



QUICK GUIDE  
**RESOURCE  
& SERVICES  
FOR SENIORS**



Healthy Aging  
Association

# DEAR FRIEND,

The Healthy Aging Association (HAA!) is Singapore's first non-profit organization dedicated to the promotion of healthy living in our senior years. Established in 2002 by a group of doctors and business professionals, we aim to encourage better health practices among people in their 50s and older by providing information and activities for older people as well as their families and caregivers. With 1 in every 12 Singaporeans now 65 or older, healthy aging is an issue of growing significance for us all, and we invite you to join our association and contribute to change, whatever your age.

This pamphlet is a handy reference guide to a range of emergency services as well as medical and social support services. It shows the kind of support available, and how you can access it. Whether you're a senior citizen, the relative of a senior citizen, or a caregiver, this pamphlet will enable you to get the right assistance quickly.

Sincerely,  
A/Prof Fong Poh Him  
Chairman



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## PERSONAL INFORMATION

Full Name

Address

**NEXT OF KIN**

Name & Contact Nos

Blood Type

Drug Allergy

Doctor's Name & Contact Nos

## WHO CAN YOU CALL FOR HELP

<b>Police/Fire/Ambulance</b>	<b>995</b>
<b>Police Hotline</b>	<b>1800 225 0000</b>
<b>Samaritans of Singapore (SOS)</b>	<b>1800 221 4444</b>
<b>Domestic Violence</b>	<b>1800 774 5935</b>
<b>AWARE</b>	<b>6779 7137</b>
<b>Free Legal Aid</b>	<b>1800 774 5935</b>
<b>ComCare (Assisting the Needy)</b>	<b>1800 222 0000</b>
<b>National Council on Problem Gambling</b>	<b>1800 666 8668</b>
<b>We care Community Service</b>	<b>6471 5346</b>
<b>Having a Heart Attack?</b>	<b>6772 5000</b>

## PERSONAL INFORMATION

Full Name

Address

**NEXT OF KIN**

Name & Contact Nos

Blood Type

Drug Allergy

Doctor's Name & Contact Nos

## HOSPITAL EMERGENCY CONTACTS (PTE & GOVERNMENT)

Adam Road Medical Centre	6466 7777
Alexandra Hospital	6379 3162
Changi General Hospital	6788 8833
Gleneagles Hospital	6470 5688
Institute of Mental Health (IMH)	6389 2222
KK Women's Hospital	6225 5554
Mt Alvernia Hospital	6347 6210
Mt Elizabeth Hospital	6731 2218/9
Mt Elizabeth Novena Hospital	6933 0000
National University Hospital	6779 5555
Parkway East Shore Hospital	6340 8666
Raffles Hospital	6311 1111
Singapore General Hospital	6222 3322
Singapore National Eye Centre (SNEC)	6227 7255
Tan Tock Seng Hospital	6256 6011
Thomson Medical Centre	6350 8812

## PROBLEM WITH YOUR WATER, ELECTRICITY & GAS (24 HOURS)

Water	1800 284 6600
Electricity	1800 778 8888
Piped Gas	1800 752 1800

## WHO CAN YOU CALL FOR HELP

Police/Fire/Ambulance	995
Police Hotline	1800 225 0000
Samaritans of Singapore (SOS)	1800 221 4444
Domestic Violence	1800 774 5935
AWARE	6779 7137
Free Legal Aid	1800 774 5935
ComCare (Assisting the Needy)	1800 222 0000
National Council on Problem Gambling	1800 666 8668
We care Community Service	6471 5346
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## AMBULANCE SERVICES

### CENTRAL/CITY

A3 Ambulance & Assistance Services Pte Ltd (Bukit Merah)	6272 6018
Blesswell Ambulance & Medical Assistance (Bukit Merah)	6273 0147
Econ Ambulance Services Pte Ltd (Bukit Timah)	6382 8888
Heng-Gref Medical Supplies & Services (Bukit Timah)	6272 6018
Mt Elizabeth Novena Hospital (Novena)	6473 2222
Emergency Medical Ambulance Services (Ang Mo Kio)	6473 2222
Parkway Ambulance Service (Holland Road)	6437 3222

