

Resource Kit on Caregiving & Community Mental Health



Supported by QiC

Developed by:



Contents

Introduction.....	4
About the Community Mental Health Masterplan & Programmes.....	4
CREST (Community Outreach Team).....	9
CREST – Caregivers (CG).....	15
CREST-Youth (Youth Community Outreach Team)	16
COMIT (Community Intervention Team)	18
Youth Integrated Team	23
Aftercare	25
ASCAT (Assessment & Shared Care Team).....	27
Mental Health in Primary Care	28
Frequently Asked Questions on PCN-MH	34
Annex A: List of Polyclinics with Mental Health or Memory Clinics	36
Annex B: List of Mental Health GPs by Regions.....	37
Dementia-Friendly Singapore	55
Night Respite	60
Go Respite.....	61
Post-Diagnostic Support – Dementia	65
Other Community Programmes/Services	66
Financial Subsidies for Mental Health Services	66
Employment Support.....	66
Other Mental Health Services for Youth	69
Mental Health Support	69
Services for specific client profiles and/or needs.....	71
Mental Health Facilities	76
Psychiatric Day Care Centres	76
Dementia Day Care Centres	76
Psychiatric Rehabilitation Homes.....	79
Psychiatric Nursing Homes.....	79
Psychiatric Sheltered Homes.....	80
Private Ambulance Services.....	81
Decluttering Services & Assistance Funds	83

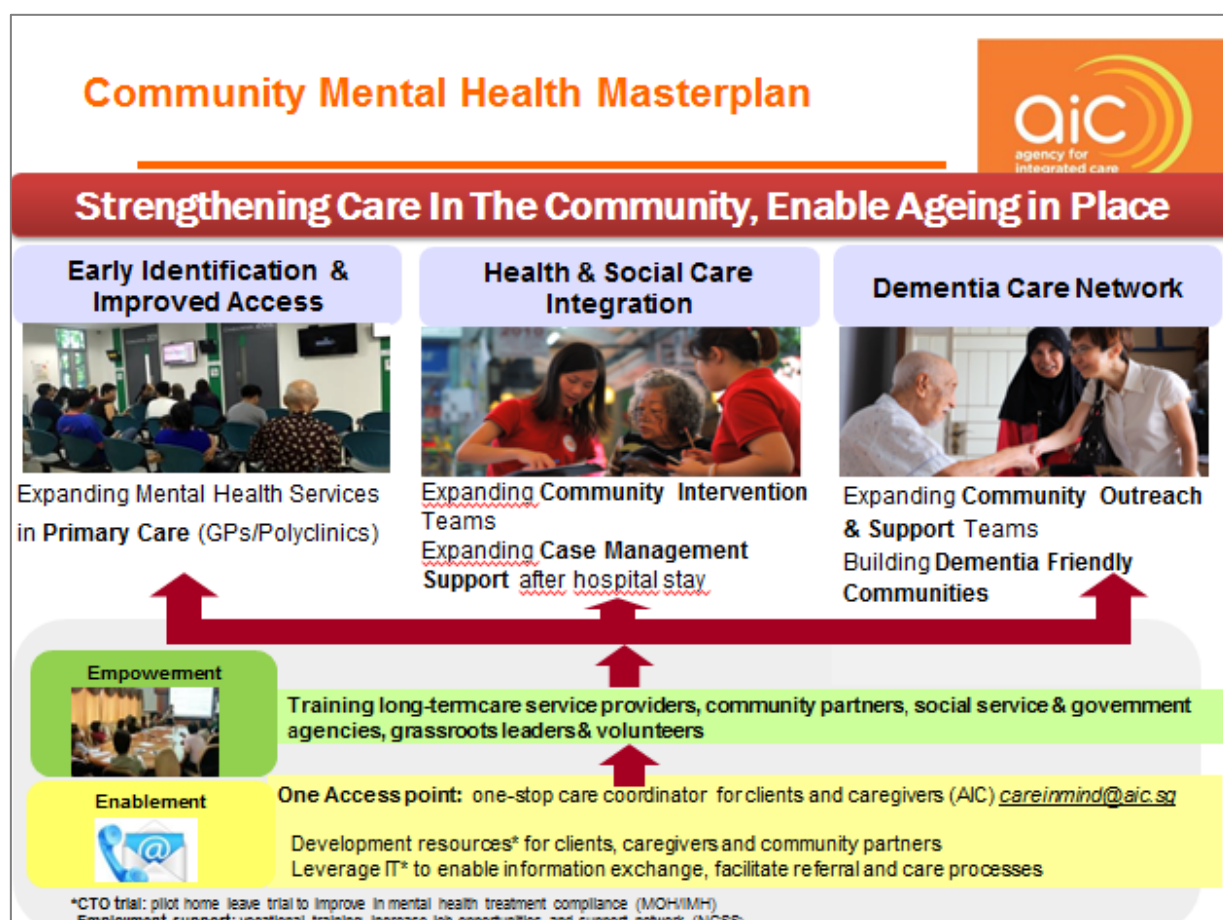
Social Service Agencies	88
Social Service Offices	88
Family Service Centres	89
Divorce Support Specialist Agencies	92
Family Violence Specialist	92
Active Ageing Centres and Active Ageing Centre (Care) ¹	92
Resources	94
Referral to careinmind@aic.sg	94
List of Publicity Collaterals.....	97
List of Videos.....	103
e-Learning Modules	105

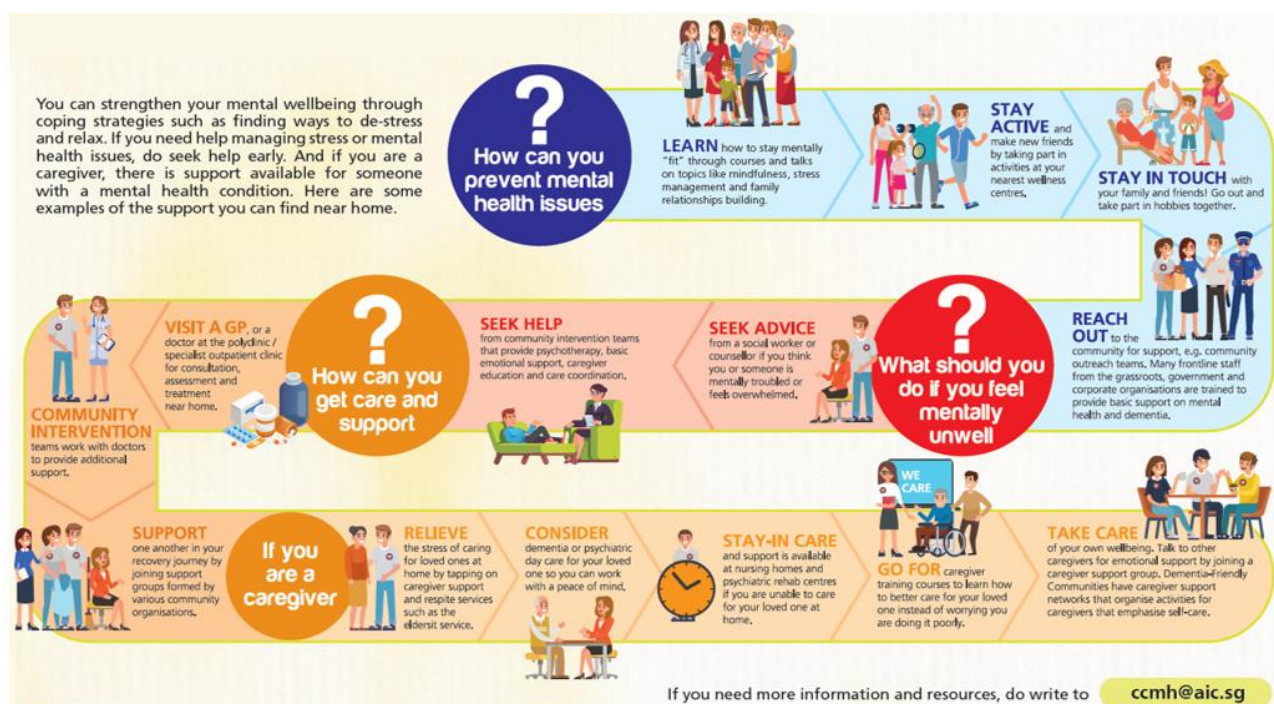
Introduction

This resource kit aims to provide information and resources to empower you in supporting your clients and caregivers in the community. If you need any clarification, please contact your respective Programme Manager or email ccmh@aic.sg.

About the Community Mental Health Masterplan & Programmes

Since 2012, the Agency for Integrated Care (AIC) was appointed by the Ministry of Health to develop the Community Mental Health (CMH) Masterplan. The plan focuses on working closely with the health, social and community care partners to build an integrated mental health network to better support for persons at risk/with mental health issues including dementia and their caregivers in the community.





Overview of the Mental Health Support & Services

Programme	What it does	Who will benefit
Community Outreach Team (CREST) aka Community Resource, Engagement and Support Team	<p>The Community Outreach Team (CREST) focuses on raising public awareness of mental health conditions and dementia, promotes early recognition of at-risk individuals, provides emotional support to individuals and their caregivers and links individuals to relevant health and social care services when necessary.</p>	<p>General public.</p> <p>Clients or caregivers identified to be and at-risk of having mental health conditions and dementia.</p>
	<p>The Caregiver Community Outreach Team (CREST-Caregivers) focuses on caregivers who have or are at risk of developing depression, anxiety and burn-out due to their caregiving role. The team increases public awareness of caregiving concerns, promote identification of caregiver needs, supports caregivers in self-care and links caregivers up with support groups and counselling services where needed.</p>	<p>Caregivers identified to have or be at risk of developing mental health conditions due to caregiving duties.</p>
	<p>The Youth Community Engagement Team (CREST-Youth) increases awareness of mental health and promotes early identification by organising outreach events, involving parents and peers in the recovery journeys and link them to appropriate health and social support networks.</p>	<p>CREST-Youth's target population is in the 1) general youth population 2) youths at-risk of developing mental health issues</p>

Programme	What it does	Who will benefit
	Promote the recognition of early signs and symptoms of mental health conditions.	and 3) caregivers of youths with mental health issues. Youth is defined here as 12-25-year-old, not yet in the workforce.
Community Intervention Team (COMIT)	The Community Intervention Team (COMIT) provides assessment, counselling, therapy, case management and psychoeducation support for clients with mental health issues and dementia, including their caregivers. COMIT works closely with the Community Engagement Teams, General Practitioners, Polyclinics and other community partners to provide holistic care to clients.	Clients or caregivers identified to be having mental health conditions and dementia.
Youth Integrated Team (YIT)	The Youth Integrated Team (YIT) conducts targeted outreach to increase awareness of mental wellness, provides assessment, therapeutic intervention and case management while engaging youth for ongoing monitoring and support.	Youths at-risk of, showing signs and symptoms of, or diagnosed with mental health conditions, and their caregivers. Youth is defined here as 12-25-year-old, not yet in the workforce.
Aftercare	The Aftercare programme provides transitional care support and coordinated case management for clients with complex needs and frequent relapse episodes, to optimise functioning, sustain their psychological well-being and re-integrate them back into the community.	Persons age 15 years and above with mild to moderate mental health conditions and have consented for co-management by the restructured hospital and identified community partner. Complex needs (two or more needs) and/or those with frequent relapse episodes, non-adherence to treatment and appointment

Programme	What it does	Who will benefit
Assessment & Shared Care Team (ASCAT)	The Assessment & Shared Care Team (ASCAT) comprises of a multi-disciplinary team to provide assessment, treatment, and holistic care for clients with moderate to severe mental health conditions.	Patients with moderate to severe mental health conditions such as depression, dementia, anxiety etc. requiring assessment, diagnosis, stabilization and treatment.
Mental Health in Primary Care (comprising Polyclinics, General Practitioner (GP) clinic, Polyclinic & Family Medicine Clinics)	Persons with mild to moderate mental health/dementia* and chronic health conditions can seek holistic treatment at a nearby General Practitioner (GP) clinic, Polyclinics or Family Medicine Clinics (FMCs), which is closer to home and in a less stigmatising environment.	Clients with mild to moderate MH conditions and dementia who need intervention and support
Dementia-Friendly Singapore	The Dementia-Friendly Singapore (DFSG) is an initiative, led by AIC and in collaboration with community partners, announced by the Ministry of Health in 2016 to address the dementia prevalence in Singapore. It aims to An inclusive society whereby persons living with dementia and their families feel respected, valued and confident to live well in the community.	General public on dementia awareness At risks seniors, Person living with dementia, Caregivers Partners who are keen to create a dementia-friendly environment
Night Respite	The Night Respite programme provides respite for caregivers caring for persons living with dementia with sundowning behaviour such as restlessness, agitation, disorientation, visual and auditory hallucination.	Persons living with dementia who are displaying sundowning behaviour and have difficulties sleeping at night. Clients should have a diagnosis for mild or moderate dementia.
Go Respite	Go Respite is a pilot programme that encourages caregivers to plan ahead and identify suitable respite option out of centre and nursing home service through completing some necessary pre-admission applications in advance.	Caregivers who requires short term respite break from caregiving for their elderly loved ones or when foreign domestic worker goes on home leave

Programme	What it does	Who will benefit
Post-Diagnostic Support Dementia -	The Post-Diagnostic Support Programme for persons newly-diagnosed with dementia and their caregivers (PDS-Dementia) provides education on the condition, coordinates community resources and facilitates early planning and management of the condition, for persons living with dementia and their caregivers upon diagnosis over six months.	For persons <u>newly diagnosed</u> with dementia and their caregivers for first six months upon the referral.

For case referral /escalation for persons with or at risk of mental health conditions, please write in to **careinmind@aic.sg**.

CREST (Community Outreach Team)

The Community Outreach Team, also known as the Community Resource, Engagement & Support Team (CREST), focuses on raising public awareness of mental health conditions and dementia, promotes early recognition of at-risk individuals and provides emotional support to individuals and their caregivers. This team works with other community partners on facilitating preventive activities to reduce the risk of mental health issues and conducts meaningful activities to support the clients' well-being and stimulate their cognitive functions. It is also the community node to link individuals to relevant health and social care services when necessary.

The community outreach team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health and dementia to seek early treatment nearer to their homes and ensure that they are well supported in the community.

Key Objectives:

- Raises public awareness of mental health conditions and/or dementia,
- Promotes early recognition of at-risk individuals
- Provides emotional support to individuals and their caregivers
- Collaborates with other community partners on facilitating preventive activities to reduce the risk of mental health issues and conducts meaningful activities to support the clients' well-being and stimulate their cognitive functions
- Serves as the community node to link individuals to relevant health and social care services when necessary

List of CREST Programme Providers (for referral, please contact your PM to link up)

Region	Service Provider	Catchment Area
East	AMKFSC Community Services LTD. Email: refer2comnet@amkfsc.org.sg Contact: 6385 0260	Anchorvale, Buangkok, Compassvale, Pasir Ris Central, Pasir Ris East, Pasir Ris West, Punggol Coast, Punggol Shore, Punggol West SMC, Rivervale
	Brahm Centre Ltd Email: Info@brahmcentre.com Contact: 6786 0800	Changi Simei, Tampines East, Tampines North
	Email: Info@brahmcentre.com Contact: 6908 2122	Tampines Central, Tampines Changkat, Tampines West
	Club HEAL Email: referral@clubheal.org.sg Contact: 6899 3463	Pasir Ris Central, Pasir Ris East, Pasir Ris West, Tampines Central, Tampines Changkat, Tampines East, Tampines North, Tampines West
	Fei Yue Community Services Email: crest@fyys.org Contact: 6202 4699	Hougang SMC, Paya Lebar, Punggol (under Bedok Reservoir-Punggol constituency), Serangoon
	Filos Community Service Ltd. Email: info@filos.sg Contact: 6241 1503	Kampong Chai Chee
	Montfort Care Email: GoodLifebd@montfortcare.org.sg Contact: 6312 3988	Bedok, Bedok Reservoir (under Bedok Reservoir-Punggol constituency), Eunos, Kaki Bukit, Siglap
	Salvation Army Email: Bedok.Crest@smm.salvationarmy.org Contact: 6581 9225	Fengshan
Central	AMKFSC Community Services LTD. Email: refer2comnet@amkfsc.org.sg Contact: 6232 7508	Bishan East-Sin Ming, Marymount SMC

Region	Service Provider	Catchment Area
	Brahm Centre Ltd Email: Info@brahmcentre.com Contact: 6741 1131	MacPherson SMC
	Care Corner Seniors Services Ltd Email: tp.cs@carecorner.org.sg Contact: 6258 6601	Toa Payoh Central, Toa Payoh East, Toa Payoh West-Thomson
	Club HEAL Email: referral@clubheal.org.sg Contact: 6899 3463	Geylang Serai
	Fei Yue Community Services Email: crest@fycs.org Contact: 6471 0116	Buona Vista, Queenstown
	Filos Community Services Ltd. Email: info@filos.sg Contact: 6241 1503	Kembangan-Chai Chee
	Montfort Care Email: contact@goodlife.org.sg Contact: 6242 3309 Email: GoodLife-TB@montfortcare.org.sg Contact: 6274 6904 Email: GoodLife-KA@montfortcare.org.sg Contact: 6274 6904	Joo Chiat, Marine Parade Moulmein-Cairnhill, Radin Mas SMC Kreta Ayer-Kim Seng
	NTUC Health Co-operative Ltd Email: Khorkim.tan@ntuchealth.sg Contact: 8612 8302	Henderson-Dawson
	O'Joy Limited Email: referrals@ojoy.org Contact: 6749 0190	Kolam Ayer, Whampoa
	Silver Ribbon (Singapore) Email: info@silverribbonsingapore.com	Braddell Heights

Region	Service Provider	Catchment Area
	Contact: 6386 1928	
	Singapore Anglican Community Services Email: Crest@pecco.org.sg Contact: 6291 2473	Kampong Glam
	St. Hilda's Community Services Centre Email: friends@sthildascsc.org.sg Contact: 6345 0054	Mountbatten SMC
	Thye Hua Kwan Moral Charities Limited Email: csbm@thkmc.org.sg Contact: 6924 2951	Tanjong Pagar-Tiong Bahru
	Viriya Community Services Email: cmc@viriya.org.sg Contact: 9690 2989	Braddell Heights, Potong Pasir SMC
North	AMKFSC Community Services LTD. Email: refer2comnet@amkfsc.org.sg Contact: 6385 0260	Fernvale, Jalan Kayu
	Email: refer2comnet@amkfsc.org.sg Contact: 6232 7508	Kebun Baru SMC, Teck Ghee
	AWWA Ltd Email: crest@awwa.org.sg Contact: 9784 9247	Canberra, Sembawang Central, Sembawang West, Woodlands
	Email: crest@awwa.org.sg Contact: 9621 7856	Yio Chu Kang SMC
	Club HEAL Email: referral@clubheal.org.sg Contact: 6899 3463	Admiralty, Marsiling, Woodgrove
	Fei Yue Community Services Email: crest@fyys.org Contact: 6202 4699	Ang Mo Kio-Hougang

Region	Service Provider	Catchment Area
	Email: crest@fyys.org Contact: 6769 6981	Limbang, Yew Tee
	Montfort Care Email: GoodLife- Yishun@montfortcare.org.sg Contact: 6484 8040	Chong Pang, Nee Soon Central, Nee Soon East, Nee Soon Link, Nee Soon South
	TOUCH Community Services Limited Email: crest@touch.org.sg Contact: 6804 6555	Cheng San-Seletar
West	Fei Yue Community Services Email: crest@fyys.org Contact: 6661 9488	Brickland, Chua Chu Kang
	Email: crest@fyys.org Contact: 6351 9555	Bukit Panjang SMC, Bukit Timah, Cashew, Clementi, Ulu Pandan, Zhenghua
	Montfort Care Email: GoodLife- TB@montfortcare.org.sg Contact: 6274 6904	Telok Blangah
	NTUC Health Co-operative Ltd Email: clustersupport@ntuchealth.sg Contact: 6267 4197	Jurong Spring, Keat Hong,
	Email: clustersupport@ntuchealth.sg Contact: 8223 1135	Boon Lay, Taman Jurong
	REACH Community Services Society Email: CREST-SS@reach.org.sg Contact: 6801 0876, 6801 0878	Bukit Gombak, Hong Kah North SMC
	Singapore Anglican Community Services Email: aco_jurongeast@sacs.org.sg Contact: 6262 1183	Bukit Batok SMC, Bukit Batok East, Jurong Central, Yuhua SMC

Region	Service Provider	Catchment Area
	Viriya Community Services Email: cmc@viriya.org.sg Contact: 9690 2989	Ayer Rajah-Gek Poh, Nanyang, Pioneer SMC, West Coast
Island-wide	Dementia Singapore Ltd Email: info@dementia.org.sg Contact: 6377 0700	

CREST – Caregivers (CG)

The Caregiver Community Outreach Team, also known as the Community Resource, Engagement & Support Team (CREST)-Caregivers, focuses on caregivers who have or are at risk of developing depression, anxiety and burn-out due to their caregiving role. The team increases public awareness of caregiving concerns and promote identification of caregiver needs. The team also supports caregivers in self-care through health and wellness activities, stress management and future planning. Caregivers are linked up with support groups and counselling services where needed.

The Caregiver Community Engagement Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

Key Objectives:

- Increase public awareness of active ageing, preventive care on physical and mental health by organising outreach events/activities to caregivers.
- Promote the identification of caregiver needs and link up to support services in the community.
- Provide basic emotional support, mental wellbeing and support to caregivers.
- Empower caregivers to be able to support other caregivers.

List of CREST – Caregivers (CG) Programme Providers

Service Providers - Nationwide
Caregivers Alliance Ltd Email: general@cal.org.sg Contact: 6460 4400
Club HEAL Email: (i) referral@clubheal.org.sg , (ii) Crest.caregiver@clubheal.org.sg Contact: 6899 3463
Dementia Singapore Ltd. Email: info@dementia.org.sg Contact: 6377 0700

CREST-Youth (Youth Community Outreach Team)

The Youth Community Outreach Team, also known as the Community Resource, Engagement & Support Team (CREST)-Youth, increases awareness of mental health and promotes early identification by organising outreach events for the youth population, as well as those in their circles of support. The team involves parents and peers in the recovery journeys through youth-for-youth initiatives. The team is also the community node linking youths and their families to appropriate health and social support networks.

