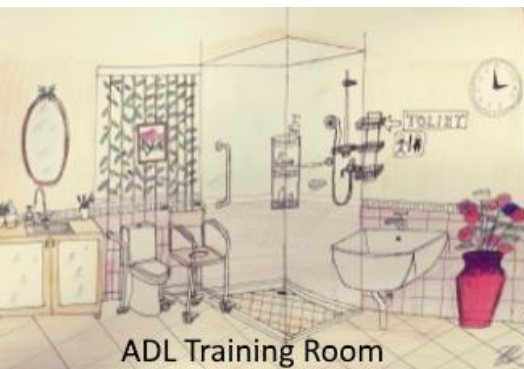




ANNUAL REPORT

2017



ADL Training Room



The Studio: Learning Lab



The Studio: Learning Lab

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ABOUT CFS

Founded in 20016, Centre For Seniors (CFS) is a non-profit, Voluntary Welfare Organisation (VWO) that is committed to promoting the total well-being of older persons in Singapore, specifically their vocational, financial and psycho-social health

Mission

To encourage seniors to be gainfully employed for as long as possible, and to remain actively engaged in the community in order to foster an active ageing mind-set in our seniors.

What CFS does

CFS manages training programmes, activities, and projects that help promote an active ageing culture in Singapore. The main goals are to advocate ageing with dignity, and fostering a society which enables seniors to continue to be gainfully employed.

Our goals are represented by two pillars:

Positive mindset on ageing

- Be active & healthy
- Work as long as you can
- Lifelong learning

Home & Community Support

- Care for elderly at home
- Plan for richer purpose in life
- Be relevant & connected with family & friends

Board of Directors

CFS is governed by a Board of Directors that provides strong corporate governance.

Patron

Mr Lim Boon Heng

Advisor

Mr Kevin Kwok

Board Members

Chairman	– Mr Tan Kian Chew
Vice-Chairman	– Mr Laurence Wee
Secretary	– Mrs Susana Concorde Harding
Treasurer	– Ms Adeline Kee
Director	– Mr Mohamed Idris Bin Mohamed Ibrahim (retired on 31/7/17)
Director	– Dr Thang Leng Leng
Director	- Ms Evelyn Yeo (co-opted on 5/9/17)
Executive Director	– Ms Lim Sia Hoe

Founder Member

NTUC Health Co-operative Ltd

Institutional Members

Gerontological Society of Singapore

NTUC Club

NTUC Fairprice Co-operative Ltd

NTUC First Campus Co-operative Ltd

NTUC Foodfare Co-operative Ltd

NTUC Income Insurance Co-operative Ltd

NTUC LearningHub Pte Ltd

NTUC Link Pte Ltd

Tsao Foundation

Seacare Co-operative Ltd

Chairman's Message

2017 has been another milestone for CFS.

We celebrated our 11th anniversary, we refreshed our logo, and we reaffirmed our mission of meaningful work and purposeful lives. For the past 11 years, CFS has outreached to mature workers through training programmes, teaching them to stay relevant, so that they can continue working in current jobs, or be re-employed in other jobs. The launch of the new



LifeWork programme is aimed at changing the mindsets, fostering more inclusive workplaces, and creating engaging communities. We are also able to bring technology into the classroom with the support from Infocomm Media Development Authority. Our seniors learn how to use the tablet and get more from the classroom programme.

As part of CFS 2017 Refresh – the LifeWork programme encourages our seniors on self-awareness and meaningful living, teaches them how to assess their strengths and re-charts their new career purpose. The programme also teach them new skills to do these well, so that they are prepared to run the next lap of their life with confidence and optimism.

The LifeWork programme is a 3-day course. It can be a gift from employers to their long service and mature workforce by enrolling them to attend this course. It is a meaningful way to thanking and honouring these workers for their years of contributions and preparing them for the next chapter of their life.

On technology adoption, CFS have teamed up with IBM to create a job portal to help match senior job seekers to potential employers. CFS has completed its participation in conducting surveys, focus groups and providing consultancy services to IBM. The job portal is under development and expected to be operational in mid-2018.

CFS have successfully rolled out formal caregivers' training to prepare trainees for work in the healthcare sector and conducted foreign domestic helpers and caregivers' training to train caregivers to take care of seniors. CFS also collaborated with AIC (Agency for Integrated Care) to pilot the training for Medical Escorts.