### EAST

Econ Medical Centre Pte Ltd (Upper East Coast & Chai Chee)	6449 8636
Apac Mobile Healthcare Services (East)	6447 0438
AMS Ambulance Services Pte Ltd (Macpherson)	6281 8111
Green Crescent Pte Ltd (East Coast)	6788 8911
Citizens Ambulance & Services Pte Ltd (Simei)	6222 1821
Comfort Ambulance & Services (Tampines)	6445 7300

### NORTHEAST

Carewell Ambulance Services (Serangoon)	6858 0700
Civic Ambulance Services Pte Ltd (Potong Pasir)	6333 3000

### NORTH

First Ambulance Services (Woodlands)	6368 4798
The Lentor Residence Pte Ltd (Yio Chu Kang)	6451 6300

### NORTHWEST

Life Care Ambulance & Services (Choa Chu Kang)	6256 2522
Star Care Ambulance Services Pte Ltd (Jurong East)	6899 1000

### WEST

Alpha Ambulance Services (West Coast)	6777 7389
Econ Medical Centre Pte Ltd (Corporation Dr)	6262 5858

## HOSPICES/PALLIATIVE CARE

**Singapore Hospices Council** **6538 2231**

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**Assisi Hospice** (Thomson Road) **6832 2825**  
832 Thomson Road, Singapore 574627

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**Agape Methodist Hospice** **6435 0270**  
2 Kallang Avenue, #08-14 CT Hub,  
Singapore 339407

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**Bright Vision Hospital** (Hougang) **6248 5755**  
5 Lorong Napiri, Singapore 547530

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**Dover Park Hospice** (Dover) **6500 7272**  
10 Jalan Tan Tock Seng, Singapore 308436

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**HCA Hospice Care** (Novena) **6251 2561**  
12 Jalan Tan Tock Seng, Singapore 308437

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**Metta Hospice Care** (Simei) **6580 4695**  
32 Simei Street 1, Metta Building,  
5th Floor, Singapore 529950

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**St Joseph's Home and Hospice** (Jurong) **6268 0482**  
36 Jurong West Street 24, Singapore 648141

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## ELDER CARE SERVICES

**Silver Circle** (Enquiry hotline) **6715 6715**

Centres:

Dakota – **6715 6758** | Fengshan – **6715 6760**

Henderson Senior Centre – **6715 6757**

Jurong Central – **6715 6753**

Marsiling – **6715 6750** | Pasir Ris – **6715 6752**

Punggol South – **6715 6754**

Taman Jurong – **6715 6751**

Serangoon Central – **6715 6761**

Toa Payoh – **6715 6765**

Ci-Yuan Community Club – **6715 6770**

## DEMENTIA

**Alzheimer's Disease Association** (Help Line) **6377 0700**

## NURSING HOMES

**Private Nursing & Subsidized Homes**

*\* Subsidized cases must be referred by Hospitals and Government Agencies*

**Apex Harmony Lodge** **6585 2265**  
10 Pasir Ris Walk, Singapore 518240

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**Econ Nursing Home** (Head Office) **6226 1188**  
7 Centres:  
Upper East Coast Road/Chai Chee/Buangkok/  
Choa Chu Kang/Sunnyvale/Braddell/Recreation

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**Good Shepard Loft** **6235 0850**  
255 Bukit Timah Road Singapore 259691

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**Lentor Residences Pte Ltd** **6451 6300**  
51 Lentor Avenue Singapore 786876  
*\* Home will accept only ambulant or wheelchair bound on admission*

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**Pacific Healthcare Nursing Home** (Head Office) **6272 3133**  
2 Centres:  
6 Lengkok Bahru (Bukit Merah) **6262 3133**  
21 Senja Road (Bukit Panjang) **6766 2722**

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**Peace Haven Nursing** (Head Office) **6546 5698**  
9 Upper Changi Road North

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**Serene Nursing Home Pte Ltd** (Head Office) **6348 1482**  
2 Centres:  
31 Joo Chiat Lane **6254 4360**  
11 Jalan Ampas **6251 5926**

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**Sree Nerayang Mission Nursing Home** **6752 1785**  
12 Yishun Ave 5, Singapore 768992

