

# Lions Befrienders

Connecting Seniors, Enriching Lives



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Photo was taken in March 2020



Connecting Seniors,  
Enriching Lives®



25 YEARS  
Anniversary  
CELEBRATION

- 08 Befriending Conversations Project
- 11 Ministry Visits
- 13 Gestures of Love in the Time of COVID-19

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# LIONS BEFRIENDERS WELCOMES OUR NEW COLLEAGUES!

\*Names are arranged in alphabetical order



**Beh Siang Eng Jacqueline**  
Manager, Community  
Engagement & Partnerships  
Corporate Services



**Chang Yongji Brandon**  
Finance Executive  
Corporate Services



**Chien Wen Hui Stefany**  
Befriender Executive  
Befriending Services



**Chua Boon Huat John**  
Centre Manager  
(Bendemeer SAC)  
Community Outreach Services



**Chua Jia Yi Melanie**  
Befriender Executive  
Befriending Services



**Shirleen Kah Xue Lin**  
Befriender Executive  
Befriending Services



**Liew Jing Yi Zoey**  
Programme Executive  
(Mei Ling SAC)  
Community Outreach Services



**Lim Guan Hong Matthias**  
Befriender Executive  
Befriending Services



**Low Min Khai Wilson**  
Projects Executive  
Corporate Services



**Mok Aik Suan Janice**  
Centre Manager  
(Ang Mo Kio SAC)  
Community Outreach Services



**Tan Wan Rong Morgan**  
Projects Coordinator  
Corporate Services



**Thia Bee Lian Jean**  
Programme Executive  
(Bendemeer SAC)  
Community Outreach Services



**Wee Siew Lin Karen**  
Deputy Executive Director  
Corporate Services

## Congratulations to the following staff on their promotion!

Department	S/N	Name	New Designation
Community Outreach Services	1	Villanueva Aida Borines	Senior Social Worker (Tampines Cluster Support)
	2	Peh Yun Li	Case Manager (Clementi/Bukit Timah Cluster Support)
	3	Goh Swee Moi Stephanie	Senior Case Manager (Clementi/Bukit Timah Cluster Support)
	4	Solosa Anna-bella Juanita	Nurse Manager (Home Personal Care)
	5	Ng Mui Lan Josephine	Senior Programme Executive (Bendemeer SAC)
	6	Natasha Nur Iman Binti Idrus	Senior Programme Executive (Clementi SAC 420)
	7	Cindy Wee	Centre Manager (Tampines SAC 434)
	8	Mok Wei Yi Jeremy	Centre Manager (Tampines SAC 499 & 494)
	9	Lek Gek Heng Molly	Redesignated to Senior Centre Manager in November 2019
Befriending and Volunteer Management & Training	1	Alan Wong Kwang Sing	Senior Befriender Executive
	2	Daniel Yeap Weng Yew	Senior Befriender Executive
	3	Sim Kim Ann Richard	Senior Befriender Executive
	4	Teo Jin Yuan Justina	Assistant Director, Befriending Services
	5	Ong Yenlin Emily	Assistant Director, Volunteer Management & Training
Corporate Services	1	Zou Xuncheng Jonathan	Senior Executive, IT
	2	Tay Chun Hao Perry	Assistant Manager, Finance
	3	Tan Yan Ling Evelyn	Manager, HR



**Stay Vigilant,  
Stay Healthy,  
Stay Safe.**



## CHAIRMAN'S MESSAGE

COVID-19 has become an unprecedented challenge to us. The implications are profound and have changed the way we serve our 6,000 socially isolated seniors.

LB will continue to keep our seniors safe and holistically engaged regularly and ensure our healthcare staff have adequate essential Personal Protective Equipment supplies when serving vulnerable seniors.

During this period, our seniors on separate occasions were visited by ministers and top officers of government agencies. We thank them for their care and support.

LB's belief and spirit of serving the socially isolated seniors has never been stronger. COVID-19 has further strengthened the Board, staff and volunteers in the values and beliefs of LB as we celebrate 25 years of connecting seniors and enriching lives.