In addition, CFS have played an active role in outreach (through talks, roadshows, conferences, etc) to workers, caregivers and employers aimed at promoting CFS programmes and well-being of mature workers.

Last but not least, we want to express our deep appreciation to all our donors, sponsors, partners and believers for their continued support.

Here's to another innovative, collaborative and exciting year ahead, as we embark on the next decade together.

Thank you.

Tan Kian Chew

Chairman

Centre For Seniors

CFS 2017 REFRESH – The Next Decade

24 MARCH 2017, 9.30AM, NUSS SUNTEC CITY GUILD HOUSE

CFS 2017 Refresh – a time of celebration, reflect and reaffirm CFS's mission of meaningful work and purposeful lives.

CFS LAUNCHES NEW LIFEWORK PROGRAMME



Guest-of-Honour,
Mr Lim Boon Heng,
Patron of CFS,
Chairman of
Temasek Holding
and Chairman of
NTUC Enterprise,
and Mr Tan Kian
Chew, Chairman of
CFS

We have 100 guests, donors, and partners witnessed the launching of CFS LifeWork programme – a holistic work-life transition programme aimed to address concerns about career, re-employment, health and family during the different stages of life, especially at critical age junctions of 55, 62 and 67 years.

At the same time, CFS refreshed its corporate logo.

Old Corporate Logo



New Corporate Logo



A new brand logo for the launch of the “CFS LifeWork” programme. It aims to suggest “Life comes before Work”; and that “Life” should be full of purpose, focusing on reasons for living; and that “Work” should be meaningful, contributing to causes larger than ourselves. When used together, “Purposeful life Meaningful Work”, it suggest directions to head towards, and paths for a lifelong journey.

At the celebration, we also took the opportunity to thank all our sponsors, NTUC FairPrice, NTUC Income, Tsao Foundation, Citi and UOB. 2 cheques were presented, NTUC FairPrice Foundation donated \$600,000, and NTUC Income donated \$300,000 in support of CFS initiatives.



Mr Seah Kian Peng, CEO of NTUC FairPrice, presented a cheque of \$600,000 to CFS. Receiving the cheque on behalf of CFS are, Mr Lim Boon Heng, Patron of CFS and Mr Tan Kian Chew, Chairman of CFS and Ms Lim Sia Hoe



Mr Lim Boon Heng, Patron of CFS addressing CFS's partners and guests at CFS 2017 Refresh



"I have benefitted from the 3-days LifeWork programme. The modules on career and retirement transition helped me to understand that I can work for as long as I am still relevant and can bring value to employers. I should also look beyond what I do currently and explore other means of work such as part-time work, volunteer work, etc." **Richard Tan, 66**

CFS Programmes



SEG & READY

CFS's **Seniors Employment Guidance (SEG)** and **Re-Employment: Equipping And Developing Yourself (READY)** programmes aim to educate senior workers on attaining a positive mindset, through understanding the challenges of the human ageing process, while equipping self with skills to stay employed and active for as long as possible. Participants learn financial management skills of reviewing current and future trends to cope with impending retirement. The programme also sheds light on other social and economic factors which impact senior workers, and introduces to them resources to assist them in staying engaged and relevant.



READY in Mandarin



SEG (Malay Language)

Programme Reach

- 60** Senior Employment Guidance (SEG)
 - 283** Re-Employment Equipping And Develop Yourself (READY)
-

CFS LifeWork Programme

The LifeWork programme comprises a series of five workshops covering 6 modules conducted over 3-days where participants go through a journey of self-discovery, finding their life goals, their strengths and weaknesses, and how to have positive mindset on work and life. These workshops also cover the importance of health and staying active as well as the importance of family and community engagement. CFS also developed a condensed version of the programme called “Rethink 50: Preparing for Change” and “Rethink 50: Be Active & Relevant”. Both are one-day workshops.

Training Places

1602 LifeWork
456 Rethink 50 Series



Debate: Human is made to multi task



Participants enjoying each other's company



Health is Wealth: Exercise routines

LifeWork Programme Participants' Testimonies

"I learnt a very useful tip from the workshop's topic on mindfulness. The deep breathing exercise helped me to calm down and focus during stressful moments at work. I have also discovered ways to be more engaged in physical activities, such as exercise, that will improve my sense of concentration and overall well-being".