The Youth Community Engagement Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

Key objectives:

- Increase public awareness of mental health by organising outreach events for the youth population, as well as those in their circles of support.
- Promote the recognition of early signs and symptoms of mental health conditions.
- Provide coordinated person-centric care (social and health), information and support for youths and their caregivers through providing basic emotional support, follow up and service linkage.
- Involve parents and peers in the recovery journey of youths.

Target Population:

- Youth aged 12-25
- Youth with mild mental health issues, or at-risk of developing mental health issues
- Caregivers of youth with mild mental health issues, or at-risk of developing mental health issues

Service Elements:

- Outreach and education
- Early identification, Basic Emotional Support, Service Linkage and Monitoring
- Youth peer support / youth-for-youth initiatives

List of CREST-Youth Programme Providers

Region Served	Service Providers
East	Fei Yue Community Services Email: ec2sg@fyys.org Contact: Nil
Central	Brahm Centre Ltd Email: info@brahmcentre.com Contact: 6610 3870

Region Served	Service Providers
North	Singapore Association for Mental Health Email: csay@samhealth.org.sg Contact: 6362 4845
North-East	Limitless (Ltd) Email: hello@limitless.sg Contact: Nil
West	SHINE Children and Youth Services Email: resilience@shine.org.sg Contact: (i) 8788 3171 (only WhatsApp) (ii) 6778 6867

COMIT (Community Intervention Team)

The Community Intervention Team (COMIT) provides assessment, counselling, therapy, case management and psychoeducation support for clients with mental health issues and dementia, including their caregivers. With the assessment, the team develops individualised care plans for clients or link up the clients with other more suitable services. Caregivers will be provided with the appropriate assessment and intervention such as psychoeducation, training, support and support group. COMIT works closely with the community outreach teams, partner General Practitioners, Polyclinics and other community partners to provide holistic care to clients.

The Community Intervention Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health and dementia to seek early treatment nearer to their homes and ensure that they are well supported in the community.

Key Objectives:

- Provide assessment, psychosocial intervention which includes case management and appropriate therapy(s) for clients and their caregivers.
- Provide clients and their caregivers with education, training and support to equip and enable them to live well in the community.
- Facilitate a seamless continuum of care for clients and working closely with community mental health service providers including CREST to transit the care of those stabilized clients with chronic needs who will still require longer term monitoring and follow up
- Network and collaborate with primary, health, community and social care partners to provide holistic care for clients and their caregivers in the community.

List of COMIT Programme Providers (for referral, please contact your PM to link up)

Region	Service Providers	Catchment Area
East	AMKFSC Community Services LTD. Email: mindcare@amkfsc.org.sg Contact: 6904 9817	Anchorvale, Buangkok, Compassvale, Hougang SMC, Punggol (under Bedok Reservoir-Punggol constituency), Punggol Coast, Punggol Shore, Punggol West SMC, Rivervale, Serangoon
	Brahm Centre Ltd Email: Info@brahmcentre.com Contact: (i) 6786 0800 (ii) 6908 2122	Changi-Simei, Tampines Central, Tampines Changkat, Tampines East, Tampines North, Tampines West
	Filos Community Services Ltd. Email: info@filos.sg Contact: 6241 1503	Kampong Chai Chee
	Montfort Care Email: GoodLifebd@montfortcare.org.sg Contact: 6312 3988	Bedok, Bedok Reservoir (under Bedok Reservoir-Punggol constituency), Eunos, Fengshan, Kaki Bukit, Siglap
	Singapore Anglican Community Services Email: acc_pasirris@sacs.org.sg Contact: 6584 4633	Pasir Ris Central, Pasir Ris East, Pasir Ris West, Tampines Central, Tampines Changkat, Tampines East, Tampines North, Tampines West
	Singapore Association for Mental Health Email: samhmobile@samhealth.org.sg Contact: 8511 2678	Paya Lebar, Serangoon
Central	AMKFSC Community Services LTD. Email: mindcare@amkfsc.org.sg Contact: 6904 9817	Bishan East-Sin Ming, Marymount SMC
	Clarity Singapore Limited Email: referral@clarity-singapore.org Contact: 6801 7467	In-centre and online counselling

Region	Service Providers	Catchment Area
	Filos Community Services Ltd. Email: info@filos.sg Contact: 6241 1503	Kembangan-Chai Chee
	Montfort Care Email: GoodLife-TB@montfortcare.org.sg Contact: 6274 6904	Buona Vista, Henderson-Dawson, Queenstown, Radin Mas SMC
	Email: GoodLife-MP@montfortcare.org.sg Contact: 6242 3309	Geylang Serai, Joo Chiat, Marine Parade Mountbatten SMC
	Email: GoodLife-KA@montfortcare.org.sg Contact: 6274 6904	Kampong Glam, Kreta Ayer-Kim Seng, Moulmein-Cairnhill, Tanjong Pagar-Tiong Bahru
	Singapore Association for Mental Health Email: samhmobile@samhealth.org.sg Contact: 8511 2678	Braddel Heights, Kolam Ayer, Macpherson SMC, Potong Pasir SMC, Toa Payoh Central, Toa Payoh-East, Toa Payoh West-Thomson, Whampoa
North	Tsao Foundation Email: hmdcs@tsaofoundation.org Contact: 6661 9539	Kreta Ayer-Kim Seng, Queenstown, Tanjong Pagar-Tiong Bahru and Whampoa
	AMKFSC Community Services LTD. Email: mindcare@amkfsc.org.sg Contact: 6904 9817	Ang Mo Kio-Hougang, Cheng San-Seletar, Fernvale, Jalan Kayu, Kebun Baru SMC, Teck Ghee, Yio Chu Kang SMC
	Clarity Singapore Limited Email: referral@clarity-singapore.org Contact: 6757 7990	In-centre and online counselling
	Club HEAL Email: referral@clubheal.org.sg Contact: 6899 3463	Admiralty, Marsiling, Sembawang West, Woodgrove, Woodlands
	Fei Yue Community Services Email: COMIT@fyys.org Contact: 6661 9488	Limbang, Yew Tee

Region	Service Providers	Catchment Area
	Montfort Care Email: GoodLife- Yishun@montfortcare.org.sg Contact: 6484 8040	Canberra, Chong Pang, Nee Soon Central, Nee Soon East, Nee Soon Link, Nee Soon South, Sembawang Central
	Singapore Anglican Community Services Email: acc_yishun@sacs.org.sg Contact: 6753 5311	Canberra, Chong Pang, Nee Soon Central, Nee Soon East, Nee Soon Link, Nee Soon South, Sembawang Central
West	Fei Yue Community Services Email: COMIT@fycs.org Contact: 6661 9488	Brickland, Bukit Gombak, Chua Chu Kang, Keat Hong, Taman Jurong
	Montfort Care Email: GoodLife- TB@montfortcare.org.sg Contact: 6274 6904	Telok Blangah
	Singapore Anglican Community Services Email: acc_bukitbatok@sacs.org.sg Contact: 6562 4881	Bukit Batok East, Bukit Batok SMC, Bukit Panjang SMC, Bukit Timah, Cashew, Ulu Pandan, Zhenghua
	Singapore Association for Mental Health Email: samhmobile@samhealth.org.sg Contact: 8511 2678	Ayer Rajah-Gek Poh, Boon Lay, Clementi, Hong Kah North SMC, Jurong Central, Jurong Spring, West Coast, Yuhua SMC
	St Luke's Hospital Email: slh-comit@stluke.org.sg Contact: 6895 3794	Bukit Batok SMC, Bukit Batok East, Bukit Panjang SMC, Cashew, Clementi, Hong Kah North SMC, Jurong Central, Jurong Spring, Ulu Pandan, West Coast, Yuhua SMC, Zhenghua
	Tsao Foundation Email: hmdcs@tsaofoundation.org Contact: 6661 9539	Telok Blangah
	Viriya Community Services Email: cmc@viriya.org.sg Contact: 9690 2989	Boon Lay, Nanyang and Pioneer SMC

Region	Service Providers	Catchment Area
Island-wide	Club HEAL Email: referral@clubheal.org.sg Contact: 6899 3463	
	Dementia Singapore Ltd. Email: info@dementia.org.sg Contact: 6377 0700	

Youth Integrated Team

The Youth Integrated Team (YIT) increases awareness of mental wellness through targeted outreach to youth at risk of mental health issues. It provides assessment, therapeutic intervention and case management while engaging youth for ongoing monitoring and support. The team facilitates the formation of supportive relationship with family and peers, and works actively with other youth agencies, schools and community partners to provide holistic case management for the youths and their families.

The youth integrated team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

Key objectives:

- Increase awareness of mental health through targeted outreach to youth at higher risk for mental health conditions, their families and their support systems.
- Promote recognition of early signs and symptoms of mental health conditions.
- Provide coordinated person-centric care intervention and support for youths and their caregivers through providing assessments, therapeutic interventions and case management.
- Engaging community and healthcare partners to build a supportive environment for youths with mental health issues through active collaborations and co-management of cases.
- Facilitate the formation of supportive relationships with families and peers in the recovery journey of youths.

Target Population:

- Youth aged 12-25
- Youths at-risk of, displaying signs and symptoms of, or diagnosed with mental health conditions
- Caregivers of youths at-risk of, displaying signs and symptoms of, or diagnosed with mental health conditions

Service Elements:

- Outreach and education
- Early identification & Assessment
- Case Management
- Therapeutic Intervention
- Maintenance & Monitoring
- Family Work
- Youth peer support / youth-for-youth initiatives

Region	Service Providers	Catchment Area
Central	YIT TOUCH @ Central Email: mentalhealth@touch.org.sg Contact: (i) 6730 9552	Central region (supporting Central and West)

	(ii) 1800-377 2252	
East	YIT SAMH @ East Email: samhsayit@samhealth.org.sg Contact: 6344 8451	Eastern region (supporting East and North East)
North	YIT Care Corner @ North Email: insight@carecorner.org.sg Contact: 6978 4217	North region (supporting North)

Aftercare

The Aftercare programme provides transitional care support for clients who have complex needs and frequent relapse episodes. After discharge from the hospital, coordinated case management is provided to optimise functioning of the clients, sustain their psychological well-being and re-integrate them back into the community.

Aftercare is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), with the aim to integrate health and social care through collaborative partnership by providing holistic needs assessment and management in collaboration with identified health and social care partners.

Aftercare focuses on a collaborative transitional care approach and helps to streamline the client's transitional process between the acute hospital and community partners. Aftercare clients would benefit from transitional care to improve on their health outcomes and ultimately, reduce hospital re-admission and enable clients to stay well in the community with appropriate community support. Clients are identified from the hospital system or by the community partners and grassroots through criteria such as frequent relapse episodes, non-adherence to treatment or TCU and/or having two or more needs (complex needs). After which, they are screened by Aftercare Case Manager (ACM) for consent to engage in the collaborative and coordinated case management.

Type of services provided by Aftercare Case Managers include:

- Single Point of Contact between community partners and restructured hospital
- Joint home visit(s) for assessment and community support
- Facilitate information flow amongst the stakeholders within the Integrated Health (Mental and Physical Health) & Social Support Network
- Lead role to provide one care plan to be shared with RH and partners
- Resource person for services and provide service linkage through working closely with the frontline agencies

Aftercare started in Institute of Mental Health (IMH) to support mental health clients' in their transition back into the community at 4 pilot sites, in collaboration with community partners. The IMH pilot has since been subsumed into IMH's case coordination structure. Currently, Aftercare is available at two restructured hospitals in the Western Region, with the support from community partners

Intake criteria:

Clients age 15 and above and meets at least 1 of the following criteria:

- With complex needs; ie. two or more needs (medical conditions & psychosocial issues)
- Frequent relapse episodes (3 or more psychiatric admissions in a year)
- Non-adherence to treatment/TCUs

Exclusion criteria:

- Clients with neuro-developmental issues (Intellectual Disability etc.)
- Clients with addictions, eating disorder, severe antisocial personality and forensic/legal proceedings
- Clients who cannot and/or refuse to consent to be co-managed by the Aftercare service

Restructured Hospitals	Location & Contact
National University Hospital (NUH)	Location: 5 Lower Kent Ridge Road, Singapore 119074 Appointment Line: 6908 2222
Ng Teng Fong General Hospital (NTFGH)	Location: 1 Jurong East Street 21 Singapore 609606 Appointment Line: 6908 2222 CMH Email address (For Western Region only): JHCampus_CMH_Programme@nuhs.edu.sg

Region	COMIT Partners
West	Viriya Community Services Email: cmc@viriya.org.sg Contact: 9690 2989
	Fei Yue Community Services Email: COMIT@fycs.org Contact: 6661 9488
	Singapore Association of Mental Health, The Email: samhmobile@samhealth.org.sg Contact: 1800-283 7019
	Club HEAL Email: referral@clubheal.org.sg Contact: 6899 3463
	Montfort Care Email: GoodLife-TB@montfortcare.org.sg Contact: 6274 6904
	Tsao Foundation Email: hmdcs@tsaofoundation.org Contact: 6661 9539
	Singapore Anglican Community Services Email: acc_bukitbatok@sacs.org.sg Contact: 6562 4881
	Dementia Singapore Ltd Email: info@dementia.org.sg Contact: 6377 0700

ASCAT (Assessment & Shared Care Team)

ASCAT comprises a multi-disciplinary team to provide assessment, treatment and holistic care for clients with moderate to severe mental health conditions. In addition to supporting clients and caregivers, the team also builds capability of community mental health providers through training and clinical leadership.

The Assessment & Shared Care Team is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH). The programme enables persons living with mental health issues and dementia to seek early treatment and community support nearer to their homes.

Key Objectives:

- Provide fast-track clinical care including quick stabilisation, assessment, diagnosis and treatment for person with mental health conditions
- Develop capabilities of providers including primary care physicians, for example GPs and community agencies to provide quality mental health care through training and professional support
- Develop community support initiatives and provide clinical leadership in the development of integrated community mental health network

Intake Criteria:

- Clients aged 15 years and above (except for ASCAT KTPH who caters to clients aged 18 years and above)
- With moderate to severe mental health conditions requiring diagnosis and stabilization

Details of ASCAT Programme Providers are:

Region	Service Providers	Contact
East	ASCAT CGH	Appointment line: 6850 3333
Central	ASCAT IMH	Appointment line: 6389 2200 Email: imh_appt@imh.com.sg
North	ASCAT KTPH	Appointment line: 6555 8828 Email: ktph.thrive@ktph.com.sg
West	ASCAT NTFGH	Appointment Line: 6908 2222 Email (For Western Region only): JHCampus_CMH_Programme@nuhs.edu.sg
West	ASCAT NUH	Appointment Line: 6908 2222

Mental Health in Primary Care

Persons with mild to moderate mental health/dementia* and chronic health conditions can seek holistic treatment at a nearby General Practitioner (GP) clinic, Polyclinics or Family Medicine Clinics (FMCs). The programme enables individuals to seek consultation, diagnosis and treatment close to home in a less stigmatising environment.

Mental Health in Primary Care is one of the programmes under the Community Mental Health Masterplan developed by the Agency for Integrated Care (AIC), together with the Ministry of Health (MOH), which enables persons living with mental health issues and/or dementia to seek early treatment nearer to their homes and ensure that they are well-supported in the community.

Services

- Provide consultations, diagnosis and treatment for clients with physical health needs and mild to moderate mental health conditions/dementia
- Provide co-management through team-based approach involving medical and allied health services

Programme	Conditions Seen
Mental Health in Polyclinics Programme	Depression, Anxiety, Insomnia, Dementia
Mental Health General Practitioners Partnership / PCN Mental Health (PCN-MH)	Depression <i>Under Healthier SG, anxiety and insomnia will be rolled out in Phase 1, dementia will be rolled out in Phase 2.</i>

Programmes

a) Mental Health in Polyclinics Programme

The Mental Health in Polyclinics Programme consists of doctors, psychologists, medical social workers and nurses. They work together to support the polyclinics' patients with mild to moderate mental health conditions. With a multi-disciplinary team, clients with mental health/dementia and chronic physical conditions can be managed within the polyclinics.

*Refer to **Annex A** for list of Polyclinics with mental health and/or memory clinics.*

b) Mental Health General Practitioners Partnership (GP Partnership) / PCN-MH

GP Partners are medical doctors who provide both medical and physical health assessments. The GP Partners also provide medications for clients who require psychiatric medical interventions.

GP Partners under the PCN-MH programme adopt the practice of co-managing patients through team-based approach by collaborating with PCN nurse counsellors to provide mental health support. The programme aims to improve early identification, diagnosis, and treatment of mental health conditions by screening patients in PCN with existing chronic conditions and mental health needs.

*Refer to **Annex B** for list of GP Partners.*

How to Decide between a GP Clinic and Polyclinic

Below are some factors for consideration when recommending a GP Clinic or Polyclinic to your client or caregiver:

- Find out whether your client is currently on any regular chronic follow-up with a Family Physician at a GP clinic or polyclinic
- Understand their financial status to assess which service is more affordable for them
- Find out where they stay and locate the closest available primary care provider in the vicinity

Factors	Description
Current Primary Care Provider <i>E.g. Family Physician for existing chronic conditions</i>	<ul style="list-style-type: none"> • Check if your client is currently on any regular chronic follow-up with a Family Physician at a GP clinic or polyclinic: <ul style="list-style-type: none"> ○ If your client has <u>existing chronic follow-up appointment</u> with a Family Physician at a GP clinic or polyclinic, it is recommended to refer your client to their current provider for continuation of care ○ If your client <u>does not have a chronic follow-up arrangement</u> with a Family Physician at a GP clinic or polyclinic, recommend a GP from the list of MHGPP GP partners in Annex B
Affordability	<ul style="list-style-type: none"> • MediFund / Medication Assistance Fund (MAF) <ul style="list-style-type: none"> ○ Financial coverages provided under the MediFund and MAF schemes do not extend beyond public healthcare institutions (PHIs), e.g. Public acute hospital, SOC, and polyclinic ○ If your client is a Medifund / MAF scheme recipient, please recommend your client to visit a polyclinic for medical treatment • Other medical financial schemes, e.g. Private insurance / company insurance / Civil Servant Card (CSC) <ul style="list-style-type: none"> ○ If your client has other medical financial coverage, your client may want to select a provider that is covered under the scheme to optimize affordability • Community Health Assist Scheme (CHAS) and Medisave <ul style="list-style-type: none"> ○ Community Health Assist Scheme (CHAS) enables all Singapore Citizens, including Pioneer Generation (PG) and Merdeka Generation (MG) cardholders, to receive subsidies for medical care at participating CHAS GP clinics ○ For patients with chronic conditions*, CHAS complements the Chronic Disease Management Programme (CDMP), which allows for MediSave to be used for outpatient treatment covered under CHAS <p><i>*There are 23 chronic conditions covered under CDMP, namely, Allergic Rhinitis, Anxiety, Asthma, Benign Prostatic Hyperplasia, Bipolar Disorder, Chronic Hepatitis B, Chronic Obstructive Pulmonary Disease, Dementia, Diabetes Mellitus (DM) (including Pre-Diabetes), Epilepsy, Gout, Hypertension, Ischaemic Heart Disease, Lipid Disorders, Major Depression,</i></p>

	<i>Nephritis/Nephrosis (Chronic Kidney Disease), Osteoarthritis, Osteoporosis, Parkinson's Disease, Psoriasis, Rheumatoid Arthritis, Schizophrenia, Stroke.</i>
Accessibility	<ul style="list-style-type: none"> With a nation-wide selection of Mental Health GP partners, you may recommend a GP clinic located at your client's preferred region or location For example, if your client has a preference for a GP clinic located specifically in Bedok, go to Annex B for the list of MHGPP GP partners. First identify the region of Singapore, East Region and next, identify the URA region, Bedok In addition, with longer opening hours, GP clinics provide access to timely care for clients with non-emergency conditions

Healthcare Schemes and Subsidies

With national healthcare financial schemes such as Community Health Assist Scheme (CHAS) and Medisave, patients are able to receive affordable care for chronic and mental health conditions in the community setting, by accessing subsidies under these schemes. Medisave complements CHAS subsidies, allowing patients to tap on Medisave to claim for outpatient treatment of the chronic condition to defray the costs of the treatment received.