The following projects awarded in 2020 are testament to LB's milestone of 25 years of dedicated service:

- At the national level, we were awarded the 3-year pilot project, LB Care Connect @ Queenstown, by the Agency of Integrated Care in March 2020. This programme will help seniors age in place and anchor the future Community Care System. LB will be the key pillar of community care and serve as the resource centre linking seniors to relevant services.
- In March 2020, we were also awarded the SG Cares Community Partnership Grant by Ministry of Culture, Community & Youth to grow and develop meaningful volunteerism with community partners. To build a caring society, volunteers and corporations from the Queenstown community will partner our seniors to customise personalised LB event favours.
- By the fourth quarter of financial year 2020/2021, LB will set up a Volunteer Training Centre at Blk 163, Stirling Road to conduct training and outreach programmes on elderly psychosocial needs and the correlation between psychosocial well-being and overall functional health.
- Understanding the importance of managing donors, LB will be implementing a Donor Management System to effectively solicit, manage and retain donors.
- LB continues to pilot innovative technology such as using Virtual Reality headsets to increase motor training and reduce the risk of falls by improving our seniors' static and dynamic balance.

To allow for in-depth specialisation and improve service quality, we will identify and close gaps in LB's spectrum of integrated eldercare services through co-creation or collaboration, restructuring Community Outreach Services.

With your continued support, we will have better ability to be a market leader and forerunner of the Befriending sector.

Stay vigilant, stay healthy and stay safe.

**PDG Anthony Tay PPA, PBM**



## 主席致辞

2019冠状病毒已成为我们前所未有的挑战。它带来了深远的影响，也改变了我们为6,000名与社会隔绝的老年人提供服务的方式。

狮协将继续看顾老年人的安全及定期和他们联系，并确保我们的护理人员在为弱势老年人服务时有足够的个人防护用品。

在此期间，许多政府机构的部长和高级官员分别拜访了我们的老年人。我们在此感谢他们的关心和支持。

狮协服务社会上孤立老年人的这份信念和精神从未如此强大。随着我们迈入联系和丰富老年人生活第25年的同时，经历2019冠状病毒也加强了我们的董事会，职员和志愿者对服务的信念和价值观。

2020年授予的以下项目都是狮协 25年里奉献服务的里程碑：

- 在国家一级，我们于2020年3月被护联中心授予了三年长的试验项目LB Care Connect @ Queenstown。这项计划将帮助老年人在社区原地养老，过着丰富的晚年生活，并锚定未来的社区护理系统。狮协将成为社区关怀的关键支柱，并充当为链接老年人与相关服务的资源中心。
- 2020年3月时，我们也获得了文化，社区与青年部所颁发的SG Cares Community Partnership补助金，为与社区伙伴一同培育和发展有意义的志愿服务。为建立一个有爱心的社会，女皇镇社区的志愿者和企业公司将与我们的老年人一同制作个人化的狮协活动纪念品。
- 于2020/2021财政年度的第四季，狮协将在史德林路大牌163建立志愿者培训中心，以开展有关老年人心理需求，探讨心理健康与整体健康功能之间相关性的培训和外展计划。
- 因了解捐赠者管理的重要性，狮协将实施捐赠管理系统，以有效地吸引，管理和保留捐赠者。
- 狮协继续采用创新科技，例如使用虚拟现实头盔来增加老年人的运动技能，通过改善他们的静态和动态平衡而减少跌倒的几率。

我们将辨认并缩小狮协综合老年人护理服务范围中的差距，重整社区服务计划，来允许深入的专业化和改善服务质量。

有了您的持续支持，我们将有更大的能力建立志愿服务管理成为伙伴领域的市场领导者和先行者。

请保持警觉，注意健康和安全。

郑钦祥

## REVELLING IN THE BEAUTIFUL CELEBRATION OF SPRING

For many, the festive season is not only a time to spend with loved ones, but also to lend a helping hand to people who need it. It was touching and inspiring to see so many dedicated individuals and corporations who were eager to volunteer their time and efforts, reflecting their genuine desire to make a difference to our seniors' lives.



Soap, toothbrushes and other essentials purchased by members of the public were collected, packed into shoeboxes and distributed to seniors staying in Lengkok Bahru and Tampines during 27 December to 19 January 2020. Kickstarted by LB's long-time sponsor, twilightLOVE, the project benefitted some 150 seniors.



Accompanied by volunteers from LCS Nanyang, groups of LB seniors explored the bustling streets of Chinatown and soaked up the festive atmosphere of Chinese New Year before settling down for lunch at a Chinese restaurant during the week of 12 to 17 January.



Since August 2019, the staff from Ministry of Manpower (MOM) made weekly visits to Clementi SAC @ 366 to interact with the seniors over food and various activities. On 15 January, MOM directors, Ms. Ng Hwei Min and Ms. Sharon Chang, specially dropped by to greet the seniors and distribute red packets and goodie bags.



