

FOOTPRINTS

JOURNEYING WITH YOU



FEI YUE NEWSLETTER • 2015 - October

Serving with Heart

Check out our newly opened
Senior Group Home...



and Child Protection
Specialist Centre!



Mr Abdullah's
Story:
Not Alone
on the Road to
Recovery



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

Also featuring...



Fei Yue Staff Retreat

Director's Message



Dear Friends,

The theme for this issue is "Serving with HEART". HEART is an acronym that stands for:

H – Helpfulness
E – Extra mile
A – Attentive
R – Responsible
T – Timeliness

These pointers guide us in demonstrating "thoughtfulness", which is one of our corporate values.

To serve with "HEART" is a high calling, for it requires our "whole being" to be present. It's not just a task to be completed. It is also not a transaction between two people. I believe it is the connection between two human beings that involves all the components of HEART (as listed above).

"Serving with HEART" does not depend on the outcome or whether the person we serve is responsive or not. It starts with our own conviction of "why we serve" and results in "serving with no strings attached". This will free us from disappointment or even feeling resentment towards people who do not reciprocate despite our best efforts and service. I believe that when we can serve whole-heartedly, a space where people can freely give and receive love is created, which will then provide each and every one of us the passion and energy to live meaningfully!

In this issue, you will see how an inmate's life was transformed by the "HEART" characteristics displayed by his caseworker, and how some of our volunteers are serving with a "Big Heart". I trust that we will all be encouraged by these stories, so that each of us will continue to serve others with a BIG HEART!

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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Coming Up

Getting There



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Self-Defence Training

The Fei Yue Family Service Centre Community Work department enjoyed a power packed training session on 12th August 2015. The self-defence lesson was both a team bonding session and an equipping session.

Elaine Lim, self-defence trainer from Women Protection SG, put together an interactive session by first teaching the team exercises to strengthen their core muscles. The team was stretched to their limit and it definitely built their muscles. The stretching prepared the team for the tasks ahead. Elaine demonstrated scenarios of being attacked and how to react to the attacker in order to give the attacked individual time to escape from the dangerous situation. There was much action, including the kicking of shins, stabilising oneself while being dragged by an attacker and identifying vulnerable body parts of the attacker to strike and other power packed action. The team did the role play amongst themselves.

It was an enjoyable time of learning and the team is now ready to conquer the world!



All smiles after an interactive session with Elaine Lim, self-defence trainer from Women Protection SG.

Dreamspiration



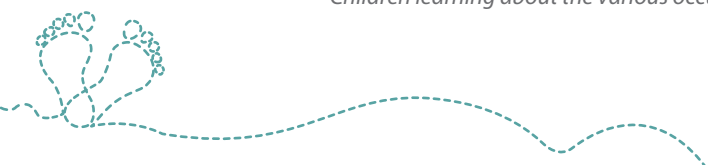
On 19th September, a group of children from underprivileged families from Fei Yue Family Service Centre (Champions Way) embarked on an exciting learning journey at Republic Polytechnic. Dreamspiration is the brainchild of both Republic Polytechnic Service Learning Club and Fei Yue Family Service Centre (Champions Way). The full day program exposes these children from low-income families to various occupations and seeks to give these children a dream so that they can break out of the poverty cycle by working towards their dream occupation and employment.

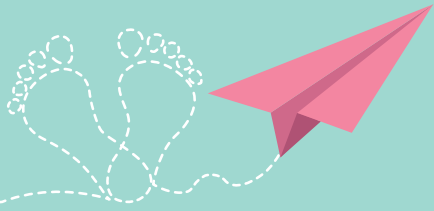
Republic Polytechnic students who were pursuing their education in various fields manned the various occupation-themed booths. They were patient and eager to explain what they had learnt in the course of their education and inspired the children to pursue their dreams. Some of the occupations the children learnt about included lab technicians, microbiologists, filming crew, social workers and sports physiotherapists.

The children shared about their dreams with one another on the journey home and were thankful for the fun time of learning. They wished that they could go through the day's program a second time.



Children learning about the various occupations through various booths and interactive activities





Fu Yu Corporation Food Distribution

Fu Yu Corporation approached Fei Yue Family Service Centre (Bukit Batok) with the intention of blessing needy families. Upon hearing that the rental block 210A at Bukit Batok comprises 200 units, they decided to increase their budget so that all the needy residents could benefit. The Corporate Social Responsibility (CSR) project took place on 22nd September 2015.

The staff were also helpful and efficient in packing the food bundles, before delivering it door-to-door to the needy families at Block 210A. Each food bundle was packed with \$30 worth of items and included a 5kg bag of rice. This was timely especially for families who were about to celebrate Hari Raya Haji that weekend.



Movie Screening

As part of Fei Yue Family Service Centre (Yew Tee)'s outreach engagement, the centre organised a Movie Screening cum Nutrition Talk for the low-income residents on 9th September.