Under Chronic Disease Management Programme (CDMP), the list of mental illnesses covered by Medisave are:

1. Major Depression
2. Anxiety
3. Bipolar Disorder
4. Schizophrenia

Financial Scheme	Description		
CHAS Pioneer Generation (PG) Merdeka Generation (MG)	CHAS subsidy tiers are applied based on the type of CHAS card that the patient has, namely the CHAS Blue, Orange or Green tier. All Pioneer Generation (PG) and Merdeka Generation (MG) seniors also receive special subsidies at CHAS clinics.		
	<u>CHAS subsidies at CHAS clinics</u>		
		Patient Status under CDMP	
		Simple Chronic**	Complex Chronic*
	Green CHAS	\$28/visit \$112/year	\$40/visit \$160/year
	Orange CHAS	\$50/visit \$200/year	\$80/visit \$320/year
	Blue CHAS	\$80/visit \$320/year	\$125/visit \$500/year
	Merdeka Generation	\$85/visit \$340/year	\$130/visit \$520/year

Financial Scheme	Description		
	Pioneer Generation	\$90/visit \$360/year	\$135/visit \$540/year
	<i>*Complex Chronic Patients refers to patients who have (a) received treatment for two or more CDMP conditions in a visit; or (b) received treatment for at least one CDMP condition with a recognised complication</i>		
	<i>**Simple Chronic Patients refers to any other CDMP patient who does not meet the Complex Chronic criteria</i>		
	<u>CHAS subsidies at Polyclinics</u>		
		Subsidised Medications for Adults*	
	Green CHAS	50%	
	Orange CHAS	75%	
	Blue CHAS		
	Merdeka Generation	Additional 25% off the remaining bill	
	Pioneer Generation	Additional 50% off the remaining bill	
<i>*Children (18 years or younger) and elderly (65 years or older) patients receive 75% subsidy for subsidised medications at the polyclinics' general clinics.</i>			
For more information on CHAS subsidies, you can find out more at www.chas.sg .			
MediSave500 MediSave700	<u>Simple Chronic and Complex Chronic Statuses</u>		
	Status	Description of Patient's Condition	Annual Withdrawal Limit
	Complex Chronic	(a) Received treatment for two or more CDMP conditions in a visit; or (b) Received treatment for at least one CDMP condition with a recognised complication	\$700
	Simple Chronic	Any other CDMP patient who does not meet the complex chronic criteria, e.g. received treatment for one CDMP condition without complication	\$500
<u>For usage of Medisave funds</u>			
<ul style="list-style-type: none">Withdrawal limits will be determined on a <u>per-patient basis</u> to allow for more targeted support based on an individual's conditionA co-payment of 15% will apply to each outpatient bill (i.e. patient is required to pay out-of-pocket 15% of the bill)			

Financial Scheme	Description
	<ul style="list-style-type: none"> Patients may tap on their own or their family members' Medisave accounts to pay for their chronic disease treatment, up to their prevailing withdrawal limit of \$500/\$700 Claim amount resets on 1 January of each year
Flexi-Medisave	<p><u>For usage of Flexi-Medisave funds</u></p> <ul style="list-style-type: none"> Flexi-MediSave can be used for outpatient medical treatments (i.e. visits that do not involve a hospital stay or day surgery) received at polyclinics, public sector Specialist Outpatient Clinics, and participating CHAS GP clinics. Patients aged 60 and above can use up to \$300 <u>per patient</u> per year from their own or their spouse's MediSave Account for outpatient medical treatment, Both patient and spouse should be <u>aged 60 and above</u> for the patient to tap on the Flexi-Medisave Flexi-MediSave can be used together with other outpatient MediSave limits, such as the MediSave500/700 limit <p>For more information on Medisave/Flex-Medisave, you can find out more at https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave.</p>

Case Scenarios of CHAS and Medisave Subsidies

Examples of itemised bill at a CHAS and Mental Health GP Clinic for illustration purpose only

Scenario 1

Mdm Teo is a working adult, not married, and has no children. She visits her regular GP, who is also a Mental Health GP. Her GP diagnosed her with depression. Mdm Teo can use up to a total of \$500 (annual withdrawal limit for simple chronic patient) from her MediSave account to pay for treatment related to depression. She is also eligible for the Orange CHAS card which has a claim limit of \$50 per visit / \$200 per year (withdrawal limit for simple chronic patient).

Description	Fee
Consultation	\$30.00
Medication (6 months' supply of medication)	\$43.00
Total Bill Before Subsidy	\$73.00
- Deduct Orange CHAS subsidy	— \$50.00
Total Bill After CHAS Subsidy	\$23.00
- Deduct Medisave CDMP Claim	— \$19.55
Total Out-of-Pocket Amount Payable	\$3.45

Scenario 2:

Mr Tan is a working adult, married, and has a child. Mr Tan is diagnosed with anxiety and hypertension by his regular GP, who is also a Mental Health GP. He is eligible to utilise up to \$40 per visit / \$160 per year (withdrawal limit for complex chronic patient) from his Green CHAS card and up to a total of \$700 (annual withdrawal limit for complex chronic patient) from his, his spouse's, or his child's MediSave accounts. Mr Tan has already utilised \$400 from his MediSave account for the treatment of his hypertension and anxiety conditions this year.

- Since Mr Tan has already utilised \$400 from his MediSave account this year, he can still withdraw up to an additional \$300 from his own MediSave account for the treatment of his chronic diseases;
or
- His spouse or child can withdraw up to \$300 from their MediSave accounts for Mr Tan's treatment

Description	Fee
Consultation	\$50.00
Medication (6 months' supply of medication)	\$86.00
Total Bill Before Subsidy	\$136.00
- Deduct Green CHAS subsidy	— \$40.00
Total Bill After CHAS Subsidy	\$96.00
- Deduct Medisave CDMP Claim	— \$81.60*
Total Out-of-Pocket Amount Payable	\$14.40

**For patients who have depleted their MediSave accounts, the total out-of-pocket amount payable will be \$96.00.*

Frequently Asked Questions on PCN-MH

1. What is the difference between MH GPP and PCN MH?

PCN-MH focuses on holistic management of chronic and mental health conditions. GP partners under PCN-MH conduct screening for early identification of mental health needs in chronic clients, and are resourced with Nurse Counsellors who provide supportive counselling for clients with mild mental health conditions. MH GPP GPs provide assessment, diagnosis, and treatment of mild-moderate mental health conditions. Allied health and psychotherapy interventions for mild-moderate conditions are provided by COMIT.

2. How would PCN-MH GP refer to COMIT?

PCN-MH GPs can refer clients with moderate mental health condition to COMIT teams via CareinMind. GPs will email CareinMind with a completed referral form, and CareinMind will triage to COMIT service providers based on the service boundaries and services requested by client.

3. Will AIC be providing subsidies for the services offered by GPs subsidised? What are the criteria that clients will need to fulfil to receive subsidised care?

Majority of GP Partners are CHAS accredited and all MH GPPs are CDMP-MI accredited (Chronic Disease Management Programme-Mental Illness). CDMP complements existing CHAS subsidies, and clients can tap on Medisave to claim for outpatient treatment of the chronic condition to defray the costs of the treatment received at the GP clinic.

4. Will there be subventions provided for PCN-MH GP referrals to SOC or will they be charged at a private rate?

PCN-MH GPs are also CHAS GPs, as such, any referral made to SOC from a CHAS clinic and client with CHAS card are considered subsidised referral. The level of subsidy at the SOC depends on the type of CHAS card that the client holds. *Refer to Pages 30 – 33 for more information on healthcare subsidies.*

5. Is there an overlap between care by PCN Nurse counsellors and CREST services who also look after low risk MH patients?

The key objective for PCN is to anchor effective chronic disease and mental health management in the primary care with strengthening capability of the GP and nurses as the core focus. As such, the PCN Nurse Counsellor is a key part of team-based chronic disease management to drive close collaboration between GPs. They provide biopsychosocial assessment and client-centred counselling to empower clients to better manage their chronic and mental health conditions. CREST will complement and support the clients who require longer-term monitoring and basic support.

6. Where are the PCN nurses situated?

There are two models for PCN Nurse Counsellors: 1) PCN Nurse Counsellors are engaged by PCN Headquarters and are a shared resource between the clinics within the network and 2) PCN HQ outsources nurse counsellors services to identified service provider within the community.

7. How can SPs like COMIT/FSC work with GPs? Is there a way to communicate with GPs to discuss cases?

We have incorporated the development of processes into the PCN MH model. GPs refer cases to COMIT/CREST via CareinMind. Within the referral form, GPs contact details and the allocated service provider can contact the GP directly for case updates and discussion.

8. In situation when client cannot afford the counselling should the case be referred out to partners?

National financial schemes such as CHAS and CDMP are in place to defray medical cost and treatment. CHAS/PG/MG cardholders enjoy subsidised benefit for nurse counselling services. Clients with financial concerns will be referred to COMIT providers for counselling.

9. Will referrals from GPs be received via IRMS?

Currently, GPs referrals to community partners are via [Careinmind@aic.sg](mailto:careinmind@aic.sg). With Healthier SG, the IT system is one of the key enablers to be developed.

Annex A: List of Polyclinics with Mental Health or Memory Clinics

Please call respective polyclinics' general appointment line to make appointment for consultation. Client will only be referred to mental health or memory clinics as determined by polyclinic doctor upon consultation.

	Service Providers	Mental Health Clinics	Memory Clinics	Contact Details
1.	Ang Mo Kio Polyclinic	√	√	National Healthcare Group Polyclinics Call Centre Appointment Line: 6355 3000
2.	Woodlands Polyclinic	√	√	
3.	Yishun Polyclinic	√	√	
4.	Toa Payoh Polyclinic	√	√	
5.	Hougang Polyclinic	√	√	
6.	Geylang Polyclinic	√	√	
7.	Kallang Polyclinic	√	-	
8.	Jurong Polyclinic	√	√	National University Polyclinics Call Centre Appointment Line: 6908 2222
9.	Choa Chu Kang Polyclinic	-	√	
10.	Pioneer Polyclinic	√	√	
11.	Bukit Batok Polyclinic	√	√	
12.	Queenstown Polyclinic	√	√	
13.	Bukit Panjang Polyclinic	√	-	
14.	Outram Polyclinic	√	√	SingHealth Polyclinics Call Centre Appointment Line: 6643 6969
15.	Tampines Polyclinic	√	√	
16.	Bedok Polyclinic	√	√	
17.	Punggol Polyclinic	√	√	
18.	Eunos Polyclinic	√	√	

Roll-out of mental health and/or memory clinics at current operational polyclinics listed below will be planned at a later stage

19.	Clementi Polyclinic
20.	Bukit Merah Polyclinic
21.	Seng Kang Polyclinic
22.	Marine Parade Polyclinic
23.	Pasir Ris Polyclinic

Annex B: List of Mental Health GPs by Regions

Step 1: Select a region: Central / East / North / West

Step 2: Select a URA planning area under the region, e.g. Central Region → Bishan

Step 3: Identify a GP based on the address

Step 4: Contact the GP clinic via the clinic contact to confirm the operating hours before visiting the clinic

**GP Partners under the PCN-MH programme aim to provide holistic care to patients through team-based approach with PCN nurse counsellors to support patients with mild mental health condition, and with COMIT teams to support patients with moderate mental health condition*

CENTRAL REGION

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Bishan	Dr Goh Sze Yi Prudence Family Clinic 512 Bishan St 13 #01-524 Singapore 570512	62515512	N
Bishan	Dr Goh Xin Wei Ivanna Tan's T & T Clinic And Surgery 152 Bishan St 11 #01-213 Singapore 570152	63531133	N
Bishan	Dr Kwan Wai Chee Grace Bishan Grace Clinic 150 Bishan St 11 #01-151 Singapore 570150	62542232	N
Bishan	Dr Tan Kia Yong Paul P Tan Family Medicine Clinic Blk 503 Bishan Street 11, #01-464 Singapore 570503	62557545	Y
Bukit Merah	Dr Ang Boon Kian Steven Gregory Dr Steven Ang Aesthetic & Family Clinic 75D Redhill Road, #01-112, Singapore 154075	64767333	N
Bukit Merah	Dr Chang Chean Seng Stephen Chang Clinic & Surgery Blk 7 Everton Park #01-21 Singapore 080007	62216955	N
Bukit Merah	Dr Keong Kean Seng Gary Dr Gary'S Family Clinic 77 Indus Road #01-523 Singapore 160077	68039375	N
Bukit Merah	Dr Lee Choi Keong Maritime Medical Centre Pte Ltd 120 Cantonment Road Maritime House #02-03/06 Singapore 089760	62236066	N
Bukit Merah	Dr Lily Lie Everton Clinic 7 Everton Park #01-17 Singapore 080007	62207872	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Bukit Merah	Dr Lim Hong Shen A Medical Clinic 1 Everton Park #01-27 Singapore 081001	62262066	N
Bukit Merah	Dr Sunil Kumar Joseph Pulse Clinic Pte Ltd 38 Beo Crescent #01-32 Singapore 160038	62724145	Y
Bukit Merah	Dr Tan Sai Tiang Hua Mei Mobile Clinic, Hmsca 298 Tiong Bahru Road, Central Plaza #15-01/06 Singapore 168730	65939530	Y
Bukit Merah	Dr Teo Huiling Fraser Medical Centre 78A Telok Blangah St 32 #01-07 Singapore 101078	62733603	N
Bukit Timah	Dr Chang Tou Liang Chang Clinic 1 Jalan Anak Bukit #B1-08 Singapore 588996	64663811	N
Bukit Timah	Dr Foo Winnie Dr.W Medical Clinic 8 Empress Road, #01 - 09, Singapore 260008	64754262	N
Bukit Timah	Dr Shivcharan Kaur Gill My Health Partners Medical Clinic 25D Lorong Liput Singapore 277725	64699116	N
Bukit Timah	Dr Wong Mei Chun C.M.C Wong Binjai Clinic 15 Binjai Park, Singapore 589824	64693737	N
Downtown Core	Dr Chong Wen Yu The Clinic @ One George Street 1 George Street #05-05 Singapore 49145	64385322	N
Downtown Core	Dr Ee Su Yan Raffles Medical @ Raffles Hospital 585 North Bridge Road Level 2, Raffles Hospital Singapore 188770	63112233	Y
Downtown Core	Dr Erprini Prabhakar The Clinic @ Capitagreen 138 Market Street #02-01A Capitagreen Singapore 48946	63846851	N
Downtown Core	Dr Lim Chin Wei Clinic @ The Sail 2 Marina Boulevard #B1-11/12, The Sail @ Marina Bay Singapore 018987	62255410	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Downtown Core	Dr Sukhvinder Singh The Clinic @ Marina One 5 Straits View #01-07 Singapore 18935	62828518	N
Geylang	Dr Cheong Siew Meng James C3 Family Clinic @ Aljunied Crescent 95 Aljunied Crescent #01-509 Singapore 380095	67422285	Y
Geylang	Dr Chi Wei Ming Sims Drive Medical Clinic Blk 53, Sims Place #01-17K Singapore 380053	67411607	Y
Geylang	Dr Eng Soo Kiang C3 Family Clinic @ Aljunied Crescent 95 Aljunied Crescent #01-509 Singapore 380095	67422285	Y
Geylang	Dr Fairuz Bin Ahmad Heartlandhealth 88 Circuit Road #01-965 Singapore 370088	65478840	N
Geylang	Dr Jee Yong Hing C3 Family Clinic @ Aljunied Crescent 95 Aljunied Crescent #01-509 Singapore 380095	67422285	N
Geylang	Dr Lee Yik Voon Lee & Tan Family Clinic And Surgery 72 Circuit Road #01-03 Singapore 370072	67456877	N
Geylang	Dr Neo Kiah Yong Alvin Northeast Medical Group (Kallang) Blk 39 Jalan Tiga #01-01 Singapore 390039	62413298	N
Geylang	Dr Tan Keng Yang Northeast Medical Group (Kallang) Blk 39 Jalan Tiga #01-01 Singapore 390039	62413298	N
Geylang	Dr Tan May Yen Lilian Sims Drive Medical Clinic 53 Sims Place, #01-174 Sims Vista Singapore 380053	67411607	Y
Geylang	Dr Tan Mui Yen June C3 Family Clinic @ Aljunied Crescent 95 Aljunied Crescent #01-509 Singapore 380095	67422285	N
Kallang	Dr Ang Lye Poh Aaron Charazoi Medical Clinic 380 Jalan Besar #05-01 Arc 380 Singapore 209000	68027972	N
Kallang	Dr Arjunan Edward Kumanan Graetz The Clinic @ Aperia 12 Kallang Avenue #03-15 Aperia Singapore 339511	63416892	N
Kallang	Dr Choo Dee Pheng Charazoi Medical Clinic 380 Jalan Besar #05-01 Arc 380 Singapore 209000	68027972	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Kallang	Dr Kay Aih Boon Erwin Healthwerkz Medical Centre @ Centrium 320 Serangoon Road, #16-04. Centrium Square, Singapore 218108	67345987	N
Kallang	Dr Ko Hong Beng Gregory Ko Family Clinic 18 Upper Boon Keng Road #01-1133 Singapore 380018	68421403	Y
Kallang	Dr Tan Yuan Zi T Medical Clinic (Kallang) Blk 5 Upper Boon Keng Road Kallang Heights #01-14 Singapore 380005	69700882	N
Kallang	Dr Xu Kuan 57 Medical Clinic (Geylang Bahru) Blk 57 Geylang Bahru #01-3505 Singapore 330057	66947078	Y
Marine Parade	Dr Kiran Kashuap East Coast Family Clinic 121 Meyer Road #01-05, The Makena Singapore 437932	64404556	Y
Marine Parade	Dr Koh Eng Hoe Assurance Medicare Clinic and Surgery 370 Tanjong Katong Road Singapore 437127	63457810	N
Marine Parade	Dr Lee Yi Jie Jack Katong Family Clinic 206 Tanjong Katong Road Singapore 437001	62034192	N
Marine Parade	Dr Ng Chee Lian Lawrence Family Medicine Clinic 58 Marine Terrace #01-65 Singapore 440058	64491606	Y
Marine Parade	Dr Sarah Jane Packer Katong Family Clinic 206 Tanjong Katong Road Singapore 437001	62034192	N
Marine Parade	Dr Simrit Kaur Dang East Coast Family Clinic 121 Meyer Road #01-05, The Makena Singapore 437932	64404556	Y
Museum	Dr Lim Lok Houw Mervin The Clinic @ Campus 70 Stamford Road #B1-21 SMU Singapore 178901	63339300	N
Museum	Dr Yong Yoke Kuen Christine The Clinic @ Campus 70 Stamford Road #B1-21 SMU Singapore 178901	63339300	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Novena	Dr Chan Wei Chyet Phoenix Medical Group (Novena) 275 Thomson Road, #01-05 Novena Regency Singapore 307645	62543862	Y
Novena	Dr Chen Shiling Hua Mei Clinic Whampoa 300 Whampoa Drive, Whampoa Community Club #02-06 Singapore 327737	66619545	N
Novena	Dr Cheryl Lin Shijun Phoenix Medical Group (Novena) 275 Thomson Road, #01-05 Novena Regency Singapore 307645	62543862	N
Novena	Dr Choo Kay Wee A Life Clinic Pte Ltd 10 Sinaran Drive, Novena Medical Center #09-21 Singapore 307506	67372283	N
Novena	Dr Lily Neo Lily Neo Clinic Pte Ltd 101 Irrawaddy Road #21-09 Singapore 329565	64726226	N
Novena	Dr Michael Chong Soon Thye Livewell Medical Family Clinic 20 Ah Hood Road, Zhongshan Mall, #01-08 Singapore 329984	69099888	Y
Novena	Dr Sim Tiong Peng Winsome Medical And Dental Centre 81 Whampoa Dr #01-915 Singapore 320081	62544568	N
Orchard	Dr Koo Seng Long Newcastle Clinic 541 Orchard Road Liat Towers #18 - 02A Singapore 238881	67362322	N
Orchard	Dr Phuah Wei Jan Melanie Nutramed Clinic 1 Grange Road, Orchard Building #10-10 Singapore 239693	67350706	N
Outram	Dr Ang Xin Lin Priscilla Good Shepherd Family Clinic Blk 9 Jalan Kukoh #01-81 Singapore 160009	65134861	Y
Outram	Dr Oh Cher Ming Family Medicine Clinic Chinatown 133 New Bridge Road #02-09/10 Chinatown Point Singapore 059413	62255155	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH*
Outram	Dr Yeo Cheng Hsun Jonathan Family Medicine Clinic Chinatown 133 New Bridge Road #02-09/10 Chinatown Point Singapore 059413	62255155	Y
Rochor	Dr Sunil Kumar Joseph Tayka Medical 29A Desker Road Singapore 209562	63924473	Y
Toa Payoh	Dr Au Kai Xin Charis Healthsprings Medical & Laser Clinic Blk 105A Bidadari Park Drive #01-09 Singapore 341105	86166166	N
Toa Payoh	Dr Chin Yui Cheng Braddell Medical Clinic Blk 124 Lorong 1 Toa Payoh #01-489, Singapore 310124	62536288	Y
Toa Payoh	Dr Lee Kong How E Medical (Toa Payoh) Pte Ltd Blk 126 Toa Payoh Lorong 1 #01-567 Singapore 310126	63569391	Y
Toa Payoh	Dr Lim Soon Aun Rodney Healthlink Medical Clinic & Surgery 5 Upper Aljunied Lane #01-46 Singapore 360005	62890885	N
Toa Payoh	Dr Lim Wen Siang Kevin Cornerstone Medical Bidadari Blk 106A Bidadari Park Drive, #01-03 Singapore 341106	67075660	N
Toa Payoh	Dr See Shean Yaw Make-Well Family Clinic & Surgery 70 Lorong Toa Payoh #01-351 Singapore 310070	62534235	N
Toa Payoh	Dr Tan Yan Yuan The Bidadari Clinic 115B Alkaff Crescent #01-11 Singapore 342115	65183868/ 96634383	N
Toa Payoh	Dr Teo Boon See Camry Medical Centre Blk 95 Toa Payoh Lor 4 #01-66 , Singapore 310095	62580553	Y
Toa Payoh	Dr Teoh Che Chung Teoh Family Clinic Practice Blk 47 Lorong 6 Toa Payoh #01-142, Singapore 310047	62555188	N
Toa Payoh	Dr Tham Kwong Lum Mediview Clinic And Surgery 150 Toa Payoh Lorong 1 #01-999 Singapore 310150	62532351	Y
Toa Payoh	Dr Yak Siqi Ryan Heartlandhealth Blk 19 Lorong 7 Toa Payoh, Kim Keat Palm #01-272 Singapore 310019	62523858	N