Music entertainment, games and lo hei were part of an early Chinese New Year celebration for some 40 LB seniors on 19 January, where they spent a fun-filled morning with artistes at MediaCorp.



At Mei Ling SAC, our seniors were thrilled at the presence of the God of Fortune, which was organised as part of the centre's Chinese New Year party, alongside activities such as colouring contest, karaoke, buffet lunch, games and a lion dance performance on 22 January.





Early this year, LB Befriending Services department published a book titled, "Befriending Conversations" - a collection of personal narratives from 20 Singaporean seniors whom LB befriends.

Using occupations as the starting theme of the interviews, the team intentionally chose to present each story in a Q&A format to emulate a casual conversation that documents each senior's individual trials and tribulations during Singapore's nation-building years.

## BEFRIENDING CONVERSATIONS PROJECT



Available for loan in selected libraries, the book aims to encourage Singaporeans to recognise that we have many historical insights to learn from seniors, through having meaningful **befriending conversations** with them.

In line with the publishing of the book, the team also collaborated with Nanyang Academy of Fine Arts (NAFA), hoping to translate intangible befriending experiences into a visual and literary showcase, which was titled "The Art of Befriending". The alumni of NAFA visited, conversed with and befriended 10 seniors. Then, bearing the inspiration of wanting to document the social bonds they have forged, the artists hand-drew portraits of the seniors for the art exhibition.

The art exhibition was held at the Library @ Orchard from 1 to 17 February 2020.



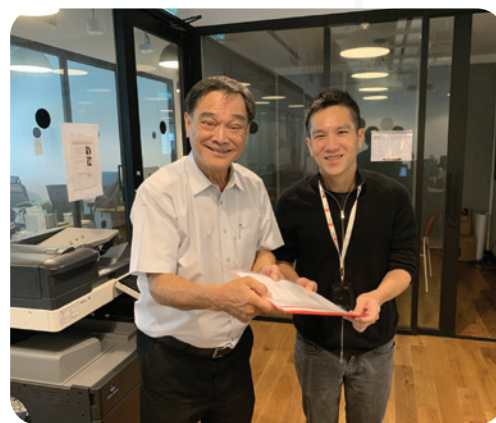




**LB Awarded SG Cares Community Grant**



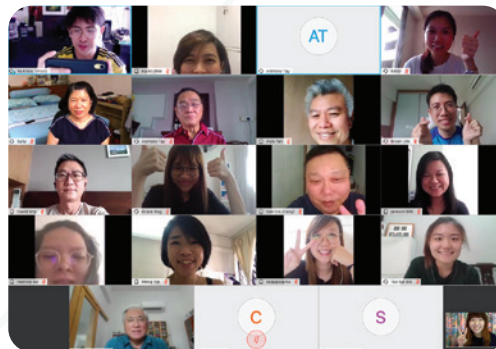
LB was awarded the SG Cares Community Partnership Grant by Ministry of Culture, Community & Youth (MCCY), which aims to encourage more community driven, ground-up initiatives, and foster partnerships among community partners to grow and develop meaningful and sustained volunteerism.



On 4 March 2020, LB's Chairman, PDG Anthony Tay represented LB to sign the agreement at the MCCY's office.

**#SINGATHER2020**

To meaningfully engage the volunteers of LB during the circuit breaker period, LB's Volunteer Management team came up with the initiative #SINGATHER2020. As the name suggests, it aims to gather our volunteers in the comfort of their homes to sing together. Beyond the opportunity to sing their hearts out and bond together, this was a stage for the volunteers to encourage and spur each other on in this journey together.



# IMPACT FESTIVAL

On 11 January 2020, LB was invited to participate at the ImpAct Festival, organised by Marine Parade Leadership Foundation to create an impactful platform that inspires good change and increase awareness for a better community and environment. Mr. Seah Kian Peng, Host Adviser to Marine Parade GRC GROs, graced the event as the Special Guest.



A booth was set up to promote LB's services and recruit befrienders.



LB was represented at the social inclusivity discussion panel, where staff Justina Teo shared about inspiring good change and volunteering.



Seniors from Tampines SAC @ 499C were empowered to learn and teach the public on making upcycled banner pouches and fabric coaster mats at the do-good booths.

# MINISTRY VISITS

It was a pleasure for LB to host local dignitaries at the various Offices. Their presence have affirmed the efforts of our staff as they continue to serve the seniors in the community.

