



CREATING SENIOR-FRIENDLY COMMUNITIES:

Tips and Tools from the City For All Ages Project

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BUILDING A CITY FOR ALL AGES



Image courtesy of Hong Kah North Constituency

“Singapore’s population is ageing but an older population need not mean that our society has to be any less dynamic and vibrant. Singapore can still be our best home even when we get older. The Ministerial Committee on Ageing started the City for All Ages (CFAA) project in 2011 as a way of partnering the residents in various communities in Singapore to create a caring, empowering and safe environment for all our seniors to age gracefully in place. This book is a compilation of our collective experience and the interesting ideas that different communities have come up with.

We hope this will encourage your community to also rally together to start a project to create a more senior-friendly environment. Together, we can build a Nation for All Ages, one community at a time.”

Dr Amy Khor
Senior Minister of State for Health
CFAA Advisory Committee Chairman

THE VISION

The Ministerial Committee on Ageing (MCA)'s City for All Ages (CFAA) project aims to build senior-friendly communities. It involves communities working together to

- understand our seniors' needs
- care for our seniors

Today, some 16 communities around Singapore are already part of the CFAA project, offering both "hardware" and "software" improvements in their neighbourhoods to benefit seniors.

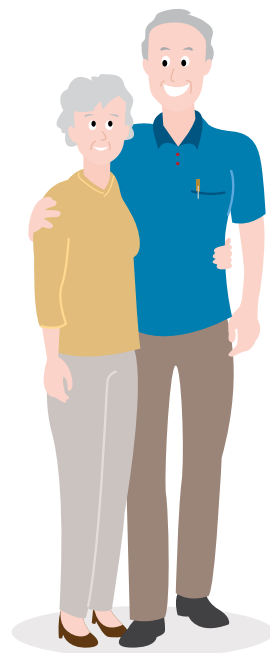
"Hardware" improvements include infrastructural improvements such as retrofitting homes with safety features, e.g. grab-bars and anti-slip flooring in toilets, and installing senior-friendly benches around neighbourhoods. "Software" initiatives include activities and programmes that are designed for seniors, e.g. providing health checks, social activities and support services for seniors.

This guidebook shares easy steps as well as best practices on how your community can join the CFAA movement and become a senior-friendly community. It also showcases interesting projects that have been rolled out in other estates that you can consider for your own CFAA experience.

We invite you to join our CFAA journey and contribute to making Singapore a Nation for All Ages and the best place for seniors to age with grace and dignity.

Through the project, we hope that our seniors can

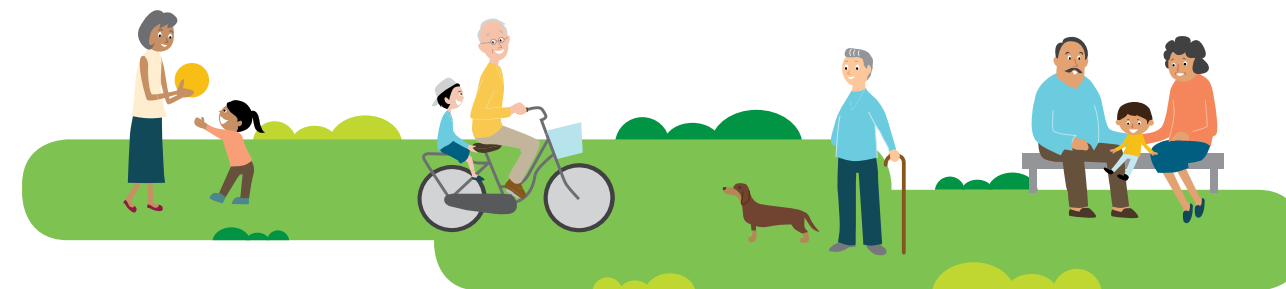
- live safely and confidently
- stay healthy and active
- be part of a warm and caring community



AN OVERVIEW OF THE CFAA JOURNEY

You can plan your CFAA journey in three stages:

CFAA Vision: Building Senior-Friendly Communities



1. REACHING OUT

To share with residents what the CFAA project is about, its benefits, and how they can be involved

Possible Activities & Programmes

Townhall Forum

2. UNDERSTANDING NEEDS

To find out from residents how the community can better support their needs

Possible Activities & Programmes

- Town Audit
- Health Screening
- Social Survey

3. ADDRESSING NEEDS

To work with public agencies and community partners to customise suitable solutions to meet identified needs

Possible Activities & Programmes

- Safety and Security
- Health and Wellness
- Social Support



To start, it is important to consider the following:

1) DO I HAVE A DEDICATED TEAM?

It is important to have a dedicated team to drive the CFAA project. Members of the team / committee could include:

- Grassroots Leaders
- Volunteers
- Voluntary Welfare Organisations (VWOs)
- Healthcare Providers
- Schools
- Other interested individuals / organisations in your community

Some communities have also involved the Active Ageing Committee or Senior Citizens' Executive Committee.

2) DO I KNOW WHO I AM HELPING?

It will be good to get a sense of the number and profile of the seniors in your neighbourhood to know who you will be helping.

3) WHAT DO I WANT TO DO?

Decide on your starting point. You need not start with a large-scale project. In fact, you can choose to reach out to the seniors progressively by zone or by profile, e.g. those living alone in rental flats. Otherwise, if you already have an idea of where the pressing needs are, you may want to start from there.



4) HOW MUCH RESOURCE DO I NEED?

Decide on the budget. Your budget will depend on the number of seniors you are reaching out to and the type of CFAA project you plan to implement.

You can start small, and then scale up. Your CFAA project could be part of an existing community programme / event or tap on existing funds, e.g. Neighbourhood Renewal Programme (NRP), Community Improvement Projects Committee (CIPC), etc.

5) HOW DO I MEASURE MY PROJECT'S SUCCESS?

Set targets to ensure that the team is on the right track to success!

Once you are clear on the above, you are ready to start!

STAGE 1

REACHING OUT



As the CFAA project involves everyone in the community, reaching out to people in the community allows you to share the CFAA vision with them. This also encourages the residents to think and contribute their ideas and resources towards building a senior-friendly community for the neighbourhood.

The project could be shared at existing community events. One of the commonly used ways of reaching out is a **Townhall Forum**.

WHAT IS A TOWNHALL FORUM?

A Townhall Forum is a gathering organised for residents in your community to introduce the project and to share its benefits. It is a very useful way for you to encourage residents to be part of the project right from the start by letting them know they are important to its success.

It usually has three parts:

- A presentation on the CFAA project, its benefits and activities
- A dialogue with seniors to find out the concerns living in the neighbourhood and the types of improvements they want to see
- A line-up of booths by agencies in the community offering health and social programmes for seniors. Seniors can then sign up for programmes that interest them on the spot.



