners**

SAGE Counselling Centre is a strong supporter of the “Many Helping Hands Approach” in social services which advocates collaboration and cooperation amongst community partners. In delivering our programmes and services, we worked closely with other community agencies to reach out and serve seniors nation-wide.

Through the Seniors Public Education Programme, we worked with 17 Seniors Activity Centres scattered all over the island to bring their clients for educational field trips and heritage tours, impacting more than 1,000 able-bodied, relatively healthy seniors living in the community. Our community partner in this project is the National Heritage Board which sponsors the transport for these outings. Another 19 talks and workshops were conducted at the Centre for the seniors to learn IT and life skills to encourage life-long learning and active ageing. For the physically less mobile, staff from the Centre conducted 5 series of on-site therapeutic expressive group work at 2 Day Care Centres, 1 Community Health Centre and 2 nursing homes.

## **New Directions and Future Plans**

While we plan and implement upstream programmes such as public education, music and art therapy to empower healthy and normal functioning seniors from the Pioneer and Merdeka generations, we have never lost sight of our core service of providing counselling and social services for disadvantaged seniors with social, emotional and financial needs.

Going forward, we will expand and strengthen our counselling and Senior Helpline service to reach out and impact more seniors all over the island. We hope to do this by setting up satellite counselling centres through collaboration with community partners. In fact, we have made a humble start in this respect by partnering with Kwong Wai Shiu Hospital whereby our counsellor makes weekly visits to the hospital to conduct counselling for the patients and their caregivers. We also hope to revamp our Helpline Service to improve facilities, expand capacity and enhance effectiveness.

Finally, it remains my pleasure to place on record my gratitude to my fellow board members who have given me strong support throughout the year. I also wish to express my heartfelt thanks to the staff for their dedication and team spirit. They have worked hard and achieved much. I look forward to another year of working closely with all of you to improve the quality of life of seniors in the community.

**Dr Esther Tan** *PB, PBM, BBM, JP*

20 August, 2019



## CENTRE'S PROFILE

SAGE Counselling Centre is a non-religious, non-profit organization. It was set up as a programme under the Singapore Action Group of Elders (SAGE) in 1991 to provide telephone hotline and counselling services to needy older persons and their caregivers.

In July 2007 SAGE Counselling Centre applied to the Registry of Society (ROS) to develop into an independent professional centre. Upon approval from ROS, it also obtained NCSS full membership and IPC charity status.

SAGE Counselling Centre has been practicing a three-tier approach in our delivery of services: remedial, preventive and community participation. It provides direct services for older persons who are facing social problems and psycho-emotional stress. In recent years, we have also introduced “upstream”, developmental programmes and services to facilitate active ageing among able-bodied, physically fit and emotionally stable seniors to encourage and empower them to lead meaningful, fulfilling lives, not just for personal growth and life-satisfaction, but also to contribute to the community as we believe one is never too old to learn and to serve.

As an advocate for seniors in our society and to act as their “voice”, the Centre also conducts outreach and public education programmes such as workshops, talks, educational seminars and forums to enhance public awareness on issues pertaining to ageing and caring for the elderly in our midst.

SAGE Counselling Centre receives full funding from the Ministry of Health (MOH) and the National Council of Social Service (NCSS) to run services for seniors and their caregivers. We also receive funding from Agency for Integrated Care (AIC) in the form of CST (Community Silver Trust) Grants to plan and implement programmes to support our core services of face-to-face counselling and telephone helpline service. The Centre also receives support from generous donors and well-wishers in the form of donations, sponsorship for special programmes and facility support.

## OUR VISION

To strive to become a leading specialized professional counselling centre for seniors, their caregivers and family members.

## OUR MISSION

### **Counselling Services**

To enhance the total well-being of the elderly & their caregivers with a special focus on the psychological and social aspects of their health.

### **The Seniors Helpline**

To promote the well-being of older persons and their caregivers by listening and responding appropriately to their concerns and needs. `

## OUR CORE VALUES

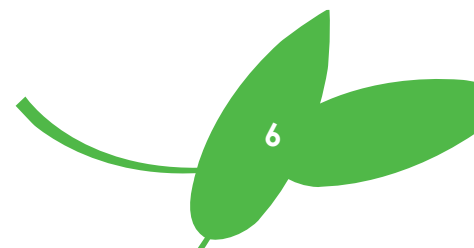
SAGE Counselling Centre abides by the following eight core values:

- Compassion
- Commitment
- Excellence
- Leadership
- Professionalism
- Responsibility
- Respect
- Teamwork

## OUR COMMITMENT

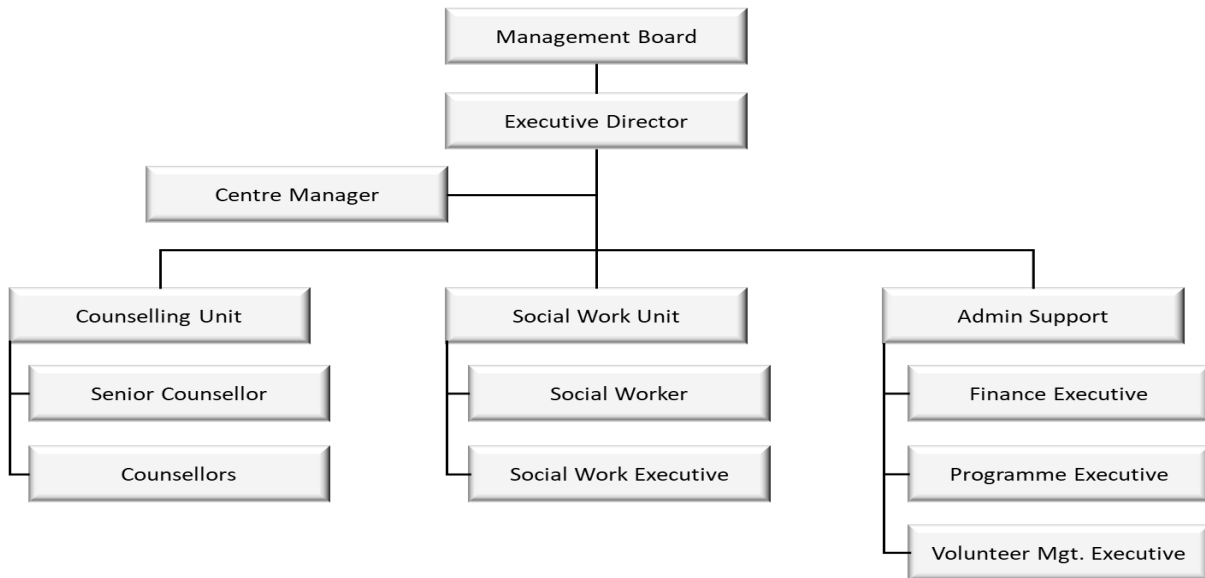
SAGE Counselling Centre is committed to:

- Promote professionalism in remedial, preventive and developmental programmes for older persons
- Enhance greater public awareness about caring for and supporting the ageing population
- Plan and implement programmes, activities or projects which are in line with the objectives of the organization, either independently or in partnership with other organizations.



