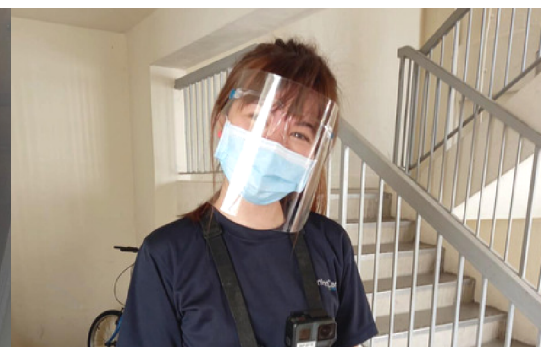


# OVERCOMING THE ODDS

*COVID-19: Bridging the social gap in crisis times*

*Montfort Care: Highlights in service delivery from January to August 2020*



## BRIDGING THE DIGITAL DIVIDE

Going the extra mile to support vulnerable communities reach services on online platforms that would otherwise be inaccessible to them.

## MEETING NEEDS, STAYING RELEVANT

Finding all ways to ensure the work goes on - regardless of the challenges at hand.

## EMPOWERING FRONTLINERS

Reaching out to support our lionhearted frontliners, both in-house and in the wider social-healthcare services.

## 6 MONTHS INTO THE COVID-19 PANDEMIC...

Singapore has not been spared and we are seeing the painful impact on our lives as well as the economy. I am heartened that our team continues to *chiong* and make a difference while supporting each other. I am proud that the work continues and grows in tough times! Nevertheless, our efforts would not be sustainable without our community of support.

On behalf of our Board of Directors and everyone at Montfort Care, I would like to extend our deepest thanks to our partners and donors for contributing towards the work of helping the vulnerable, particularly those affected by COVID-19.

Take heart, let's overcome the odds together!  
Stay safe and strong.

Samuel Ng  
Founder | CEO







## PROJECT E-SENIOR

This initiative stands in the gap to help the seniors in our community kickstart and jump on the online bandwagon. The elderly are taught the fundamental usage of the five common social interactive platforms; WhatsApp, Facebook, Zoom, QR code scanning and YouTube.

## AFTERNOON TEA SERIES

This thought-provoking sharing by the experts intrigued our seniors, challenging them to learn as well as take charge of their health and mental well-being.



## BRIDGING THE DIGITAL DIVIDE

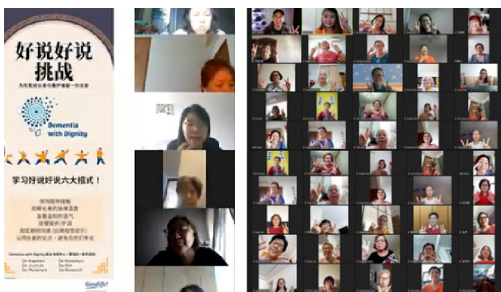
COVID-19 has exacerbated the challenges of the social workers as face-to-face engagement is limited, and for many seniors, physical interaction is the only form of communication that they are familiar with. There is a pressing need to bridge the disparity to help the vulnerable seniors stay connected and socialise remotely. From making phone calls to conducting home visits, we are equipping the seniors to embark on a journey to the digital world – a whole new experience to them.

In bridging the elderly to the digital world, we did not forget the young - many children from our vulnerable families struggled with learning due to the shortage of digital devices for their Home-based Learning. Partnering with community agencies that refurbished pre-loved laptops, our social workers ensured that these children were equipped for their learning needs.



## EVERY THOUGHT COUNTS

In times like these, every effort counts! If you would like to support our work, please donate online via [www.giving.sg/montfortcare](http://www.giving.sg/montfortcare) or scan the QR code below. Please email us at [partnerships@montfortcare.org.sg](mailto:partnerships@montfortcare.org.sg) or contact us at 8333 0822 for more information. We look forward to your continued support!



## 《快乐在“疫”起》 - HAPPY TOGETHER

Launched on 13 April and for a period of 7 weeks, it was a Facebook and YouTube-linked interactive platform where like-minded seniors gathered in the cyber space to engage in different activities every day.



## ONLINE LESSONS

We created online versions of our popular programmes. Happy 50! and TCM courses were introduced to help seniors continue their learning and stay engaged amidst the pandemic.



# MEETING NEEDS, STAYING RELEVANT

*Bridging the social gap in crisis.*

Beyond our regular service delivery, urgent needs surfaced in the midst of the pandemic. As people stayed confined within their homes, what previously was manageable now emerged as dire needs. For urgent needs ranging from the pragmatic to conflict and domestic violence, our teams quickly restructured and came together to serve.

## SUPPORT TO SOCIAL SERVICE OFFICE - MSF

Due to the financial impact of COVID-19, there was a surge in applications for financial aid during COVID times. Leveraging on our expertise in case assessment and familiarity with the social assistance system, Montfort Care worked hand in hand with the Social Service Officers to attend to the crowds.

This not only helped shortened the queues significantly but also ensured that the needs on the ground were attended to as soon as possible.

## FINDING SHELTER

### Innkeeper's Project

Montfort Care is a major partner in The Innkeeper's Project. Our colleagues took on the case management role in providing holistic care and helping the homeless individuals seek temporary shelter.

### Shelters for Those Impacted by Domestic Violence

At the request of Adult Protective Services(MSF), Montfort Care took over the running of 12 HDB rental units to provide shelter and support for victims of family violence.