The event had a turnout of 186 residents, of which 28 adults attended the Nutrition Talk. Both the movie screening and nutrition talk were held at the void decks of the rental blocks at Yew Tee. The event was a joint partnership with South West CDC, Health Promotion Board and Fei Yue Family Service Centre.

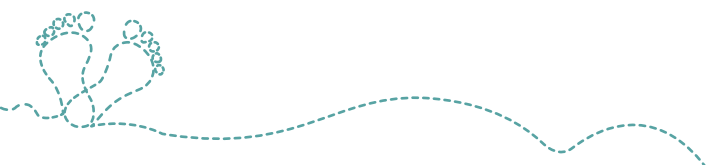
The children learnt the values of friendship and standing up for your friends through the cartoon "Despicable Me 2", and enjoyed a box of Polar snacks each. The adults on the other hand attended a nutrition talk and learnt how to prepare a nutritious meal with a low budget. They learnt the theories of having a balanced diet and got hands-on experience in making a wrap! They were also given Fairprice vouchers to purchase the ingredients, encouraged to practice what they had learnt and share the yummy goodness with their families.

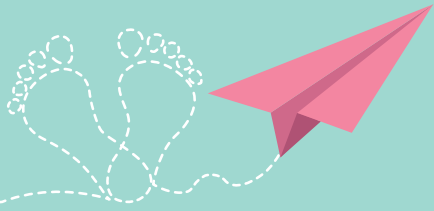


Children enjoying themselves at the Movie Screening and a pop quiz session which earned them yummy snacks



Hands-on experience for adults at the Nutrition Talk





ITE SG50 Gifting Day



Just a few days shy of Singapore's 50th birthday, a group of Institute of Technical Education (ITE) West students organised a community event to bless the underprivileged families living in Choa Chu Kang. The beneficiaries were those who received assistance from Fei Yue Family Service Centre (Choa Chu Kang).

The students raised funds and put together bags of necessities for each family. The necessities included hygiene products as well as food ration items. The students also went the extra mile and helped families who were unable to carry the heavy bags by sending it home for them.



Not Alone on the Road to Recovery



"Counselling did a major part in my rehabilitation, and I want others to know that also.

Because the perception of most Singaporeans is that when you are in counselling or psychiatric help, that you somehow become misfits of society. I want that perception to change. I want the public to know that going for counselling or psychiatric help does not make us any inferior to others; we are just any other ordinary human being just as they are. And it's this counseling that helps us to see that vision, so we can integrate back into society and lead normal lives."

Mr Mohammad Abdullah bin Jamal's eyes shone with conviction as he declared his belief in the counselling process when we asked him why he had so willingly come forward to share his story. But we wondered, how did this conviction come about?

Mr Abdullah's first contact with drugs occurred after he had received money from early retirement. He had started running a team of footballers after playing soccer with them. When asked about their hyperactivity and high energy, some of the footballers saw that Mr Abdullah had the money and introduced him to drugs. Mr Abdullah's life then descended in a spiral as he was brought along to nightspots, clubs and pubs, where he felt young again amongst the youthful girls around them.

His family felt the negative impact of the changes in Mr Abdullah as they caused him to lose friends and get agitated over small matters. Finally, his wife, at her wit's end, told him that he would either have to quit all this, or quit being with her. During his weekly Friday prayers, Mr Abdullah asked God to do something about him, and on that Tuesday, he was arrested. According to Mr Abdullah, this was the best thing that happened to him.

In the drug rehabilitation centre, Mr Abdullah met other inmates and realised that he had been lucky in life, but it was he who had disorganised his family. Wanting to move forward from his past, Mr Abdullah's turning point came when he received counselling at the rehabilitation centre. The sessions overturned his preconceived notions of counselling; he realised that he could actually relate to the counsellors, and found the sessions interesting and interactive. This caused Mr Abdullah to request for further counselling upon release, as he felt insecure and skeptical in re-integrating into an opinion-oriented society once again.

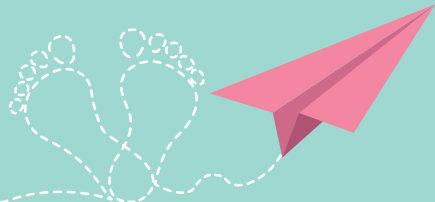
When Mr Abdullah first met his counsellor from Fei Yue, Ms Tian Ching Ching, he wondered what she would be able to do for him. Yet, he found himself easily opening up to her in that very first session in response to her patience and kindness towards him.

"She was able to see through me that I am not lost, that she could lead me back to where I started from. Because the way she spoke was like she knows I can do it, and she was very assertive about my strengths. If she knows them and I know them, how come I am not using them? Then she showed the way."

