

FOOTPRINTS

JOURNEYING WITH YOU



FEI YUE NEWSLETTER • 2015 - July

Going the Extra Mile

Fei Yue's Most Thoughtful Staff



The Gift of Mobility

Be the first to get the correct answers to our quiz & win a prize!

Also featuring...



Me and My Family

& more!

From the Director – Leng Chin Fai



Dear Friends,

In this issue of Footprints, we will be looking at people who are willing to go the extra mile in their service to others. Going the extra mile is an important part of the helping profession, because it not only raises the quality of the services provided, but also plays a significant part

in transforming lives. But going the extra mile is not just confined to people in the helping profession; when we take the time to go the extra mile in our everyday lives, especially in this fast-paced society, the genuine care we show to others can brighten up and transform their day as well!

Looking back on the programmes and donors who have made a difference to the community in the past quarter, we are encouraged by the impact and the results we have seen, and hope that our continued partnership with the community will be able to impact and transform even more lives!

Greetings from Fei Yue Community Services (FYCS) and Fei Yue Family Service Centre (FYFSC). Footprints will be published every quarter to bring to you highlights of what is up and coming, what event you had missed and how you can partner with us in various ways.

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Client's Story: Mr. Lim

When Mr. Lim first approached Fei Yue for help, he appeared anxious and stressed over his financial situation. Mr. Lim was sacked from his job as he could not focus on his work due to family and personal issues - his wife had run away from home a year ago, and he had incurred over \$20,000 in credit card debts. In addition, Mr. Lim had a complicated family background. Mr. Lim had two children - an adult daughter and a teenage son who was studying in a polytechnic. His daughter was a single mother who left the caregiving of her daughter solely to Mr. Lim. She seldom contributed to the family income and instead asked Mr. Lim for money. Thus, Mr. Lim had many mouths to feed even though he was jobless.

Stephen Lim, Mr. Lim's counsellor, went the extra mile to help his client overcome the difficulties in his life. As providing a listening ear is fundamental yet essential in helping clients to work through their problems, Stephen sought to understand more about Mr. Lim's situation, empathising with him and suggesting constructive ways to improve his financial situation.

During a counselling session, Mr. Lim expressed his wish to place his granddaughter in childcare. However, he could not afford the expensive fees. To reduce Mr Lim's financial burden of paying for his son's polytechnic education and granddaughter's childcare fees, Stephen applied for the School Pocket Money Fund and Higher Comcare Growth Subsidy. These funds relieved Mr. Lim greatly and gave him more free time to seek employment. He was unable to do so previously as he had to look after his granddaughter full-time.

However, even with the financial assistance, Mr. Lim still faced a huge debt. Stephen had to find ways to help Mr. Lim deal with his substantial existing debt and prevent further debt in future. Therefore, Stephen referred Mr. Lim to Credit Counselling Singapore (CCS). Mr. Lim attended CCS's mandatory classes, which taught him how to manage his debt. Hence, Mr. Lim's anxiety lessened considerably when he realised that CCS was able to help him. Stephen also imparted basic financial budgeting skills to Mr. Lim and taught him how to monitor his daily expenses.

As Mr. Lim had been jobless since the previous year, his debt accumulated. Stephen explored various job options with Mr. Lim, and found out that Mr. Lim was keen on taxi driving. Stephen guided Mr. Lim through the various steps to apply for a taxi-driving course. Mr. Lim has since begun his training towards becoming a taxi driver. Mr. Lim is now more assured and confident that he will be able to provide for his family better as a taxi driver.

In Fei Yue, going the extra mile is key to helping clients address their needs when they approach us for help. Social workers and counsellors seek to handhold and walk together with their clients through difficult circumstances. They can also link clients up with other resources in the community that can assist them in moving forward in life.



Stephen Lim, Mr. Lim's Counsellor, went the extra mile

Fei Yue's Most Thoughtful Staff

Our Most Thoughtful Staff award recognizes employees who exhibit the value and behavior of "Thoughtfulness". The staff nominated for this award are good stewards of the resources entrusted, go the extra mile in service with courtesy and helpfulness, resolve customer concerns swiftly, and deliver services to customers within agreed timeframes.