A Townhall Forum in Whampoa constituency in 2013

SUGGESTED TIMELINE FOR TOWNHALL FORUM

Pre-Event

➤ Distribute and put up publicity materials, e.g. banners and posters about event

➤ Send out personal invitation letters to seniors about event
**A sample invitation letter is available in the CD enclosed at the back of this guidebook*

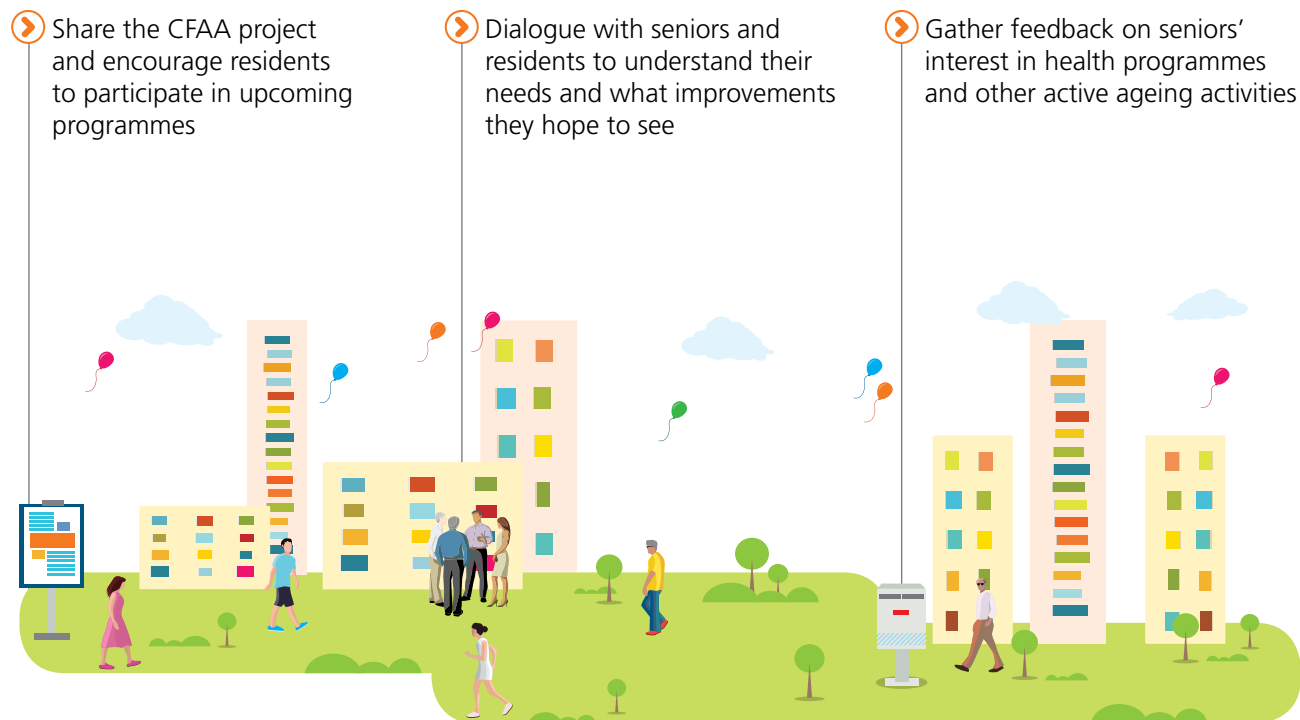
➤ You may also wish to personally hand deliver the invite letters to residents during home visits

➤ Door-to-door visits by grassroots leaders / volunteers to encourage residents to attend the event

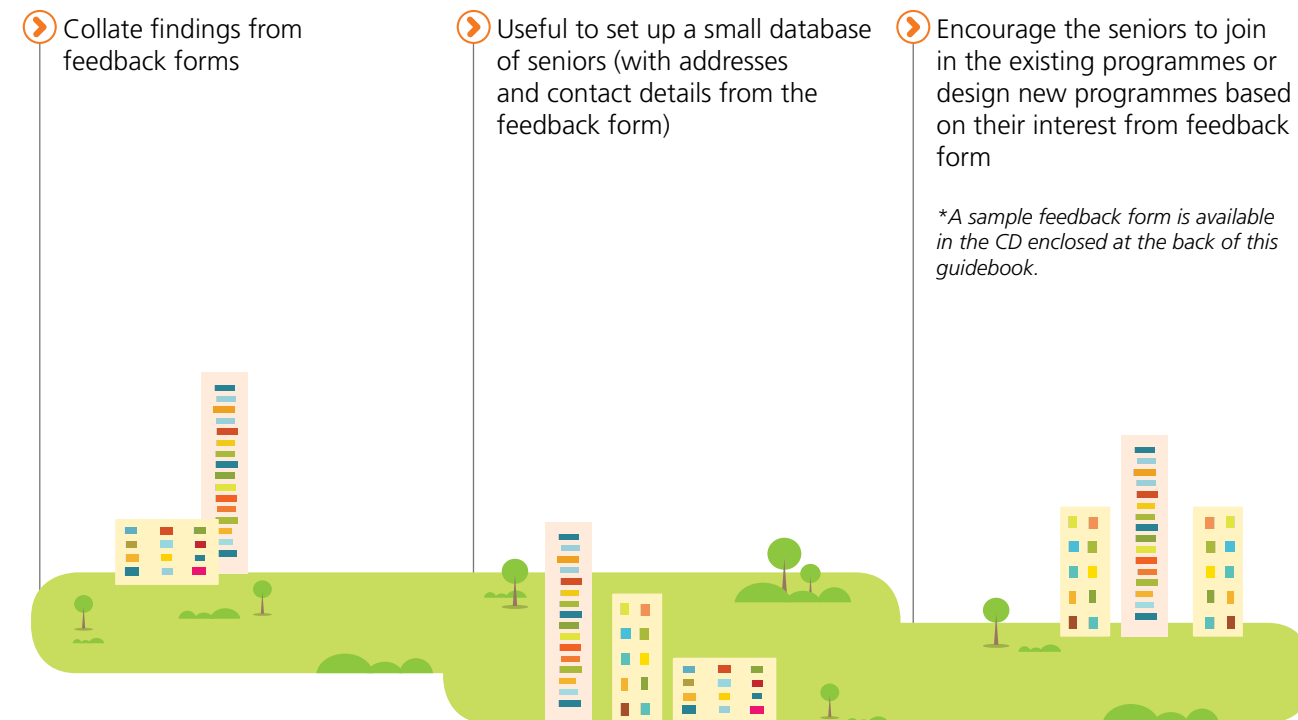


SUGGESTED TIMELINE FOR TOWNHALL EVENT

Day of Event



Post-Event



7 to 14 days after event

TOWNHALL FORUMS: Best Practices and Tips!

- **Location is key.** Hold your Townhall Forum / event at familiar and convenient locations.
- **Crowd management.** Useful to organise events by zone so that you can hold the event at smaller but convenient locations such as the community pavilion or void deck.
- **Publicity materials for all.** Have different types of publicity materials, e.g. posters, banners as well as personal invitation letters to their homes. The preferred languages are English and the three local languages.
- **For good attendance.** Do house visits a day or two before the Townhall Forum / event to personally encourage more residents to attend the event.
- **Clear communication is critical.** Have a good emcee who can speak English, Mandarin and perhaps some dialects, Malay or Tamil language to engage the seniors. Presentations should also be senior-friendly, i.e. short and concise, in the three local languages, with more pictures, less text and bigger font size!