# ORGANIZATION CHART

## SAGE Counselling Centre Organization Chart

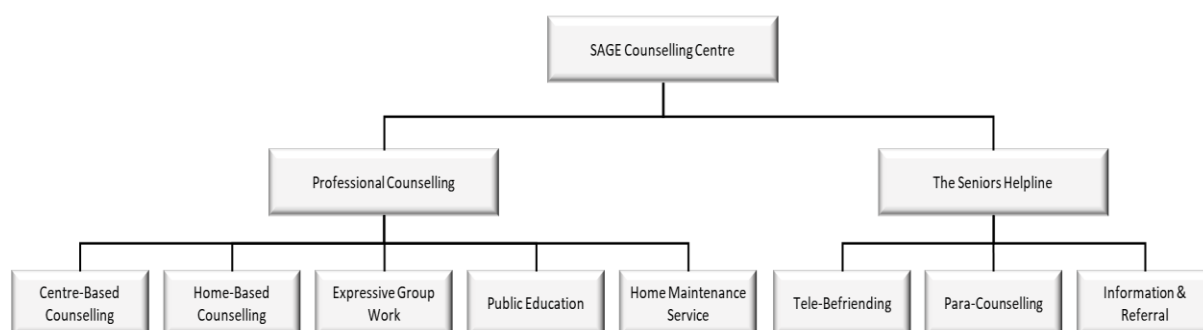


## MANAGEMENT BOARD

FY2018/2019

Board Chairperson	:	Dr Esther Tan <i>BBM, JP</i>
Vice-Chairman	:	Dr Chan Kin Ming
Honorary Secretary	:	Ms Lee Soo Kwan
Honorary Treasurer	:	Mr Zulkifli Mohd
Assistant Hon Treasurer	:	Dr Kan See Mun
Board Member	:	Dr Leong Keng Hong
Board Member	:	Mr Tan Kian Choon <i>PBM</i>
Board Member	:	Mr Robert Fu
Board Member	:	Ms Seng Yuh Jen
Board Member	:	Dr Cheng Yuan Shan
Board Member	:	Mr Koh Eng Soon Tim
Honorary Advisor	:	Dr Lui Hah Wah Elena <i>PBM</i>
Honorary Advisor	:	Dr Lee Ngak Siang <i>BBM</i>
Legal Advisor	:	Mr Charles Leong Yew Kee

## CORE SERVICES

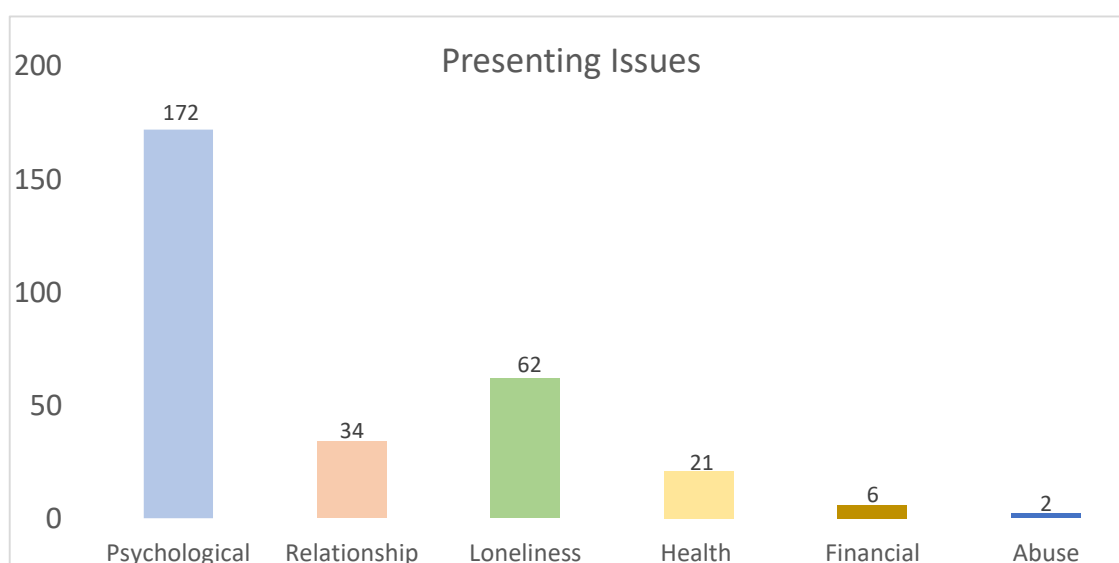


## COUNSELLING SERVICE

SAGE Counselling Centre offers face-to-face counselling, home based counselling and group counselling for seniors in the community. It also extends the counselling service to patients in hospitals, residents staying in long-term care institutions, service users of eldercare facilities such as senior care centres, daycare centres and senior activity centres.

In FY2018, the Centre handled a total of 241 counselling cases which involved psychological issues (e.g. depression, stress, grief and loss, anxiety), relationship conflicts (e.g. marital, intergeneration, interpersonal, loneliness), emotional and physical abuse and financial issues.

### Problem Presented by Counselling Clients



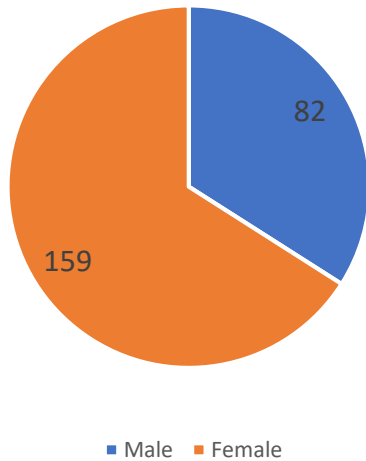
The above chart shows that the most common issues troubling our clients were psychological in nature, such as grief and loss, anxiety and depression (60%). The other common issue faced by the seniors was feeling of loneliness (22%). These clients would



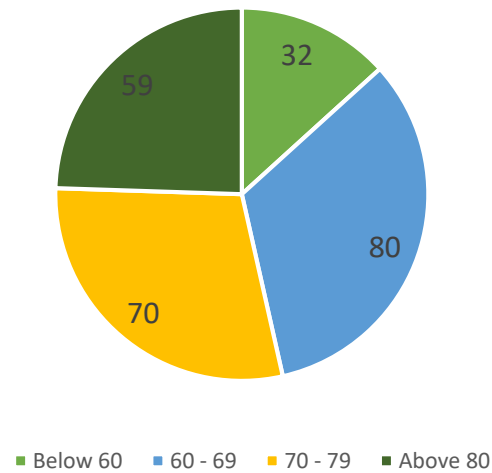
benefit from befriending in addition to counselling. At times, family-centred approach may be required for clients facing relationship problems (12%). A small percentage of the clients were suffering from health-related issues (7%); financial issues (2%) and suspected emotional abuse and neglect (1%). Although the number of financial and abuse cases were not high, we still made referrals to other agencies for additional support.