EAST REGION

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN- MH
Ang Mo Kio	Dr Cheng Heng Lee Cheng Clinic 447 Ang Mo Kio Ave 10 #01-1677 Singapore 560447	64542482	N
Ang Mo Kio	Dr Kok Moo Ling Pancare Medical Clinic Blk 133 Ang Mo Kio Ave 3 #01-1643 Singapore 560133	62583186	N
Ang Mo Kio	Dr Lee Chong Han Trucare Medical and Surgery (AMK) Blk 226A Ang Mo Kio Ave 1, Kebun Baru Mall, #01-631, Singapore 561226	62558849	Y
Ang Mo Kio	Dr Lim Kai Hung 1 Medical Teck Ghee Blk 410 Ang Mo Kio Avenue 10, Teck Ghee Square #01- 837 Singapore 560410	62517030	Y
Ang Mo Kio	Dr Ong Guan Hong Pancare Medical Clinic 133 Ang Mo Kio Avenue 3 #01-1651 Singapore 560133	62583186	Y
Ang Mo Kio	Dr Ong Kong Yiow Healthcare AMK Medical Clinic 157 Ang Mo Kio Avenue 4 #01-578 Singapore 560157	64511528	N
Ang Mo Kio	Dr Tan Shi Ching Trucare Medical and Surgery (AMK) Blk 226A Ang Mo Kio Ave 1, Kebun Baru Mall, #01-631, Singapore 561226	62558849	Y
Ang Mo Kio	Dr Toh Sheng Cheong One Doctors Family Clinic (AMK) Blk 710 Ang Mo Kio Avenue 8 #01-2613 Singapore 560710	65542918	Y
Ang Mo Kio	Dr Vida Chou Family Health Medical Centre Pte Ltd Blk 226G, Ang Mo Kio Ave 1, #01-681, Singapore 567226	64541980	Y
Ang Mo Kio	Dr Wong Alvin Well Family Clinic & Surgery 555 Ang Mo Kio Avenue 10 #01-1948 Singapore 560555	64549519	N
Bedok	Dr Chin Yui Cheng Heartlandhealth 59 New Upper Changi Rd #01-1268 Singapore 461059	64453200	Y
Bedok	Dr Chua Lee Lea Im Bedok Medical Centre Pte. Ltd. 18 Bedok South Rd #01 - 57 Singapore 460018	62414111	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Bedok	Dr Chua Thiam Eng Siglap Clinic Pte Ltd 308 Telok Kurau Road #01-08 Vibes @ East Coast Singapore 423858	63488389	N
Bedok	Dr Fong Chiu Yan Eastern Medical Centre 631 Bedok Reservoir Road #01-896 Singapore 470631	64487628	N
Bedok	Dr Jason Pang Health Partners Medical Clinic (Siglap) 23 Upper East Coast Road, Crescendo Building, Singapore 455289	64433316	Y
Bedok	Dr Kay Aih Boon Erwin KCS Medical Centre 515 Bedok North Ave 2 #01-205, Singapore 460515	64438322	N
Bedok	Dr Michael Wong Wen Yao Raffles Medical (Siglap) 55 Siglap Road #02-11/12 Siglap Centre Singapore 455871	64420488	Y
Bedok	Dr Quek Koh Choon Bedok Life Clinic 123 Bedok North Street 2 #01-160 Singapore 460123	64431398	N
Bedok	Dr Sajeena Abdul Azeesu Kunju SM Haneefa Clinic 11 Chai Chee Road #01-23 Singapore 460011	62434237	N
Bedok	Dr Tay Kok Ling K.L Tay Clinic & Surgery 632 Bedok Reservoir Road #01-822 Singapore 470632	64481630	N
Bedok	Dr Wee Lay Kuan Amy Northeast Medical Group (Bedok) Blk 531 Bedok North St 3 #01-692 Singapore 460531	64412402	N
Bedok	Dr Wilson Eu Tieng Juoh Sennett Medical Clinic 55 Siglap Road #B1-10, Siglap Centre Singapore 455871	62800670	Y
Bedok	Dr Wong Teck Boon Lawrence Wong Clinic Blk 539, Bedok North Street 3, #01-603 Singapore 460539	62412267	N
Bedok	Dr Yap Theresa Yang & Yap Clinic & Surgery Pte Ltd 537 Bedok North St 3 #01-571 Singapore 460537	64499946	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Bedok	Dr Yeo Peng Hock Henry Bedok Medical Centre Pte. Ltd. 18 Bedok South Rd #01 - 57 Singapore 460018	62414111	N
Hougang	Dr Chua Boon Ling Simon Road Family Clinic 9 Simon Road Singapore 545895	62878755	N
Hougang	Dr Foo Hsien Yang Joel Medlife Clinic & Surgery 684 Hougang Ave 8 #01-985 Singapore 530684	63850836	N
Hougang	Dr Lee Chong Han Trucare Medical And Surgery 1187 Upper Serangoon Road #01-53, The Midtown, Singapore 533971	63853525	Y
Hougang	Dr Lim Hock Hin Healthcare Medical Centre 311 Hougang Avenue 5 #01-191 Singapore 530311	62881426	N
Hougang	Dr Pang Sze Kang Jonathan Everhealth Medical Centre 540 Hougang Ave 8 #B1-1235 Singapore 530540	63850815	Y
Hougang	Dr Tan Heng Kwang Neighbourhood Medical Clinic Blk 683 Hougang Ave 8, #01-901 Singapore 530683	63868689	N
Hougang	Dr Tan Shi Ching Trucare Medical And Surgery 1187 Upper Serangoon Road #01-53, The Midtown, Singapore 533971	63853525	Y
Hougang	Dr Ung Eugene Meridian Medical And Dental Centre 327 Hougang Avenue 5 #01-162 Singapore 530327	62825205	N
Hougang	Dr Wong Ming Everhealth Medical Centre 540 Hougang Ave 8 #B1-1235 Singapore 530540	63850815	Y
Hougang	Dr Yo Masuya The Clinic @ Tai Seng 18 Tai Seng Street #01-07 Mapletree 18 Singapore 539775	63840160	N
Pasir Ris	Dr Kan Boon Thaim Eugene Pasir Ris Clinic & Surgery 442 Pasir Ris Drive 6 #01-28 Singapore 510442	65820502	Y
Pasir Ris	Dr Lim Geok Bin Joshua Pasir Ris Clinic & Surgery 442 Pasir Ris Drive 6 #01-28 Singapore 510442	65820502	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Pasir Ris	Dr Lye Tong Fong Central 24-Hr Clinic (Pasir Ris) 446 Pasir Ris Drive 6 #01-122 Singapore 510446	65822640	N
Punggol	Dr Ang Teng Soon Paul Zenith Medical Clinic Pte Ltd 266 Punggol Way #01-374 Singapore 823266	64433678	N
Punggol	Dr Chng Woei Healthmark Medical Clinic Blk 639 Punggol Drive #01-06 Singapore 820639	68756696	N
Punggol	Dr Khwaja Asif Edgedale Medical Clinic 122A Edgedale Plains #01-187 Singapore 821122	66352272	N
Punggol	Dr Lucienne Tan Healthmark Medical Clinic Blk 639 Punggol Drive #01-06 Singapore 820639	68756696	Y
Punggol	Dr Soh Wah Ngee One Doctors Family Clinic (Punggol) 83 Punggol Central, Waterway Point #02-17 Singapore 828761	63858018	N
Punggol	Dr Tan Puay Wee Steve Calrose Medical Family Clinic 231A Sumang Lane, #01-05 Matilda Court, Singapore 821231	69571750	Y
Punggol	Dr Yan Shiyuan Edgedale Medical Clinic 122A Edgedale Plains #01-187 Singapore 821122	66352272	Y
Sengkang	Dr Chen Teik Hong Andrew Acumed Medical Group (Sengkang) 215C Compassvale Drive, #01-02, Singapore 543215	63850113	N
Sengkang	Dr Lim Shiau Lin Northeast Medical Group (Sengkang) 5 Sengkang Square #01-05 Singapore 545062	68755911	N
Serangoon	Dr Chan Shijie NTUC Health Family Medicine Clinic 264 Serangoon Central #01-205 Singapore 550264	62812638	N
Serangoon	Dr Eng Soo Kiang NTUC Health Family Medicine Clinic 264 Serangoon Central #01-205 Singapore 550264	62812638	Y
Serangoon	Dr Lam Wei Ting Affinity Medical Clinic Blk 253 Serangoon Central Drive #01-187 Singapore 550253	62808080	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Serangoon	Dr Neo Hui Yee NTUC Health Family Medicine Clinic 264 Serangoon Central #01-205 Singapore 550264	62812638	N
Serangoon	Dr Si Poh Nguan Cedric NTUC Health Family Medicine Clinic 264 Serangoon Central #01-205 Singapore 550264	62812638	N
Serangoon	Dr Suresh Mahtani S G Clinic 84 Serangoon Garden Way Singapore 555980	63821988	Y
Serangoon	Dr Tan Peng Wee Lifelink 24Hrs Clinic & Surgery 153 Serangoon North Ave 1 #01-534 Singapore 550153	62813977	N
Serangoon	Dr Yeo Yu Lin Janine NTUC Health Family Medicine Clinic 264 Serangoon Central #01-205 Singapore 550264	62812638	N
Tampines	Dr Chee Boon Ping Northeast Medical Group (Tampines) 20 Tampines Central 1, Tampines MRT Station #01-25 Singapore 529538	67867848	N
Tampines	Dr Cheng Kah Ling Grace Joy Health Medical Clinic & Surgery 825 Tampines St 81 #01-50 Singapore 520825	67811868	N
Tampines	Dr Chong Wai Yip Trinity Medical & Aesthetic Clinic 151 Simei St 1 #01-33 Singapore 520151	62602822	N
Tampines	Dr Chua Teo Ngee Chua Medical Centre 248 Simei St 3 #01-134 Singapore 520248	67853825	N
Tampines	Dr Fairuz Bin Ahmad Heartlandhealth 730 Tampines Street 71 #01-51 Singapore 520730	65887833	N
Tampines	Dr Foo Yew Sin Patrick Little Cross Family Clinic 929 Tampines St 91 #01-445 Singapore 520929	65440040	N
Tampines	Dr Khwaja Asif Edgedale Medical Clinic (Tampines) Pte Ltd Blk 614 Tampines North Drive #01-01 Singapore 520614	69800440	N
Tampines	Dr Koh Siew Leng Northeast Medical Group (Simei) 30 Simei Street 3 Simei MRT Station #02-01 Singapore 529888	67838639	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Tampines	Dr Muhd Azmi Hezan B Abd Latiff Our Family Physician Clinic & Surgery Blk 829 Tampines St 81 #01-292 Singapore 520829	67850147	N
Tampines	Dr Quah Soon Wee Crossroads Family Clinic Blk 601B Tampines Avenue 9 Tampines Greenridges #01-10 Singapore 522601	65927080	Y
Tampines	Dr Tan Sei Tai (Timothy) Our Family Physician Clinic & Surgery Blk 829 Tampines St 81 #01-292 Singapore 520829	67850147	Y
Tampines	Dr Wong Toon Heng Faith Medical Clinic & Surgery 487C Tampines St 45 #B1-103 Singapore 522487	67881061	N
Tampines	Dr Yan Shiyuan Edgedale Medical Clinic (Tampines) Pte Ltd Blk 614 Tampines North Drive #01-01 Singapore 520614	69800440	Y

NORTH REGION

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN- MH
Choa Chu Kang	Dr Leong Yan Hoi Millennium Medical Group 849 Woodlands Street 82 #01-215 Singapore 730849	63680386	N
Sembawang	Dr Tan Yuan Zi T Medical Clinic 115 Canberra Walk #01-05 Singapore 750115	69700882	N
Woodlands	Dr Cheng Ke Yi Northlink (Woodlands) Clinic Blk 11 Woodlands Square #B1-32 Woodlands MRT Station Singapore 737736	65130608	N
Woodlands	Dr Juliana Kiu Oi Nah Acumed Medical Group (Woodlands Clinic) Blk 111 Woodlands Street 13, #01-78 Singapore 730111	63627789	Y
Woodlands	Dr Loh Foo Keong Jeffrey Lian Clinic 18 Marsiling Lane #01-269 Singapore 730018	62697435	N
Woodlands	Dr Low Chee Wah Mark Doctors Clinic And Surgery Block 305 Woodlands Street 31 #01-91 Singapore 730505	62691017	Y
Woodlands	Dr Neoh Jia Quan Leon Norwood Medical Clinic Blk 785E Woodlands Rise #01-02 Singapore 735785	69373576	N
Woodlands	Dr Sorinder Singh Woodlands Medical Centre 211 Marsiling Crescent, Singapore 730211	62698888	N
Woodlands	Dr Yim Li-Jen Jean Yim Medical Centre 678 Woodlands Ave 6 #01-722 Singapore 730678	68939181	Y
Yishun	Dr Koh Hang Yong Citizen Family Clinic & Surgery 102 Yishun Avenue 5 #01-117 Singapore 760102	67586188	N
Yishun	Dr Tan Yan Yuan My Family Clinic (Angsana Breeze @Yishun) 507 Yishun Ave 4 #01-05 Singapore 760507	67530178/ 96398360	N
Yishun	Dr Teow Kay Leong Roy United Health Family Clinic 627 Yishun Street 61 #01-63 Singapore 760627	62571182	N

WEST REGION

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Bukit Batok	Dr Amir Adhha Ar-Raudhah Medical Clinic 372 Bukit Batok St 31 #01-386 Singapore 650372	65677458	N
Bukit Batok	Dr Kwek Thiam Soo Bukit Batok Medical Clinic 207 Bukit Batok St 21 #01-114 Singapore 650207	65603311	Y
Bukit Batok	Dr Low Huey Chin Universal Medical Clinic Blk 164 Bukit Batok Street 11 #01-144 Singapore 650164	65639955	Y
Bukit Batok	Dr Ong Tiong Hee David Foo And Ong Family Clinic Pte Ltd 151 Bukit Batok St 11 #01-256 Singapore 650151	65672212	N
Bukit Batok	Dr Pang Sze Kang Jonathan Everhealth Family Clinic & Surgery 4 Bukit Batok Street 41 #01-88 Le Quest Singapore 657991	67933113	Y
Bukit Batok	Dr Sophian Hadi Ibrahim Ar-Raudhah Medical Clinic 372 Bukit Batok St 31 #01-386 Singapore 650372	65677458	N
Bukit Batok	Dr Tan Teck Jack Northeast Medical Group (Bukit Batok) 10 Bukit Batok Central, Bukit Batok MRT Station #01-01 Singapore 659958	62661442	N
Bukit Batok	Dr Wong Ming Everhealth Family Clinic & Surgery 4 Bukit Batok Street 41 #01-88 Le Quest Singapore 657991	67933113	Y
Bukit Batok	Dr Xie Bo, Cindy Healthway Medical Blk 446 Bukit Batok West Avenue 8, #01-03 Singapore 650446	62565980	N
Bukit Batok	Dr Yong Yuan Chen Healthlife Family Clinic 296A Bukit Batok St 22 #01-64 Singapore 651296	69048680	Y
Bukit Panjang	Dr Bay Ee Lin Sharon Healthsprings Medical Clinic 524A Jelapang Road #02-01 Singapore 671524	68926681	N
Bukit Panjang	Dr Chin Yew Liang Alan Lifeline Bukit Panjang Medical Clinic 103 Gangsa Road #01-37 Singapore 670103	67605788	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Bukit Panjang	Dr Choo Chee Hoe Ivan Lifecare Family Clinic 524A Jelapang Road #02-15 Greenridge Shopping Centre Singapore 671524	67698588	Y
Bukit Panjang	Dr Kwong Kum Hoong Princeton Family Clinic Pte Ltd 445 Fajar Road #01-546 Fajar Shopping Centre Singapore 670445	67622278	N
Bukit Panjang	Dr Lim Chien Wei Healthway Medical Clinic Blk 445 Fajar Road., #02-524 Singapore 670445	67690600	N
Bukit Panjang	Dr Tan Swee Meng Robin RC's Family Clinic Pte Ltd 635C Senja Road #01-03 Singapore 673635	64688006	N
Choa Chu Kang	Dr Chong Yan-Gerald Mark Healthwerkz Medical Centre (CCK) 225 Choa Chu Kang Central, #01-199, Singapore 680225	67662827	N
Choa Chu Kang	Dr Eng Soo Kiang CCK Family Clinic 304 Choa Chu Kang Ave 4 #01-653 Singapore 680304	68910338	Y
Choa Chu Kang	Dr Gan Ow Tin Raffles Medical (Lot One) 21 Choa Chu Kang Ave 4 #B1-07A, Singapore 689812	67653363	N
Choa Chu Kang	Dr Goh Hsin Kai Healthwerkz Medical Centre (CCK) 225 Choa Chu Kang Central, #01-199, Singapore 680225	67662827	N
Choa Chu Kang	Dr Kay Aih Boon Erwin Healthwerkz Medical Centre (CCK) 225 Choa Chu Kang Central, #01-199, Singapore 680225	67662827	N
Choa Chu Kang	Dr Kok Zi Yin Keat Hong Family Medicine Clinic 2 Choa Chu Kang Loop, Keat Hong Community Club, #03-02 Singapore 689687	67690750	N
Choa Chu Kang	Dr Loke Kam Weng Keat Hong Family Medicine Clinic 2 Choa Chu Kang Loop, Keat Hong Community Club, #03-02 Singapore 689687	67690750	Y
Choa Chu Kang	Dr Phan Oi Peng The People's Clinic 145 Teck Whye Ave #01-161 Singapore 680145	67818030	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Choa Chu Kang	Dr Siaw Tung Yeng Healthlight Family Medicine Clinic Blk 601 Choa Chu Kang St 62 #01-09 Singapore 680601	67672281	Y
Choa Chu Kang	Dr Tan Jia Yeong Jeffrey Keat Hong Family Medicine Clinic 2 Choa Chu Kang Loop, Keat Hong Community Club, #03-02 Singapore 689687	67690750	N
Choa Chu Kang	Dr Toh Beng Chye Millennium Medical Group 533 Choa Chu Kang Street 51 #01-33 Singapore 680533	67656685	Y
Clementi	Dr Koh Thuan Wee Frontier Family Medicine Clinic 3151 Commonwealth Ave West #04-01, Grantral Mall, Singapore 129581	67788362	Y
Clementi	Dr Lim Choo LC Clinic Medical Surgery Aesthetics 446 Clementi Ave 3 #01-191 Singapore 120446	64640932	N
Clementi	Dr Low Sze Sen LC Clinic Medical Surgery Aesthetics 446 Clementi Ave 3 #01-191 Singapore 120446	64640932	Y
Clementi	Dr Saiful Nizam Bin Subari Myhealth Medical Centre Blk 501 West Coast Drive, #01-256 Singapore 120501	68726920	N
Clementi	Dr Seow Yu Jin Wee Healthfirst Medical Clinic Blk 378 Clementi Ave 5 #01-342 Singapore 120378	67775755	Y
Clementi	Dr Sim Kok Ping Frontier Family Medicine Clinic 3151 Commonwealth Ave West #04-01, Grantral Mall, Singapore 129581	67788362	Y
Clementi	Dr Teo Tiong Kiat Teo Clinic & Surgery Pte Ltd 352 Clementi Avenue 2 #01-111 Singapore 120352	67760216	N
Clementi	Dr Thia Wee Keng Kevin Frontier Family Medicine Clinic 3151 Commonwealth Ave West #04-01, Grantral Mall, Singapore 129581	67788362	Y
Jurong East	Dr Chew Ee Hern Kevin Teban Garden Clinic 61 Teban Gardens Road #01-01 Singapore 600061	65819052	Y

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Jurong East	Dr Jacqueline Yam Acumed Medical Group (Teban Gardens) 38 Teban Gardens Road #01-318 Singapore 600038	65619366	N
Jurong East	Dr Wu Eu Heng Wu Clinic & Surgery 249 Jurong East St 24 #01-78 Singapore 600249	65611672	N
Jurong West	Dr Chen De Quan EHA Clinic @ Jurong Blk 492, Jurong West Street 41, #01-40, Singapore 640492	65660257	N
Jurong West	Dr Dharshini Puvanendran Lakeside Family Medicine Clinic 518A Jurong West St 52 #01-02, Singapore 641518	62626434	Y
Jurong West	Dr Ho Kay Chun Caleb 216 Procross Medical Clinic Blk 216 Boon Lay Ave #01-03 Singapore 640216	98765330	N
Jurong West	Dr Ho Kay Chun Caleb 405 Procross Medical Clinic Blk 405 Jurong West Street 42 Hong Kah Court #01-K1 Singapore 640405	87896779	N
Jurong West	Dr Ho Kay Chun Caleb 411 Procross Medical Clinic Blk 411 Jurong West Street 41 #01-K1 Singapore 640411	98765297	N
Jurong West	Dr Lim Boon Howe Edwin Lakeside Family Medicine Clinic 518A Jurong West St 52 #01-02, Singapore 641518	62626434	Y
Jurong West	Dr Lim Chew Pier Medical Centre 725 Jurong West Ave 5 #B1-164 Singapore 640725	67915677	Y
Jurong West	Dr Ling Chia Tien Apex Medical Centre 960 Jurong West St 92 #01-172 Singapore 640960	67912292	N
Jurong West	Dr Neo Hui Yee Lakeside Family Medicine Clinic 518A Jurong West St 52 #01-02, Singapore 641518	62626434	N
Jurong West	Dr Pradit Thonqudomporn Drs Trythall, Hoy, Davies (Pte) Ltd - Jurong Point 1 Jurong West Central 2, Jurong Point, B1-19B Singapore 648886	67930611	N
Jurong West	Dr Si Poh Nguan Cedric Lakeside Family Medicine Clinic 518A Jurong West St 52 #01-02, Singapore 641518	62626434	N

URA Planning Area	General Practitioners (GP) Name	Clinic Contact	PCN-MH
Jurong West	Dr Sunil Kumar Joseph Tayka Medical Family Clinic 526 Jurong West St 52 #01-323 Singapore 640526	65645528	Y
Jurong West	Dr Tam Tak Chuan Elias EHA Clinic @ Jurong Blk 492, Jurong West Street 41, #01-40, Singapore 640492	65660257	N
Jurong West	Dr Tok Sock Cheng Lakeside Family Medicine Clinic 518A Jurong West St 52 #01-02, Singapore 641518	62626434	Y
Queenstown	Dr Chong Wen Yu The Clinic @ Business City 20 Pasir Panjang Road #02-26 Mapletree Business City West Zone Singapore 117439	68167180	N
Queenstown	Dr Gupta Ajeet Kumar The Clinic @ Fusionopolis 1 Fusionopolis Place #01-05 G Galaxis Singapore 138522	64660602	N
Queenstown	Dr Lim Lee Wei Northeast Medical Group (Buona Vista) Blk 25 Ghim Moh Link #01-10 Singapore 270025	66943282	N
Queenstown	Dr Lim Wen Siang Kevin Cornerstone Medical 29A Ghim Moh Link, #01-03 Singapore 271029	62620018	N
Queenstown	Dr Neow May Yin Pauline Mei Ling Clinic 158 Mei Ling Street #01-80 Singapore 140158	64741782	N

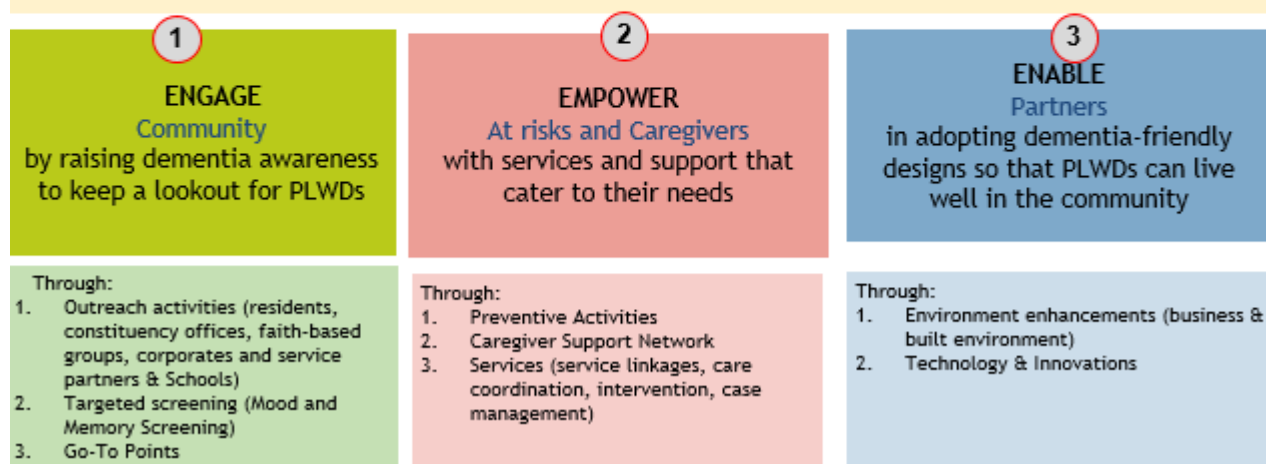
Dementia-Friendly Singapore

The Dementia-Friendly Singapore (DFSG) is a national initiative announced by the Ministry of Health (MOH) in 2016 to address the dementia prevalence in Singapore. This was spun off from the ground up Forget Us Not campaign by Lien Foundation, KTPH and partners in making Chong Pang dementia-friendly in 2015.