“A Townhall Forum is useful because it is a good chance for the seniors to gather at one place, for them to voice their views and give suggestions on matters that are important to them.”

Zubaidah Lah (second from left in the front row), Constituency Manager (Community Arts & Culture), Bedok Constituency Office

STAGE 2

UNDERSTANDING NEEDS



CFAA sites aim to understand the needs of seniors so that the most suitable programmes can be offered to them. Seniors' needs can be gathered through existing interactions or activities, e.g. house-to-house visits or seniors-related programmes.

The following are some recommended ways to gather more details:

- (A) **Needs Surveys.** These surveys, which are conducted door-to-door, typically have questions on seniors' healthcare, social and financial needs.
- (B) **Town Audits.** Town Audits are walkabouts in the commonly used areas of the neighbourhood to ensure that they are safe for the seniors. Town Audits should involve seniors as they would know where the areas of improvement are and give feedback.

- (C) **Health Screenings and Functional Screenings.** The chronic disease health and functional screenings are basic check-ups to help identify the health needs of seniors. The screenings would be followed by programmes such as health management talks and medical referrals to help seniors manage their health conditions.

**For more info on who you can contact to kick-start these programmes, please refer to the Useful Resources chapter at the end of this toolkit.*

(A) NEEDS SURVEYS

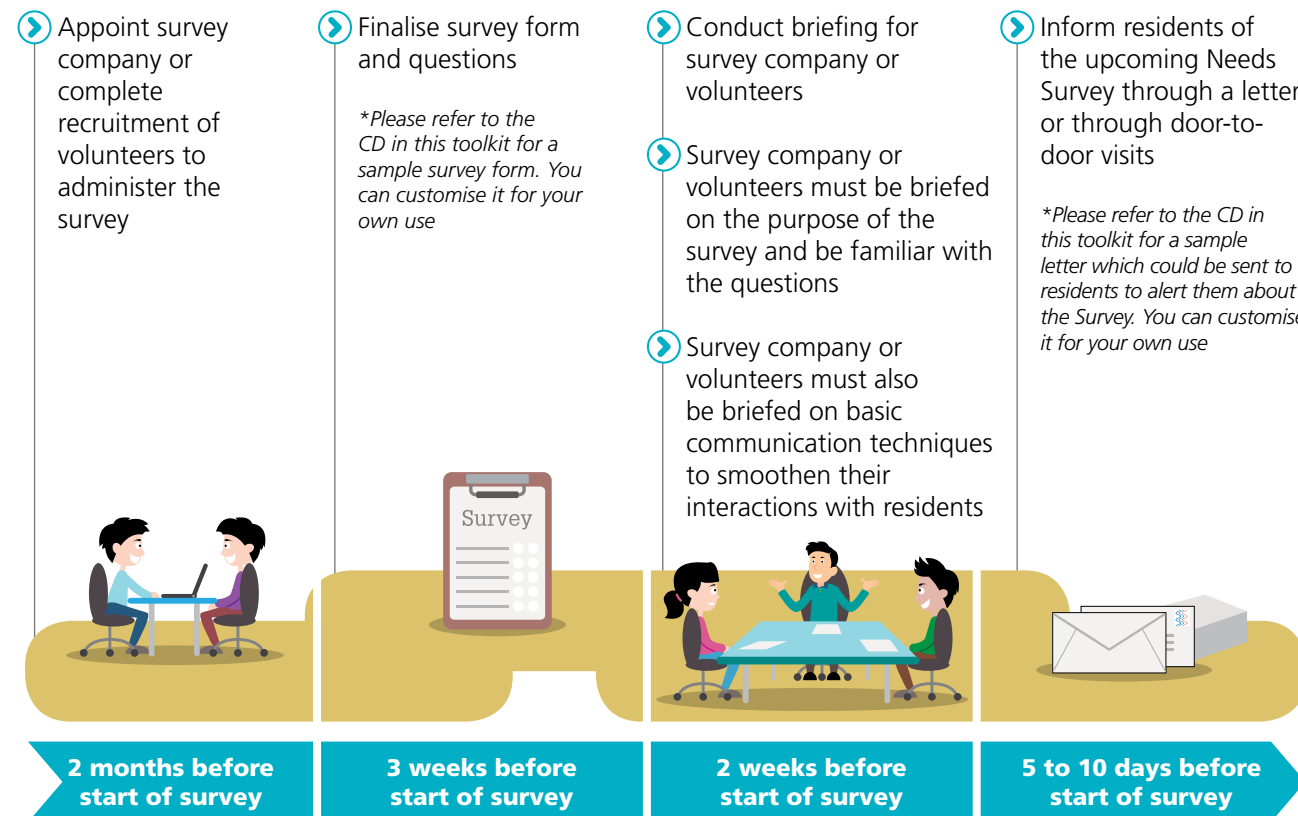
These are short surveys that are useful to:

- i. Understand the health, social and financial needs of seniors in the neighbourhood
- ii. Build a local database of seniors with their contact, personal information and needs/interests so that appropriate programmes can be designed



SUGGESTED TIMELINE FOR NEEDS SURVEY

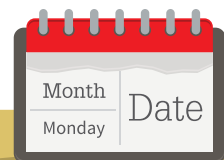
Pre-Survey



SUGGESTED TIMELINE FOR NEEDS SURVEY

Survey Period

- Depending on the number of residents you are surveying, this could take between one to three months
- Conducting the survey on weeknights and weekends will give you a higher response rate since residents will more likely be home
- Keep in close touch with your survey company or volunteers to check if they are facing any problems conducting the survey



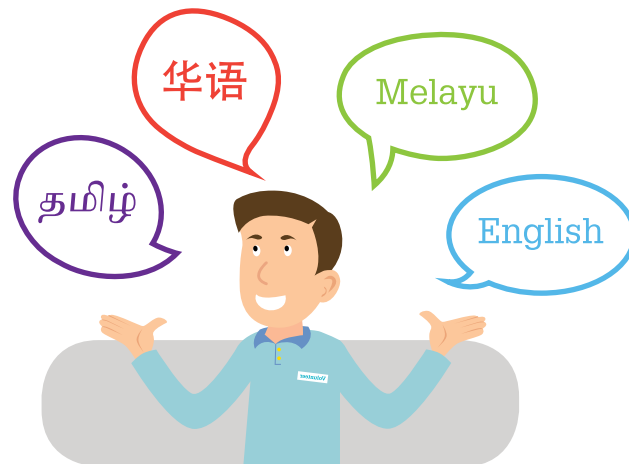
Post-Survey

- Collate findings from the survey
- Map any existing programmes already available in the community to seniors' needs and contact the seniors who have yet to benefit from current initiatives
- Start planning and developing programmes to better meet newly identified needs
- Draw up a timeline for the follow-up programmes to be rolled out



👍 ORGANISING NEEDS SURVEYS: Best Practices and Tips!

