

2021

Volunteer Impact Report



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Introduction

Following the easing of COVID-19 measures, the Volunteer Management, Events & Training (VET) department is dedicated to supporting volunteers to serve the beneficiaries of Lions Befrienders.

We are committed to promoting the well-being of our volunteers, providing them with the necessary skills and competencies, and improving volunteering engagement activities such that our volunteers can enjoy a positive and meaningful experience with us.

We are pleased to also share that a new Training Centre at Mei Ling was opened in Sep 2021 for improving the capability and skills of volunteers. This will be a go-to point for future training and orientation, and also a place where we can establish meaningful connections with volunteers and uplift volunteerism in the community.

This impact report focuses on significant contributions made by LB's volunteers and partners in 2021, regardless of role, and the direction for 2022.

Lions Befrienders

Vision:

A nation where every senior is active, healthy and happy.

Mission:

To provide friendship and care for seniors to age in place with community participation, enabling them to enjoy meaningful and enriching lives.

Tagline:

Connecting Seniors, Enriching Lives.

VET Department

Vision:

Grow volunteerism across all ages.

Mission:

To reinforce intergenerational bonding to help people adopt a positive attitude towards aging and develop empathy towards seniors.

Tagline:

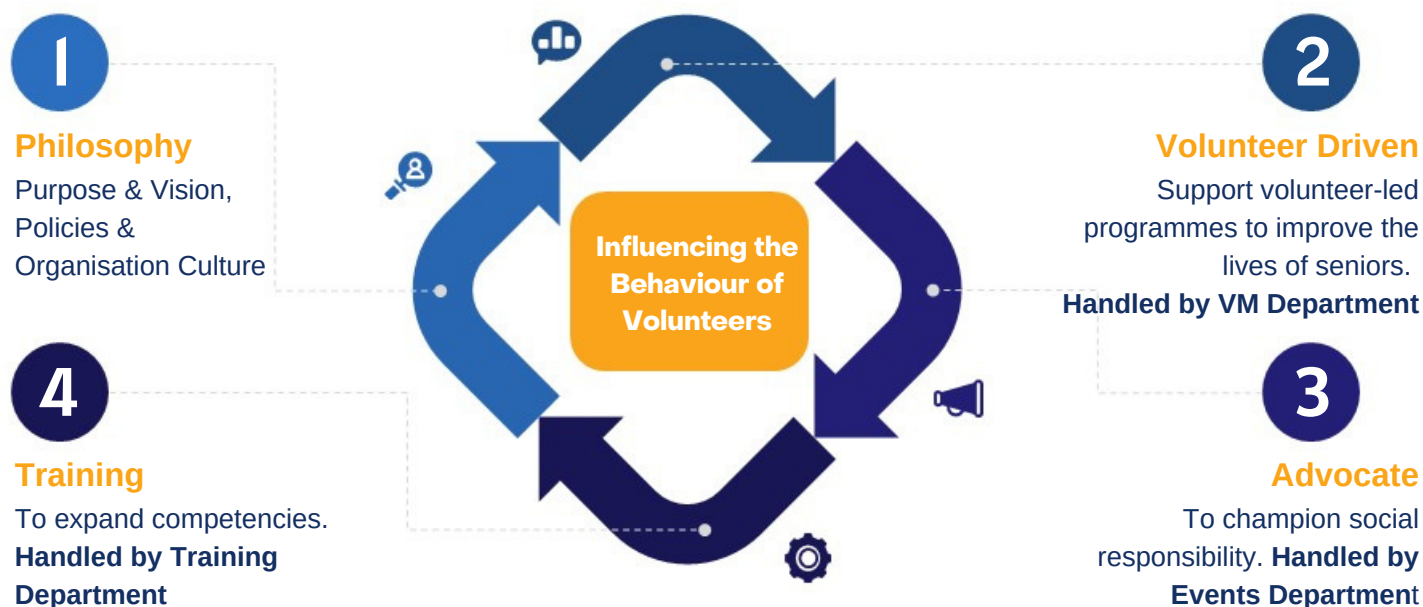
Make volunteering experience wonderful.

VET Department Hierarchy



*As at 13 Apr 2022

Volunteer Management Framework



Recap 2021

Contributions by Volunteers

Volunteers are important human capital to Lions Befrienders and also the community. Over the past 27 years, more than 3,000 regular volunteers have contributed tirelessly by donating time, energy, and passion to our cause. Our success today and in the future is a testament to our volunteers' 'heart' work and resolve.

Aside from physical volunteering, we are seeing a gradual increase in the number of volunteers who participate through skill-based volunteering, events management and low-bono work.

A total of **9,614** hours of engagement by volunteers to beneficiaries were made

14,566 contacts were made by individual volunteers to beneficiaries

1:4 beneficiaries to volunteers contact on average

112 regular volunteers were recruited in 2021 as compared to 150 in 2020 and 321 in 2019.

248 volunteers attended 6 engagement sessions planned by LB.

82% rated 7/10 or higher in satisfaction towards programme management.

Volunteer Deployment

In 2021, there was an exponential increase in episodic volunteering as more people considered volunteering their skills sets and knowledge expertise as opposed to regular roles such as home visitations, in part due to strict regulations imposed by the pandemic situation.