Under DFSG, the Agency for Integrated Care (AIC) and community partners aim to build dementia-friendly communities and nation to support persons living with dementia through the 3Es strategy. The desired outcomes are promotion of preventive activities, encourage early identification and provision of care and support.

1. Facilitate early identification 2. Promote preventive activities 3. Provide care and support

A Dementia-Friendly Community (DFC) is one whereby people **know** about dementia and mental wellness; Persons living with dementia and their families feel **included, involved** and **supported** in the community.



DFCs are communities within the constituencies where:

- 1. People are aware of dementia and know how to communicate with persons living with dementia**
 - Residents and community partners know where to seek help, aware of signs and symptoms of dementia and know how to communicate with persons living with dementia
 - Include community front liners like grassroots, volunteers, schools, faith-based groups, government agencies, hawkers, businesses, retailers, banks, transport staff
 - Build a pool of Dementia Friends who will assist persons living with dementia and keep a look out if they wander off e.g. bring them to Go-To Points (GTPs)
- 2. Resources exist for early recognition and support for persons living with dementia**
 - Accessible GTPs in each DFCs to provide information, resources and service linkages

- Resources e.g. collaterals, videos, dementia resource portal (DementiaHub.SG) are readily available for residents, community partners and caregivers
- Dementia screening with follow up is available

3. Persons living with dementia and their caregivers feel supported

- People know about dementia and where to seek help, if needed
- Caregivers are well-supported e.g. part of a support group and have a friend to seek help when needed Volunteers are trained as befrienders to provide emotional support
- Flag cases when there are unmet needs and provide service linkage
- Technology is available to help persons living with dementia who wander
- National platform to support caregivers to seek advice, report loss of loved ones with dementia. Public can also call in to inform that they have found reported persons living with dementia
- A dementia membership programme for caregivers and persons living with dementia
- Mobile app which alerts Dementia Friends when a person living with dementia goes missing


4. Businesses and services are respectful and helpful towards persons living with dementia

- Understand the challenges faced by persons living with dementia
- Build physical environment which enables persons living with dementia to move around safely
- Assist persons living with dementia who may need help in finding their way home or bring them to GTPs
- Incorporate dementia awareness training as part of staff training programme


5. Environments are safe and easy to navigate for persons living with dementia

- Easy to move around in the neighbourhood safely
- Business/government agencies upgrade their space to make it more senior-friendly e.g. bigger aisle, bigger signage, better wayfinding markers and dementia-friendly infrastructure

What are the dementia support you can find in a DFC?



1.Prevention
2.Early Identification
3.Care & Support



<p>a) Build Community Awareness</p> <ul style="list-style-type: none"> Public education on dementia signs and symptoms (such as holding talks, workshops, event booths and door to door outreach etc.) Awareness workshops for frontline staff and businesses on how to manage people with dementia Intergenerational Programme/ Volunteers/ Befrienders to recruit a pool of dementia friends/champions such as students/youths/ passionate individuals about ageing/dementia and wanting to do something for seniors Targeted screening for early detection of dementia risks Go-To Points to make dementia information readily accessible in the community and safe return points for missing seniors <p>b) Support for At Risk Seniors/ Person Living With Dementia</p> <ul style="list-style-type: none"> Well: Keep active to reduce risk of dementia through preventive activities Mild Stage: Services linkages for those with needs Moderate and Severe Stage: Home and mobile-based support and case network for complex needs 	<p>c) Support for Caregivers</p> <ul style="list-style-type: none"> A network that emphasises self-care, peer support and recognition Respite services and information resources <p>d) Safe Neighborhood for Person Living With Dementia</p> <ul style="list-style-type: none"> Through environmental studies and infrastructure enhancement Tap on technology such as Dementia Friends mobile app to rally for community support to look out for lost persons with dementia Collaborate with businesses who are our Dementia-Friendly Partners to create inclusive environment for their staff or/and customers
---	---

Where are the DFCs?



How are the DFCs developed?

It takes a **community approach** to build a DFC!



What are the key Dementia-Friendly Initiatives rolled out in the community?

Dementia Go-To Points (GTPs)

GTPs are community nodes that serve as resource centres which provide educational resources and information for the general public, persons living with dementia, and caregivers.

GTP also acts as “safe return” points to assist “lost-and-found” persons living with dementia who wander off in the community to reunite with their family or return home safely. The GTP listing can be found on Dementia Friends mobile app, on DementiaFriendly.sg portal and Health Hub website.

Caregiver Support Network (CSN)

The CSN is another initiative under Dementia-Friendly Singapore to support and connect with caregivers taking care of persons living with dementias, mental health or physical health conditions. CSNs were developed with the intention of enabling caregivers to care for themselves and to become pillars of support for one another.

There are three key focus areas, namely Self-care, Peer Support Network and Recognition. We hope that the CSNs can promote awareness of the different needs required to support caregiving as well as encourage building a supportive network whereby community stakeholders can actively play a role in supporting caregivers and their own well-being in the community.

In each DFC, there is a community outreach team, also known as CREST, which drives the promotion of DFC, provision of dementia, mental health services and care programme.

The following are the CREST partners in the respective DFCs:

DFC	Service Providers
1. Yishun	Montfort Care
2. Hong Kah North	REACH Community Services Society
3. MacPherson	Brahm Centre Ltd
4. Queenstown	Fei Yue Community Services
5. Bedok	Montfort Care
6. Fengshan	Salvation Army
7. Teck Ghee	AMKFSC Community Services LTD.
8. Taman Jurong	NTUC Health Co-operative Ltd
9. Bukit Batok East	Singapore Anglican Community Services
10. Woodlands	AWWA Ltd
11. Toa Payoh West	Care Corner Seniors Services Ltd
12. Toa Payoh East	Care Corner Seniors Services Ltd
13. Kebun Baru	AMKFSC Community Services LTD.
14. Yio Chu Kang	AWWA Ltd
15. Clementi	Fei Yue Community Services

Technology Enablers

CARA Mobile App

Dementia Singapore (DSG), the nation's leader in specialised dementia care, launches a pioneering dementia membership programme that provides personalised support across the journey of living with and caring for dementia.

Called CARA – an acronym for Community, Assurance, Rewards, Acceptance, the four main functions of the membership programme, the mobile application is a digital lifestyle and community platform that provides low-barrier access for persons living with dementia and their caregivers to connect to an ecosystem of solutions and support.

CARA, developed by DSG and supported by AIC and NCSS, is the first dementia membership programme of its kind in the world, and is available on Apple App Store and Google Play Store. Download is free.



Community | Assurance | Rewards | Acceptance

A pioneering dementia membership programme by Dementia Singapore

Value of CARA



Unique identifier and membership card
**for Persons with Dementia*



Safe Return of a lost Person with Dementia



Multiple caregivers can receive important updates at the same time



Tailored benefits and support from the community



Easy access to trusted resources



For more info, scan the QR code:



or visit cara.sg.

For more information on DFSG and dementia, please visit www.dementiahub.sg or Dementia-Friendly Singapore Facebook page.

Night Respite

The Night Respite programme provides respite for caregivers caring for persons living with dementia with sundowning behaviour such as restlessness, agitation, disorientation, visual and auditory hallucination. Through the programme, persons living with dementia are engaged meaningfully at night which allows caregivers to have a good rest. The programme, which is part of the Caregiver Support Action Plan, also provides education and support to caregivers.

The Night Respite programme's objectives are two-fold:

- To provide respite for caregivers of persons living with dementia with sundowning behaviour. Caregiver education and support in managing sun-downing behaviour may also be provided.
- To engage persons living with dementia meaningfully during the night respite session, through activities and tasks.

	Region	Providers	Address
1.	North	Vanguard Woodlands Care Home	2 Woodlands Rise Singapore 737749
2.	West	St Joseph's Home (<i>resuming in Q3 of FY22</i>)	36 Jurong West St 24 Singapore 648141
3	East	Peacehaven Nursing Home (<i>resuming in Q3 of FY22</i>)	9 Upper Changi Road North Singapore 507706

Go Respite

Go Respite is a pilot pre-enrolment programme that encourages caregivers to plan ahead and identify a suitable respite option that is able to meet their needs and those of their loved ones.

Caregivers will complete some necessary pre-admission administrative processes early, so that it takes less time to place their loved one in senior care centres or nursing homes, when they need to take respite breaks.

Administrative processes include completing their household means test to assess eligibility for subsidies, providing medical information to assess the suitability for service, shortlisting and registering with potential service provider.

Caregivers whose loved one is successfully pre-enrolled can contact their preferred service provider directly should they require respite care. Pre-enrolment does not guarantee placement and admission to the service is subject to vacancy.

There are two types of respite care options available for pre-enrolment:

(1) At a centre

- Clients will join group activities in the day in a senior care centre.
- Respite care is available on both weekdays and weekends. Usual centre operating hours will apply.

(2) At a nursing home

- Clients will stay in a nursing home where nursing services are available.
- Respite services are available for a minimum of 7 days up to a maximum of 30 days, per calendar year.

List of participating senior care centres and nursing homes

Senior Care Centre

Senior requiring care needs supervision or some assistance with daily care activities such as eating or going to toilet during the day.

Area	Name of Service Provider	Address	Tel
Ang Mo Kio	AWWA Rehab and Day Care Centre	Blk 126 Ang Mo Kio Ave 3 #01-1929 Singapore 560126	6511 6790
Ang Mo Kio	AWWA Dementia Day Care Centre (For Dementia Clients only)	Blk 123 Ang Mo Kio Ave 6 #01-4035 Singapore 560123	6511 9479
Ayer Rajah	St Luke's Eldercare (Ayer Rajah)	150A Pandan Gardens #01-01 Singapore 609342	6262 1501
Beach Road	St Andrew's Senior Care (Joy Connect)	Blk 5 Beach Road #01-4919 Singapore 190005	6291 1861

Area	Name of Service Provider	Address	Tel
Bedok	NTUC Health Silver Circle (Fengshan)	Blk 91 Bedok North St 4 #01-1527 Singapore 460091	6242 8160
Boon Lay	NTUC Health Silver Circle (Boon Lay)	Blk 216 Boon Lay View #01-05 Singapore 640216	6259 5804
Bukit Batok	St Luke's Eldercare (Bukit Batok)	Blk 168 Bukit Batok West Ave 8 #01-208 Singapore 650168	6266 6615
Clementi	St Luke's Eldercare (Clementi)	Blk 602 Clementi West St 1 #01-25 Singapore 120602	6872 2210
Choa Chu Kang	St Luke's Eldercare (Keat Hong)	Blk 801 Keat Hong Close #01-02 Singapore 680801	6891 0370
Chinatown	Yong-En Care Centre (For Dementia Clients only)	Blk 335A Smith St #03-57 Chinatown Complex Singapore 051335	6225 1002
Ghim Moh	Active Global Active Ageing Hub (Ghim Moh)	Blk 31A Ghim Moh Link #01-11 Singapore 272031	6536 0086
Hougang	St Luke's Eldercare (Golden Years)	Blk 831 Hougang Central #01-502 Singapore 530831	6386 2273
Jurong West	NTUC Health Silver Circle (Jurong West)	50 Jurong West St 93 Level 2 Singapore 648967	6715 6767
Marine Parade	St Luke's Eldercare (Marine Parade)	Blk 86 Marine Parade Central #01-670 Singapore 440086	6284 1089
Punggol	St Luke's Eldercare (Sumang)	Blk 222 Sumang Lane #01-01 Singapore 820222	6244 8031
Queenstown	St Andrew's Senior Care (Queenstown)	11 Jalan Penjara Singapore 149380	6877 4681
Telok Blangah	Active Global Active Ageing Hub (Telok Blangah)	Blk 92 Telok Blangah St 31 #01-255 Singapore 100092	6536 0086
Toa Payoh	NTUC Health Silver Circle (Toa Payoh)	Blk 169 Lor 1 Toa Payoh #01-1052 Singapore 310169	6715 6762
West Coast	Jamiyah Senior Care Centre	130 West Coast Drive Singapore 127444	6776 8575
Woodlands	Vanguard Senior Care Centre (Woodlands)	2 Woodlands Rise Singapore 737749	6540 9200
Yishun	Sree Narayana Mission Senior Care Centre (Yishun)	12 Yishun Ave 5 Singapore 768992	6955 9555

Nursing Home

Senior requiring care must be physically or mentally disabled because of illness, is dependent and requires assistance in activities such as going to toilet or walking, and is unable to be cared for by family at night.

Area	Name of Service Provider	Address	Tel
Balestier	Orange Valley Nursing Home (Balestier)	363 Balestier Road Singapore 329784	6250 6636
Braddell	Econ Nursing Home (Braddell)	58 Braddell Road Singapore 359905	6226 1188
Buangkok	Econ Nursing Home (Buangkok)	10 Buangkok View Block 5 and 9, Basement, Level 1 & 2 Singapore 539747	6385 6860
Bukit Batok	Bukit Batok Care Home	11 Bukit Batok West Ave 9 Singapore 657995	6843 7168
Bukit Panjang	Pacific Healthcare Nursing Home (Senja)	21 Senja Road Singapore 677736	6766 2722
Chai Chee	Econ Nursing Home (Chai Chee) [Note: undergoing renovation until end of 2022]	351 Chai Chee Street Singapore 468982	6226 1188
Chai Chee	NTUC Health Nursing Home (Chai Chee)	35 Chai Chee Street Singapore 468984	6812 8960
Changi	Orange Valley Nursing Home (Changi)	52/53 Biggin Hill Road Singapore 509945	6545 5977
Choa Chu Kang	Econ Nursing Home (Choa Chu Kang)	53 Choa Chu Kang Singapore 689385	6226 1188
Clementi	Orange Valley Nursing Home (Clementi)	221 Clementi Ave 4 Singapore 129881	6873 9988
Geylang East	NTUC Health Nursing Home (Geylang East)	25 Geylang East Central Singapore 389708	6708 8600
Hillview	United Medicare Centre (Elizabeth Drive)	72 Elizabeth Drive Singapore 669745	6760 1555
Jalan Bukit Merah	Lee Ah Mooi Old Age Home (Silat)	148A Silat Avenue Singapore 168871	6276 2497
Jurong West	NTUC Health Nursing Home (Jurong West) [Note: undergoing renovation until June 2022]	50 Jurong West St 93 Singapore 648967	6708 8400
Marsiling	Orange Valley Nursing Home (Marsiling)	11 Woodlands Ave 1 Singapore 739068	6362 7333
Queenstown	United Medicare Centre (Queensway)	55 Queensway Singapore 149058	6479 5888
Redhill	Pacific Healthcare Nursing Home (Lengkok Bahru)	6 Lengkok Bahru Singapore 159051	6272 3133
Serangoon	Econ Nursing Home (Recreation Road)	25 Recreation Road Singapore 546522	6226 1188
Simei	Orange Valley Nursing Home (Simei)	6 Simei Street 3 Singapore 529898	6260 0020

Area	Name of Service Provider	Address	Tel
Tampines	Tampines Care Home (Tampines)	31 Tampines St 61 Singapore 528564	6541 9500
Toa Payoh	Lee Ah Mooi Old Age Home	1 Thomson Lane, 297728	6256 1324
Toa Payoh	United Medicare Centre (Toa Payoh)	170 Toa Payoh Lorong 6 Singapore 319400	6258 4848
Upper East Coast	Econ Nursing Home (Upper East Coast)	452 Upper East Coast Road Singapore 466500	6226 1188
West Coast	Jamiyah Nursing Home	130 West Coast Drive Singapore 127444	6776 8575
Woodlands	Woodlands Care Home	2 Woodlands Rise Singapore 737749	6540 9200
Yio Chu Kang	Econ Nursing Home (Yio Chu Kang)	451 Yio Chu Kang Road Singapore 805947	6226 1188
Yio Chu Kang	Lentor Residence	51 Lentor Ave Singapore 786876	6451 6300
Yishun	Sree Narayana Mission Nursing Home (Yishun)	12 Yishun Ave 5 Singapore 768992	6955 9555

Pre-enrolment does not guarantee placement and admission to the service is subject to vacancy.

Post-Diagnostic Support – Dementia

The Post-Diagnostic Support Programme for persons newly diagnosed with dementia and their caregivers (PDS-Dementia) serves to establish a structured support system which provides information, service linkage and case management. The programme supports both the person living with dementia and their caregivers for six months upon the referral. The PDS-Dementia team, comprising an allied health professional and community liaison coordinators, aims to help them understand their condition, coordinate community resources to support person-centred care and facilitate early planning and management of the disease.

At the point of receiving the diagnosis of dementia, the newly diagnosed person and their caregiver may not fully understand the condition, including where information can be found, what support and care services are available and what to expect as the condition progresses. As a result, help is only sought when there is a crisis, or when there is significant caregiver stress. PDS-Dementia seeks to address this gap by providing timely support from the time of diagnosis to prepare persons with dementia and their caregivers so that they are able to plan for, respond to and manage the situation at home, or work with community partners for suitable care interventions.

For persons who have been newly diagnosed with dementia and their caregivers, the PDS-Dementia team will conduct needs assessment and provide psycho-education and the necessary resources. Based on the needs identified, a personalised care plan will be developed for and together with both the person living with dementia and caregiver. The PDS-Dementia team will also coordinate and link up the person living with dementia and their caregiver with appropriate care services.

The programme also includes a caregiver support network where caregivers can engage and interact with each other through their shared experiences, co-develop solutions to challenges and lean on each other for social and emotional support.

Region Served	Partner Hospital	Service Providers
West	Ng Teng Fong General Hospital	Fei Yue Community Services
North Eastern	Sengkang General Hospital	AMKFSC Community Services Ltd

Post-Diagnostic Support – Dementia service is also offered by Dementia Singapore in partnership with the following hospitals:

Partner Hospital	Service Provider
Khoo Teck Puat Hospital	Dementia Singapore
Tan Tock Seng Hospital	
National Neuroscience Institute	
Changi General Hospital	

Other Community Programmes/Services

Financial Subsidies for Mental Health Services

Here are some financial schemes available to clients to defray the cost of mental health services. Some insurance policies may also be able to cover the cost of mental health services.