- **Do a trial run.** You may want to test your survey questions among a few residents first to see if they understand the questions or if they find them too long. You may also wish to have the survey translated into the main local languages to make it easier for your survey company or volunteers.
- **To save resources, engage volunteers.** You can engage community volunteers to conduct the survey to keep costs down. Volunteers should speak English and another local language/dialect, and need to be briefed on the survey questions beforehand. Getting volunteers to do the survey will also give them an opportunity to know their neighbours better. It also cultivates a greater sense of ownership for the CFAA project.
- **Door-to-door is best.** It is best to conduct the surveys door-to-door instead of mailing them to seniors. This is because residents are more comfortable responding verbally than by filling in a form. Having the Advisor send residents a letter informing them of the exercise will also be helpful. These letters should be in English and the three main local languages. To enhance the experience, involving the grassroots has proven to increase the participation rate.



Dr Amy Khor, Adviser to Hong Kah North Grassroots Organisation participating in one of the Needs Surveys

“We (Hong Kah North) did the Needs Survey using our own volunteers and we found that going door-to-door helped us greatly in reaching out to the residents in a very fast and effective way.”

Chin Yaw Vine, Constituency Director, Hong Kah North Constituency Office

- **Keep surveys short.** They should not contain more than 20 questions and should take no more than 10 minutes to complete.



- **Proposed sample size.** Some communities have engaged survey companies to reach out to 60% to 70% of their senior population. This is a useful target to provide sufficient information to design programmes for the seniors. If you are tapping on community volunteers, you should aim to reach at least 20% of the senior population in the community.
- **Be responsive.** Brief the survey company or volunteers that they have to alert you immediately if there are seniors with urgent needs, e.g. pressing health conditions for which they are not seeking treatment. This will enable you to put them in touch with the relevant agencies as soon as possible.

- **Respect residents' rights.** Remember to seek residents' consent to share their information with the relevant authorities / agencies that will be involved in the CFAA project. This will make it easier and faster for the right help to be given to them.
- **Saying thanks.** Preferable to provide seniors with a token of appreciation after they participate in the survey.

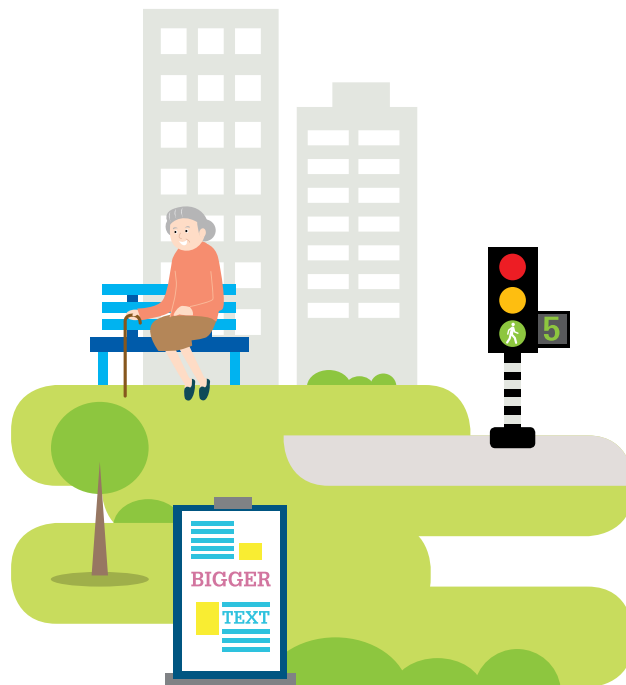


(B) TOWN AUDITS

Town Audits are useful for identifying physical defects and hazards in the neighbourhood that might be unsafe for seniors. By walking along routes commonly taken by residents, the volunteers take note of the areas that could be improved to make the environment safer and easier for the seniors' day-to-day activities.

As a result of Town Audits in other CFAA projects, different agencies have worked together to introduce more senior-friendly features within their neighbourhoods. These improvements include:

- providing more benches around the estate;
- installing additional countdown timers for traffic lights;
- increasing the "green man" time at traffic crossings;
- producing bus service information posters in larger fonts;
- levelling uneven ground surfaces; and
- coating drain covers with slip-resistant material.



Bus service posters with larger font



Additional countdown timers at traffic lights



Slip-resistant drain covers



Additional benches around the estate



“We at Marine Parade Town Council did a Town Audit and made a total of 238 town improvements in partnership with many agencies over a period of three years. We find Town Audits a really useful means to find out the needs and gaps in the neighbourhood!”

Xerus Koh, Property Manager, Marine Parade Town Council

SUGGESTED TIMELINE FOR TOWN AUDITS

Pre-Event

- Look out for popular spots around the neighbourhood that are often visited by seniors, e.g. the market, supermarket, bus stops, etc, and trace out the route that they take on a map
- Recruit seniors and volunteers for Town Audit
- Try to plan different routes that do not overlap with one another to cover as much area as possible during the audit
- Involve as many volunteers as possible for a one-time training session
- It is ideal to have 1 ambulant (able to walk on his own) senior and 1 wheelchair-bound senior for each route as their needs are different

- The suggested number of volunteers for each route is three: 1 writer to jot down feedback from the ambulant senior, 1 writer to jot down feedback from the wheelchair-bound senior and 1 photographer to take pictures of the findings

- The Town Audit team should have at least five individuals for each route – 2 seniors and 3 volunteers. You are welcome to involve more seniors/volunteers for each route if you like

- Conduct training for volunteers
- Brief volunteers on the purpose of the audit and on possible and common physical hazards to look out for
- All volunteers should walk through their assigned routes during the training to get used to the route

3 to 4 weeks before town audit

2 to 3 weeks before town audit

2 to 3 weeks before town audit

1 week before town audit day

SUGGESTED TIMELINE FOR TOWN AUDITS

Day of Town Audit

- Start early at around 8 am and end at around 10.30 am to avoid the heat
- Prepare some refreshments for seniors and volunteers at the end of the audit

Collate the observations into a report and classify them into broad categories for easier tracking

Check if the improvements can be done as part of your community's Neighbourhood Renewal Programme, or be submitted to the Community Improvement Projects Committee for consideration

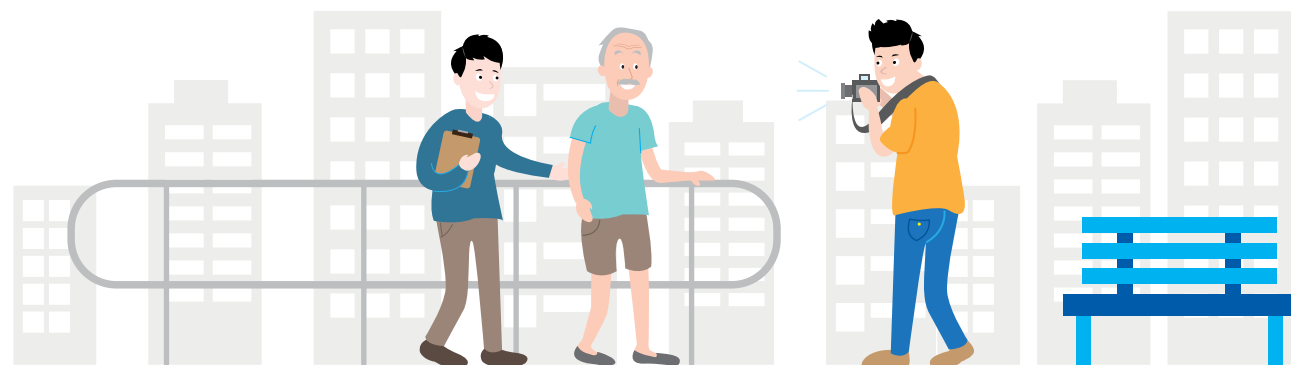
Connect with agencies such as the Town Council, LTA and HDB to assess the suggestions and explore other available funding

Anytime after town audit day to 4 weeks after town audit day

Anytime after town audit day to 4 weeks after town audit day

ORGANISING TOWN AUDITS: Best Practices and Tips!