Nagarajan Pathmmavathi, 55



"This course has been a very positive experience for me. It has given me the opportunity to reflect on my life journey thus far, and has broadened by perspective. It provided practical advice and tools with which to prepare for life's later stages. It had also helped me to be a better healthcare worker when interacting with patients"

Ruth Koh, 68



"The workshop on exercise was very useful as it showed us how we can find ways to exercise despite our hectic life. The five love languages is an awareness and (we) should not take things for granted. Advance care planning is another awareness to take charge of while we are still alert"

Emily Boon, 58

CFS LifeWork Champions

The CFS LifeWork Champions initiative received overwhelming support from Port of Singapore Authority (PSA) and Maybank. As a LifeWork Champion, the organisation contributes to the training of their staff, harnessing their potential to stay employable, productive and confident of the future.

Staff from PSA and Maybank attended a one-day transformational workshop - “We are Golden” – a highly experiential and practical session to empower mature workers to be proactive in planning and management of their work-life transition



PSA's participants completing the “We Are Golden” workshop



Group Discussion

PSA

2 Workshops

41 Participants



Team Problem Solving

Maybank

2 Workshops

45 Participants

Serving Senior Customers at the Workplace



This programme was developed to prepare and equip frontline and retail staff with the right skills to handle senior customers. We conducted 5 workshops for NTUC FairPrice. These skills proved valuable as more seniors are shopping at NTUC FairPrice outlets during days when they enjoy discounts on their shopping lists. Staff are more confident when dealing with seniors who are frail as well as people with dementia.

Programme Reach

5 Workshops
59 Frontline & Retail Staff

Financial Management Literacy

CFS, in partnership with Citi-Tsao Foundation rolled-out this programme to help seniors in planning for retirement. It covers the basics of budgeting, insurance, investment, using CPF Retirement Calculator, CPF LIFE, and scams prevention.



Train-the-Trainer Session



Trainer Steven Ong and trainees



Trainees learning to use the CPF Online Tools

Programme Reach

10 Train-the-Trainer
145 Course Participants

Caregivers Training

CFS has 3 caregiving courses – Caregivers Training, Basics of Elder Caregiving and Essentials of Elder Caregiving.

The **Caregivers Training (CGT)** is a 10-day comprehensive programme consisting of three main modules – Foundation (Core), Personal Care (Carer), and Self Care & Ethics. It is a competency based training that includes underpinning knowledge, practical skills and assessments.



CFS's honourable guest, Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health, observing a training session

Programme Reach

23 Caregivers Training
148 Basic Eldercare
Training
21 Essentials of Elder
Caregiving

The **Basic Eldercare Training** is a 2-day hands-on training course that trains family caregivers, including Foreign Domestic Workers (FDWs) to be better equipped to look after the elderly at home. It focuses on personal care and activities of daily living (ADL), and other skills such as monitoring vital signs, monitoring and assistance in taking medications, fall prevention, infection control, and basic first aid. In addition, a 3-hour home based visit is available for FDWs.



Participants enjoying the elder caregiving skills training at CFS

The **Essentials of Elder Caregiving** is a 2-day training course that addresses major concerns of day-to-day living of elderly covering communications, recognising early signs of health issues, including dementia and caregivers wellness.

Training for Medical Escorts

CFS trained 22 medical escort trainees for Agency for Integrated Care (AIC). It had a competency-based assessment at the end of the 1-day course.

The escort services are offered to elderly who are unable to attend medical appointments or treatments on their own, and have no suitable or available caregiver to take them to their medical appointment or treatments.