Profile of Clients by Gender and by Age Group

Profiles of Clients by Gender



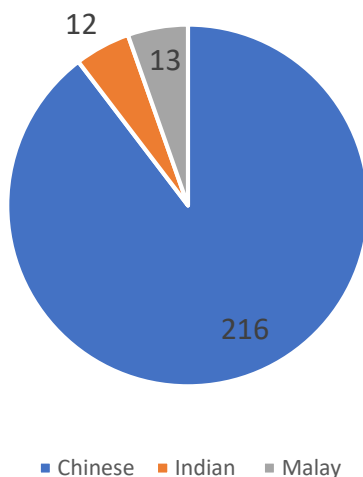
Profiles of Clients by Age Group



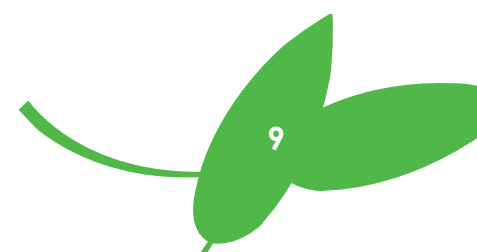
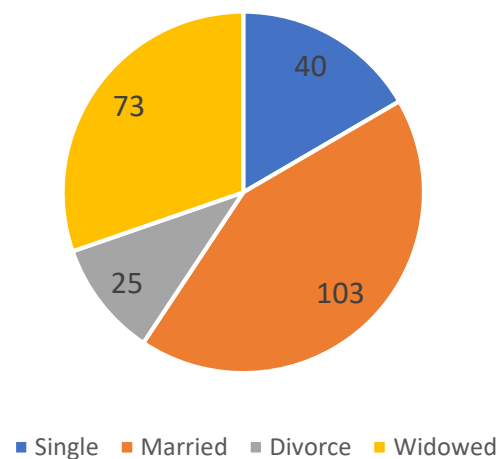
As shown in the statistics, female clients out-numbered male clients. The ratio was almost 3 to 1. Majority of our clients were between 60 to 79 years old (36%). As many as 48 clients (20%) were over 80 years old.

Profile of Clients by Ethnic Group and by Marital Status

Profiles of Clients by Ethnic Group



Profiles of Clients by Marital Status



About 43% (N=103) of the clients were married while the rest were either single (17%), divorced (10%) or widowed (30%). Learning from the statistics on ethnic origin of the clients, we need to make greater efforts to reach out to Indian and Malay clients.

## **THERAPEUTIC EXPRESSIVE GROUP WORK**

To complement and support individual face-to-face counseling, the Centre also conducts frequent group expressive therapeutic sessions for seniors who have emotional issues but are unable to express them verbally.

The group work sessions had helped seniors gain insight of their personal concerns and issues, develop alternative solutions to deal with the problems, and benefitted from group support and social interaction with one another.

In collaboration with our community partners, staff from the Centre conducted 5 series of on-site therapeutic expressive group work at 2 Day Care Centres, 1 Community Health Centre and 2 nursing homes. With each series comprising 6 sessions, a total of 30 sessions were held in FY2018 which impacted 41 seniors.

<b>No</b>	<b>Therapeutic Group Work Venue</b>	<b>Duration</b>	<b>No of Clients</b>
1	SATA Community Health Centre (Jurong East)	Apr 2018	6
2	Bo Tien Home for the Aged	Sep - Oct 2018	14
3	St Luke's Elder Care (Bukit Batok)	Sep - Oct 2018	7
4	Thye Hua Kwan Nursing Home (Hougang)	Feb – Mar 2019	6
5	St Andrew's Senior Care Centre (Queenstown)	Mar – Apr 2019	8

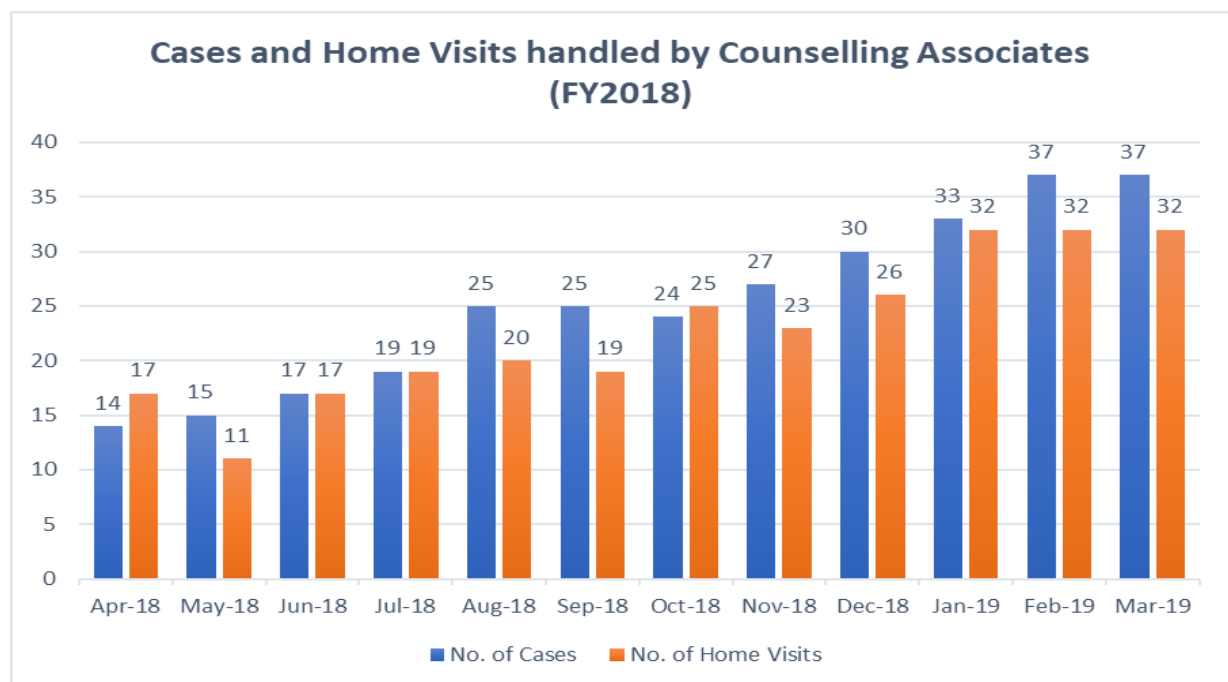
## **COUNSELLING ASSOCIATE PROGRAMME**

The Counselling Associate Programme is a home-based service providing befriending and para-counselling for house-bound clients. This programme is manned by our Counselling Associates (volunteers) trained in basic counselling skills.