- **Find the right senior volunteers.** Involve seniors who are more outgoing and outspoken in the audit. They are likely to provide more constructive feedback.
- **Manage expectations.** Manage the expectations of the seniors and volunteers at the start of the audit. Seek their understanding that not all of their suggestions can be implemented immediately.
- **Try doing an audit at night.** You may wish to conduct a session of the audit at night for a different perspective.
- **Involve different types of seniors.** Involve seniors with different levels of mobility in the audit.
- **Great opportunity for bonding.** Town Audits are great intergenerational bonding activities. Seniors can be asked to point out areas that require improvements while youth volunteers take photographs and record comments.
- **Saying thanks.** Prepare small tokens for volunteers.
- **Wish list.** Look through the “wish list” and do away with ideas that may not be feasible. Rank the rest of the ideas accordingly and do up a follow-up plan.



(C) HEALTH SCREENINGS

Health screenings are useful to better understand the health status of seniors, so that programmes can be designed to help them manage their health better or take steps to continue adopting a healthier lifestyle.



Minister Heng Swee Keat at a community health screening in Tampines Central constituency

There are three types of health screening packages that may be offered to seniors under the CFAA project:

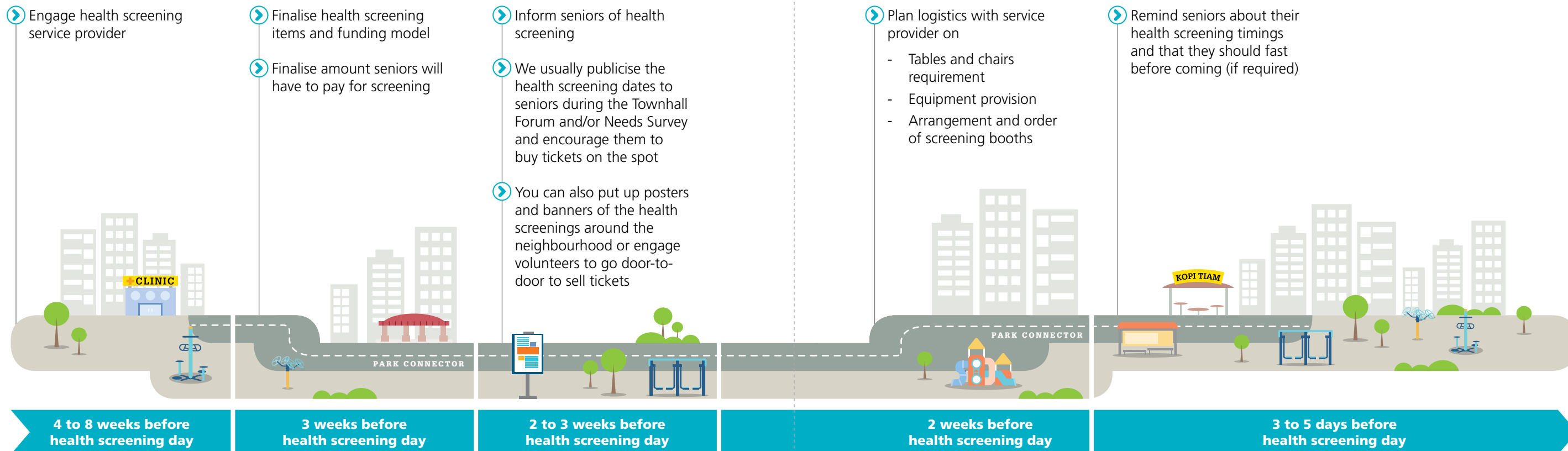
SCREENING TYPES	PURPOSE
Chronic Disease Screening	Readings for Body Mass Index, Blood Pressure, Blood Cholesterol and Blood Glucose to check for risks of Heart Disease, Stroke and Diabetes
Functional Screening	Assessments for continence, mood, physical functional, oral health, hearing and vision
Cancer Screening	Tests for Cervical, Breast and Colorectal Cancers

WHAT TO DO IF A SENIOR IS FOUND TO HAVE A MEDICAL CONDITION?

- Arrange for grassroots volunteers and outreach teams from Voluntary Welfare Organisations (VWOs) within the community to remind seniors with health risks to see their doctors and take their medicines regularly. For seniors living alone or with urgent medical conditions, the volunteers could also play a part to help them seek medical attention.
- Invite seniors to participate in health talks, workshops and other activities.

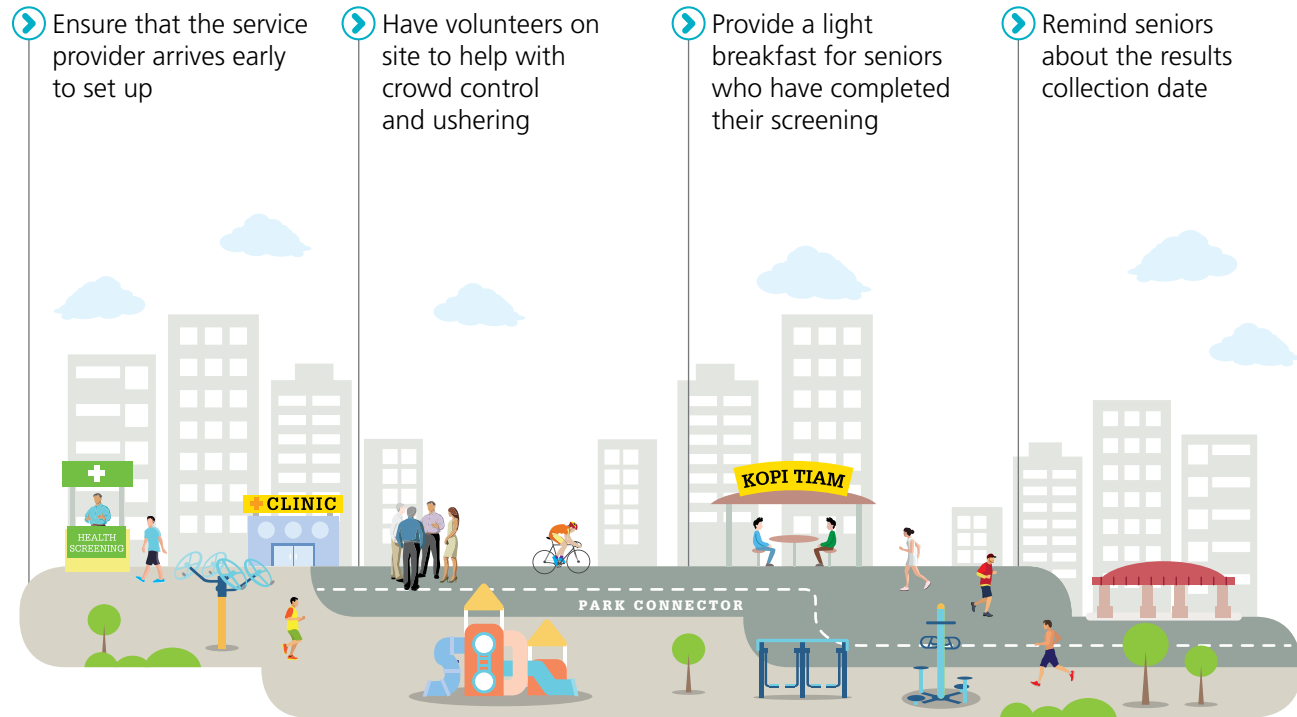
SUGGESTED TIMELINE FOR HEALTH SCREENINGS

