

FOOTPRINTS

Journeying with you

**To effect life transformation
through the provision of quality
social services**

SQC Star Certification



Protect A Child Today Campaign



Fei Yue EIPIC @ Wellington Circle



'Good Enough Me' Research Sharing



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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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Executive Director's Message

Dear Friends,

2016 was an eventful year. It being our 25th Anniversary, we were thankful for the opportunity to count our blessings, be inspired by the lives we have had the privilege to touch and transform, as well as to involve our staff, partners and beneficiaries in the various celebrations. In this issue, we recount these memorable events.

As we wrap up our celebrations with a final carnival, we look forward to year of new and exciting happenings. Whether it's the opening of new centres that can help extend our services to even more beneficiaries, or enhancing and creating relevant programmes to benefit the clients under our care, we depend on God to sustain our passion and love to bless those in our community.

May 2017 be a fruitful and meaningful year for us all.

Blessed New Year!

Leng Chin Fai
Executive Director

Joint Needs Assessment at Block 210A

In order to better understand the changing needs of the residents at block 210A, various help agencies serving the rental block including Fei Yue Family Service Centre (Bukit Batok), Fei Yue Senior Activity Centre (Bukit Batok), Bukit Batok Social Service Office, Mendaki and Singapore Anglican Community Services came together to conduct a door-to-door needs assessment over one afternoon and two evenings in October 2016, gathering close to 60% response rate from the residents staying at block 210A.

We see tremendous value in this collaborative effort, as it is crucial to ensure that there is no duplication of services offered by the different agencies and that service gaps can be closed and addressed should they surface. Interviews are also an ideal avenue through which residents can gain greater awareness of the services provided by the respective agencies, and to come forward and seek help where needed.

All responses gathered will be analysed by our in-house research team, so that the strengths and needs of the community can be clearly defined and eventually met. Using the results of the study, respective agencies will gather together again in January to brainstorm how we can collectively serve the community in 210A based on the needs surfaced.



Pioneer JC Bicycles Distribution

On 5 March 2016, these ladies, together with their family members, gathered together for a day of fun using art as a medium. The families created their own acrylic art pieces on picnic mats, and together as a community, we created a community sheet comprising of the handprints of our programme participants as well as other Bukit Batok residents. A total of 189 people participated in the event.

Throughout the event, values such as family unity, love and patience were emphasized. Also, for this event, we were glad to have collaborated with Bukit Batok RC Zone 8 who provided us with the venue!



Supermarket Run 2016

On 1st October 2016, North West CDC and Republic Polytechnic invited low-income families served by Fei Yue Family Service Centre (Champions Way) for the event "Supermarket Run". A total of 36 children and their family members were participated in the event.

Republic Polytechnic set up a carnival, which included game booths with the themes of healthy food options and shopping within a budget. These messages were helpful for the families, as they were given \$80 worth of Giant supermarket vouchers to shop with later in the day.

The event encouraged family bonding and provided practical help through the giving of vouchers.



Deepavali Festival at Taman Jurong Community Club

Fei Yue Family Services at SSO @ Taman Jurong was invited to set up a booth on 22 October 2016 to reach out to residents at the Deepavali Festival. Through this event, we managed to reach out to 1000 residents.



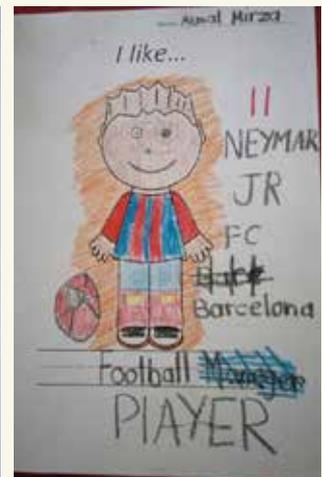
Project Dream Big!

In partnership with Limbang Constituency Office, Villa Verde NC and North West CDC, Fei Yue Family Service Centre (Yew Tee) organized "Project Dream Big!". On 26 November, 50 participants from low-income families enjoyed a fun time at Kidzania. The objectives were to expose children from these families to a variety of occupations, inspiring them to dream beyond their current family situations and to work hard for their future.

A facilitated session with both the parents and children respectively allowed children the space and creativity to reflect and dream about their "dream job", and for the parents to learn practical ways they could support their children's dreams. Among some of the points covered, practical tips for the parents included exploring and affirming their children on their strengths and encouraging them in their journey of dreaming big.

The day wrapped up with McDonald's Happy Meals for the children and a buffet dinner for the parents, as well as vouchers provided by North West CDC and Villa Verde NC.

We would like to thank Minister Lawrence Wong for gracing the event and for encouraging these families to dream big! We also thank Villa Verde NC for sponsoring the whole event and for their hospitality in ensuring that the families received as much warmth and love possible.