This programme also provides follow-up for clients who have been discharged from the counselling programme conducted by our professional counsellors and social workers but are still lacking social support or facing social isolation.

This para-counselling/befriending service is also offered to seniors with psycho-socio-emotional issues who do not want in-depth counselling but require some psycho-emotional support to enhance their coping skills.

## No. of Cases and Home Visits by Counselling Associates



The table above shows the number of cases handled and the number of home visits made per month by our Counselling Associates. The statistics show that in 2018, a total of 273 home visits were made by our 34 Counselling Associates to befriend house-bound, lonely seniors, lend a listening ear, provide basic counselling and psychological support.

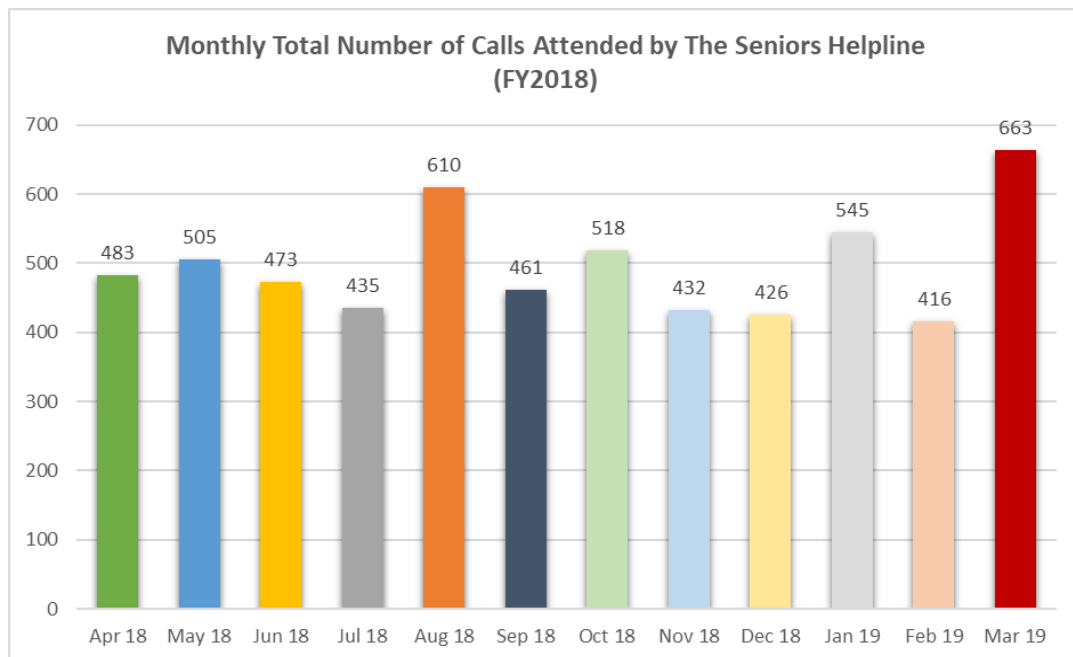
### **THE SENIORS HELPLINE SERVICE**

The Seniors Helpline (1800-555-5555) is manned by a group of enthusiastic, well-trained volunteers who have undergone intensive training to be equipped with knowledge related to eldercare and telephone counselling. The trained helplineers were closely supervised by our professional staff.

The helpline service operates from 9.00 am to 7.00 pm daily on Monday to Friday and from 9.00 am – 1.00 pm on Saturday.

The total number of calls handled by the helpline volunteers in 2018 was 5,967.

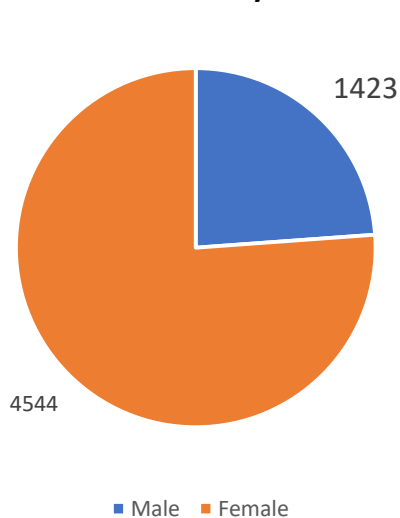
## Number of Calls Received by Month



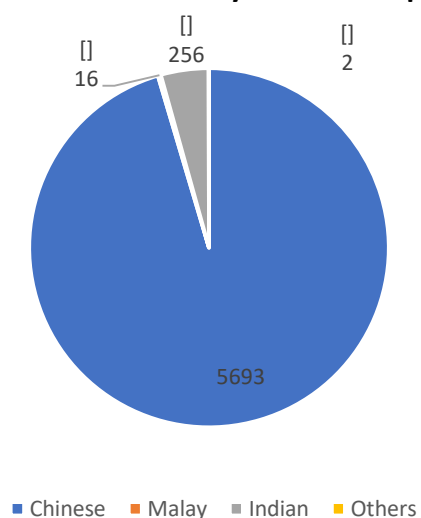
The statistics show that on the average, the helpline received around 500 calls per month. The number of calls per month requiring information and referral (I&R) was rather small, at the average of 25 calls per month. There were also a fair number of repeat calls. This was an indication that most of the callers were lonely seniors seeking a listening ear, befriending or emotional support.