Pre-Event

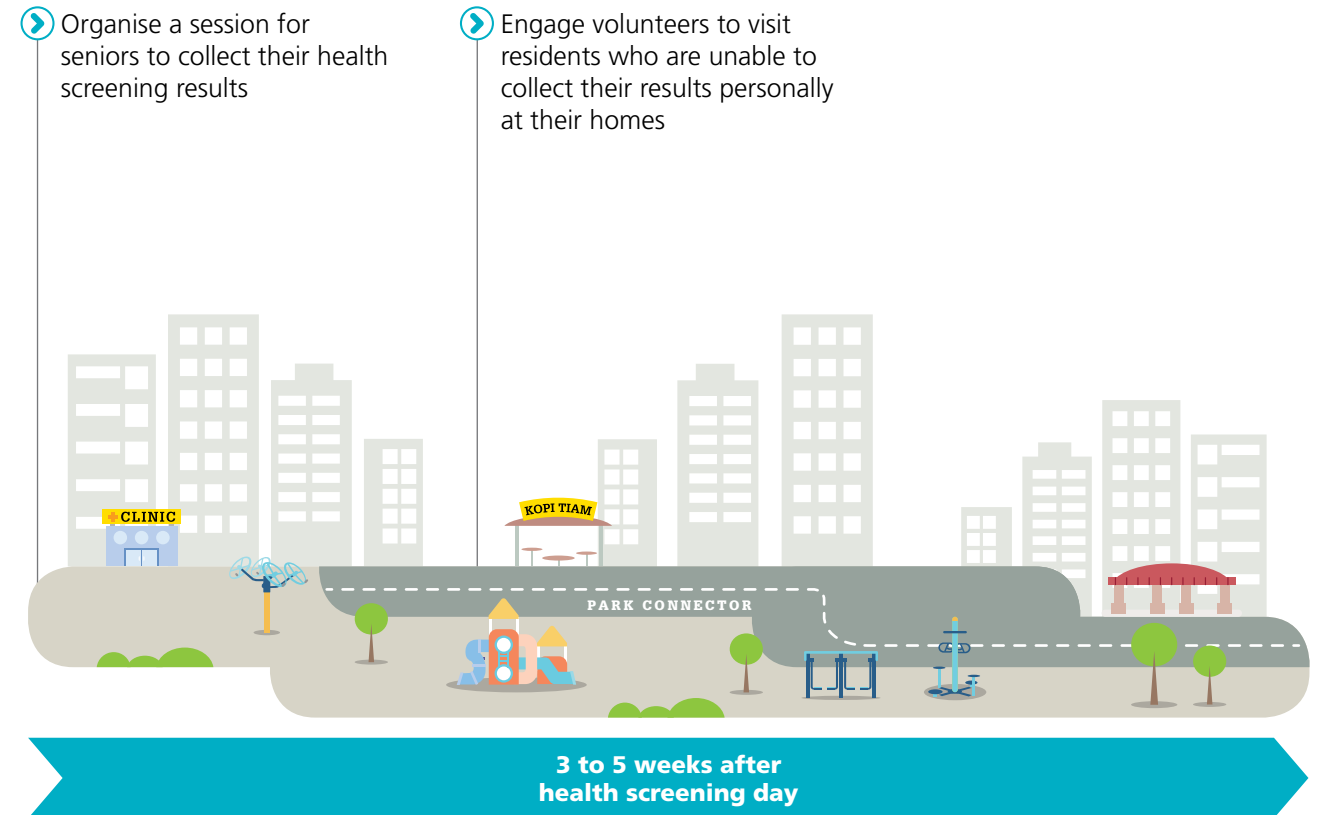


SUGGESTED TIMELINE FOR HEALTH SCREENINGS

On Health Screening Day



Post-Event





ORGANISING HEALTH SCREENINGS: Best Practices and Tips!

- **Gather information.** More information can be obtained from the People's Association Wellness staff in your community for community health screening. Work with Wellness staff to involve our public health institutions and Regional Health Systems so that they can also manage the follow-ups.
- **Do your outreach early.** Conducting door-to-door outreach to sell health screening tickets is a good way to encourage attendance. The tickets should remind seniors that they have to fast before the health screening.
- **Be ready and early.** Most residents will come down for screenings early because they are required to fast the night before. Queues often build up right at the start so do have additional registration booths
- **Location is key.** Choose a convenient location to conduct the screening, and for residents to collect their screening results. From our experience, conducting screenings at void decks minimises the distance that seniors have to walk – rain or shine! Arranging the collection of results with a community event, e.g. Healthy Day, also helps with good attendance.
- **Communicate and explain.** Engage healthcare professionals and trained volunteers to explain the health screening results to the seniors in simple terms on the day and in a familiar language when they collect their results.
- **Sign them up on the spot.** Conduct on-the-spot sign-ups for follow-up programmes for seniors in need.



Community health screening conducted at Bedok constituency

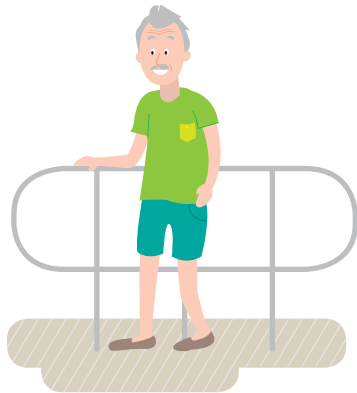
STAGE 3

ADDRESSING NEEDS



The findings from your Town Audits, health screenings and social survey will help you design and introduce suitable programmes and activities for your residents in the three following areas:

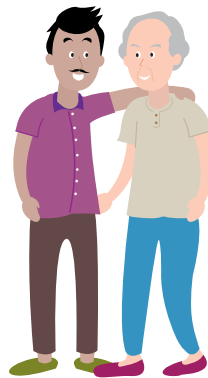
**(a)
Safety and
Security**



**(b)
Health and
Wellness**



**(c)
Social
Support**



To give you an idea of some of the programmes and improvements that could be done for your own community, here are some successful examples for reference. The programmes and improvements need not be on a large scale. In fact, even small improvements can make a big difference in the lives of the seniors. We hope that these will inspire you as you begin your CFAA journey!