**9 January:**  
**Ms. Joan Pereira**



Ms. Joan Pereira, Member of Parliament for Tanjong Pagar GRC, paid a surprise visit to the Corporate Office on 9 January and sent her Chinese New Year wishes. We took the opportunity to showcase the Befriending Conversations book that will be launched sometime this year.

**30 January:**  
**Dr. Amy Khor**



On 30 January, Dr. Amy Khor, Senior Minister of State for Ministry of Health and Ministry of the Environment and Water Resource, visited the Community Health Post at Mei Ling SAC and thanked the nurses for their hard work. She also greeted the seniors at the SAC and visited those residing in the Mei Ling Senior Group Homes.

**25 February:**  
**Assoc Prof Dr. Muhammad Faishal Ibrahim**



Assoc Prof Dr. Muhammad Faishal Ibrahim, Senior Parliamentary Secretary for Ministry of Social and Family Development and Ministry of Education met seniors residing in the Tampines Senior Group Homes on 25 February and expressed his concern for their well-being in light of COVID-19.

**4 March:**  
**Ms. Anita Fam**



On 4 March, Ms. Anita Fam, NCSS's President and Ms. Tan Li San, NCSS's CEO Designate, visited some seniors residing in the Mei Ling Senior Group Homes to find out how they were coping with the COVID-19 situation.

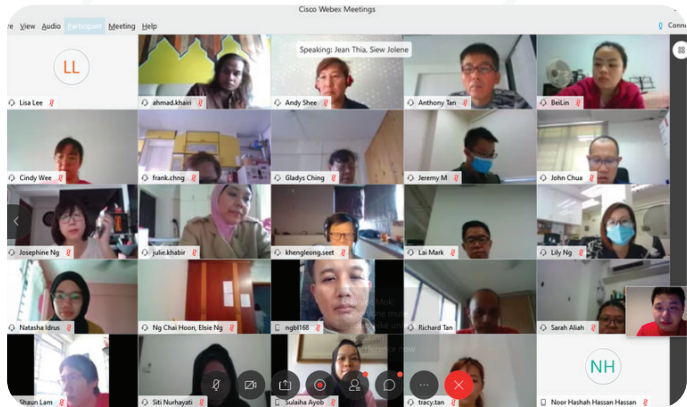
# COVID-19 – KEEPING OUR COMMUNITY SAFE

In light of COVID-19 and the nationwide circuit breaker measures that were implemented on 7 April 2020, LB has taken necessary adjustments to our services to safeguard the well-being of our clients and staff.

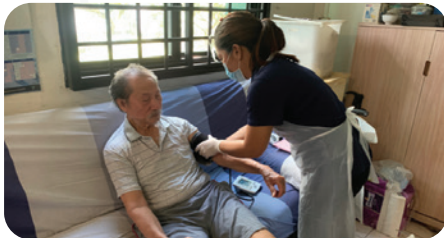
\*The following photos were taken before the Circuit Breaker measures were implemented.



We have switched to weekly telephonic support for seniors under the Befriending Services, Cluster Support and Senior Activity Centres and check on their well-being to ensure that their needs are met.



Our SAC staff were equipped on the usage of the safe-entry system for contract tracing at an online training session conducted by our IT colleagues.



Our essential services such as Home Personal Care and Senior Group Homes continued to provide care for frail and homebound seniors.



As part of the support from the HR and Staff Welfare team, all staff was given surgical masks, sanitisers and digital thermometer to protect the safety and health of employees. The staff from the Corporate Office gathered to help pack the surgical masks for distribution.

## HELP 6,000 SOCIALLY ISOLATED & AT-RISK ELDERLY OVERCOME COVID-19!



We are grateful to have raised an unprecedented amount through our COVID-19 fundraising campaign, which is targeted to help ramp up support during and post COVID-19 to improve the quality of life for our seniors.

# GESTURES OF LOVE IN THE TIME OF COVID-19



\*Photo was taken in January 2020



Sanitisers and essentials donated by Lion James Tan (LCS Amber), Lion Swee Ser and Lion Agnes Loh (LCS Katong), LCS Fullerton, LCS Stamford and the Clementi Management Committee were distributed to the seniors to enhance their hand hygiene and tide over this period.



Despite the cancellation of a CNY celebration due to the outbreak, the LB Clementi Befrienders went the extra mile to surprise their seniors with the sponsored donations-in-kind at their doorsteps.

Heartwarming gestures sparked by COVID-19 to show care and love to the community provided a moment of reprieve for our seniors during this difficult time. We are most grateful to the volunteers, individuals and organisations who have stepped forward to display acts of kindness amid the outbreak. A special mention to our LB staff, the befriending executives, who have supported our seniors by making home visits and distributing rations and essentials.