Fei Yue 25th Anniversary Highlights



JANUARY
2016

Launch of new Fei Yue Website Design

1 MARCH
2016



Weaving Love, Mending Hearts Celebration cum Launch of Fei Yue 25th Anniversary



Fei Yue Volunteers & Donors Appreciation Lunch

12 MARCH
2016

26 APRIL
2016



Official Opening of HEART@Fei Yue (Child Protection Specialist Centre)

18 MAY
2016

Active Learners Celebration



20 AUGUST
2016



- 25th Anniversary Celebration Lunch
- Launch of first Publication by Fei Yue's Research Department

OCTOBER
2016



Protect A Child Today Campaign

SQC Star Certification

Fei Yue underwent a renewal assessment by Spring Singapore and achieved the Singapore Quality Class Star (SQC Star) certification. The SQC Star recognises organisations that have attained greater heights of excellence on their business excellence journey.

The assessors commended Fei Yue on its strong, forward-looking and dynamic team, as well as its senior leaders' active involvement in platforms such as operational reviews and people engagement sessions.

Assessors also commented that the service culture led by the Senior Management team is well entrenched across the organisation, and that the organisation has a well aligned and integrated strategic planning process that enables it to remain agile and cope well when responding to operational and strategic challenges.

The journey to business and service excellence is never ending. The organisation looks forward to making more improvements and progress in all areas of its services and operations in the years ahead.



Gifts of Compassion

In 2016, we witnessed many amazing stories of giving. These gifts may seem insignificant to the givers themselves, yet they reveal hearts of compassion for the needy and the community around them, and this is very precious to us. These small kind acts have great impact – not only in directly benefitting our beneficiaries, but also in inspiring us to be generous in all ways, big or small.

Since Giving.sg launched as a platform for giving, we have received numerous cash donations from individuals and anonymous donors in Singapore and beyond. These donations have been very helpful in sustaining the operations of our eldercare centres as well as in providing emergency funds for various beneficiaries. Every small donation matters to clients who are struggling with difficult circumstances and we appreciate every one of you!

Many other donors have also taken the initiative to provide practical items for low-income seniors, families and children served at our centres. Organisations such as Food from the Heart, Heartwarmers Volunteer Group and Food Bank Singapore have partnered us over the years in providing food items, while some individual and corporate



sponsors have gone the extra mile to organize outings or special meals for students and seniors at our centres. We especially value regular donors such as Mr Clarence Chai, Mr Peter Ng, Ms Joleen Tan and Master Kartik's family who drop by ever so often whenever they want to give food items or necessities to benefit the less fortunate.

We feel so blessed whenever we look back and recount the kind deeds our donors and sponsors have done for our beneficiaries and our centres. With their partnership, there is more love, hope and joy in the world!

Quiz

This year, due to the expansion of services, we opened, extended or moved to 4 new centre locations. Can you find all 4 geographical locations in the word search puzzle below?

C	X	W	P	A	S	P	H	P	B	O	N	O	M	N
G	H	R	H	U	R	J	W	Q	U	E	X	B	T	S
L	Q	O	Z	K	K	P	V	C	D	G	J	F	U	Q
O	U	W	A	K	N	I	I	Z	A	D	W	U	Y	N
Y	W	P	A	C	J	B	Y	O	G	L	E	W	P	S
E	K	E	W	R	H	L	P	H	B	O	L	P	B	I
J	K	B	G	Z	Q	U	I	U	S	Y	L	A	W	P
E	Z	F	Z	Z	A	D	K	L	E	W	I	J	O	Q
H	T	Q	Y	X	N	I	V	A	I	I	N	W	F	X
O	W	P	A	P	T	K	Y	F	N	N	G	Q	S	W
G	N	U	O	B	K	Q	J	P	M	G	T	F	J	M
C	O	T	A	D	Z	Q	O	X	K	T	O	O	B	R
U	Y	T	P	H	M	K	B	Y	Y	H	N	U	T	P
G	O	K	G	C	G	N	A	G	U	O	H	A	O	Z
K	W	F	R	S	N	V	K	Z	R	R	X	M	F	D

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



Fei Yue EIPIC @ Wellington Circle

In September 2016, Fei Yue Community Services opened their second Early Intervention Centre for Infants and Children in Wellington Circle, Sembawang. Early Intervention Programme for Infants and Children (EIPIC) is a programme that serves children from birth to 6 years old who have been diagnosed or are suspected to have special needs (e.g. autism spectrum disorder, global developmental delay, speech and language delay, down syndrome, cerebral palsy, multiple disabilities, etc).

Students attend sessions from Monday to Friday for 1.5 hours each day. We work in transdisciplinary teams consisting of parents/caregivers, teachers, speech and language therapists, occupational therapists, physiotherapists, social workers, psychologists, and administrative staff. Fei Yue EIPIC strives to create a nurturing and safe environment for each child to learn, develop and play. We also want to empower families to maximise the potential of each child. Skills are taught so that children can form meaningful social relationships, learn and understand their environment, and build independence.





Protect A Child Today Campaign

In October 2016, HEART@Fei Yue, together with Fei Yue Family Service Centres and with support from the Corporate Services Division, launched "Protect A Child Today", a campaign aiming to raise community awareness of HEART@Fei Yue, educate the public about child abuse and family violence, promote family bonding through play and engender a sense of community dedicated to protecting children. Two key elements of the campaign were the community carnivals (held on 8th October at Enabling Village, and 22nd October at Lot One Shoppers' Mall) and a video on child abuse.