## SAFE DISTANCING AMBASSADORS

Partnering with URA and HDB, Montfort Care staff volunteered as Care/ Safe Distancing Ambassadors at various hot spots in Singapore, educating the public on the importance of safe distancing. On the ground, our social workers also identified those requiring systemic support and further follow up.



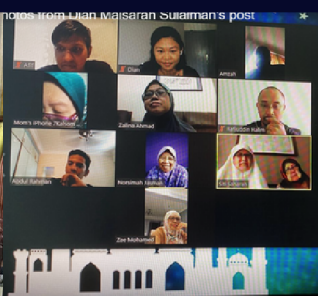
Get ready to join us @ the gathering place for caregivers caring for persons living with dementia

### VIRTUAL CAREGIVER SUPPORT GROUP

Wednesdays, 6.30pm - 7.30pm (Monthly)  
10 June • 8 July • 12 Aug  
9 Sept • 14 Oct • 11 Nov  
From the comfort of your home via Zoom  
Language: English

For more information/registration, please contact Jue Ann at 96466241

Dementia with Dignity | FREE OF CHARGE | Goodlife!



### Apakah Maksud Ramadan untuk Kamu?



### The first virtual men's group by Big Love

This is how we started...

The content of our sessions

22 Apr  
Check in: Welcoming, Get each to introduce themselves and a feeling associated with hearing the news of COVID-19 extension.  
Goals Setting: Ask if they have any goals for the sessions.  
Rules setting: Confidentiality  
Sharing on how they are going to cope with the extension.  
Closing: Share a take away.

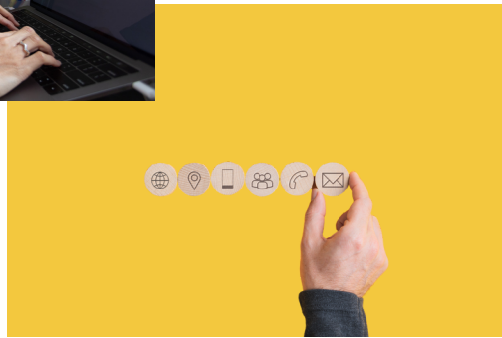
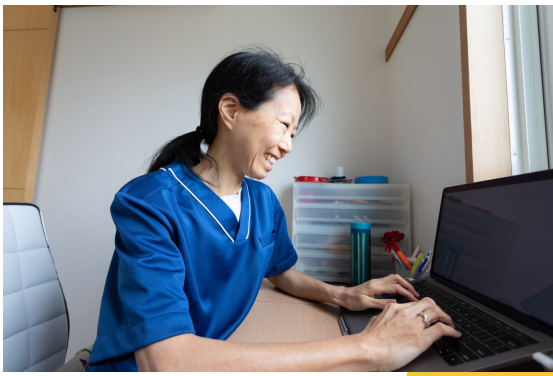
29 Apr  
Ice breakers: For each to think of one truth and one lie about themselves without revealing which is lie and truth. The rest to make a guess.  
Activity: All to close their eyes and to pay attention to their inner



## VIRTUAL SUPPORT

While we are all doing our part by staying home, the challenges we face have not abated. It is easy to feel alone when we lose access to our communities! Reaching out through digital means, we ran some groups for those we serve.

Spotlighted here: Malay Groupwork for our seniors to support them to manage fasting as well as chronic illnesses; virtual support for those caring for persons living with dementia; and a men's support group run by our practitioners from Big Love Child Protection Specialist Centre.



## EMPOWERING FRONTLINERS

In managing a crisis, many are sent to the forefront to help, to serve and to give. We must remember that their wellbeing and empowerment is crucial for all of us! While focusing on the social needs at hand, Montfort Care also extended support to social service and healthcare professionals, both internally and amongst partners. We are glad that we could make a difference!



## MFC IN MEDIA



Coronavirus: Social workers pound the streets to persuade seniors to go home and stay indoors



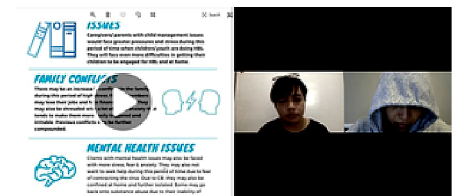
## E-COUNSELING FOR STAFF FROM NURSING HOMES

We collaborated with the nursing homes of Catholic Welfare Services to offer e-counseling to the staff of St. Joseph's, St. Theresa's and St. Vincent's Homes. The help rendered supported these frontliners' mental well-being as they were kept away from their families during the Circuit Breaker period.



## "TOGETHER IN SPIRITS" CAMPAIGN

The European Chamber of Commerce Wine and Spirits Committee teamed up with Montfort Care to support the physical and mental well-being of its front-liners. While selected food outlets provided free meals, Montfort Care provided free counseling services.



## MFC UNITED!

To stay connected and enthusiastic as #teamMFC, we kept up with digital get-togethers!

Our Principal Social Workers led the effort to curate the MFC United Series, held on a regular basis, to support our staff through COVID related practice challenges. Our CEO also ran a virtual fireside chat to inspire and motivate new staff who joined us amidst this crisis period, easing them into our culture. On top of updating each other on our workplace page, our first-ever virtual Townhall also took place in June 2020.