We speak to the winners of this award to find out what motivates them to show thoughtfulness to others, and what they like best about serving others.



Cyndi Lee

"I do my best if I can help and share with those in need, to see them happy."



Wendy Ong

"I just do what I think is necessary for others."



Joyce Hii Ting Pei

"I feel that it is right, and if I can do it, I will go the extra mile. What I like best is seeing the result – the need being filled, the work being done, and everyone happy."



Shona Tan

"Knowing that their needs are met motivates me to show consideration to them, and seeing the smiles on their faces makes my day."



Katherine Kwan

"Putting others before self....lending a hand to others and being able to achieve a task - the result gives me satisfaction."



Goh Xin Ying

"Cos my colleagues are just as lovely and nice to me! The best feeling you can get is when you know you've just made someone's day!"



Wong Ji'en

"Seeing a smile on their faces and having a sense of fulfillment."



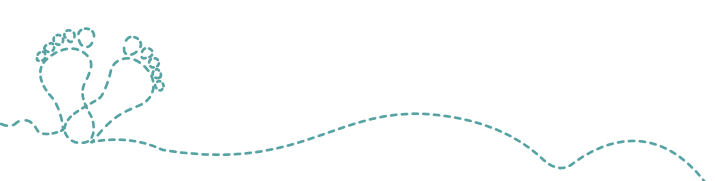
Rosalind Fong

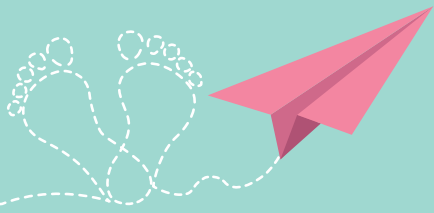
"Thoughtfulness has been one of the virtues I was being taught since young. It just comes naturally from my heart to be thoughtful and mindful to help others. As it warms my heart to see others happy when you exercise acts of thoughtfulness. I find it a joy to be able to serve others."



Andria Choo

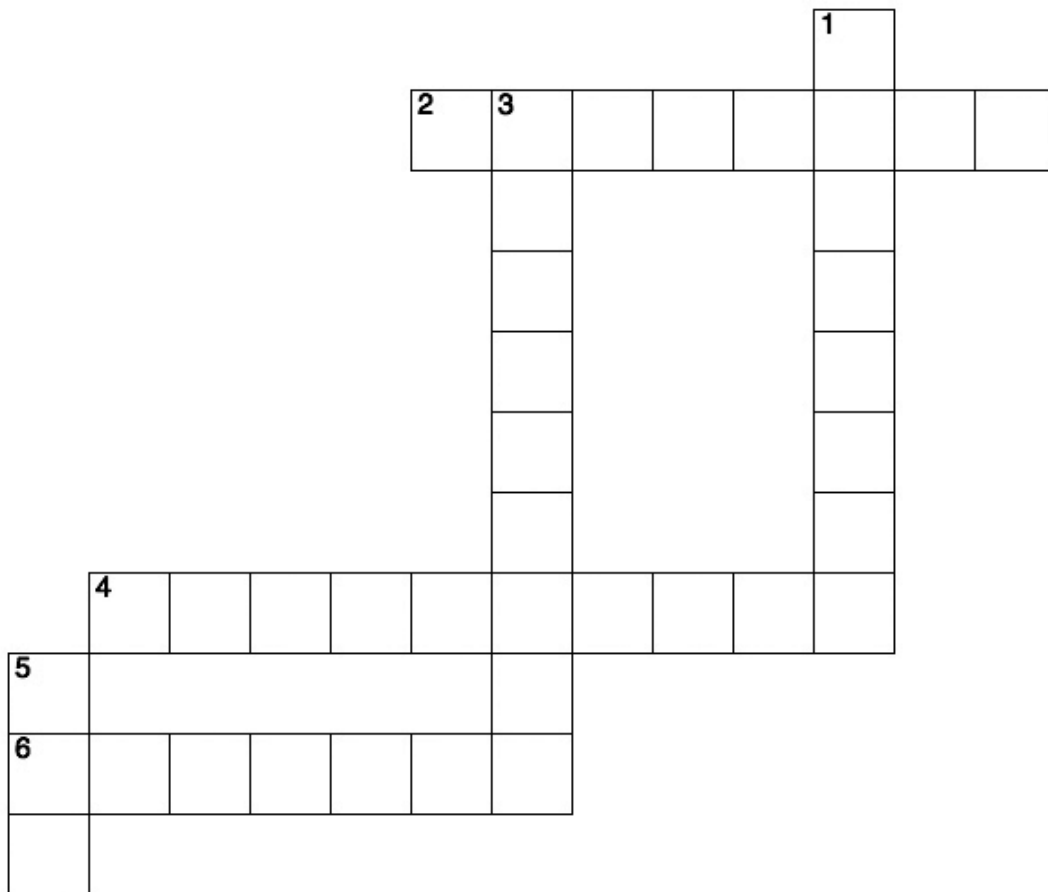
"I think it's the office environment. Actually everyone is quite thoughtful to one another, so I guess it's part of the culture, and you want to do unto others what you have received. It's a blessing to serve. My heart is blessed when I serve."