The carnivals offered games, activities, information booths and a stage programme. The Guest-of-Honour at the Enabling Village carnival was Dr Thang Leng Leng, President of Fei Yue Family Service Centre, and the Guest-of-Honour at the Lot One carnival was Mr Zaqy Mohamad, MP for Chua Chu Kang GRC. A total of 1,600 people attended the carnivals and their feedback was very positive, with many saying that they enjoyed the activities and the fun atmosphere. Most of the respondents gave feedback that their knowledge of child abuse and positive parenting had improved through participating in the carnival. Encouragingly, 93% said they would report child abuse if they knew or suspected that it was happening in their neighbourhood.

While the feedback has been encouraging, we know that there is a long way to go and that much more can be done to bring child abuse into public discussion. We will continue our efforts to share the message that stopping child abuse is everyone's business, even if the child is not our own.





‘Good Enough Me’ Research Sharing

On 11 October 2016, Fei Yue conducted a programme and research sharing session to showcase efforts to integrate practice and research through the ‘Good Enough Me (GEM)’ programme. The ‘GEM’ programme is funded by Singapore Exchange (SGX), and aims to strengthen the resilience and positivity of divorced mothers and their children so that they may cope better with life after divorce. About 30 professionals from the social service sector attended the session.

Participants were introduced to the components of the GEM programme, and the corresponding salient findings from interviews conducted with mothers who attended the programme. The findings highlighted the emotional nature of divorce. For example, mothers have to (i) struggle with heavier emotions such as shock, loss and a sense of worthlessness; (ii) relationship with their ex-spouses, and (iii) the stigma attached to being divorced.

In addition, they need to cope with the challenges of single or shared parenting. Findings also highlighted the resources and coping strategies the mothers gained through the GEM programme. For example, mothers were more positive towards their life situations, and could apply newly learnt coping and parenting strategies.

The practitioner and researcher involved in the programme also reflected on their collaboration. They highlighted the importance of regular conversations and early involvement of researchers in facilitating a successful practice-research collaboration. The programme and research sharing session ended off with inviting questions and comments from participants. Participants expressed that it was heartening to hear about the work being done for divorced families, and offered suggestions on ways to move forward as a sector.

Fei Yue 25th Anniversary Carnival

Jenga! Table Foosball! Memory Game!

Hands up if you have played these games before! Buckle up, because here at Fei Yue, we are going to take these games up a notch during our 25th Anniversary Carnival by transforming them into life-sized games!

To mark Fei Yue's 25 years of journeying together with our beneficiaries, Fei Yue has put together a treat for our beneficiaries this coming January 2017.

Our 25th Anniversary Carnival will be held on 14 January 2017, 9:30am to 2pm, at Taman Jurong Community Club. Bouncy castles and other exciting games such as Giant Kerplunk and Net-a-Ball will create opportunities for our beneficiaries to indulge in a morning of fun and family bonding. On top of the games mentioned above, our beneficiaries can look forward to food treats like popcorn, ice cream and cotton candy!

The poster is set against a light yellow background with a dotted pattern. On the left, it lists the venue and date: 'Taman Jurong CC Hall & Sheltered Basketball Court' and '14 January 2017 9:30am - 2pm'. The main title 'Fei Yue 25th Anniversary Carnival' is in large blue letters. Below it, the guest of honor is 'Mr. Tharman Shanmugaratnam', with his title: 'Deputy Prime Minister and Coordinating Minister for Economic and Social Policies, Advisor to Jurong GRC Grassroots Organisations'. The central illustration shows a tall, colorful Jenga tower made of blocks in shades of blue, yellow, green, and red. Small white figures are climbing on the tower. The word 'TOGETHER' is written in large, bold, blue letters above the tower. At the bottom, the slogan 'Small Actions, Big Impact' is written in blue. The background is decorated with stylized clouds, trees, and fireworks.

Taman Jurong CC
Hall & Sheltered
Basketball Court

14 January 2017
9:30am - 2pm

**Fei Yue 25th
Anniversary
Carnival**

Guest-of-Honour
Mr. Tharman Shanmugaratnam
*Deputy Prime Minister and Coordinating Minister for
Economic and Social Policies, Advisor to Jurong GRC
Grassroots Organisations*

TOGETHER

Small Actions, Big Impact

SGX Bull Charge Charity Run 2016

Platinum Bull Sponsor



Diamond Bull Sponsors



Bank of America Merrill Lynch

Hewlett Packard Enterprise

Gold Bull Sponsors

not gro

PRIME CENTURY REGIONAL DEVELOPMENTS LIMITED



Getting There

In November, SGX organised their annual Bull Charge event, raising close to \$550,000 for programmes and services conducted by Fei Yue Community Services! We are thankful to all donors who contributed through this event, allowing us to not only provide for our clients' basic needs, but to also improve their quality of life by addressing their largely neglected skill and character-building needs.

We invite you to join our efforts through the contribution of your time, resources or knowledge to the needy community. See how you can start getting involved by visiting our website at www.fycs.org.



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