## Profile of Callers by Gender and by Ethnic Group

**Number of calls by Gender**

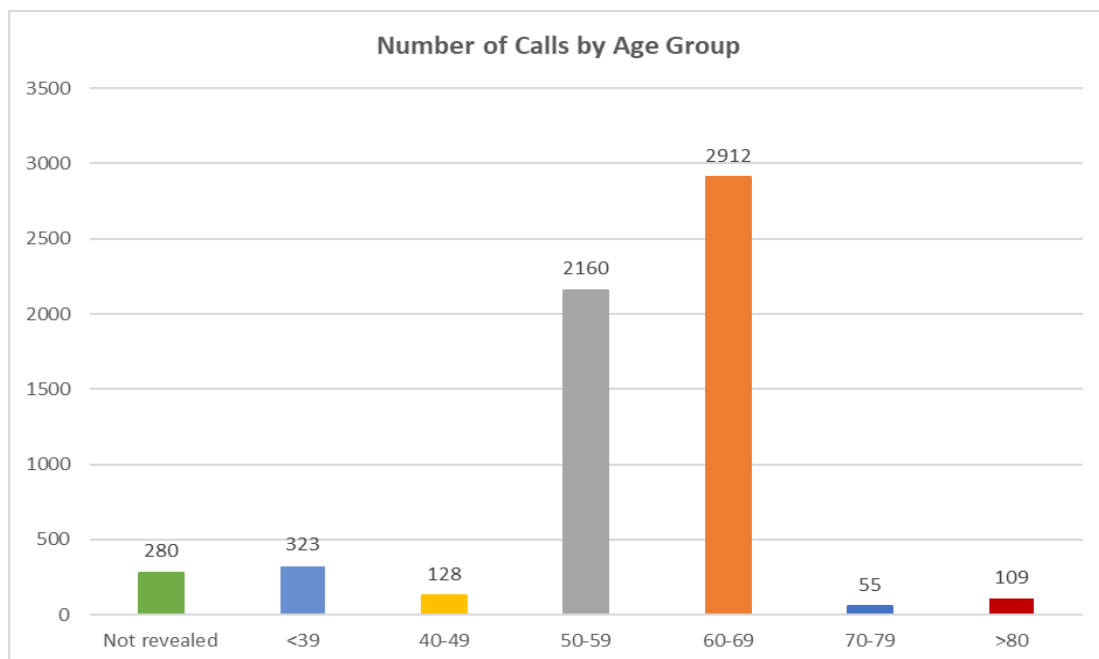


**Number of Calls by Ethnic Group**



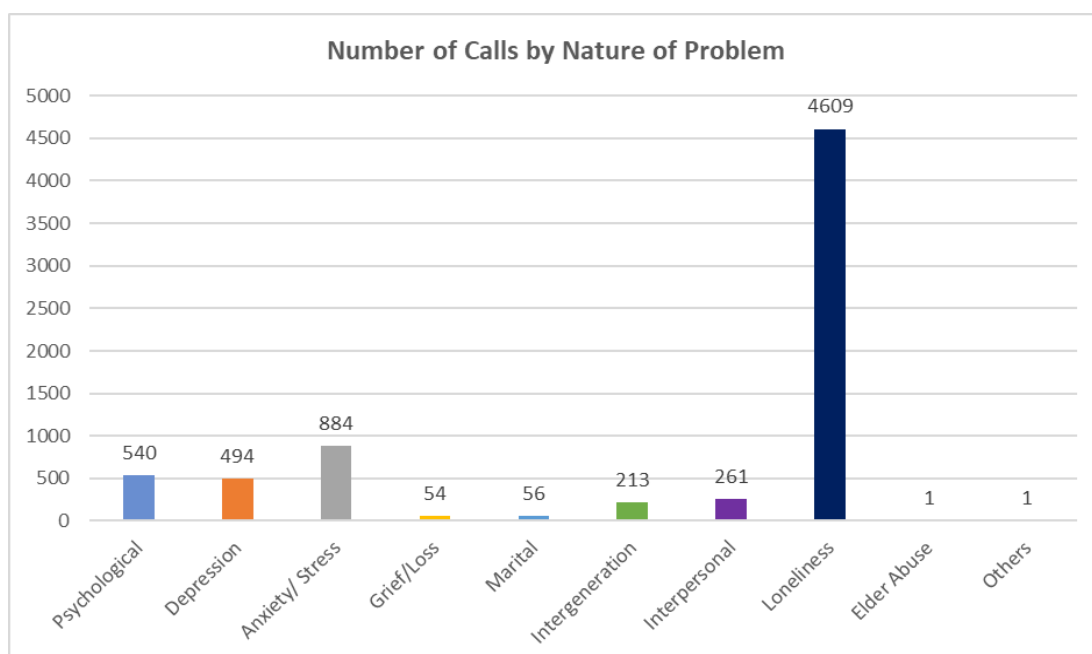
It is interesting to note that most of the calls were from female callers (76%) compared to their male counterparts (24%). This was not surprising as it is a commonly observed phenomenon that female clients are more willing to verbalize their thoughts and share their feelings whereas males are more taciturn and less inclined to open up & share their feelings.

### Profile of Callers by Age Group



The biggest number of calls (85%) came from individuals aged 50 to 70 years old. The younger callers were probably care givers or family members seeking advice or sharing their concerns. In terms of ethnic origin, majority of the callers (95%) were Chinese. As the Malay and Indian callers speak mainly English, the language used on the helpline was either Mandarin or English.

### Presenting Problem of Callers



The topmost concerns of the callers were social concerns followed by “anxiety”, “psychological”, “depression” and “interpersonal issues”. There were 80 calls related to suicidal ideation.

In analyzing the pattern of issues and concerns, it is important to keep in mind that the numbers in the chart reflect the number of calls received, rather than the number of callers handled as a fair number of the callers often made repeat calls to the Helpline, especially lonely seniors looking for a listening ear.

## REVIEW AND UPDATE ON CST FUNDED PROJECTS

In addition to our core services of face-to-face counselling, group counselling and helpline service funded by Ministry of Health (MOH) and the Community Chest administered by NCSS (National Council of Social Services), SAGE Counselling Centre has been running a whole range of intervention as well as developmental “upstream” programmes to complement and support our core services. This was made possible by Community Silver Trust (CST) grants administered by Agency for Integrated Care (AIC) under the Ministry of Health. This section of the report gives an update on major funded projects that are still on-going as well as projects completed in FY2018.

### HOME MAINTENANCE SERVICE (HMS)

This project was inspired by the successful experience of a social enterprise project known as MOW (Maintenance on Wheels) previously initiated by SAGE (Singapore Action Group of Elders), the parent organization of SAGE Counselling Centre. SAGE unfortunately ceased operation in 2012, and this left many of our clients without this avenue of assistance. These seniors were not able to afford the expensive for-profit rates from both the commercial and HDB licensed contractors, so they resorted to flooding the hotlines of SAGE Counselling Centre with their appeals. The stark realization of this service gap motivated the conception of the Home Maintenance Services (HMS). In July 2015, SAGECC applied to AIC for CST funding to initiate the project. A budget of \$100,000 was approved in November 2015.

The HMS provides basic and subsidized home maintenance services to Singaporeans/PRs 50 years old and above who are

- Seniors with valid Blue Community Health Assist Scheme (CHAS) Card or Public Assistance (PA) Card or
- Seniors whose mean household income is <\$1100

While providing direct service to eligible seniors requesting help, the HMS also receives referrals from fellow helping professionals and external agencies. Our main sources of referrals are medical social workers from hospitals, SSOs, SACs, Family Service Centres, Cluster Support and other Social Service Agencies working with seniors. All referrals and requests are screened, and only eligible ones will be provided the services which include:

- Basic plumbing service
- Basic electrical service
- Handyman service related to household maintenance work.

A secondary aim of HMS is to empower seniors and promote active ageing through volunteerism. This is achieved by recruiting seniors and retirees or anyone who have both the ability and interest to provide handyman service to help their peers. Apart from recruiting volunteers, the Centre also collaborates with Singapore Plumbing Society (SPS) to engage their professional contractors for major electrical and plumbing jobs.