Going the Extra Mile Quiz

After reading about people who have gone the extra mile in helping others, see if you can guess some of the characteristics they display!



DOWN

- 1 Willing to share and give
- 3 Put yourself in the other's shoes
- 5 A feeling that is found in making others happy

ACROSS

- 2 Putting others before self
- 4 One's own belief system that motivates one's actions
- 6 Listen and see the needs of others

Be the first participant to complete this crossword correctly, send in your answers, along with your name, mailing address and contact number to apriding@fycs.org, and receive a special prize!

The Gift of Mobility



Fei Yue EIPIC Centre started its First Steps program in January 2013. From a humble beginning of one class with three students, it has now grown to three classes consisting of eleven students. The program aims to assist children with multiple disabilities or emerging motor skills in acquiring better mobility and balance, with the ultimate aim of improving overall developmental growth through increased interaction with the environment.

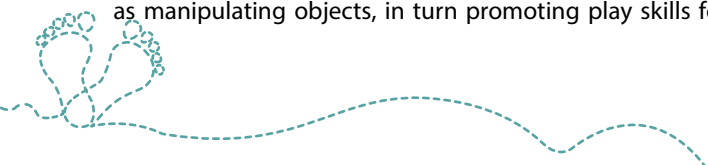
In the First Steps classes, there are currently three students with multiple disabilities, e.g. Down's syndrome with cerebral palsy, microcephaly with epileptic seizures, etc. These children have mobility difficulties affecting their participation in daily routines such as eating and drinking, and travelling from home to school. In the classroom, parents have to provide full physical support to help the children to maintain their sitting position throughout all classroom activities.

The idea of getting each student their own seating equipment for use in the classroom started in March 2014. The idea was then extended to lightening the caregivers' load when traveling between places, and to also be of use at home and in public places. This seating equipment should enable the child's body to be in the optimal position for participation in adaptive activities, especially in feeding. It should also help the child perform voluntary movements with his/her hands, such as manipulating objects, in turn promoting play skills for his/

her learning experiences. The equipment is also expected to benefit the child for at least the next five years in his/her daily living routines.

With recommendations from the physiotherapist and occupational therapist, Fei Yue EIPIC started to source for equipment that could serve the purpose of travelling on public transport, and that was suitable for use at home and in the classroom. It was eventually decided that a wheelchair used by many children and adolescents with physical disabilities would be the most beneficial and suitable. As the wheelchairs were costly, amounting to approximately five thousand dollars per wheelchair, Fei Yue EIPIC wrote to various organizations and individual parties seeking sponsorship. Private donors linked to South West CDC expressed their interest in contributing, and after hearing that the wheelchairs would benefit these children with multiple disabilities in such a significant way, they agreed to sponsor the wheelchairs.

On 24 June 2015, Fei Yue EIPIC was privileged to have the opportunity to host an appreciation dinner with the donors, the three children and their families at the centre. The parents of the children were extremely thankful for the kind donation by the donors. It was a great experience and platform for the sharing of knowledge to increase the public's awareness of the special needs community.