Subsidy Schemes	Details
Medisave for Inpatient Psychiatric Episodes	Up to \$150 a day for daily hospital charges, subject to a maximum of \$5000 a year https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave
Medisave for Outpatient Treatments of 23 conditions under Chronic Disease Management Programme (CDMP)	From 1 Jan 2021, patients with complex chronic conditions will be able to use up to \$700 per patient yearly, while other patients will be able to use up to \$500 per patient yearly for the following treatments. Subject to 15% co-payment by patient. Covers schizophrenia, major depression, bipolar disorder, dementia and anxiety https://www.moh.gov.sg/cost-financing/healthcare-schemes-subsidies/medisave
Medishield Life Inpatient Psychiatric	Up to 35 days per policy year \$100 per day https://www.aic.sg/financial-assistance/medishield-life

Employment Support

Programme	Description	Address/Contact
Integrated Employment Services <i>Service Provider: Care Corner Singapore</i>	Employee Assistance Programme The EAP provides workplace support for employees with or at risk of having mental health issues through a multi-disciplinary team consisting of professionals and peer support specialists. The programme also provides advisory support and training on creating an inclusive and supportive workplace.	Care Corner Singapore Ltd 6 Woodlands Square #03-01 Woods Square Tower 2 Singapore 737737 Tel: 6250 6813 ccs@carecorner.org.sg






Programme	Description	Address/Contact
Integrated Employment Services <i>Service Provider:</i> Singapore Anglican Community Service	Employment Support Services (ESS) ESS provides employment services that help persons in recovery seek sustained employment in the competitive job market. It also provides the business community with comprehensive employment services to support them in integrating these individuals in the workplace. It also provides the business community with comprehensive employment services to support them in integrating these individuals in the workplace. Services include: 1) Vocational readiness assessment 2) Vocational training – basic skills and community based 3) Job placement 4) On-site support	Singapore Anglican Community Service 10 Simei Street 3 Singapore 529897 Tel: 6812 0878
	Employment Internship Programme (EIP) EIP provides on the job training for persons in recovery from mental health issues to prepare them for open employment. The objectives are to: 1) Enhance the job readiness and sustainability of persons in recovery through on the job training in specified industries; 2) Enhance knowledge and skills of employers in supporting persons in recovery; and 3) Showcase employability of persons in recovery.	
	Employee Assistance Programme Plus (EAP+) The EAP+ provides workplace support for employees with or at-risk of having mental health issues through a multi-disciplinary team consisting of professionals and peer support specialists. The programme also provides advisory support and training	








Programme	Description	Address/Contact
	on creating an inclusive and supportive workplace.	
Occupational Therapy: Activities, Vocation and Empowerment (OcTAVE) <i>Service Provider:</i> Institute of Mental Health	Offer a range of outpatient rehabilitation programmes aimed at promoting community independence, providing therapeutic support, nurturing clients' potential and facilitating their recovery. The programmes available are categorised into four major domains: 1) Clinical Rehabilitation 2) Empowerment 3) Vocational Training 4) Job Club For more information, please click here .	OcTAVE@IMH Occupational Therapy Department Institute of Mental Health Buangkok Green Medical Park, Blk 1, 10 Buangkok View, Singapore 539747 Tel: 6389 2904 OcTAVE@Bukit Batok Bukit Batok Polyclinic Level 3, 50 Bukit Batok West Ave 3 Singapore 659164 Tel: 6566 7462 OcTAVE@Cantonment 25 Cantonment Road Singapore 089744 Tel: 6479 7353
MINDSET Learning Hub <i>Service Provider:</i> Singapore Association for Mental Health (SAMH)	Aim to work with persons in recovery from mental health issues for their vocational training and employment needs. It is a collaboration between the Jardine Matheson Group through its registered charity, MINDSET Care Limited and SAMH. For more information, please click here .	257 Jurong East Street 24 #01-405 Singapore 600257 Tel: 6665 9220 Email: mindsetLH@samhealth.org.sg
Job Club <i>Service Provider:</i> Institute of Mental Health	Set up to support the recovery process. Job Club provides employment opportunities assisting individuals with psychiatric conditions in job placement	Institute Mental Health Buangkok Green Medical Park 10 Buangkok View Blk 1 Occupational Therapy Department Singapore 539747 Tel: 63892678 Email: enquiries@jobclub.sg



Other Mental Health Services for Youth

Services related to general mental health counselling, help-seeking platforms and helplines are included as resources that youths can further seek support from beyond AIC funded programmes. Additionally, services that can benefit specific youth client profiles and/or needs are also listed for further reference and potential services to refer to.

Mental Health Support



Service category	Organisation	Description of service	Website/contact details
General mental health counselling services	Association of Muslim Professionals	Counselling services for youths, including immediate crisis intervention and service linkage.	https://www.amp.org.sg/counselling/ 
	Calvary Community Care	Counselling services for youths, including those with mental health issues.	https://calvary.sg/programme-category/counselling/ 
	Care Corner Singapore Ltd	Counselling services for youth, including mental health screening, school and community-based group work	https://www.carecorner.org.sg/ 6 Woodlands Square #03-01 Woods Square Tower 2 Singapore 737737 Main line: 6978 4217 Email: insight@carecorner.org.sg IG: @insightccs Tik Tok: @insightccs Telegram: @insightersBOT
	CARE Singapore	Counselling services with a systemic approach, working with parents, schools and teachers.	https://www.care.sg/school-social-work/counselling/ 
	Riverlife Community Services	Casework and counselling services, including a family approach.	http://www.rcs.org.sg/programmes/ 
	Shan You Counselling Centre (SYCC)	Counselling services for youths, including those with mental health issues.	https://www.shanyou.org.sg/our-services/shan-youcounselling-centre/ 




Service category	Organisation	Description of service	Website/contact details
	Singapore Counselling Centre	Counselling services for younger youths.	https://scc.sg/e/children-youth-counselling/ 
	Strengthening Youths in a Network of Care (SYNC) / Impartsg	Engagement and support using elements from Motivational Interviewing (MI) and Solution-Focused Brief Therapy (SFBT), as well as referrals to other programs.	https://www.impart.sg/mental-health-care 
	WINGS Counselling Centre	Counselling services for youths, including school-based counselling.	https://wingscounselling.org.sg/counselling/ 
Help-seeking platforms and helplines	Acceset	Anonymous text-based therapy supported by a trained befriender.	www.acceset.com 
	Care Corner Singapore Ltd	Toll-free Mandarin counselling hotline to provide mental health support Virtual helpbot to learn mental wellbeing tips, and social media platforms with quick access to youth workers	https://www.carecorner.org.sg/ 1800-3535-800 10am to 10pm (excluding public holidays) Telegram: @insightersBOT IG: @insightccs Tik Tok: @insightccs
	MOHT/Mindline	Digital platform for stress management, including tools, knowledge, pathways to self-care, and advice on how to seek professional help.	www.mindline.sg 
	SCS / Tinkle Friend	Helpline aiming to provide support, advice and information to distressed primary school aged children.	www.tinklefriend.sg 1800-2744-788 
	SOS	Various services, including a round the clock emotional support hotline, and a text-based service for those in distress.	www.sos.org.sg/contact-us 1800-221-4444 
	SafeSpace.sg	Various services, including live support and online	www.safespace.sg


Service category	Organisation	Description of service	Website/contact details
		sources to enhance mental wellness.	
	National Council of Social Service (NCSS) Belle, Beyond the Label Helpbot	Interactive helpbot that provides advice on mental health services, resources, and helplines.	https://www.ncss.gov.sg/our-initiatives/beyond-the-label/belle-beyond-the-label-helpbot# 


Services for specific client profiles and/or needs

Organisation	Programmes/Services	Programme detail	Website/contact details
1. Abuse/neglect			
AWARE	AWARE is the leading women's rights and gender equality group in Singapore. Among the key work of AWARE includes contributing towards the strengthening of laws dealing with domestic violence.	<p>Various services to support women undergoing abuse or family violence, including:</p> <ul style="list-style-type: none"> • Counselling • Sexual Assault Care Centre • Women's helpline 	<p>Address: 5 Dover Crescent, #01-22, Singapore 130005</p> <p>Telephone: 1800-777-5555 (10 a.m. to 6 p.m., Mondays to Fridays) to fix an appointment</p> <p>Email: aware@aware.org.sg</p> <p>Website: www.aware.org.sg</p>
TRANS Safe Centre	TRANS SAFE Centre is a Family Violence Specialist Centre (FVSC). We aim to promote safe relationship in families by providing help to victims of abuse, persons who abuse and their families who are affected by the abuse.	<ul style="list-style-type: none"> • Consultations to provide and information on family violence • Referral to other community partners • Casework and counselling 	<p>Address: Blk 410 Bedok North Ave 2 #01-58 Singapore 460410</p> <p>Tel: 6449 9088</p> <p>Fax: 6449 9168</p> <p>Email: transsafe@trans.org.sg</p>
PAVE	PAVE is an integrated service for family violence and child protection. PAVE provides services for persons who abuse, survivors and vulnerable family members such as children and the elderly,	<ul style="list-style-type: none"> • Information and advice • Casework and counselling • Group work 	<p>Address: Blk 211 Ang Mo Kio Ave 3</p> <p>#01-1446</p> <p>Singapore 560211</p> <p>Tel: +65 6555 0390</p>

Organisation	Programmes/Services	Programme detail	Website/contact details
	in dealing with interpersonal violence.		Email: intake@pave.org.sg
2. Trauma			
Psychosocial Trauma Support Service (PTSS)	The Psychosocial Trauma Support Service (PTSS) comprises clinical psychologists who specialise in providing trauma assessment and intervention for children (3 to 18 years old) and women, to support them in coping with the after-effects of traumatic experiences. PTSS also works closely with medical and allied health professionals, schools and community organisations to minimise trauma-related distress and symptoms among children, women and their families.	<ul style="list-style-type: none"> • Screening of traumatic stress symptoms in children who are admitted to KKH after an accidental injury • Psycho-emotional assessment of psychological impact following traumatic experiences • Evidence-based treatment for psycho-emotional difficulties arising after trauma 	https://www.kkh.com.sg/patient-care/areas-of-care/childrens-services/Pages/psychosocial-trauma.aspx 
3. LGBTQI+			
Oogachaga	Oogachaga is a community-based, non-profit, professional organisation working with lesbian, gay, bisexual, transgender, questioning and queer (LGBTQ+) individuals, couples and families in Singapore since 1999.	<p>Services to support people who would like to share about issues such as sexuality, identity, relationships, mental health, and sexual health</p> <ul style="list-style-type: none"> • Hotline and WhatsApp counselling • Email counselling • Professional counselling 	https://oogachaga.com/services 
Transbefrienders	Transbefrienders is a peer support service for trans youths seeking assistance, friendship or mentorship. We match	Befriending services for youths with issues relating to	https://transbefrienders.com/befriending

Organisation	Programmes/Services	Programme detail	Website/contact details
	youths with trained befrienders who have prior experience with the transitioning process in Singapore. Existing support systems are limited in how much they can help, so having another person as a source of support through one's transition can help to minimize the usual uncertainty and loneliness of the process.	gender identity or gender dysmorphia	
4. Cyber addiction			
TOUCH Cyber Wellness (TCW)	TCW is a non-profit agency that advocates cyber wellness and new media literacy for children, teenagers, parents and educators.	<ul style="list-style-type: none"> • School-based and community education programmes to create awareness of cyber wellness • Intervention programmes, including mentoring • Counselling on cyber wellness issues, pathological gaming 	https://www.touch.org.sg/about-touch/our-services/touch-cyber-wellness-homepage 
National Addictions Management Service (NAMS)	<p>The National Addictions Management Service (NAMS) was set up at the Institute of Mental Health (IMH) in 2008 with the support of the Ministry of Health (MOH) to provide treatment for people with addictions.</p> <p>At NAMS, we provide treatment and support for addictions to drugs,</p>	<ul style="list-style-type: none"> • Assessment and treatment of addictions; • Individual, group and family therapy; • Group programmes 	https://www.nams.sg/caregivers/how-to-help-your-loved-one/Pages/internet-and-gaming.aspx 

Organisation	Programmes/Services	Programme detail	Website/contact details
	alcohol, gambling, gaming and others.		
5. Eating disorders			
Singapore General Hospital Eating Disorders Programme	The programme addresses the physical and psychosocial problems commonly associated with eating disorders through a holistic approach. Individuals will work closely with our multi-disciplinary team comprising of psychiatrists, psychologists, physicians, dietitians, medical social workers, family therapists, nurses, occupational therapists, art therapist and physiotherapist.	<ul style="list-style-type: none"> • Psychiatric services • Art therapy • Dietetics • Family therapy • Occupational therapy • Physiotherapy • Psychological treatment 	<p>Address: Singapore General Hospital, Specialist Outpatient Clinic at SingHealth Tower, Level 3</p> <p>Tel: +65 6321 4377</p> <p>Email: eatingdisorders@sgl.com.sg</p>
6. Pregnant teenagers			
Babes: A helping hand for pregnant teens	Babes Pregnancy Crisis Support Ltd is a non-profit agency that journeys with pregnant teenagers, providing emotional support, information and resources to empower them to make responsible decisions on their pregnancy.	<ul style="list-style-type: none"> • Case management • Outreach and youth engagement • Additional programs and services, including skills-based workshops and an empowerment camp. 	<p>https://www.babes.org.sg/we-are-here-for-you/our-services/</p> 
7. Suicide			

Organisation	Programmes/Services	Programme detail	Website/contact details
Samaritans of Singapore (SOS)	<p>Samaritans of Singapore (SOS) is dedicated to providing confidential emotional support to individuals facing a crisis, thinking about or affected by suicide.</p> <p>Non-religious and not for profit, our work focuses on crisis intervention and suicide prevention.</p>	<ul style="list-style-type: none"> • Crisis support: follow-up for high suicide risk individuals identified through the hotline, email befriending, and third party referrals • Specialist counselling: Counselling is available for individuals going through a suicide crisis or who have just experienced a suicide loss. • Local Outreach to Suicide Survivors (LOSS): SOS provides immediate and long-term emotional support to those who have lost a loved one or someone they knew to suicide. • Support group: A suicide bereavement support group for those who have lost a loved one or someone they knew to suicide. 	<p>https://www.sos.org.sg/about/our-services</p> 

Mental Health Facilities

There are various types of facilities that serve clients with mental health conditions, residential or day centres. For the latest list of mental health services and facilities visit the e-care locator on Agency for Integrated Care Pages. **Referrals of clients to these services are via the IRMS.**

Psychiatric Day Care Centres

- Provides structured rehabilitation programmes on vocational and psychosocial support
- Reintegration into the community by helping clients improve the management of their conditions and realise their potential

Centres		Location
1.	Club HEAL	Blk 244, Bukit Batok East Avenue 5, #01-02 Singapore 650244
2.	Anglican Care Centre (Bukit Batok)	Blk 267, Bukit Batok East Avenue 4, #01-206 Singapore 650267
3.	Anglican Care Centre (Hougang)	20 Buangkok View Blk 4 Singapore 534194
4.	Anglican Care Centre (Pasir Ris)	Blk 534, Pasir Ris Drive 1, #01-266 Singapore 510534
5.	Anglican Care Centre (Simei)	10 Simei Street 3 Singapore 529897
6.	Anglican Care Centre (Yishun)	Blk 707, Yishun Avenue 5, #01-36 Singapore 760707
7.	Singapore Association for Mental Health – Oasis Day Centre	Blk 139, Potong Pasir Avenue 3, #01-132 Singapore 350139
8.	Bethesda C.A.R.E. Friendship and Mind Enrichment (FAME) Club	Blk 242 Hougang Street 22 #01-93 Singapore 530242 Blk 547 #01-09 Hougang Street 51 Singapore 530574

Dementia Day Care Centres

- Provides nursing, occupational therapy, physiotherapy and social activities
- Training for caregivers with knowledge and skills to cope

Centres		Location
1.	All Saints Home (Tampines)	11 Tampines Street 44, Singapore 529123
2.	Apex Harmony Lodge	10 Pasir Ris Walk, Singapore 518240
3.	Care Corner Social Day Care For The Elderly (Toa Payoh)	Blk 235 Lorong 8 Toa Payoh #01- 100 Singapore 310235

Centres		Location
4.	Care Corner Senior Care Centre (Toa Payoh East)	Blk 261A Toa Payoh East (Apex) #01-03 Singapore 311261
5.	Care Corner Senior Care Centre (Toa Payoh West)	Blk 131 Lorong 1 Toa Payoh #01-01 Singapore 310131
6.	Dementia Day Care Centre @ Ang Mo Kio (AWWA)	Blk 123 Ang Mo Kio Avenue 6, #01-4035 Singapore 560123
7.	Dementia Day Care Centre @ Yishun (AWWA)	Blk 740 Yishun Avenue 5, #01-490 Singapore 760740
8.	Jamiyah Senior Care Centre	130 West Coast Drive, Singapore 127444
9.	Kwong Wai Shiu Hospital	705 Serangoon Road, Singapore 328127
10.	Lions Home for the Elders	9 Bishan Street 13, Singapore 579804
11.	New Horizon Centre (Bukit Batok) (Dementia Singapore)	Blk 511, Bukit Batok Street 52, #01-211 Singapore 650511
12.	New Horizon Centre (Jurong Point) (Dementia Singapore)	1 Jurong West Central 2, #04-04 Jurong Point Shopping Centre, Singapore 648886
13.	New Horizon Centre (Tampines) (Dementia Singapore)	Blk 362, Tampines Street 34, #01-377 Singapore 520362
14.	New Horizon Centre (Toa Payoh) (Dementia Singapore)	Blk 157, Toa Payoh Lorong 1, #01-1195 Singapore 310157
15.	PCF Sparkle Care @ Changi Simei	120 Simei Street 1, Singapore 520120
16.	Ren Ci @ Bukit Batok St. 52	31, Bukit Batok Street 52, Singapore 659251
17.	SASCO Day Activity Centre (Telok Blangah Rise)	30, Telok Blangah Rise Singapore 090030
18.	SASCO Hong Kah North Day Care Centre	337, Bukit Batok Street 34, #01-06 Singapore 650337
19.	SASCO Integrated Eldercare Centre	704, West Coast Road, #01-431 Singapore 120704
20.	Silver Circle (Ci Yuan)	51, Hougang Avenue 9, #03-01 Ci Yuan Community Club, Singapore 538776
21.	Silver Circle (Dakota Crescent)	62, Dakota Crescent, #01-315, Singapore 390062

	Centres	Location
22.	Silver Circle (Fengshan)	Blk 91, Bedok North Street 4, #01-1527, Singapore 460091
23.	Silver Circle (Jurong Central)	Blk 402, Jurong West Street 42, #01-525, Singapore 640402
24.	Silver Circle (Jurong West)	50, Jurong West Street 93 Level 2, Singapore 648967
25.	Silver Circle (Punggol South)	Blk 571, Hougang Street 51, #01-119, Singapore 530571
26.	Silver Circle (Serangoon Central)	264, Serangoon Central, #01-207, Singapore 550264
27.	Silver Circle (Toa Payoh)	Blk 169, Lorong 1 Toa Payoh, #01-1052, Singapore 310169
28.	Sree Narayana Mission Home – EEP (Woodlands)	861, Woodlands Street 83, #01-170, Singapore 730860
29.	St. Andrew's Senior Care (Joy Connect)	Blk 5, Beach Road, #01-4919 Singapore 190005
30.	St. Hilda's Community Services	11, Jalan Batu, #01-152, Singapore 431011
31.	St. Luke's Eldercare (Bukit Timah Centre)	Blk 310, Clementi Avenue 4, #01-263, Singapore 120310
32.	St. Luke's Eldercare (Changkat Centre)	Blk 350, Tampines Street 33, #01-438, Singapore 520350
33.	St. Luke's Eldercare (Chong Pang)	Blk 113, Yishun Ring Road, #01-457, Singapore 760113
34.	St. Luke's Eldercare (Clementi Centre)	Blk 602, Clementi West Street 1, #01-25, Singapore 120602
35.	St. Luke's Eldercare (Golden Years Centre)	Blk 831, Hougang Central, #01-502, Singapore 530831
36.	St. Luke's Eldercare (Hougang Centre)	Blk 126, Hougang Avenue 1, #01-1506, Singapore 530126
37.	St. Luke's Eldercare (Jurong East Centre)	Blk 327, Jurong East Street 31, #01-174, Singapore 600327
38.	St. Luke's Eldercare (Nee Soon Central)	Blk 766, Yishun Avenue 3, #01-295, Singapore 760766
39.	St. Luke's Eldercare (Nee Soon East)	Blk 260, Yishun Street 22, #01-97, Singapore 760260
40.	St. Luke's Eldercare (Serangoon Centre)	Blk 217, Serangoon Avenue 4, #01-156, Singapore 550217

Centres		Location
41.	St. Luke's Eldercare (Tampines Centre)	Blk 101, Tampines Street 11, #01-13, Singapore 521101
42.	St. Luke's Eldercare (Telok Blangah Centre)	Blk 33, Telok Blangah Way, #01-1038, Singapore 090033
43.	St. Luke's Eldercare (Whampoa Centre)	Blk 97, Whampoa Drive, #01-222, Singapore 320097
44.	Sunlove Home	70 Buangkok View, Singapore 534190
45.	Sunshine Welfare Action Mission (SWAMI)	5, Sembawang Walk, Singapore 757717
46.	Thong Teck Home for Senior Citizens	91, Geylang East Avenue 2, Singapore 389759
47.	Tsao Foundation – Hua Mei Care Management Service	298 Tiong Bahru Road, Central Plaza #15-01/06, Singapore 168730
48.	Tsao Foundation – Hua Mei Clinic	298 Tiong Bahru Road, Central Plaza #15-01/06, Singapore 168730
49.	Tsao Foundation – Hua Mei Mobile Clinic	298 Tiong Bahru Road, Central Plaza #15-01/06, Singapore 168730
50.	Yong-En Care Centre	335A Smith Street, #03-57, Singapore 051335

Psychiatric Rehabilitation Homes

- Short-term stay for clients with stabilised mental health conditions to experience community integration in the heartlands
- Vocational and psychosocial rehabilitation services

Homes		Location
1.	Anglican Care Centre (Hougang)	20 Buangkok View Blk 4, Singapore 534194
2	Anglican Care Centre (Simei)	10 Simei Street 3, Singapore 529897
3.	Singapore Association for Mental Health – Bukit Gombak Group Homes	Blk 239, Bukit Batok East Avenue 5, #01-165, Singapore 650239

Psychiatric Nursing Homes

- Long-term stay for psychiatric clients

- Rehabilitation such as psychotherapy, occupational therapy, physiotherapy and medical treatment, to re-integrate clients back to their homes and the community.

Homes		Location
1.	St. Andrew's Nursing Home (Buangkok)	60, Buangkok View, Singapore 534012
2.	St. Andrew's Nursing Home (Taman Jurong)	2 Yung Ho Walk, Singapore 618274
3.	Sunlove Home	70, Buangkok View, Singapore 534190
4.	Xiser CareServe	10, Buangkok View, Blk 5 Buangkok Green Medical Park, Singapore 539747
5.	Surya Home	80 Buangkok View Level 3 & 4, Singapore 534191
6.	United Medicare (Queenstown)	55 Queensway, Singapore 149058

Psychiatric Sheltered Homes

- Focuses on supporting persons with mental illness who need temporary accommodation and can live independently
- Provides counselling and case management support to strengthen client's independence to help them integrate into the community

Homes		Location
1.	Anglican Care Centre (Farrer Park)	375, Race Course Road, Singapore 218644

Private Ambulance Services

If you need to activate an ambulance in non-emergency situations, here are some private ambulance operators that you may contact. AIC is not affiliated to these companies, if you're interested to engage these companies, please contact them directly for their charges.

Tips:

Let the ambulance operator know what the situation is like eg behaviour of the client, when you contact them.

The Speedoc app for on-demand private ambulance services in non-emergency cases. The cost of a private ambulance via the app can range from \$120 to \$170, depending on the location and time of day.