Ms Tian taught him various skills to help him to move forward in life – how to say no, prioritising, and how to achieve his objectives. After each session, Mr Abdullah shared his learning points with his wife and daughters, who were very supportive of the counselling process. Finding the strength in himself to say no was Mr Abdullah's biggest takeaway from Ms Tian's sessions. Putting this principle in practice helped him to not only keep his record straight during the one-year urine regime, but to also avoid spending time with the former soccer friends who had first led him astray.

When describing the last counselling session he had with Ms Tian, Mr Abdullah teared at the memory – he felt that it was like losing a good friend that had journeyed with him through his adjustment back into society. But today, Mr Abdullah is a renewed and energetic person, and this is seen in the surprise and disbelief elicited from friends and clients when he tells them about his past. He now looks forward to a happy life with his family and soon-to-come grandchildren.

*"If anybody asks me what is the best product of Fei Yue counselling:
I am the best product of Fei Yue counselling.
I am the one, you're looking at it –
and I can authenticate that."*



Senior Group Home



Fei Yue Senior Group Homes (SGH) @ Hougang and Teck Whye have officially started operations in August 2015. Through this enabled and assisted living model, the homes aim to enable frail and vulnerable seniors with low or no family support to continue to live independently within the community. We also rolled out the Caring Assistance from Neighbours (CAN) programme to promote mutual support between residents and neighbours, and empower them to take on the role of a Carer to the seniors.

Fei Yue staff organised the inaugural SGH Open House at the void deck of each Senior Group Home for existing Fei Yue volunteers and the public to get a first glimpse of the homes our seniors will be living in, understand more about the services offered in the SGH, and to find out how they can get involved in serving the needy seniors in our community.

To instil a sense of identity and belonging in our volunteers, some of them were roped in to help run the programme with us.



Staff and volunteers actively engaged in interactive icebreaker games and facilitated small group discussions and sharing on the current volunteering trends and challenges. The highlight of the event was the SGH tour where all attendees got a sneak preview of the well-furnished homes.



Throughout the event, we received many constructive ideas and feedback to improve and enhance the homes and create quality living experiences for the seniors.

Amongst those who attended the event were retirees, homemakers, working adults and students of different ages and backgrounds with a diverse range of expertise and experience. It was heartening to see attendees from all walks of life coming together with a common purpose – the heart of wanting to give back to the community.



Child Protection Specialist Centre

HEART@Fei Yue (Child Protection Specialist Centre) was set up in April 2013 to fill a service gap of secondary child protection intervention and manage moderate risk child abuse and neglect cases in the community. Our name encapsulates our vision, "a Home with Empowered And Restored Ties", and as a social work agency we seek to

- a) support families so children can remain in the care of their parents,
- b) support children's reintegration with families
- c) enhance the capability & capacity of parents.

We aim to do this by providing a holistic and wide range of practical home based services to clients, developing preventive programmes, conducting outreach, training, research and evaluation.

At HEART@Fei Yue, we seek to provide quality services that are child-centric, family focused and community-based. Our clients

have had good feedback for our workers. One parent said, "Slowly, my children also get along with HEART@Fei Yue Social workers Ms Grace and Ms Sook Wai. I see the most difference in my oldest son, he can share things and talk to you all. He wants to tell you about his sadness, what he don't like, what happening to him outside. I feel ok, my children got someone to share. I also know they don't share with us sometimes, I busy with other kids. I happy that he got someone to share." Every worker at HEART@Fei Yue strives to bring positive long lasting changes to the children and families we serve.

In August 2015, we moved into our new office at Lengkok Bahru and we are very thankful for our own space and the potential of expanding our services and capacity to serve the families in our own centre. Clients who have come to our centre find it a family and child friendly place and we hope to continue to use our resources to impact the community. If you are keen to partner us, feel free to contact us at heartadmin@fycs.org.



HEART@Fei Yue outreach work to increase public awareness of child protection issues



New Child Therapy Room at HEART@Fei Yue Office



Serving with Heart Quiz

As we strive to display HEART characteristics in our service and lives, look hard and see if you can find each of the 5 HEART characteristics displayed in this word search puzzle!

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

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

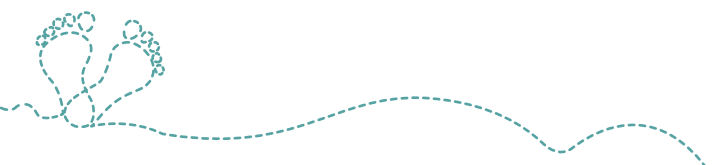
Teachers' Day at Fei Yue Student Care Centre



Every year, to celebrate our teachers and the blessings received from God, Fei Yue Student Care Centre at Choa Chu Kang organises a thanksgiving lunch for Teachers' Day. This year, we held our Teachers' Day Lunch on 2 September 2015 to thank our teachers for their loving service to the students and parents at the centre. Some of Fei Yue's Senior Management and colleagues from other centres working closely with the Student Care Centre were also invited to express their appreciation towards the teachers.