## Statistics for HMS Activities

No of Referrals	No of Clients Served	No of Cases Declined
514	471	34

From April 2018 to March 2019, the HMS received a total of 514 requests and successfully completed 471 tasks, achieving a 91% service rate. The unattended tasks which we have declined were mostly not within or beyond the scope of our services or because the applicant did not satisfy our eligibility criteria. A total of 7 dedicated handymen assisted in the HMS jobs.

## PUBLIC EDUCATION PROGRAMMES

To enhance public awareness on issues pertaining to ageing and to publicize the Centre's programmes and services, Centre staff often organize or conduct workshops and talks for the public as well as at the request of our community partners. With a CST grant of \$30,000 awarded by AIC, we are able to expand the public education programme by adopting a 3-pronged approach to reach out to different client groups.

As shown in the 3 tables below, in FY2018 the Centre conducted 6 public educational talks, 18 Experiential Workshops and 13 Reminiscence Field Trips for SAC participants. These activities helped to reach out to more than 1,000 beneficiaries, mostly seniors and their family members and members of the public.

### 1. Workshops & Seminars

Target Group - seniors, caregivers and members of the public

Date	Workshop / Seminar	Invited Speaker/Organisation	No of Pax
09/04/18	Intergenerational Communication Workshop (6 lessons) – Smart phone	Students from River Valley High School	12
04/05/18	Intergenerational Communication Workshop (6 lessons) – Smart phone	Students from River Valley High School	11
15/05/18	Terrarium for Seniors Workshop	Ecoponics	24

23/06/18	Elder Suicide Prevention Forum	Prof Kua Ee Heok (NUH), Ms Wong Lai Choon (SOS), Dr Chris Tsoi (G-race), A. Prof Ng Tze Pin (Yong Loo Lin School of Medicine, NUS)	195
25/05/18	Intergenerational Communication Workshop – Conversation	School of Science and Technology	9
27/06/18	TCM for Seniors: The 3 Highs	Tong Ji Hospital	31
14/07/18	Lasting Power of Attorney Talk	MSF Office of Public Guardian	25
18/08/18	Exploratory Art Workshop	Mirror Duo	17
21/08/18	Nutrition for Seniors	Health Promotion Board	15
9/03/18	Aromatherapy Workshop	Alps Academy	23
22/09/18	Terrarium for Seniors Workshop	Ecoponics	27
09/10/18	Fun with Dotz	Jean Lee (Art Therapist)	15
15/11/18	Recycled Music Workshop	Mirror Duo	17
22/11/18	Sign Language Workshop for Seniors	Extraordinary Horizons	20
18/01/19	Angbao Lantern making Workshop	Siah Ki Peng (Volunteer)	14
15/02/19	Introduction to White Cane and Guide Dogs for Seniors	Guide Dogs Singapore	17
20/02/19	Emergency Readiness Talk	Fire Prevention Centre	10
23/03/19	Elder Suicide Prevention Seminar	Prof Kua Ee Heok (NUH), Prof Helen Chiu (Chinese University HK), Dr Tsai Chia-Fen (Taipei Veterans General Hospital)	263

## 2. External Engagement

Our staff were invited as part of the panelists as shown below:

Date	Topic	Staff	Venue	No of Pax
08/01/19	Panel Discussion “Community Service – its challenges and opportunities” (JC 1)	Mr Wong Lit Shoon	River Valley High School	120
14/01/19	Panel Discussion “Community Service – its challenges and opportunities” (Sec 4)	Mr Don Yew	River Valley High School	150

## 3. Reminiscence Programme (Target group – seniors only)

Date	Participating Organisation	Venue	No of Pax
10/04/18	EconLife! Hub SAC @ Seng Kang	Sun Yat Sen Nanyang Memorial Hall	28
08/05/18	Care Corner SAC @ Woodlands	Indian Heritage Centre	14
12/06/18	Adventist SAC @ Jurong West	Gardens by the Bay	28



10/07/18	Pacific Health SAC @ Choa Chu Kang	Asian Civilization Museum	20
14/08/18	THK SAC @ Taman Jurong	Asian Civilization Museum	33
11/09/18	Pacific Health SAC @ Punggol	Indian Heritage Centre	18
24/10/18	TRANS FSC @ Bedok	Peranakan Museum	17
23/11/18	SAGE Counselling Centre Beneficiaries	Sun Yat Sen Nanyang Memorial Hall	16
27/11/18	Fei Yue Community Befriender @ Keat Hong	Sun Yat Sen Nanyang Memorial Hall	20
11/12/18	EconLife! Hub SAC @ Bedok Reservoir	Gardens by the Bay	20
22/01/19	Bo Tien Nursing Home	Sun Yat Sen Nanyang Memorial Hall	17
12/02/19	Toh Yi Drive RC	Sun Yat Sen Nanyang Memorial Hall	21
14/02/19	Lions Befriender @ Toa Payoh Community Befriender Team	Sun Yat Sen Nanyang Memorial Hall	21
12/03/19	Life Point @ Chinatown	Sun Yat Sen Nanyang Memorial Hall	21
14/03/19	Guide Dogs Singapore	Kampong Gelam	18

The reminiscence walk was published in the Straits Times article on 19 December 2018. It featured the new heritage tours programme for seniors by senior guides aim to reduce isolation. <https://www.straitstimes.com/singapore/a-walk-down-memory-lane-for-the-elderly>

### Reminiscence Programme



## SUMMARY OF COMPLETED AND ON-GOING CST FUNDED PROJECTS

### CST Projects Completed by March 2019

Project Title	Description	Outcome/Impact
Staff Development	Improve capabilities of staff	14 courses were attended by 10 staff to enhance their professional development.
Training for volunteers	Improve capabilities of volunteers	5 courses were attended by 36 volunteers to upgrade knowledge and skills.
The Seniors Helpline staff development	Improve capabilities of staff	5 courses were attended by the helpline staff to learn about telephone counselling.
Website development	To improve the Centre's website for easy navigation	The Centre's website has been redesigned to be bilingual to reach out to the public.

Para counselling development (Volunteer Home Visit)	To provide transport allowance for volunteers who conduct para-counselling through home visits	More volunteers joined the programme and more frequent visits were made regularly.
Maintenance on wheels services	Certified plumbers, electricians and trained volunteers recruited to perform simple home maintenance tasks for seniors who are either financially challenged or living alone.	This service helped around 500 seniors to acquire better living conditions and enjoy better quality of life. Seniors recruited as service providers also had their self-esteem enhanced.