List of VAS-accredited PAOs serving members of public

EAS Services

Private Ambulance Operator	Contact Number	Email Address
Ambulance Medical Services Ambulance	6281 8111	mail@ambulanceservice.com.sg
Aris	9757 5833	info@aris-im.com
Comfort Ambulance & Services	6445 7300	paul@comfortambulance.com
Emergencies First Aid & Rescue Pte Ltd	6560 6060	info@emergencies.com.sg
First Medic Ambulance	8522 5028	hello@firstmedicambulance.com
Hope Ambulance Service	6100 1911	info@hopeambulance.com
Hope First Response	6100 1911	info@hopeambulance.com
Islandwide Ambulance & Services	9638 4580	islandwideamb@gmail.com
Lentor Ambulance	6100 1777	enquiry@lentorambulance.com
Parkway Ambulance Service	1 800-7275-929	parkwayambulance@parkwaypantai.com
Red Lion Ambulance	6100 4999	info@sgredlionambulance.com.sg
Sunlight Ambulance	6241 1120	simonkok90@gmail.com
Swift Medical & Training Services	6481 4590	info@swiftambulance.com
Unistrong	6509 5066	eas@unistrong.sg

MTS Services

Private Ambulance Operator	Contact Number	Email Address
Academiclinic Pte Ltd	6747 4101	enquiry@accspl.com
Ambulance Medical Services Ambulance	6281 8111	mail@ambulanceservice.com.sg
Apac Healthcare	8784 3042	bktan@bktanc.com

For referral, you may write in to careinmind@aic.sg.

For information, please write in to ccmh@aic.sg

Updated as at Nov 2022

Private Ambulance Operator	Contact Number	Email Address
Boon Healthwise Pte Ltd	6333 8095	boonambulance@yahoo.com.sg
Emergencies First Aid & Rescue Pte Ltd	6560 6060	info@emergencies.com.sg
First Ambulance	6252 9696	enquiry@firstambulance.com.sg
Grace Ambulance	6333 8095	graceambulance@yahoo.com.sg
I.M. Ambulance Service	6786 3786	info@iman.com.sg
Islandwide Ambulance & Services	9638 4580	islandwideamb@gmail.com
Lentor Ambulance	6100 1777	enquiry@lentorambulance.com
Peace Health	9189 4911	info@PeaceHealth.sg
Sunlight Ambulance	6241 1120	simonkok90@gmail.com

List of VAS-accredited PAOs for organisation's own in-house use only

Private Ambulance Operator	Types of Service(s)
Alexandra Hospital	EAS
Changi General Hospital	
Khoo Teck Puat Hospital	
KK Women's & Children's Hospital	
National University Hospital	
Ng Teng Fong General Hospital	
Raffles Hospital Pte Ltd	
Tan Tock Seng Hospital Pte Ltd	
Thomson Medical Centre	
Medicare Ambulance	
Petrochemical Corporation of Singapore (Private) Limited	
Shell Eastern Petroleum Pte Ltd	
Grace Lodge	MTS
Muslim Missionary Society Singapore	
Singapore Turf Club	
Sunlove Abode For Intellectually-Infirmed Ltd	

Note:

Emergency Ambulance Service (EAS) means a service to transport, by land, any individual suffering, or believed to be suffering, from an injury or condition of acute or sudden onset and of an emergency nature.

Medical Transport Service (MTS) means a ground conveyance that is used or intended to be used for the transport of patient(s) who is being provided with non-emergency clinical care or monitoring en-route.

Decluttering Services & Assistance Funds

Clients may need bulky waste disposal from time to time. Other than the Town Councils, these are just some of the waste disposal companies that can be engaged for disposal in hoarding cases (there are more in the market). AIC is not affiliated to these companies, if you're interested to engage these companies, please contact them directly.

Company Name	Services & Remarks	Contact Details
Greenway Environmental	Waste Collection & Disposal (Routine & Ad Hoc Available), Assist in Recycling Programs, Assist in loading your waste into our open top container. Their equipment consists of Compact Bin, Open Top container (OTC) also known as Skip tank, Close Containers, 660L MGB, Cover Bin, Compactor, Cleaning Compactor	Tel: 6690 7212 (3 lines) 6862 1815 (fax) Mobile: 9186 1627 Address: 6 Tuas South Street 8, Singapore 637003 website: http://greenwayenv.com.sg/wastemanagement/?gclid=EAlaQobChMIImceNgtqP4gIVhZOPCh1dcgDLEAAYASAAEgl_aHfD_BwE#services?keyword_k=%2Bdisposal%20%2Bservices
Junk Disposal Services	Deals with resident waste disposal, commercial waste disposal, general waste disposal. Reliable, Fast Disposal Free/Paid services Office Furniture, Kitchen Appliance Disposal Home Furniture, Sofas, Mattresses etc. Fridges, equipment, windows etc	Mobile: +65 98246491 (mobile & whatsapp) Address: 10 Anson Rd, International Plaza, Singapore 079903 Email: mike.delex@gmail.com website: http://junk-disposal.deliveryexpress247.com/?gclid=EAlaQobChMI4aOrxtuP4gIVCh4rCh3hHglxE_AAYBCAAEgKXQ_D_BwE
MK Mover	Waste removal and rubbish management services - only furniture, household removal and movers services.	Mobile: +65 9357 7333 Email: colinloy@mk-mover.com Address: 1557 Keppel Road Block C, Singapore 089066 website: http://www.bulkywasteremoval.com.sg/why-waste-

Company Name	Services & Remarks	Contact Details
		collection-removal-service/#.XNTIhhQzblU
Goodview Cleaning Services	<ul style="list-style-type: none"> • Bulk disposal • junk and rubbish disposal • Public waste collector • Furniture disposal service • Dismantle and disposal services 	<p>Tel: 6293 9694, 6292 0084 (fax)</p> <p>Email: goodviewcleaning@hotmail.com</p> <p>Address: 54 Maude road,#03-02, Townshend building, Singapore - 208346</p> <p>Website: http://goodviewcleaning.com.sg/index.html</p>
Vimbox Movers	Disposal With Certificate, able to witness disposal process, disposal services range from the provision of skid tanks at your disposal site to transporting all your unwanted items to an approved disposal ground.	<p>Mobile: +65 6339 4439</p> <p>Email: sales@vimboxmovers.sg</p> <p>Address: 24, Sin Ming Lane #03-91, Singapore 573970 (Midview City)</p> <p>website: https://vimboxmovers.sg</p>
Yi Yun Movers and Logistics	Disposal service consists of packing (if necessary) and moving the items to be disposed out of your property efficiently to proper waste disposal facilities. Bulky furniture, home appliances and residential waste.	<p>Tel: 9446 6888 / 9446 6999</p> <p>Email: enquiry@yiyunmovers.com.sg</p> <p>Address: 11 Woodlands Close #01-10 Singapore 737853</p> <p>Website: https://www.yiyunmovers.com.sg</p>

Company Name	Services & Remarks	Contact Details
K & C Dispose Service	Collection and disposal of bulky items	Tel: +65 6291 8988, +65 6452 6803 (fax), +65 8183 0883 (mobile) Email: kncdisposal@gmail.com Addresses: No.1 Jalan Lembah Kallang, Singapore 339557 Website: http://kncdisposal.com/

Some community organisations may also help in decluttering and home improvement efforts.

Organisation Name	Services & Remarks	Contact Details
Habitat for Humanity Singapore	Part of the Habitat for Humanity which is an International non-profit organization that seeks to eliminate poverty housing worldwide.	6744 7326 info@habitat.org.sg
Helping Joy Ltd	A Singapore –registered non-profit organization that provides support to the vulnerable persons. Provides cleaning, washing and painting homes for physically and mentally challenged persons.	9366 6528/ 6636 3340 Helpingjoy.org.sg

Other available funds:

Funds	From	What it Covers
North West CDC Emergency Relief fund	North West CDC	Timely assistance to needy residents in the North West District for financial crisis. It includes, cash, food, vouchers and rations (depending on situation) during crisis/emergency eg fire, death of sole breadwinner Tel: 6248 5566 Email: Northwest_ CDC@pa.gov.sg
North West Home Fix Scheme	North West CDC	The North West Home Fix Scheme aims to provide safe and functional homes for needy residents in the North

Funds	From	What it Covers
		<p>West District by repairing faulty items in the household that are essential to basic living conditions.</p> <p>Tel: 6248 5566 Email: Northwest_CDC@pa.gov.sg</p>
North West Utilities Assistance Scheme	North West CDC	<p>This scheme aims to help needy families facing imminent disconnection to defray their utility expenses. Families will be able to offset water-related arrears of avoid having their power supply disconnected.</p> <p>Tel: 6248 5566 Email: Northwest_CDC@pa.gov.sg</p>
Silver Homes	Central Singapore CDC	<p>Silver Homes aims to provide a healthy, safe and clean living environment for seniors staying in rental units. Home improvement initiatives such as spring cleaning, bed bug fumigation, basic refurbishment works, replacement of bed bug infested mattresses, etc. For residents of Central Singapore District.</p> <p>Email: pa_centralssingapore@pa.gov.sg</p>
A-Better-Home @ North East	North East CDC	<p>This programme is an assistance programme to improve the less privileged North East District residents' living environment. A group of contractors will provide pro bono services in repairing and replaced broken fixtures such as damaged door, dislodged tiles, faulty electrical wiring and painting works.</p> <p>Tel: 6424 4000</p>
South West CDC Emergency Relief Fund	South West CDC	<p>Immediate to Interim financial relief and social support for low income families from South West District during crisis/ unforeseen circumstances eg death of sole breadwinner/ fire.</p>

Funds	From	What it Covers
		Tel: 6316 1616 Email: southwest_cdc@pa.gov.sg
Fund for decluttering	Town Council	Removal of items (skip tank)
Local Infrastructure Project	Municipal Services Office	Funding gaps for small-scale infrastructure
EASE	HDB	Slip-resistant flooring, grab bars, ramps EASE toll-free hotline: 1800-933 2990
TOUCH Safe Home Fund	TOUCH Community Services	Install home modification items to make their homes safe and accessible. Care Line: 6804 655

Social Service Agencies

Social Service Offices

Social Service Offices located around Singapore bring social assistance closer to those in need. They provide financial and employment assistance to residents.

No.	SSO	Address	Email Address	Fax No.
1	Ang Mo Kio	6A Ang Mo Kio Street 53 Ang Mo Kio 3G Centre S569208	sso_amk_admin@msf.gov.sg	6458 2040
2	Bedok	21 Bedok North St 1 #01-02 S469659	sso_bk_admin@msf.gov.sg	6449 1698
3	Boon Lay	Blk 189 Boon Lay Drive #01-254 S640189	sso_bl_admin@msf.gov.sg	6261 8204
4	Bukit Batok	Blk 369 Bukit Batok St 31 #01-505 S650369	sso_bb_admin@msf.gov.sg	6563 0042
5	Bukit Merah	Bukit Merah Community Hub 3779 Jalan Bukit Merah #01-01 S159462	sso_bm_admin@msf.gov.sg	6274 9487
6	Bukit Panjang	Blk 232 Pending Road #01-29 S670232	sso_bp_admin@msf.gov.sg	6767 0083
7	Clementi	Blk 358 Clementi Ave 2 #01-285 S120358	sso_cl_admin@msf.gov.sg	6774 9050
8	Chua Chu Kang	8A Teck Whye Lane S681008	sso_cck_admin@msf.gov.sg	6892 8843
9	Geylang Serai	10 Eunos Road 8 #12-02 Singapore Post Centre S408600	sso_gs_admin@msf.gov.sg	6243 3130
10	Hougang	Blk 662 Hougang Ave 4 #01-413 S530662	sso_hg_admin@msf.gov.sg	6702 2984
11	Jalan Besar	Jalan Besar Community Club 69 Jellicoe Road #01-03 S208737	sso_jb_admin@msf.gov.sg	6291 3016
12	Jurong East	Devan Nair Institute for Employment and Employability 80 Jurong East St 21 #01-07 S609607	sso_je_admin@msf.gov.sg	6265 2559
13	Kreta Ayer	Kreta Ayer Community Club 28A Kreta Ayer Road #01-03 S088995	sso_ka_admin@msf.gov.sg	6223 0769
14	Pasir Ris	120 Pasir Ris Central #01-16 Pasir Ris Sports Centre S519640	sso_pr_admin@msf.gov.sg	6585 1146
15	Punggol	Punggol 21 Community Club 80 Punggol Field #04-01 S828815	sso_pg_admin@msf.gov.sg	6385 1137

No.	SSO	Address	Email Address	Fax No.
16	Queenstown	170 Stirling Road #01-1121 S140170	sso_qt_admin@msf.gov.sg	6473 9463
17	Sembawang	Blk 315 Sembawang Vista #01-173 S750315	sso_sb_admin@msf.gov.sg	6757 3782
18	Sengkang	Blk 261C Sengkang East Way #01-506 S543261	sso_sk_admin@msf.gov.sg	6388 3315
19	Serangoon	Blk 332 Serangoon Ave 3 #01-257 S550332	sso_sr_admin@msf.gov.sg	6283 4871
20	Taman Jurong	301A Corporation Drive S619773	sso_tj_admin@msf.gov.sg	6264 0695
21	Tampines	1 Tampines Walk #01-21 Our Tampines Hub Public Service Centre S528523	sso_tm_admin@msf.gov.sg	6385 4705
22	Toa Payoh	490 Lorong 6 Toa Payoh #07-11 HDB Hub Bizthree S310490	sso_tpy_admin@msf.gov.sg	6370 9914
23	Woodlands	900 South Woodlands Drive #06-13 Woodlands Civic Centre S730900	sso_wl_admin@msf.gov.sg	6219 5421
24	Yishun	Blk 746 Yishun Street 72 #01-127 S760746	sso_ys_admin@msf.gov.sg	6481 2089

Family Service Centres

Family Service Centres are located in the community and serve vulnerable individuals and families. They provide case management and counselling services and community work to meet the diverse needs of clients.

To find the FSC that's nearest to the client, go to <http://www.msf.gov.sg/dfcs/family/service/default.aspx>

No	Name of Organisation	Address	Email Address	Contact Number
1.	@27 FSC	Blk 27 Telok Blangah Way #01-1018 S(090027)	contact@27fsc.org.sg	6270-8327
2.	Ang Mo Kio FSC	Blk 230 Ang Mo Kio Ave 3 #01-1264 S(560230)	amkfsc230@amkfsc.org.sg	6453-5349
3.	AWWA FSC	Blk 107 Towner Rd #01-356 S(321107)	fsc@awwa.org.sg	6511-9456
4.	Care Corner FSC (Admiralty)	Blk 718 Woodlands Ave 6 #01-658 S(730718)	am.fsc@carecorner.org.sg	6365-8751
5.	Care Corner FSC (Queenstown)	Blk 88 Tanglin Halt Road #05-01 S(141088)	qt.fsc@carecorner.org.sg	6476-1481
6.	Care Corner FSC (Tampines)	Blk 299B Tampines St 22 #01-670 S(522299)	tm.fsc@carecorner.org.sg	6786-6225

No	Name of Organisation	Address	Email Address	Contact Number
7.	Care Corner FSC (Toa Payoh)	Blk 158 Lorong 1 Toa Payoh #01-1522 S(310158)	tp.fsc@carecorner.org.sg	6356-1622
8.	Care Corner FSC (Woodlands)	Blk 345 Woodlands St 32 #01-198 S(730345)	wl.fsc@carecorner.org.sg	6362-2481
9.	Cheng San FSC	Blk 445 Ang Mo Kio Ave 10 #01-1647 S(560445)	chengsan@amkfsc.org.sg	6454-6678
10.	MWS Family Service Centre – Hougang	Blk 613 Hougang Ave 8 #01-432 S(530613)	cfsc@mws.sg	6282-8558
11.	MWS Family Service Centre – Yishun	Blk 855 Yishun Ring Road #01-3539 S(760855)	MWSfscy@mws.sg	6756-4995
12.	Fei Yue FSC (Bukit Batok)	Blk 185 Bukit Batok West Ave 6 #01-187 S(650185)	enquiry_FeiYueBBFSC@fyics.org	6569-0381
13.	Fei Yue FSC (Champions Way)	Blk 569B Champions Way #01-380 S(732569)	enquiry_FeiYueCWFSC@fyics.org	6690-1000
14.	Fei Yue FSC (Choa Chu Kang)	Blk 280 Choa Chu Kang Ave 3 #01-360 S(680280)	enquiry_FeiYueCCKFSC@fyics.org	6762-5215
15.	Fei Yue FSC (Yew Tee)	Blk 604 Choa Chu Kang St 62 #01-53 S(680604)	enquiry_FeiYueYTFSC@fyics.org	6416-2162
16.	Fei Yue Family Services at SSO@Taman Jurong	301A Corporation Drive S(619773)	enquiry_FeiYueTJFST@fyics.org	6267-2900
17.	Hougang Sheng Hong FSC	Blk 237 Hougang Street 21 #01-406 S(530237)	fsc@shenghong.org.sg	6289-5022
18.	Kampong Kapor FSC	Blk 2 Kitchener Road #03-89 S(200002)	kkfsc@kkcs.org.sg	6299-7662
19.	Kreta Ayer Family Services	28A Kreta Ayer Road #01-03 S(088995)	sso_ka_admin@msf.gov.sg	6325-4753
20.	Lakeside Family Centre (Jurong East)	Blk 302 Jurong East St 32 #01-22 S(600302)	lfsje@lakeside.org.sg	6564-9722
21.	Lakeside Family Centre (Jurong West)	Blk 516 Jurong West St 52 #01-73 S(640516)	lfsjw@lakeside.org.sg	6567-1908
22.	Marine Parade FSC	Blk 53 Marine Terrace #01-227 S(440053)	contact@mpfsc.org.sg	6445-0100
23.	Pasir Ris FSC	Blk 256 Pasir Ris Street 21 #01-289 S(510256)	prfsc@goodnews.org.sg	6581-2159
24.	PPIS FSC (East)	1 Engku Aman Road #03-01, Wisma Geylang Serai S(408528)	fsceast@ppis.sg	6950-3503
25.	PPIS FSC (West)	Blk 301 Bukit Batok St 31 #01-01 S(650301)	fscwest@ppis.sg	6561-3462
26.	Punggol FSC	Blk 616 Punggol Drive #01-01 S(820616)	punggol@amkfsc.org.sg	6435-5323

No	Name of Organisation	Address	Email Address	Contact Number
27.	REACH FSC	Blk 187 Bishan St 13 #01-475 S(570187)	contact@reach.org.sg	6252-2566
28.	Foundation of Rotary Clubs (Singapore) (FRCS) FSC	Blk 346 Clementi Ave 5 #01-10 /32 S(120346)	enquiry@frcsfsc.sg	6779-9488
29.	Sembawang FSC	Blk 326 Sembawang Crescent #01-52 S(750326)	admin@sfsc.org.sg	6754-7050
30.	Sengkang FSC	Blk 223D Compassvale Walk #01-673 S(544223)	sengkang@amkfsc.org.sg	6312-8100
31.	Serangoon Moral FSC	Blk 238 Serangoon Ave 2 #01-47 S(550238)	contact@smfsc.org.sg	6284-7123
32.	SINDA FSC	1 Beatty Road S(209943)	queries@sinda.org.sg	6298-5911
33.	Yishun Family Services @ Children's Society	Blk 107 Yishun Ring Road #01-233 S(760107)	info@childrensociety.org.sg	6753-7331
34.	MWS Family Service Centre – Tampines	Blk 470 Tampines St 44 #01-194 S(520470)	MWSfsc@mws.sg	6787-2001
35.	The SBL Vision FSC	Blk 945 Tampines Ave 4 #01-328 S(520945)	sbl@sblvisionfsc.org.sg	6544-2263
36.	South Central Community FSC	Blk 5 Delta Avenue #01-09 S(160005)	hello@sccfsc.org.sg	6461-9200
37.	THK FSC @ Bedok North	Blk 554 Bedok North Street 3 #01-241 S(460554)	bnfsc@thkmc.org.sg	6449-1440
38.	THK FSC @ Bukit Panjang	Blk 139 Petir Road #01-448 S(670139)	bpfsc@thkmc.org.sg	6767-1740
39.	THK FSC @ Jurong	Blk 183B Boon Lay Ave #01-716 S(642183)	jurongfsc@thkmc.org.sg	6716-9466
40.	THK FSC @ MacPherson	Blk 91 Paya Lebar Way #01-3023 S(370091)	macfsc@thkmc.org.sg	6741-4255
41.	THK FSC @ Tanjong Pagar	Blk 18 Jalan Membina #04-01 S(164018)	tpfsc@thkmc.org.sg	6270-6711
42.	TRANS FSC (Bedok)	Blk 411 Bedok North Ave 2 #01-106 S(460411)	transbd@trans.org.sg	6449-0762
43.	TRANS FSC (Bedok Reservoir)	Blk 133 Bedok Reservoir Road #01-1205 S(470133)	transbr@trans.org.sg	6747-3202
44.	TRANS FSC (Bukit Timah)	Blk 1 Toh Yi Drive #01-143 S(591501)	transbt@trans.org.sg	6466-2287
45.	Viriya FSC	Blk 142 Potong Pasir Ave 3 #01-224 S(350142)	contact@viriya.org.sg	6285-8033
46.	Whampoa FSC	Blk 78A Lorong Limau, Whampoa Dew, #01-01 S(321078)	wfsc@kkcs.org.sg	6326-0300

No	Name of Organisation	Address	Email Address	Contact Number
47.	Whispering Hearts FSC	Blk 646 Jurong West St 61 #01-142 S(640646)	whfsc@viriya.org.sg	6795-1008
48.	Family Services at SSO @ Bedok (Kembangan Chai Chee)	21 Bedok North Street 1 #01-02 S(469659)	FST_Intake@msf.gov.sg	6243-6909

Divorce Support Specialist Agencies

	Agency Name	Address	Website / E-mail	Tel. / Fax No.
1.	AS-SALAAM YWMA Family Support Centre (for single parents)	Blk 322 Ubi Ave 1, #01-591, S400322	azita@ppis.sg	6745 5862 6743-2749
2.	HELP Family Service Centre (for single parents)	Blk 570 Ang Mo Kio Ave 3, #01-3317, S560570	ed@helpfsc.org.sg	6457 5188 6457 5343

Family Violence Specialist

	Agency Name	Address	Website / E-mail	Tel. / Fax No.
1.	TRANS SAFE Centre	Blk 410 Bedok North Ave 2 #01-58 Singapore 460410	transsafe@trans.org.sg	6449 9088
2.	Care Corner Project StART	Blk 7A Commonwealth Ave #01-672 Singapore 141007	projectstart@carecorner.org.sg	6476 1482
3.	PAVE (Ang Mo Kio)	Blk 211 Ang Mo Kio Ave 3 #01-1446 Singapore 560211	intake@pave.org.sg	6555 0390
4.	PAVE (Yishun)	Blk 305 #01-175 Yishun Central Singapore 760305	intake@pave.org.sg	6555 0390

Active Ageing Centres and Active Ageing Centre (Care)¹

An Active Ageing Centre (AAC) or an Active Ageing Centre (Care) (AAC (Care))¹ is a drop-in social recreational centre that extends support to seniors living nearby in the community. It is a go-to point for seniors to receive timely access to quality care, have the opportunity to build strong social connections, take part in recreational activities, and contribute to the community as they wish.