Befriending services have also abated the demand for volunteers as seniors from LB transit to other agencies because of the ElderCare model, first announced in 2020 by the government as a new baseline service. If you are unsure whether this announcement affects you, please reach us at volunteer@lb.org.sg.

Recap 2021

Expand Competencies

As the demands of the silver population evolve and the intergenerational gap between beneficiaries and youth widens, our attention has shifted to increasing training and educating volunteers, corporates volunteers and even students so that they can resonate better with the ageing process and better apply what they have learnt on the ageing community.

Internal Flagship workshops offered

- Basic Introduction to Befriending
- Applied Suicide Intervention Skills Training (ASIST)
- Understanding the ageing process through experiential learning (NEW)
- Fall Risk Assessment (NEW)

External workshops offered

- Lasting Power of Attorney
- Health Coaching
- And many others.

44
A total of activity sessions
were coordinated by
LB's community partners

75
volunteering hours
were spent by community partners
with the seniors.

28
training/workshops
were held in total, which average
to 2 workshops monthly

A total of **57** hours
of training/workshops were conducted

67%
of our regular volunteers
have participated and are equipped with
new skills and knowledge

Champion Social Responsibility

Despite pressing times, we have been actively collaborating and strengthening our relationships with schools, corporates, and even religious groups to promote tech adoption and virtual volunteering, so that our beneficiaries can continue to benefit from the community's compassion, care, and support in the comforts of their home. The hybrid volunteering model would most likely continue even after the pandemic situation eases. This collaboration also involves training and introducing advocacy messaging so that people develop the right mindset and values towards the ageing community before practicing it with their loved ones.

Recap 2021

During the pandemic, we have also launched two new initiatives:

(1) Community Care & Support Scheme and **(2) Spark & Shine**.

Both initiatives will continue in 2022 to create more opportunities for empowerment.



It is time for us to make a stand that we want to care for the people around us [...] to play a meaningful part in our society and also to support our seniors well in our society. We cannot do all that without you. You are a very important part of the caring nation.



**Speech by Ms. Grace Fu, (2019, February 14)
Minister for Culture, Community and Youth**

Initiative Details

Community Care and Support Scheme

About:

Co-create impactful and innovative volunteer-led initiatives that not only benefit Lions Befrienders' beneficiaries but also foster stronger volunteer partnerships with the organisation.

A sum of up to SGD \$5,000 per application will be disbursed to support the volunteers' proposed project in collaboration with LB staff.

We encourage interested volunteers to reach us at volunteer@lb.org to discuss further.

Spark & Shine

About:

Encourage staff and volunteers to nominate exemplary behaviours and nominees stand to walk away with a gift bag from us. COVID-19 has shown us the limitations to what we can do. Yet, it has also showcased the spirit of volunteerism in times of adversity. This initiative hopes to appreciate the collective efforts of our nominees in times of need.

Stay tuned for more information regarding the initiative.

What to Expect in 2022

We are pleased to announce the resumption of direct volunteering for beneficiaries. To help volunteers stay connected and competent, we have put together a series of workshops. Concurrently, volunteers can look forward to returning line-up of sustenance activities, such as **Volunteer's Day** and **Appreciation & Awards** in 2022. Volunteering opportunities-wise, we would be introducing a series of short-term projects at the community or national level, where volunteers can sign up to be involved in wellness befriending, cyber scams education, Tele-befriending, etc. This would greatly allow volunteers the capacity to volunteer without the constraints of being bounded by heavy commitment.

We hope you can join us! Stay tuned for more information!

Calendar of Events

June

- 15 Jun - Handling stress
- 18-19 Jun - ASIST Course
- 24 Jun - Gert Training
- 25 Jun - Refresher Course

July

- 15 Jul - GERT Training

August

- 3 Aug - CPF Talk
- 18 Aug - Refresher
- 26 Aug - GERT Training
- TBC - Bonding Day

September

- 16 Sep - GERT Training

October

- 15 Oct - Appreciation & Awards
- 22 - 23 Oct - ASIST Course

November

- 1-6 Nov - Befriending Week
- 2 Nov - Mental Wellness
- 5 Nov - Volunteer's Day

December

- TBC - Community Trail
- TBC - Community Camp

- Volunteer Events
- Trainings

*Dates are subjected to changes

Thank you messages for our volunteers

Emily Ong, Head of Department - Active Ageing Centre

Volunteers have been an integral part of LB. As a result of the COVID-19 restrictions, we had to minimise get-togethers and limit to only virtual volunteering activities. Nevertheless, LB thank you for your patience and trust in us and we look forward to engaging your service again. Your years of dedicated service have been like fertiliser for the plant, allowing seniors to feel cherished and their lives to be enriched.

Justina Teo, Head of Befriending Services

Thank you all for the help and support you have provided LB and our seniors, in different ways, over the many years and especially when Singapore battled Covid-19. Thank you for sticking through with us as we journeyed together with our seniors, to be their support, the voice on the other end of the call, and whenever measures relaxed, the familiar face they find comfort in not having met for so long. Our population is ageing and Eldercare will continue to evolve, LB endeavors to do more for seniors but we cannot do it without all our volunteers' support! Thank you again and we hope to see everyone really soon!





**We thank you for your continued support
through your efforts to contribute
with Lions Befrienders!**

Contact Us:



Volunteer Management, Events & Training (VET) Department

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