### CST On-Going Projects

Project Title	Description	Outcome/Impact
Home Maintenance Service	A new grant has been secured to ensure that the well-received and much-needed service can continue for another 5 years.	Our long-term goal is to reach out and impact 500 seniors per year for the next 5 years.
Public Education Programme – Learn and Glow	To organise talks, workshops educational field trips, heritage tours and seminars to encourage life-long learning and enhance the quality of life of seniors.	The target is to reach out and impact at least 500 seniors per year through this programme for the next 5 years.
Art Therapy – Expressive Therapeutic Group Work	A series of fun-filled interactive workshops are conducted for seniors, in small groups to enhance self-awareness, build self-confidence and increase life satisfaction	This programme benefited 52 seniors in FY2018. We hope to reach out and impact at least 50 seniors per year for the next 4 years.
Music Therapy	Seniors attend music lessons in small groups to learn how to play the ukulele. Once they have mastered the skill, they form groups of Music Ambassadors from SAGECC to visit and play to residents in nursing homes, SACs etc to spread joy and publicize the work of SAGECC.	Seniors who have attended this programme not only learn a new skill but also build up their self-confidence and feel a sense of achievement through bringing joy to other seniors. The programme hopes to reach out to 50 seniors per year.

## EXPRESSIVE ART THERAPY

The programme aims to help seniors gain a better understanding of their lives through

- active participation in expressive therapeutic activities under the guidance and supervision of art therapists
- rediscovering the personal meaning of inner and social lives
- using the available interpersonal tools to promote interaction and communication with others
- stimulating the intellectual, physical and emotional faculties which can aid towards the fulfilling of individual potential
- developing a healthy sense of ego strength

Upon completion of the programme the seniors will learn to communicate and express their inner feelings and thoughts through arts. A total of 8 classes were held in FY2018 consisting 6 sessions in each class. An arts exhibition was held on 8 – 9 December 2018 at JCube to showcase the seniors' art works.

### Expressive Art Therapy



## MUSIC THERAPY

The programme aims to promote active ageing and enhance the quality of life of healthy, able-bodied seniors through

- providing opportunities for the seniors to learn a new skill – playing the ukulele
- promoting positive mental health through social interaction with peers and group learning
- enhancing their self-esteem and confidence through mastering a new skill & performing in front of an audience
- enhancing their cognitive functioning through the learning process – motor skills & memory recall etc.
- helping them achieve a sense of achievement and satisfaction from contributing to the community through performing and bringing cheer to fellow seniors

20 lessons of Ukulele for Beginners for the 1<sup>st</sup> batch of Music Therapy Ambassadors were conducted in May – October 2018. 12 participants were presented the Certificate of Completion on 10<sup>th</sup> November 2018. Thereafter, regular jamming sessions and performances were led by volunteers to spread the joy of music. Between December 2018 and March 2019, this group of Music Therapy Ambassadors has performed at the Centre's Arts exhibition in December 2018, St Andrew Cathedral Home for the Aged and Jurong Community Hospital.

### Music Therapy



# In FY18/19 SAGECC served

SAGECC handled **241** cases comprises of:



**200** Individual Clients  
and **41** Therapeutic Expressive Group Work Clients done by **7** Professional Staff to enhance the total well-being of the seniors and their family.

## Public Education

efforts have touched **1,057** Lives through **2** Seminars **6** Talks **18** Workshops **15** Reminiscence field trips & **28** Reminiscence Walk Ambassadors mobilized.



## Counselling Associates

Made

**273** Home Visits

Be it rain or shine, our **34** Counselling Associates made it their mission to be there for our home-bound lonely seniors.



## Home Maintenance Service

Bring Basic Plumbing, Electrical & Handyman services to

**471** Households partnering with

**24** SSAs nation-wide with a team of

**7** Dedicated Handymen.



*The SENIORS HELPLINE*  
Handled

**5,967** Calls With

**39** Helpline Volunteers rotating to take the calls.



## Expressive Art Therapy

Conducted

**8** Classes Reaching out to

**48** Seniors with

**1** Art Exhibition.



At SAGECC, we never forget our dedicated

**122** Volunteers with the heart for charity through

Conducting **27** volunteer Training Workshops & Appreciating them with

**6** Celebrations.



## Music Therapy

Trained

**12** Music Ambassadors to Perform at

**3** Events.



## STAFF DEVELOPMENT AND TRAINING

SAGE Counselling Centre has always encouraged its staff to attend training & educational courses for upgrading and professional growth. During FY2018, in-house staff development included engaging Mr Tan Boon Huat as external supervisor to conduct monthly supervision sessions for the professional staff and students on placement. In addition, monthly case conferences were held to provide a platform for sharing difficult cases, learning from seniors and peers to gain new skills and knowledge to enhance practice. The Table below sum up training courses and educational/professional activities attended by staff in FY2018.

### External Training & Events Attended by Staff

Date	Title	Organiser/ Venue	No. of Staff
09/04/18	Ageing without dementia	GERI/YCH	2
10/04/18	Dialogue Session with Mr Chan Heng Kee, Permanent Secretary, MOH	SASW/Lifelong Learning	4
17/04/18	Dementia Management	APCATS-REAP/IMH	4
18-20/04/18	AIC Ignite Programme (Module 1)	AIC	1
08/05/18	Understanding Loss and Grief and Elder Abuse	APCATS-REAP/IMH	2
08/05/18	Dialectical behavior therapy: Mindfulness Skills	NUH ASCATS/NUHS	2
14/05/18	NCSS Strategic Workshop	NCSS/Enabling Village	2
16/05/18	AAIF Forum 2018- Ageing Asia Innovation Exhibition	AAIF/MBS Convention Centre	1
22/05/18	Understanding & Screening for Depression and Dementia in the Community	APCATS-REAP/IMH	1
24/05/18	Dialectical behavior therapy: Mindfulness Skills	NUH ASCATS/NUHS	1
12/06/18	Communication with Persons with Dementia	APCATS-REAP/IMH	1
12/06/18	Cognitive Behavioral Therapy for anxiety	NUH ASCATS/NUHS	1
21/06/18	Plan and strategies for an effective volunteer engagement programme	SSI	1
26/06/18	Anxiety Disorder in Older Persons	APCATS-REAP/IMH	3
28/06/18	Cognitive Behavioral Therapy for anxiety	NUH ASCATS/NUHS	1
05/07/18	Design and develop an effective volunteer work programme	SSI	1
12/07/18	Internal Controls for Management: An Introduction to Internal Control	SSI	1
17/07/18	Dialectical behavior therapy: Distress Tolerance Part 1	NUH ASCATS/NUHS	2
17-18/07/18	Motivational Interviewing Foundational Skills Workshop	Shan You	1