Compared with Active Ageing Centres, Active Ageing Centre (Care)¹ provide additional care services, such as day care and community rehabilitation, in separate facilities nearby.

AAC/ AAC (Care)¹ provide a suite of services to Singapore Citizens and Permanent Residents aged 60 and above, regardless of housing types and socio-economic status. The services include **A**ctive Ageing activities to keep seniors engaged within the community, **B**efriending or Buddying services for vulnerable seniors who require additional social support, and information and referral to **C**are services when required.

AAC/AAC (Care)¹ also welcome seniors who would like to volunteer at the centre, such as helping out with centre activities, visiting lonely seniors or running errands for seniors.

Please search for the centre closest to you on our [E-care Locator](#)

¹Active Ageing Centre (Care) (AAC (Care)) is formerly known as Active Ageing Care Hub (AACH).

.

Resources

Referral to careinmind@aic.sg

Guide to identify residents who may need mental health support

You may come into contact with residents who may exhibit signs of mental health and social care issues and need advice on what to do and where to seek help. If your resident exhibits any of the below signs and symptoms, they may need support. For support, coordination and service linkage, you may email the Agency for Integrated Care (AIC) at **careinmind@aic.sg** who will reply within 3 working days.

Appearance

- **Poor hygiene, foul smell** e.g. poor self-care, seen wearing same dirty clothes
- **Malnourished, poor skin care** e.g. underweight, looks weak
- **Poor mobility** e.g. walking slowly with a slouched posture, require walking aids
- **Looking pre-occupied in thoughts or sad or looking or appears inappropriate** e.g. tearing when asked about son, laughing away when informing of a death
- **Dressed inappropriately** e.g. eccentric, unconventional, inappropriate for hot weather

Behaviour

- **Disorganised behaviour** e.g. handling filth like urine and faeces, extreme fidgeting
- **Paranoid behaviour** e.g. multiple padlocks on door, neighbours are spying on him/her
- **Disinhibited behaviour** e.g. flashing, stripping when not under influence
- **Socially isolated** – history from family/neighbours that client used to be sociable but has been more withdrawn and isolated

Cognition

- **Disorientation** e.g. cannot differentiate between day or night, cannot recognise family members, cannot recognise the place that he/she is usually familiar with
- **Memory loss** e.g. cannot remember whether she has taken breakfast, cannot remember where she is staying, cannot recognise family members

Speech

- **Disorganised or incoherence speech** e.g. frequently jumping from one topic to the next even in mid-sentence, answers have nothing to do with the questions asked, mumbling and talking to self as if responding to another person, irrelevant topics
- **Abnormally slowed and delayed speech** e.g. takes a few minutes to say one short sentence

Referral of Suspected Mental Health-Related Cases to AIC

Please email this form to: careinmind@aic.sg

1	<p>Name of Client/Next of Kin (NOK) and contact details</p> <p>Referral Source (if applicable)</p>	<p><u>Client Details</u></p> <p>Name: _____</p> <p>NRIC: _____</p> <p>Age: _____ Gender: _____</p> <p>Contact _____</p> <p>Did client give consent for this referral? Yes / No</p> <p><u>NOK Details</u></p> <p>Name: _____</p> <p>Contact: _____</p> <p><input type="checkbox"/> Not provided as NOK is not agreeable to referral</p> <p>Name: _____</p> <p>Organisation: _____</p> <p>Contact/Email _____ / _____</p>
2	Address	Client's current address:
3	Medical/psychiatric history (if any)	
4	Presenting issues / Reason for referral	<p>Refer to ABCS as above</p> <p>For referral from Restructured Hospital, provide below</p> <ol style="list-style-type: none"> 1. Relapse Symptoms and Triggers <p>If hoarding, provide below</p> <ol style="list-style-type: none"> 1. CIRS 2. Photographs of the hoarding <p>If complaint/dispute, provide below</p> <ol style="list-style-type: none"> 1. Has there been complaint filed against client? 2. If yes, how many complaints filed in the last 12 months? <p>Are there any pending charges for client?</p>

Referral of Suspected Mental Health-Related Cases to AIC

Please email this form to: careinmind@aic.sg




5	Behavioural problems: (please tick the appropriate box)	<input type="checkbox"/> Irrelevant and incoherent in holding a conversation <input type="checkbox"/> Talking to himself or herself <input type="checkbox"/> Expressed thoughts or ideas of other people spying or harming them. <input type="checkbox"/> Challenging behaviours e.g screaming, shouting, agitated, aggressive <input type="checkbox"/> Others, please specify:
6	Known to any community partners or service providers	<input type="checkbox"/> Yes (pls provide the following details): Name of Case Manager/Social Worker: _____ Organisation of Case Manager/Social Worker: _____ Contact No: _____ Email: _____ <input type="checkbox"/> No
7	Family background and social support	

List of Publicity Collaterals

Caregiving & Community Mental Health Resources

There are many resources available for you and the clients you serve. Here is a list of useful resources which provides information on the mental health conditions including dementia and other areas such as practical tips, respite care options available, financial services. These resources can be used for public education or sharing with caregivers to provide them with more information to care for their loved ones.

A quarterly newsletter 'Mind Matters' have been sent to all partners to keep you updated of the latest developments, learnings and best practices from community partners. Do contact us at ccmh@aic.sg if we have missed you out.

Knowledge on Mental Health and Dementia	
 <p>Mind Matters</p> <p>A Resource Directory on Community Mental Health</p> <p>aic Connecting You to Community Care</p>	<p><u>Mind Matters Resource Directory</u></p> <p>Provides members of the public with an overview of the common mental health conditions, commonly-asked questions and services.</p> <p>There is also a list of list of <u>available service providers</u>.</p> <p>Download <u>here</u> for the booklet.</p>
 <p>LEND A HELPING HAND, BE A DEMENTIA FRIEND</p> <p>Learn about dementia and how you can play a part to build a Dementia-Friendly Singapore.</p>	<p>Lend a Helping Hand, Be a Dementia Friend</p> <p>The Dementia-Friendly Singapore (DFSG) initiative aims to build a caring and inclusive society to support persons living with dementia to age in place. Download the DFSG brochure to find out how you can become a Dementia Friend and play a part!</p> <p>Download <u>here</u></p>
 <p>LET'S BUILD A CARING AND DEMENTIA-FRIENDLY SINGAPORE TOGETHER!</p> <p>Lend a Helping Hand, Be a Dementia Friend</p> <p>Supported by aic</p> <p>Join us in the #DementiaFriendlySG movement today!</p> <p>Find out more</p> <p>Facebook: @dementiafriendlysg Website: www.dementiahub.sg Email: info@aic.sg Call: 850-8888 (AIC Hotline)</p>	<p>Let's Build a Caring and Dementia-Friendly Singapore Together!</p> <p>Did you know that by 2030, over 152,000 people in Singapore are projected to live with dementia? Download the DFSG accordion card to learn about dementia and how you can play a part to support persons living with dementia and their caregivers.</p> <p>Download <u>here</u></p>

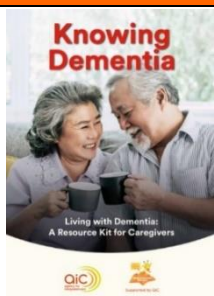


Looking to the Future - Inclusive Design for People Living With Dementia (Second Edition)

This guide focus on enhancing the environment with retro-fits and minor adaptation to optimize the dementia-friendliness environment to enable and support the person living with dementia.

Download [here](#)

Guides & Tools for Caregivers



Guide to Caring for Persons with Dementia (Parts 1 – 4)

A comprehensive guide to caregiving for persons with dementia, arranged in 4 parts to help caregivers along in their journey

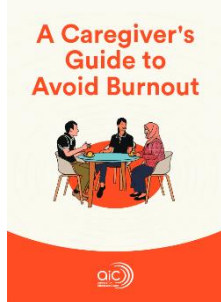
[Part 1: Knowing Dementia](#) *(in the midst of enhancement)*

[Part 2: Caring for Yourself](#)

[Part 3: Providing Care](#)

[Part 4: Planning Care](#)

Chinese, Malay and Tamil languages are also [available](#)



A Caregiver's Guide To Avoid Burnout

Provides information on how to prevent burnout from managing negative emotions to self-care for caregivers

Download [here](#)



Food For Thought: Eat Well Live Well and Think Well Recipe Cards

A series of two recipe cards in collaboration with KTPH to encourage healthy eating and reduce the risk of dementia

[Set 1](#)

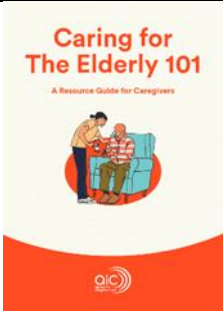
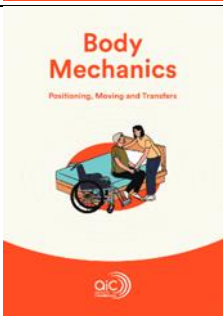
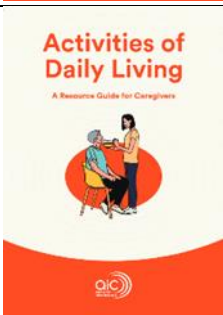
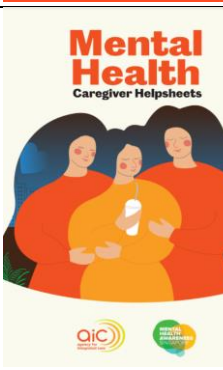

[Set 2](#)



Care.Cook.Inspire Cookbook

Recipes and a special collection of caregiver stories

Download [here](#)

	<p><u>Caring for the Elderly 101: A Resource Guide for Caregivers</u> A guide to caregiving and list of training and resources for caregivers</p> <p>Download here</p>
	<p><u>Body Mechanics: Positioning, Moving and Transfers</u> Provides information and tips on how to care for seniors when they are bed bound or on a wheelchair</p> <p>Download here</p>
	<p><u>Activities of Daily Living</u> Provides information and tips on how to manage seniors who has problems in their activities of daily living (ADL)</p> <p>Download here</p>
	<p><u>Mental Health Caregiver Helpsheet Brochure</u> Helpsheets providing information, tips & resources for caregivers caring person with mental health</p> <p>Download here</p>
	<p><u>Namaste Care Toolkit for Caregivers</u> This toolkit provides practical tips on how to communicate with your loved ones, create a more conducive environment for daily activities of living and simply enjoying each other's company.</p> <p>You may also click here for the step-by-step guide video for caregivers on how to provide Namaste Care in the form of a gentle massage.</p> <p>Download here</p>



Consolidated Listings for Caregivers

Consolidated listings of resources for Caregivers

[Dementia](#)
[General Caregiving](#)
[Mental Health](#)



Top 5 Curated Tips and Guides for Caregivers

Supporting your caregiving journey with information and tips to care for yourself and your loved one

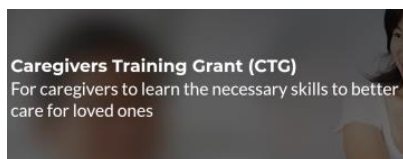
[Dementia](#)
[General Caregiving](#)
[Mental Health](#)



Advanced Care Planning (ACP)

ACP is the process of planning for future health and personal care.

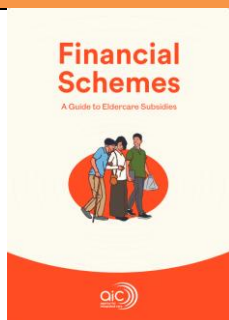
There is a [workbook](#) to guide caregivers along in this process.



Caregivers Training Grant

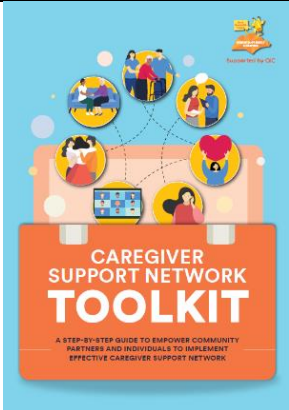

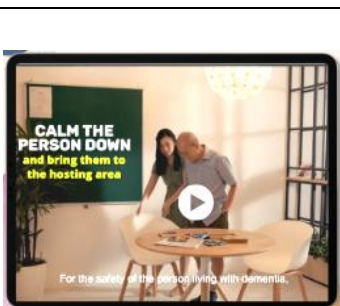
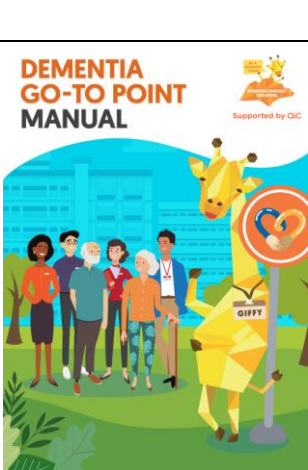
Caregivers are entitled to \$200 subsidy every financial year to attend training to better care for their loved ones.


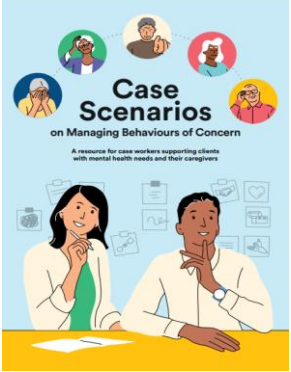
Support & Respite



AIC Financial Schemes

List of financial schemes available such as Caregiver Training Grant (CTG) and the new Home Caregiving Grant (HCG)

	<p><u>Caregiver Support Network Toolkit</u></p> <p>A step-by-step guide to empower community partners and individuals to implement effective Caregiver Support Network</p> <p>Download here</p>
	<p><u>Implementing an Effective Caregiver Support Network Video</u></p> <p>This video is to empower community partners and individuals in setting up a Caregiver Support Network that emphasises self-care, peer support and recognising caregivers' well-being in the community.</p> <p>Download here</p>
	<p><u>Setting Up a Go-To Point Video</u></p> <p>This video is to empower community partners to:</p> <ol style="list-style-type: none"> 1. Set up a Go-To Point (GTP) 2. Effectively run a GTP 3. Support persons living with dementia who are brought to the GTP <p>Download here</p>
	<p><u>Dementia Go-To Point Manual</u></p> <p>This manual serves as a reference for employees of organisations in manning the dementia Go-To Points (GTP) to support persons living with dementia in the community. It dovetails the GTP set-up process, role and expectations as well as provides a list of resources in assisting wandering persons living with dementia and dementia information.</p> <p>Download here</p>

	<p><u>Youth Hope Intergenerational Toolkit</u></p> <p>The Youth Hope intergenerational toolkit provides a step-by-step guide to starting the Youth Hope programme, which aims to foster intergenerational bonding between youth and seniors. The toolkit also outlines the steps to implementing Youth Hope in the community and how individuals and community partners can play a part to engage youth to support seniors and persons living with dementia.</p> <p>Download here.</p>
	<p><u>Case Scenarios on Managing Behaviours of Concern</u></p> <p>A resource for case workers supporting clients with mental health needs and their caregivers</p>
Others	
<p><u>Dementia-Friendly Singapore Facebook</u></p>	<p>Stay in touch with latest happenings and developments on dementia-friendly communities.</p>
<p><u>Mental Health Awareness Singapore Facebook</u></p>	<p>Stay in touch with latest happenings and developments on the mental health landscape.</p>
<p><u>Agency for Integrated Care Facebook Page</u></p>	<p>This page is an online community for caregivers in Singapore, to share information and resources on providing care for their elderly loved ones.</p>
<p><u>#heygiffy Instagram</u></p>	<p>Stay in touch with latest happenings and developments on dementia-friendly communities.</p>
<p><u>Dementia Friendly Singapore</u></p>	<p>Stay in touch with latest happenings and developments on dementia-friendly communities.</p>
<p><u>360° Virtual Reality Dementia-Friendly HDB Home Design Guide</u></p>	<p>Virtual reality home design guide developed for persons living with dementia, caregivers and care professionals.</p>

List of Videos





	Video Title	Synopsis
1	Training Resources for CMH Partners - Tips on Conflict De-Escalation www.aic.buzz/case-scenarios	Video featuring three real case scenarios with tips on managing conflict de-escalation
2	Training Resources for CMH Partners - Tips on Engaging Resistant Client www.aic.buzz/case-scenarios	Video featuring three real case scenarios with tips on engaging resistant client
3	Ask the Experts - All About Dementia https://www.youtube.com/playlist?list=PL3cwymGftEszIUQacU7nOfL8hmTv5xtlt	A 6-part video series to share tips on how to support your loved one with dementia.
4	Voices of Caregivers Caring for Persons Living with Dementia – Our Grandfather Story https://www.facebook.com/watch/?v=203619238012475	An episode on dementia where we hear from persons living with dementia and their caregivers on their journey.
5	Community Mental Health Network https://youtu.be/oobLbYs8sBM	Partners coming together to support clients and caregivers (CREST, COMIT, ASCAT)
6	Overview of DFC https://youtu.be/MRHP1kUAPDc	Components of DFC and partners collaborating together
7	Healthy Mind, Healthy Life https://youtu.be/JsSe05hkqR4	Brief on the Community Mental Health Masterplan and the support available.
8	[2020] Mindfulness Exercise for Stroke Survivors and Caregivers https://youtu.be/tPvwzPBGG08	Share knowledge for stroke survivor and caregivers on mindfulness
9	Managing Persons with Dementia for Transport Operators https://www.youtube.com/playlist?list=PLQ-lq3J6UxxNFrXAVIBHBG8BtDupzsgP0	A three-part videos on how transport operators can better support persons with dementia
10	Going Home https://youtu.be/9iXPHhfk_7E	Shows signs of dementia in a heartwarming way
11	Caregiver Support Network https://youtu.be/4SFjF-IMIYQ	Shows components of CSN and how we set up one in Queenstown
12	Jeffrey (Caring for someone with dementia) https://youtu.be/EFyOf7pRojs	Shows care and support from grandchild towards grandmother with dementia





	Video Title	Synopsis
13	ABCDs preventive activities https://youtu.be/jM6Kdxh_VOE	Shows how one can participate in activities to reduce risk of dementia
14	Caregivers sharing tips and personal stories http://forgetusnot.sg/videos.html	A series of videos featuring caregivers sharing their personal stories and caregiving tips. Discover real-life strategies and valuable techniques on how to deal with common concerns such as confusion, restlessness, and unusual behaviour.
15	Money No Enough https://youtu.be/YxkQzDop0N0	Shows signs of dementia in a funny way
16	Dementia-Friendly Singapore YouTube	Subscribe to this page to find more videos.

e-Learning Modules

AIC has developed e-learning modules on Dementia and Mental Health Conditions to equip the general public and caregivers with knowledge and skills to identify signs and symptoms and know where to go to for help.

You may access these modules via AIC LMS, AIC website: <https://www.aic.sg/mental-wellness-dementia/mental-health-elearning> or the direct links below:

Course Title	What Can You Learn?	Course Code on AIC LMS 2.0 (https://bit.ly/3aurrxX)	Public Link
Dementia Awareness (Foundation)	What is Dementia, its types, and risk factors ABCD Signs and Symptoms of Dementia Interacting & communicating with people living with dementia Ways to reduce the risk of getting dementia Dementia-Friendly Communities	AIC-BPS-B-200 	https://ccmhdcomms.github.io/dementiaawareness20/
Dementia Care Basic Level – The Brain and Understanding of Dementia	Describe the parts of the brain and their functions Understand what is dementia Recognise how a diagnosis of dementia is made Differentiate the types of dementia	AIC-BPS-B-200A 	-
Dementia Care Basic Level – Person-Centred Care and Behaviours of Concern	Describe the concept of Person-Centred Care Recognise the philosophy of care of persons living with dementia Define the VIPS Classify the unmet needs Manage the behaviours of concern	AIC-BPS-B-200B 	-
Dementia Care Basic Level – Enriching Lives	Recognise the importance of activities/ engagement for a person living with dementia Describe what is an activity Assess the individual's needs and abilities Plan activities for person living with Dementia	AIC-BPS-B-200C 	-

Course Title	What Can You Learn?	Course Code on AIC LMS 2.0 (https://bit.ly/3aurrxX)	Public Link
Mental Health Awareness (Foundation– Signs & Symptoms)	ABCS of signs and symptoms of mental illness Recognise factors that may cause mental illness	AIC-BPS-B-201A 	https://ccmhdcomms.github.io/mhafoundation1/
Mental Health Awareness (Foundation – Communication s)	Communication tips when interacting with people with mental illness Communication methods to interact with people who appear to be anxious, emotional and depressed Learn approaches to treat and manage mental illness	AIC-BPS-B-201B 	https://ccmhdcomms.github.io/mhafoundation2/
Mental Health Awareness (Basic – Signs & Symptoms)	Recognise the factors that may cause mental health conditions. Identify the common signs and symptoms of: Depression, Dementia, Bipolar, Delusional Disorder, Schizophrenia, Generalized Anxiety Disorder, Obsessive Compulsive Disorder, Bipolar Disorder, Personality Disorder, Hoarding	AIC-BPS-B-202A 	https://ccmhdcomms.github.io/mhalevel2ss20/
Mental Health Awareness (Basic – Communication s)	Communication tips when interacting with people with mental illness Communication methods to interact with people with different types of mental illness Treatment and management of mental illness Useful contacts Referral process Resources	AIC-BPS-B-202B 	https://ccmhdcomms.github.io/mhalevel2comms20/