Medical escort trainees attending lessons at CFS

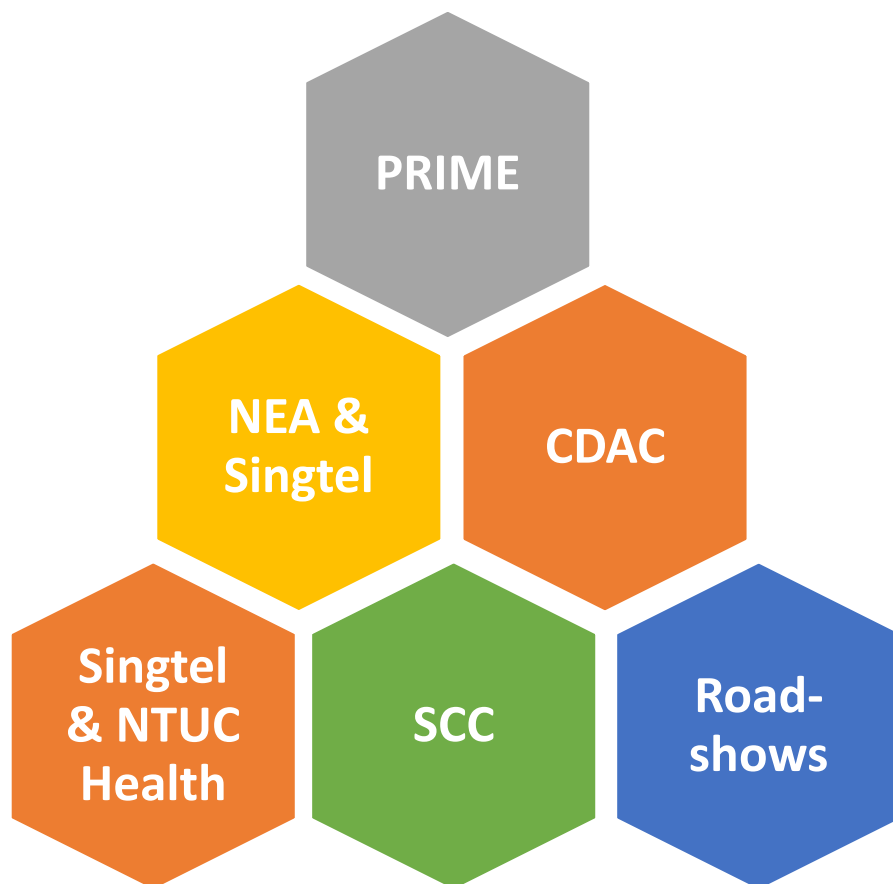


Trainees being assessed in wheelchair-and-car



The first batch of Medical Escort trainees

CFS OUTREACH



CFS Seminar “Growing or Ageing: It’s All in Your Mind”



Life is not always a bed of roses, but as long as we stay focused and driven by our passion and purpose, all of us can do remarkable things in our own way. Sharing from her life

experience at the CFS seminar, **Mdm Aziza Ali**, spoke about her ups and downs of life: From a relief teacher to a secretary, and later, a culinarian who was forced to close the first Malay fine-dining restaurant in Singapore. Nevertheless, Aziza never gave up on her passion and was inducted to the Singapore Women’s Hall of Fame in 2016.



Mdm Aziza Ali, Ms Lim Sia Hoe, Ms Jennie & Dr Emily Ho

Other Speakers:

Dr. Emily Ho, Director and Consultant Psychiatrist, Mind Care Clinic, Farrer Park Hospital, spoke on preparation for transition from one life stage to another and how to adapt to changes in our body as well as changes in our role in the family and society.

Dr. Julian Tan, an Interventional Cardiologist, shared the ins and outs of ischaemic heart disease (IHD), especially on preventive measures and treatment options.



*Programme
Reach*

200 Attendees

“Achieving Your Dreams – Driven By Passion & Purpose” - Mdm Aziza Ali

NEA Innovation and Learning Fiesta 2017



CFS's Trainer Jenaline Low

CFS's trainer, Jenaline Low, delivered a talk on "Rediscovering Yourself: Live with a Purpose and Stay Driven" covering some components of the LifeWork programme. Participants were fully engaged and very appreciative. The participants shared that they are motivated to live a purposeful life and finding new meaning in their work.

Programme Reach

50 NEA Employees



Attentive audience

Singtel LifeLong Learning Day

CFS's team were at the 2-day **Singtel LifeLong Learning Day Roadshows** – July 25 @ Singtel ComCentre, and July 26 @ NCS Hub. They were on site to promote CFS's training programmes and presented a one-hour talk on Financial Literacy – Planning for Retirement.



CFS booth @ Singtel NCS



CFS booth @ Singtel ComCentre

Chinese Development Assistance Council (CDAC) – Rethink 50

A specially customised “Rethink 50” workshops were developed for CDAC, conducted in Mandarin over two half-days on 15 September “Rethink 50: Preparing for Change” and 20 September “Rethink 50: Be Active & Relevant” respectively. We had 25 participants at each workshop.



(Left) Trainer Kedy Chang (in red) with CDAC participants. (Right) Class in progress

Through the workshops, participants learnt about their own Love Languages and the different types of behaviour characteristics using DISC profiling to help them build better understanding and relationships with family members and friends. They also learnt about life transitions, common health problems, the importance of nutrition for healthy eating and ways to stay relevant and engaged in the community.

CDAC participants were actively engaged in the workshops, sharing their life experiences with the class. The oldest participant, Madam Teo Hong Bee, 83 years-old, said she stayed active by learning new things.