\*The activities took place before the nation-wide circuit breaker measures were implemented.



Contribute.sg, a ground-up initiative that encourages the public to donate new surgical masks and sanitisers for others in need, delivered 20 boxes of surgical masks for LB's seniors and 130 fabric masks for staff to the HQ.

## GESTURES OF LOVE IN THE TIME OF COVID-19



\*Photo was taken in March 2020

Volunteers from LCS Nanyang distributed bento sets to the seniors living at Blk 366.



\*Photo was taken in February 2020

Supported with the Majority Trust SG Strong Fund, Ms. Yvonne Kong enlisted the help of her friends and family to assemble 300 welfare packs for cleaners, where 21 packs were distributed to LB cleaners, in a bid to show appreciation for their hard work during the outbreak.



Our heartiest appreciation to our long-term partner, DBS for donating over 2,200 masks to the LB seniors residing in Tampines.

# FEATURE: LIONS BEFRIENDERS 25<sup>TH</sup> ANNIVERSARY SPECIAL

## Longest Serving LB Staff: **Joan Lee**

2020 marks Joan's 20th year of service with LB. She is currently the Assistant Director, Head of Department of SACs for Community Outreach Service. It was the opportunity to work with the elderly and contribute to society at a young age that first drew her into this sector. Over the last 20 years, she has seen the sector transformed and witnessed the growth of LB in size and stature through the expansion of programmes and services for vulnerable seniors. Working with seniors from all walks of life has helped Joan grow as a person in different areas such as cultivating gratitude, patience and forgiveness. While it is LB's goal to support the seniors, Joan believes that empowering them to be self-reliant to age independently is just as important.



\*Photo was taken in September 2019



\*Photo was taken in October 2019

## Parent and Child Volunteers in LB: **Bernard & Curtis**

Just because they're small, doesn't mean they can't make a huge difference. Nine-year-old Curtis has been tagging along his father Bernard as he makes his home visits to the seniors under his care in recent years. A befriender volunteer with LB since 2015, Bernard was enthused by his own experiences and wanted his son to be a part of it. Curtis' appearance at the home visits never fail delight the seniors. One of the seniors, Mdm Tan Ai Lan, even went out of the way to buy lollipops, potato chips and chocolates for him. During Chinese New Year, Curtis also received angpows as blessings from some of the seniors. Curtis' presence has helped the elderly maintain the social connections that are ever so important in old age and shows that one is never too young to give back to the community.



\*Photo was taken in March 2020

## Oldest Senior in LB: **Tan Hock Liam**

At age 102, Mdm Tan Hock Liam is LB's oldest senior. It has been 20 years since she came under LB's care. Mdm Tan actively participated in various outings organised by LB as she loves the outdoors, but had to stop a few years back due to her weakened legs. Now that she does not head out for outings, Mdm Tan looks forward most to the home visits, where she gets to chit chat with the staff and volunteers. Hsiu Mei, Mdm Tan's befriender executive, recollected a time when Mdm Tan went the extra mile to prepare her a plate of fried rice for lunch together, which became one of her fondest memories of their time together.



\*Photo was taken in 2000

## First LB Senior Activity Centre: **Mei Ling**

Mei Ling Senior Activity Centre (SAC) was officially opened on 26 November 2000 by the then MP for Tanjong Pagar GRC, Mr. Chay Wai Chuen. Just last year, Mei Ling SAC celebrated 20 fruitful years of service at SAFRA Mount Faber. To date, the centre has served and supported about 1,670 seniors living in the vicinity.

## First LB Event: **Appreciation & Awards Presentation (Volunteers' Night)**

The first Lions Befrienders Appreciation & Awards (A&A) Presentation was held on 8 October 1995 at Orchid Country Club. The then Senior Minister of State, Mr. Ch'ng Jit Koon, graced the event as Guest of Honour. Today, the annual LB A&A Presentation has commemorated and recognised many volunteers, donors and sponsors who contributed precious time, energy and money to make a difference in the lives of the vulnerable seniors through LB's programmes and services.



\*Photo was taken in 1995

# CONGRATULATIONS!

We extend our warmest congratulations to the newly appointed Lions Clubs International District 308-A1 Cabinet Officers for FY2020-21.



**Lion Victor Yip**  
District Governor

**Lion Lesa Gan**  
1<sup>st</sup> Vice District Governor

**Lion Ho Sum Kwong**  
2<sup>nd</sup> Vice District Governor