Me and My Family

Teo Xin Yi, our Programme Executive who organised the first run of the ongoing Me & My Family Programme, shares her reflections.

We had our first run of the Me & My Family (M&M) Programme this financial year from April to June, and it was generally quite well received. M&M is a preventive and developmental programme for low-income families that equips parents with financial planning and parenting skills, cultivates values in children, and builds parent-child bonds through family bonding activities.

One of things that left an impression in my mind from the programme occurred during the first session, when the parents attended a Budgeting Talk whilst the children went for a Memory Skills Class. During the Budgeting Talk, the parents were very attentive, which left me somewhat surprised for a start. They were taking down notes, intently scribbling learning points from the speaker onto their individual sheets of paper. The speaker would make light-hearted remarks along the way, and the class would respond with roars of laughter. Parents

raised their hands to ask questions, and also responded to his questions spontaneously.

I guess one word to sum up how I felt about the session would be "amazement". The class was so well-behaved with minimal distractions. I thought that the parents would see the session as "just another lesson", but instead, they took it very seriously and had great interest in managing their finances better. It makes me hopeful that M&M will impact these clients significantly in the long run, and that they can help themselves by taking responsibility for their family's finances, reducing their existing financial burdens and disagreements over money, and becoming happier as a family.

The families also became very excited when we shared about the outing to Jurong Bird Park! Much buzz and chatter filled the room, and they were able to have a wonderful time as a family during the outing.

At the end of M&M, it remains our hope that the families will not only keep the knowledge gained from M&M, but also take it on by applying it to their lives.



Senior Group Home @ Hougang

In August this year, Fei Yue Senior Group Home (SGH) @ Hougang will be established as a new service for seniors who have no or low family support, may struggle with existing disabilities, and face or are at risk of social isolation, depression and health decline.

The SGH @ Hougang provides comprehensive support that will enable these seniors to continue living within the community despite their frailty by providing and coordinating care and support services. Fei Yue SGH @ Hougang aims to promote seniors' autonomy and personal responsibility in managing self care, and establish mutual support amongst residents.

Keep an eye out for updates on the SGH @ Hougang in the coming months!

DISC Analysis Course

Wish to understand the behavioural differences in people for a better workplace?

The upcoming DISC Analysis course equips trainees with one of the most widely used behavioural models by identifying your own behavioural style as well as the styles of the people you work with. This will help enhance your ability to avoid and move beyond personality clashes, and to communicate with and appreciate someone whose style is different from yours.

Date & Time: English Class – 11 August 2015 (Tuesday), 9.30 am – 6.00pm
Mandarin Class – 18 August 2015 (Tuesday), 2.00pm – 6.00pm

Venue: Academy of Human Development
43 Middle Road, #03-00, Boon Sing, Singapore 188952

For registration or more information, please visit www.ahd.com.sg, or call 69535284 / 64252422.

Getting there ...

We are thankful for volunteers who have given their time, helping hands and hearts, going the extra mile to bless our beneficiaries. One volunteer shares about why she volunteers as a marriage mentor with her husband:

"This is a very meaningful volunteer work whereby both husband and wife are partnering and involved together. As a marriage mentor, we facilitate the Marriage Preparation Class couples by preparing them for their journey towards marriage, and walking with them through their marriage life journey. We want to see their marriage enriched and for them to be successful in their marriage.



Marriage Mentors Mr & Mrs Johan with their couples

Today, couples can learn a lot through marriage courses on topics such as Communication, Conflict Management, the Five Love Language etc... However, they do not have much chance to 'feel' or 'view' a model couple's relationship, especially as some of them are from single parent or divorced family backgrounds. We are blessed in our marriage because we have had relationships with model couples in our marriage journey. We hope that through mentoring, we are able to serve more couples and impact their marriage journey, and most importantly, that we are able to live out a godly home."

– Mrs Johan, Marriage Mentor Volunteer

If you would like to volunteer or partner with us as well to contribute to and impact lives, please visit www.fycs.org for more information.

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