(A) SAFETY AND SECURITY PROGRAMMES

EASE Programme

HDB's Enhancement for Active SENiors (EASE) programme started out as a pilot programme at Marine Parade where seniors' homes were retrofitted with elder-friendly features. These included grab bars, slip-resistant treatment to toilet floor tiles, and ramps. Today, the EASE programme is available in all HDB estates.



Images courtesy of the Housing & Development Board

Tanglin-Cairnhill / Bedside Switch Programme

The Bedside Switch programme is a programme where a two-way light switch is installed by the seniors' beds so that they can move around more easily and safely at night.



Queenstown / Polyclinic Shuttle Bus Service

Queenstown operates a shuttle bus service that picks seniors up at selected points around the neighbourhood and sends them to the polyclinic. Return trips are also available from the polyclinic at selected times.



(B) HEALTH AND WELLNESS PROGRAMMES

Bedok / Monthly Exercise

Every third Sunday of the month before embarking on their brisk walk, the senior residents in Bedok gather to do warm-up exercises such as laughing yoga. After the brisk walk, participants will be given healthy products, such as milk, and health talks are also scheduled as part of the programme. In addition, the grassroots leaders also look up seniors with health conditions to encourage them to join relevant health talks. The health talks are conducted monthly and cover various topics from managing chronic diseases, preventing falls, eye, knee, joint and vision care, and managing medicines to healthy cooking.



Bedok Sunflower / Health-Promoting Residents' Committee (RC) Centre

The health-promoting RC centre at Bedok Sunflower is adorned with visual cues and health messages. Senior-friendly exercise equipment and weekly Body Mass Index (BMI) and blood pressure measurements are also made available at the RC centre to serve the community.



Chua Chu Kang / Healthy CFAA Programme

Chua Chu Kang has taken a health-centric focus in their CFAA initiatives with the Healthy CFAA@ Chua Chu Kang programme. There are four key focuses in their programme: (a) Regular health screening (b) Eating wisely (c) Exercise regularly and (d) Creating a healthier environment. A Healthy Living Committee formed by the grassroots leaders helped encourage their residents to adopt healthy lifestyles. Regular health screenings, visits and health education by community nurses also complement their efforts. Fresh fruits substitute the usual snacks at all community events to encourage healthy eating.

Healthier food options are also available at the neighbourhood coffee shops and food courts in the malls. Visual cues within the community are also added to encourage residents to adopt healthier behaviour such as taking the stairs instead of the lifts.



Hong Kah North / Senior Fitness Corner

A new Senior Fitness Corner has been introduced at Hong Kah North with senior-friendly exercise equipment. It was set up through a close partnership between the constituency office, community leaders and the Health Promotion Board (HPB) to ensure that safety standards at the fitness corner are met.



Siglap / Traditional Chinese and Indian Medicine Consultation

Siglap has started to provide Traditional Chinese and Indian Medicine consultation to seniors at low cost on a monthly basis.

Whampoa / Heart 2 Heart Talk

One of the grassroots leaders at Whampoa, who is a heart specialist, conducts "Heart 2 Heart" talks for residents. During the talk, residents can pick up tips on chronic disease management and are encouraged to take charge of their health by learning how to take their own blood pressure. Group sizes are usually small so that residents can receive personal advice and attention.

(C) SOCIAL SUPPORT PROGRAMMES

Marine Parade / Angel Ambassadors Programme

In Marine Parade, a group of volunteers, known as Angel Ambassadors, regularly befriend and visit seniors that are living alone. These Angel Ambassadors, ranging from 50 years old to 80 years old, are trained in basic befriending skills, depression and dementia knowledge as well as screening skills. The training is provided by professionals from GoodLife!, the Seniors Activity Centre (SAC) in the neighbourhood.



“I am happy that they (the Angel Ambassadors) come, so I don’t feel so lonely.”

“They do not only come and talk to me, they also bring me for my hospital appointments.”

“I find it hard to go out on my own, so I am happy that they have been coming to visit me.”

Quotes from beneficiaries of Angel Ambassadors programme

Whampoa / ComSA Programme

Tsao Foundation has partnered Whampoa to introduce a care management pilot project for seniors under the broader CFAA initiative. Known as the Community for Successful Ageing or ComSA@Whampoa project, this partnership introduces a case management system and a primary care mobile clinic in Whampoa to serve the seniors. Seniors will be surveyed and followed up according to their health and social needs. Depending on the level of care needed, seniors would be cared for by either Tsao Foundation’s professional care managers, community service providers, e.g. NTUC Eldercare Seniors Activity Centres, or volunteers in Whampoa.



“ComSA is about bringing the ‘community’ to our seniors in Whampoa, so they can age in a familiar environment. We make primary health and social care available, supported by residents, businesses and service providers within the community. We are glad to be part of this collaboration with Whampoa, and we believe that with the good ground support, many seniors will benefit from ComSA.”

Ms Peh Kim Choo, Director,
Hua Mei Centre of Successful Ageing,
Tsao Foundation

Tanglin-Cairnhill / Cooking For A Cause

Tanglin-Cairnhill has started "Cooking for A Cause", where healthy meals are prepared and delivered to needy seniors by volunteers.



Hong Kah North / Senior Citizens' Club

At Hong Kah North, a new Senior Citizens' Club has been formed to enable seniors to interact during health-promoting and other social activities.



Bukit Panjang / Classes for Seniors

At Bukit Panjang, new literacy and computer classes for seniors have been introduced. Some of the senior learners have also volunteered to mentor other seniors in class.



Other CFAA Sites / Community Directory

Some CFAA sites have done up and distributed a community directory to help seniors living alone. The directory includes the names of residents/volunteers who can provide home maintenance and transport services for the seniors. Seniors only need to contact their RC to make use of such services.



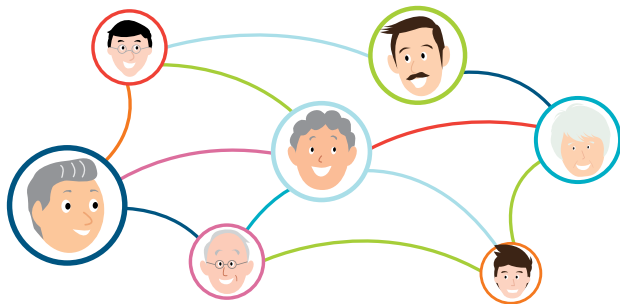
"The community directory creates an opportunity for the residents to know the needs in the community. More than the number of contacts in the directory, what matters most is that we get to understand and reach out to meet the needs in the community. Knowing that help is just a phone call away also helps build better relationships and trust between us (the Residents' Committee) and the residents."