To appreciate the teachers, 30 families were involved in the contribution of food for the lunch – it was a wonderful spread that included fruits, titbits, drinks, chicken wings, hotdogs and nuggets! The teachers were delighted at the variety of food as well as the thoughtful effort put in by the centre's parents and staff.

Besides the food, teachers were also presented with Teachers' Day gifts from the centre. Thank you, teachers, for serving the children with such dedication!



Fei Yue Staff Retreat

The chatter and laughter of Fei Yue's 291 staff filled Resort Worlds Sentosa on 3rd September, the first day of our Staff Retreat. Although they had probably just met each other the day before, people were shouting "Hi" and "Hello" as though it was a reunion gathering they were attending. Perhaps this behaviour is very much linked with what we later found out during a game -- that when staff think of Fei Yue, they think of the word 'family'.

Mr Leng encouraged us by highlighting the theme of the retreat, HEART. What surprised many people were the acts of service that the Senior Management demonstrated when they washed the feet of seven chosen staff – who received the gesture on behalf of all staff.

Back from lunch, the groups got into action. That was when one could witness the true abilities of the social service sector. Helping professionals are not only trained to serve human beings, they are also capable of protecting a balloon from harm. In addition, the groups exercised their creativity to take Fei Yue 25-themed photos and write appreciation cards. During a game of charades, staff animatedly acted out words related to Fei Yue. What we could not do, however, was draw. In the game of 'Who Can't Draw', each person took turns to see and replicate what the previous group member had drawn. This went on until the drawing was shown to the last person, who would then have to guess what the original picture was – and many of us found comparing the initial and final drawings to be hilarious. Another game where we laughed our throats hoarse was the Brother's Keeper. For each question, groups made their stand on what they thought would be the most popular choices amongst Fei Yue's staff. We found out that jogging wasn't as popular a hobby, and that we are a cultured population who is able to appreciate 'The Sound of Music' as a favourite movie.

The first day ended after our Board's Presidents, Mr John Ang and Dr Thang Leng Leng, encouraged us. Mr John Ang shared



in depth about the paramount functions our heart possesses while Dr Thang shared insights from a book she had read.

That night, we slept soundly on Hotel Michael's comfortable beds. There was no need for us to set our alarms for the next day because the second day of the retreat was planned to be a free-and-easy time for all of us.

As we look back, what do we remember about Staff Retreat 2015? Is it the composed publicity songs, the meaningful T-shirt or the Heartpacks received? Perhaps it was the games, sumptuous food or the cozy room. It may have also been the speeches we heard and possibly, the incredible use of technology throughout and during the evaluation for the retreat. Whichever it was, on 3rd and 4th September 2015, we gathered as one. The message is clear - H.E.A.R.T. In our work, and towards one another, we are to be thoughtful.



Social Service Office @ Taman Jurong

On 2 November 2015, the Social Service Office (SSO) @ Taman Jurong will officially begin operations. Fei Yue is glad to form the Family Services Team (FST) as part of the SSO @ Taman Jurong.

To complement the SSO, the Fei Yue FST will adopt a strength-based and client-centric approach in providing quality casework and counselling services, linking residents to community partners and resources, conducting group work and community outreach programmes to build strong and stable families.

Keep an eye out for updates on the SSO @ Taman Jurong in the coming months!

Marriage & Parenting Workshops

Family Central presents the following upcoming community programmes available from now to January 2016 that can help you in your marriage and parenting:

1. Marriage: Renovate & Upgrade 夫妻沟通 – ‘琴瑟和鸣’ 倾听与表达的艺术
2. Standing & Staying Together 风雨同行
3. Marriage LINKS 婚姻协奏曲
4. Helping Skills For Families (Mandarin) 建立健康的家庭
5. Best Parenting Series – Parenting Pre-teens (Mandarin) 教养儿童我行
6. Best Parenting Series – Parenting Teens (Mandarin) 亲子兵法 – ‘读懂青少年的心’

For registration or more information, please contact 65936456 or email teobooneleong@fycs.org. You may also visit the Family Central website at <http://family-central.sg/community.html>

Getting There

How can each of us serve with heart?

One way is to volunteer by giving your time and energy to serve others. As mentioned above, the newly opened Senior Group Home is in need of dedicated volunteers. You may choose to volunteer with them, or seek other opportunities that are aligned with your passions and interest.

Another way is to give to the less fortunate. Many cannot afford basic or specialised items that would assist them greatly in their everyday life. You can find out more about specific needs here: <http://fyys.org/index.cfm?GPID=230>

There are various opportunities available for each person with the heart to give. To volunteer or partner us, please visit www.fyys.org for more information.