Programme Reach

50 CDAC Members



“I love to learn languages and attend talks. Through talks like this Rethink 50 workshops, it helps me to stay active, improve my knowledge and to keep myself relevant in this fast changing environment.” -
Madam Teo, 83

Singtel Group Learning Fiesta 2017

CFS had 2 talks on “Dementia” for Singtel employees on August 22 @ 10 Square Orchard Central and August 22 @ NCS Hub respectively. Understanding dementia, recognising signs and symptoms and communicating with persons with dementia are useful knowledge for everyone in an ageing population.



CFS's Trainer Lo Chue Har talk on dementia

Programme Reach

200 Singtel
Employees

NTUC Health: Beautiful Minds, Colourful Memories



CFS's Trainer Sandra Foo sharing with the seniors about dementia at Serangoon SCC

CFS' Ms Sandra Foo spoke on dementia at an event organised by NTUC Health held at the Serangoon Senior Care Centre (SCC). The talk aims to raise awareness of dementia among the older adults, highlighting the importance of looking after own well-being, managing and coping with stress and maintaining a healthy diet in combating this disease.

Programme Reach

50 Residents

Intergenerational Coaching/Mentoring @ School-Based Student Care Centres



The Singapore education system has often been described as a 'pressure cooker'. Kids at the age of 8 -13 years old are also facing life's first great cross-road; straddling the fence between childhood and choice. They still look to their teachers and parents to guide them about what is right and what is wrong. They are also longingly seeking for approval and support from the adults who surround them. Seniors can play a role here; giving guidance and support, and sharing their knowledge and life experiences to children at the school-based student care centres.



Mentoring Training and Role Playing

The outcome of the program is to leverage on the expertise of the seniors in contributing back to the society, build capability of seniors to serve as mentors and enhance the emotional / psychological well-being of students so as to enable a smooth transition into adolescence.



Mentoring session at a school-based student care centre

Programme Reach

114 Mentors
210 Students

National Silver Academy (NSA) Roadshows



August 17-22 @ Bedok Mall

November 11 @ SUSS



ULive Symposium 2017



November 26 @ Downtown East

ULive THE GOOD LIFE
SYMPOSIUM 2017
 26 November, Sunday

Time	Activity	Venue
8.00am	Registration Starts*	Level 2 @ Atrium Room 18.2
8.30am - 4.00pm	Ongoing Happenings @ Tech Learning Zone	Level 1
9.00am	Welcome Address by Special Guest: Mr. Nathan Lim Member of Parliament, Singapore	Level 2 @ Casino Room 18.2
9.15am - 10.00am	Key Talk(s) by Government Technology Agency of Singapore (GovTech)	Level 2 @ Casino Room 18.2
10.00am - 11.45am	Classroom Learning Session 1 Remember the Learning, After Learning that and more	Level 2 @ Casino Room 18.2
11.45am - 12.00pm	Break Time for Participants	Level 2 @ Casino Room 18.2
12.00pm	Panelist and Welcome Address of Special Guest: Mr. Nathan Lim Member of Parliament, Singapore	Level 2 @ Casino Room 18.2
12.10pm - 12.30pm	Key Talk(s) by National Crime Prevention Board (NCPB) and Singapore Police Force (SPF) Cyber Security and How to Avoid Being a Victim	Level 2 @ Casino Room 18.2
12.30pm - 1.00pm	Break Time for Participants	Level 2 @ Casino Room 18.2
1.00pm - 2.45pm	Classroom Learning Session 2 Remember the Learning, After Learning that and more	Level 2 @ Casino Room 18.2
4.00pm	End of Event	

CFS Technology Adoption



Development of Job Portal for Seniors (IBM-CFS)

CFS with the support from IBM's Discovery and Impact Grants, developed a senior-friendly job portal. We hope, this job portal would help alleviate some of the challenges facing senior job seekers today. The project is managed by a team of lecturers and final-year students from Singapore Polytechnic.

This portal is due to launch in 2018.



Design Thinking process led by experts from IBM



Employers Focus Group Session



Job Seekers Focus Group



Job Seekers Focus Group Session

CFS E-Book App

CFS successfully incorporated the use of IT (Information Technology) into its training curriculum. CFS developed the E-Book App with the grant from Infocomm Media Development Authority (IMDA). Through the use of E-Book app CFS has raised the standard of course delivery as well as enhanced the learning experience and brought the digital knowledge closer to our course participants. With the exposure of using IT devices, senior participants are more receptive to the use of mobile devices and raises their confidence in embracing technology for work and at home.