26/07/18	Cognitive Behavioral Therapy: Panic Disorder	NUH ASCATS/NUHS	3
31/07/18	Dialectical behavior therapy: Distress Tolerance Part 1	NUH ASCATS/NUHS	4
02/08/18	Target ZERO Domestic Violence Conference	Casa Raudha/Furama Waterfront Hotel	1
07/08/18	Making Sense II: Fund-Raising Strategy Development	SSI	1
04/09/18	Dialectical behavior therapy: Emotion Regulation Part 1	NUH ASCATS/NUHS	1
06/09/18	Arts in Eldercare Seminar	Mice Studio	5
5-11/09/18	The Starting Point: An On-Boarding Programme for Social Workers	SSI	1
18/09/18	Communication in Palliative Care: What Matters Most	Ng Teng Fong Gen Hospital	7
21/09/18	Dos & Don'ts of Data Collection & Usage	NCSS	3
21/09/18	World Alzheimer's Month	Adrenalin Group PL/ National Museum	1
9-11/10/18	Person-Centered Care Approach to Dementia	SSI	1
14/12/18	Understanding the Social Service Sector	SSI	1
10-11/01/19	Resiliency-focused Family Therapy - Integration of Mindfulness Practice and Affective Expression to Awaken our Inherent Wisdom	Counselling & Care Centre	1
19/02/19	Understanding the Social Service Sector	SSI	1

## VOLUNTEER DEVELOPMENT

The Centre has recruited a total of 122 volunteers (as at Mar 2019), comprising of Active Senior Helpliners, Counselling Associates, Reminiscence Walk Guide volunteers, Ukulele Volunteers, Home Maintenance Service Handymen, Specialist volunteers and ad-hoc volunteers. Regular events and ad-hoc activities organized in FY2018 for the volunteers were as follows:

### Activities for Volunteer Development

Date	Volunteer Event Title	Venue
07/04/18	Senior Helpline & Counselling Associates Case Conference cum Birthday Celebration	SAGECC
16/04/18	Conversation Starter Toolkit Training	SAGECC
05/05/18	Stroke Awareness and Health Education Workshop	SAGECC
22/05/18	Expressive Therapeutic Activities Practice Session	SAGECC
24/05/18	Agencies Visit	Goodlife!, AWWA

07/06/18	Gardens by the Bay Training	Gardens by the Bay
26/06/18	Expressive Therapeutic Activities Practice Session	SAGECC
26/06/18	Volunteer Orientation	SAGECC
29/06/18	Helpdesk Orientation and Training	SAGECC
07/07/18	Counselling Associates Case Conference	SAGECC
07/07/18	The Seniors Helpline Case Conference	SAGECC
19/07/18	Volunteer Orientation	SAGECC
07/08/18	Volunteer Orientation	SAGECC
07/08/18	Expressive Therapeutic Activities Practice Session	SAGECC
14/08/18	Volunteer Orientation	SAGECC
21/08/18	Volunteer Orientation	SAGECC
28/08/18 - 07/11/18	Basic Volunteer Training 2018	SAGECC
01/09/18	Building a Dementia Friendly Community	SAGECC
06/09/18	Arts in Eldercare Seminar 2018	SMU
21/09/18	World Alzheimer's Month 2018 Conference	e2i
25/09/18	Expressive Therapeutic Arts Toolkit Training	SAGECC
03/11/18	Mental Dangers of Loneliness	SAGECC
03/11/18	Counselling Associates and The Seniors Helpline Case Conference	SAGECC
21/11/18	Zeles App Training	SAGECC
28/11/18	Agencies Visit	Kampong Admiralty & IMH
12/01/19	Nutrition Workshop by HPB	SAGECC
21/01/19	Expressive Therapeutic Activities Briefing	SAGECC
20/02/19	Emergency Readiness Seminar	SAGECC

### Basic Volunteer Training 2018





## Agency Visits to Kampong Admiralty & Goodlife! Makan



## Incremental Trainings for Volunteers



Stroke Awareness and Health Education Workshop



Arts Toolkit Training



Mental Dangers of Loneliness

## Social Events and Bonding Activities for Volunteers

Date	Volunteer Event Title	Venue
18/06/18 - 22/06/18	Dumpling Festival Celebration	SAGECC
25/08/18	Community Chest Heartstrings Walk 2018	MBS
15/09/18	Volunteer Appreciation Day 2018	Park Ave Rochester
28/09/18	Mid-Autumn Festival Celebration 2018	SAGECC
19/12/18	Christmas Party 2018	SAGECC
16/02/19	Chinese New Year Party 2019	SAGECC

### Volunteer Appreciation Day 2018



### Festival's & Birthday's Celebrations



During FY2018, staff members from SAGECC carried out several networking and outreach presentations to publicize the services offered by the Centre.

Date	Networking Event / Organization
11/04/18	Network Meeting with NUH G-RACE
12/07/18	SW CDC Meeting on Caregiving @ SW
21/07/18	Lakeside FSC Anniversary Carnival
31/07/18	SPH Appreciation Concert
25/08/18	Heart String Walk 2018
08/09/18	World Alzheimer Day by TTSH
11/09/18	Meeting with Healthcare Services Employees Union
18/09/18	Meeting with SE CDC on Religious Focus Group
04/10/18	Meeting with NUS Ridge View Hall
03/11/18	Mid-Autumn Networking Event
16/11/18	SAGECC Open House
01/12/18	Caregiving @ SW
18/12/18	Straits Times coverage of Reminiscence Walk @ Balestier
02/01/19	FM958 coverage of Reminiscence Walk @ Balestier
09/01/19	NCSS Networking
14/01/19	FM958 coverage of Expressive Therapeutic Programme
28/03/19	National Library Board Networking with Social Service Organizations

## FINANCIAL SITUATION

Please refer to the Audited Financial Report ending March 2019

## ACKNOWLEDGEMENT

The Management and Staff of the Centre would like to express our sincere appreciation to the following organizations and individuals who made donations/contributions to our Centre in FY2018:

Chuan Heng Import & Export Pte Ltd (Toyogo Corporate Office)  
 Community Chest  
 M1 Limited  
 Metro Holdings Limited  
 Ministry of Health  
 National Council of Social Service  
 NTUC Fairprice Foundation Limited  
 PRIME Magazine  
 Singapore Totalisator Board

*Designed by Goh Yee Ling  
 Compiled by Shannen Ang  
 Vetted by Grace Lee*



### **SAGE COUNSELLING CENTRE**

1 Jurong West Central 2, #06-04  
Jurong Point Shopping Centre  
Singapore 648886

Tel No.	6354 1191
Fax No.	6354 1905
Email	reception@sagecc.org.sg
Website	www.sagecc.org.sg
<b>The Seniors' Helpline</b>	<b>1800 555 5555</b>

### **Opening Hours**

Monday – Friday	8.30am – 5.30pm
Saturday, Sunday & Public Holiday	Closed



### **SAGE COUNSELLING CENTRE IS A MEMBER OF NCSS**

IPC Reg. No.	IPC000628
UEN No.	T08SS0025E
Auditor	Fiducia LLP (T10LL0955L)