Wong Phui Chen Jennifer, PBM
Siglap Constituency grassroots organisation, IXORA Residents' Committee Chairlady

USEFUL RESOURCES

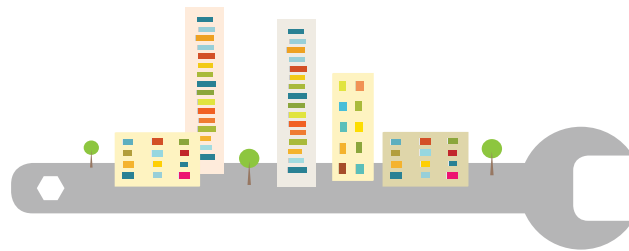


Finally, here is a list of key agencies with the resources and expertise to help you with your CFAA project. It includes agencies who have been involved in a CFAA project. This list is meant as a starting point for you and it is important for you to establish your own network of CFAA partners as no single community is the same. You know your community best and therefore would know who amongst you can support your CFAA project well.



FOR ADVICE ON KICK-STARTING YOUR CFAA PROJECT

The CFAA team at the Ageing Planning Office of the Ministry of Health is happy to provide general advice on your initial CFAA plans, e.g. Needs Surveys, Town Audits, Health & Functional Screenings. We can also help link you up with potential partners for your project. This team has worked closely with the current CFAA sites and will be able to share our experiences with you. You can reach us at email moh_cityforallages@moh.gov.sg.



SAFETY AND SECURITY PROGRAMMES

Town Improvements

Approach your Town Council to explore if you can tap on Repair & Redecoration (R&R), Community Improvement Projects Committee (CIPC), or Neighbourhood Renewal Programme (NRP) funds to support adding senior-friendly features in your neighbourhood.

Home Retrofits

The Housing & Development Board (HDB)'s Enhance for Active SENiors (EASE) programme offers subsidies to seniors wishing to retrofit their homes. Visit the HDB website for more details www.hdb.gov.sg/EASE.

HEALTH AND WELLNESS PROGRAMMES

Subsidies for medical and dental care

The Community Health Assist Scheme (CHAS) enables Singapore Citizens from lower- and middle-income households to receive subsidies for medical and dental care at participating General Practitioners (GPs) and dental clinics near their homes. Visit the CHAS website for more details <http://www.chas.sg/>.

Subsidised purchases of mobility devices

The Seniors' Mobility and Enabling Fund (SMF) scheme is administered by the Agency for Integrated Care (AIC) and enables qualifying seniors to purchase assistive devices at subsidised rates. Visit the Singapore Silver Pages for more details <http://www.silverpages.sg/smf>.

Falls Prevention

The Health Promotion Board (HPB)'s Strength Training Exercise Programme (STEP) is a group exercise programme that helps improve the muscle strength and balance of older adults with low physical function, thus reducing their risk of falls. HPB also provides complimentary Falls Prevention talks. Visit the HPB website under "Programmes" for more details <http://www.hpb.gov.sg/>



SOCIAL SUPPORT PROGRAMMES

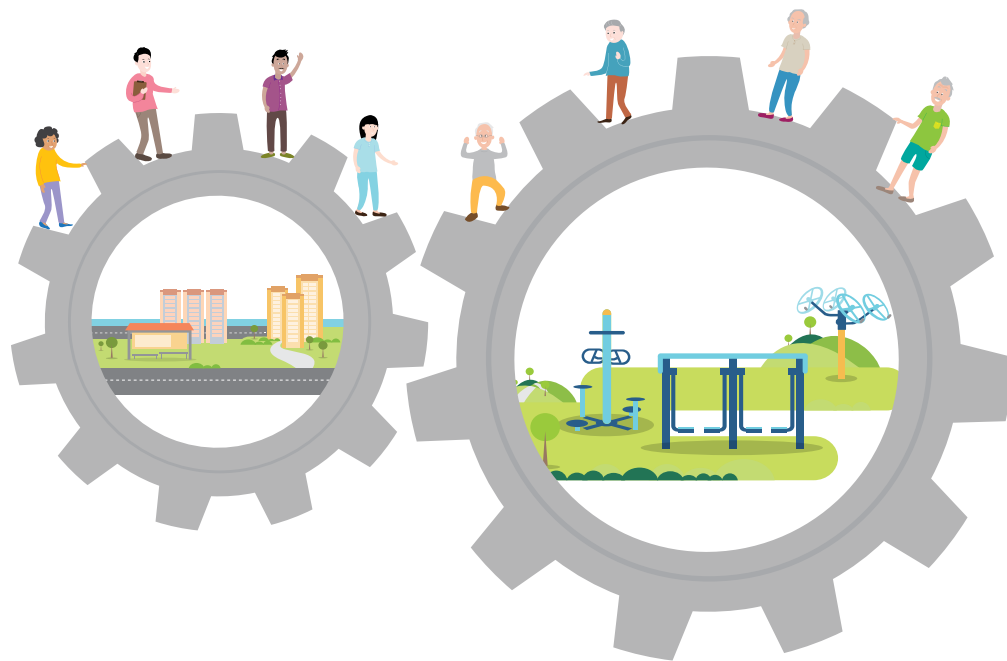
Befriending Programmes

Lions Befrienders Service Association (LBSA)'s island-wide befriending programme reaches out to seniors at risk of social isolation, and who have limited or no family support, through trained befrienders (volunteers), who visit these seniors at their homes to provide social and psycho-emotional support. Visit the Lions Befrienders website for more details <http://www.lionsbefrienders.org.sg>.



GEARING UP!

Everyone in the community has a part to play in active ageing and making Singapore a City for All Ages. The City for All Ages initiative is a platform for people and organisations to come together to listen to the needs of our seniors and improve their lives and well-being. It also provides the opportunity for us to build a community that we ourselves would like to ultimately grow old in. We are heartened to see the programmes and improvements that have been introduced in some communities and we look forward to having you on board this meaningful journey to improve the lives of our seniors!



SAFETY & SECURITY

Sometimes, little things make a big difference.

Mdm Chew, who uses a wheelchair, used to feel discouraged when she travelled to the swimming complex in the neighbourhood. The steps have since been replaced with a smooth ramp that is wheelchair-friendly after she participated in a town audit and gave feedback to the CFAA@Bedok team.

Mdm Chew
Bedok resident



HEALTH & WELLNESS

Walking out of darkness.

Mr Lim, who was homebound as a result of his illness, felt “useless” and gave up following up at the hospital. With care management and primary care clinic intervention from the ComSA@Whampoa team as well as referral to rehabilitation services, he is now able to walk with a walking frame and goes for regular follow-ups at the primary care mobile clinic. In addition to having access to affordable healthcare, Mr Lim is touched by the care and concern shown to him.

Mr Lim
Whampoa resident



SOCIAL-EMOTIONAL SUPPORT

Go the extra mile. An Angel Ambassador (a group of volunteers from GoodLife! SAC in Marine Parade) befriended Mdm K, who lives alone, and visits her regularly at home. When Mdm K was in the hospital, her Angel Ambassador went the extra mile and continued to visit Mdm K at the hospital to encourage her.

Mdm K
Marine Parade resident

Stories of seniors whose lives have been touched by CFAA work in their community



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