Participants handling tablet for the first time

Total Reach

1000 Senior Users



Enhancing learning
experience with EBook

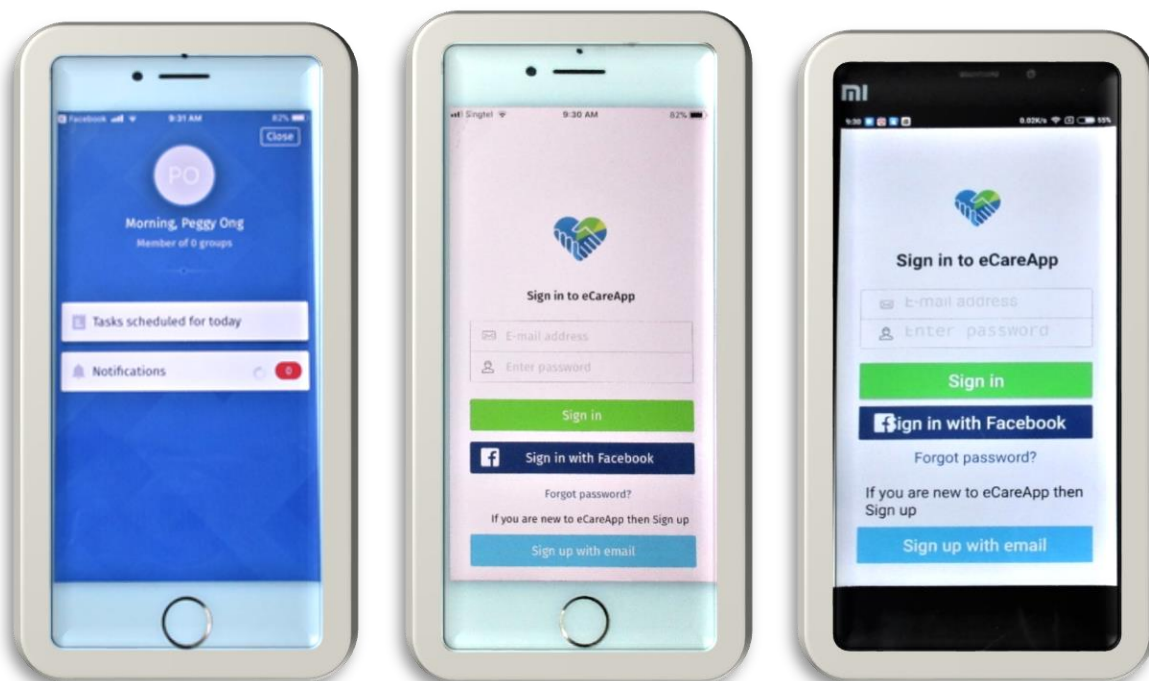


eCareApp

The app was developed by CFS and ACE Seniors, in partnership with consulting and technology services firm, Sierra Solutions. The goal of this app is to alleviate the burden on caregivers by creating a support network that can provide better care for people with age-related problems and special needs.

This support network can be made up of family members, foreign domestic workers, friends, allied health workers and members of the community.

The app was made available for download on the Apple Store since November 2016 and on Google Play from April 2017.



eCareApp on IOS and Android

Corporate Information

ROS Registration Number: 2108/2006

Charity Registration Number: 002065

IPC Registration Number: IPC 000608

Banker: DBS Bank Ltd Singapore

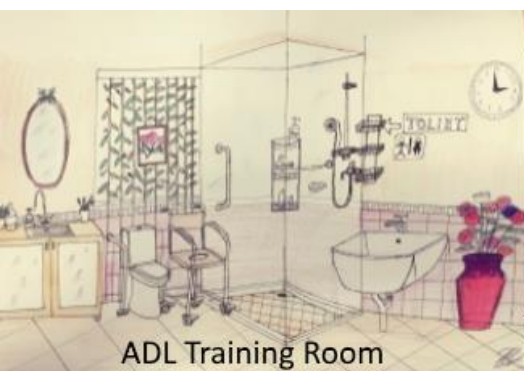
Auditor: KPMG LLP

Founder Member: NTUC Health Co-operative Ltd

Business Address: 9 Bishan Place, #10-02
Junction 8 Office Tower
Singapore 679837

Corporate website: www.cfs.org.sg

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