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**St Joseph Home** **6268 0482**  
36 Jurong West Street 24, Singapore 648141

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**Orange Valley Nursing Home** (Head Office) **6499 4699**  
6 Centres:  
Clementi/Changi/Simei/Thomson/  
Marsiling/Bukit Merah

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**United Medicare Centre Pte Ltd** **6258 4848**  
170 Toa Payoh Lorong 6,  
Singapore 319400

## COUNSELING

### Care Corner-Counseling Centre

(Hot-line counselling)  
(Face to face counselling)

1800 353 5800  
6353 1180

For the English & Mandarin speaking community with family, marital & personal problems.

Opens daily from 9:00am to 6:00pm

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### Sinda's Family Service Centre

1800 295 4554

For Indian families in need of assistance or counseling.

Opens from Monday to Friday from 8:30am to 6:00pm

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### Mental Health Issue

1800 283 7019

Singapore Association for Mental Health (SAMH)

For people who have psychological psychiatric or social problems and others who need information for such persons.

Opens from Monday to Friday from 9:00am to 6:00pm

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### IMH (Help Line)

6389 2222

For Psychiatric Emergencies 24 Hours

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### Aged Psychiatry Psychogeriatric Programme 6389 2175

Only for residence living within Northeast and Southeast CDC District.

These multi-disciplinary mobile teams conduct on-site mental health assessment and intervention of older persons in the community.

Opens from Monday to Friday from 8:00am to 5:30pm

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### AWARE (Help Line)

1800 774 5935

### Association of Women for Action & Research

Help line is open Monday to Friday from 3pm to 9:30pm. Provide counselling for individuals, couple and families. The team of professional can assist women in areas such as:

- Psychological issues
- Bereavement
- Grief and loss
- Crisis and trauma
- Family violence
- Sexual harassment and assault

## RESPIRE CARE SERVICES

\* Respite Care Services provide caregivers who are taking a short break and need temporary care service for the elderly they are taking care of.

\* Respite Care Services are for a max of 3 months.

### All Saints Home (Tampines)

6788 2345

11 Tampines St 44, Singapore 529123

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### Lions Home for the Elders (Bedok)

6244 0667

487 Bedok South Avenue 2,  
Singapore 469316

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### Thian Leng Old Folk's Home (East)

6344 3186

115 Lorong G Telok Kurau Road,  
Singapore 426317

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### All Saints Home (Hougang)

6282 6969

5 Poh Huat Road, Singapore 546703

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### Geylang East Home for the Aged (Aljunied)

6745 7880

97 Aljunied Crescent,  
#01-439 Singapore 380097

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### Ling Kwang Home for the Senior

6287 5466

### Citizens (Serangoon)

156 Serangoon Garden Way, Singapore 556055

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### Lions Home for the Elders (Bishan)

6252 9900

9 Bishan Street 13, Singapore 579804

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### United Medicare Centre

6258 4848

170 Lorong 6 Toa Payoh,  
Singapore 319400

72 Elizabeth Drive, Singapore 669745

6760 1555

55 Queensway, Singapore 149058

6479 5888

Clinic/Outpatient Services & Free Health Screening by appointment only.

Appointment Booking:

Monday to Friday from 9:30am to 5:00pm

Services Available:

Tuesday/Thursday/Saturday from 9:30am to 12:00pm

## FREE CLINIC

<b>Kwan-In Welfare Free Clinic</b> 34 Jalan Eunus, Singapore 419496	<b>6743 4228</b>
<b>Singapore Buddhist Free Clinic</b> 48 Lorong 23 Geylang Road, Singapore 388376	<b>6748 7292</b>
131 Clarence Lane #01-20, Singapore 140131	<b>6473 6638</b>
44 Craig Road, Singapore 089692 <i>* Chinese Physician Clinic</i>	<b>6221 6652</b>
<b>Public Free Clinic Society</b> 10 Lorong 9 Geylang, Singapore 388758	<b>6842 5470</b>
Blk 245 #01-329 Tampines Street 21, Singapore 521245	<b>6787 3312</b>
Blk 327 #01-189 Clementi Ave 5, Singapore 120327	<b>6776 1038</b>
Blk 539 Jurong West Ave 1 Singapore 640539	<b>6569 7539</b>
<b>Singapore Chung Hwa Medical Institution</b> 640 Lorong 4 Toa Payoh, Singapore 319522 <i>* Only receive a nominal fee</i>	<b>6251 3304</b>
Yishun Branch: Blk 215 Yishu St 21, #01-301, Singapore 760215	<b>6756 7830</b>
Woodlands Branch: Blk 679 Woodlands Ave 6, #01-710, Singapore 730679	<b>6366 3246</b>
Bukit Panjang Branch: Blk 123 Pending Road, #01-42, Singapore 670123	<b>6766 7576</b>
<b>Singapore Thong Chai Medical Institution</b> 50 Chin Swee Road, #01-01 Thong Chai Building, Singapore 169874	<b>6733 6905</b>
<b>The Moral Free Clinic Services</b> 1 Jalan Bilal, Singapore 468854 <i>* Only Sunday 7:00pm to 9:00pm</i>	<b>6441 0619</b>
<b>Thye Hua Kwan Moral Free Clinic (MacPherson)</b> Blk 91 Paya Lebar Way #01-3003, Singapore 370091	<b>6741 4255</b>
<b>Tzu Chi Free Clinic</b> Blk 90 Redhill Close, #01-400, Singapore 150090 <i>*Closed on Saturday &amp; Public Holidays</i>	<b>6569 6221</b>

## 24 HOURS CLINICS

### CENTRAL/CITY

<b>Medihealth Bishan 24 Hours Clinic &amp; Surgery</b> Blk 121 Bishan Street 12 #01-95, Singapore 570121	<b>6258 3212</b>
<b>Thomson Medical Centre (24 Hours Clinic)</b> 339 Thomson Road, Singapore 307677	<b>6256 9494</b> <b>6437 3222</b>

### EAST

<b>Central Clinic &amp; Surgery (Bedok)</b> Blk 219 Bedok Central #01-124, Singapore 460219	<b>6247 6122</b>
<b>Lifelink Clinic &amp; Surgery (Pasir Ris)<sup>1</sup></b> Blk 446 Pasir Ris Drive 6 #01-120, Singapore 510446	<b>6583 4402</b>
<b>Mediline Wei Min Clinic (Marine Parade)<sup>2</sup></b> Blk 81 Marine Parade Central #01-634, Singapore 440081	<b>6247 9221</b>
<b>Raffles Medical Aljunied 24 Hours Clinic (Changi)</b> 65 Airport Boulevard Changi Airport Terminal 3 B2-MS-15, Singapore 819663	<b>6241 8818</b>
<b>Tampines 24 Hours Family Clinic (Tampines)</b> Blk 201D Tampines St 21 #01-1151, Singapore 524201	<b>6786 7228</b>
<b>YSL Bedok Clinic &amp; Surgery Pte Ltd (Bedok)<sup>3</sup></b> Blk 539 Bedok North St 3 #01-631, Singapore 460539	<b>6245 2684</b>

### NORTHEAST

<b>Central 24 Hours Clinic (Hougang)</b> Blk 681 Hougang Ave 8 #01-831, Singapore 530681	<b>6387 6965</b>
<b>Silver Cross Family Clinic (Serangoon)<sup>2</sup></b> Blk 262 Serangoon Central Drive #01-109, Singapore 550262	<b>6287 8702</b>

### NORTH

<b>Central 24 Hours Clinic (Yishun)</b> Blk 701A Yishun Ave 5 #01-04, Singapore 761701	<b>6759 7985</b>
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### NORTHWEST

<b>CCK Family Clinic (Choa Chu Kang)<sup>2</sup></b> Blk 304 Choa Chu Kang Ave 4 #01-653, Singapore 680304	<b>6891 0338</b>
<b>Prohealth 24 Hours Medical Clinic (Bukit Panjang)</b> Blk 259 Bukit Panjang Ring Road #01-18, Singapore 671259	<b>6765 2115</b>

### WEST

<b>Central Clinic &amp; Surgery (Clementi) 24 Hrs</b> Blk 450 Clementi Ave 3 #01-291, Singapore 120450	<b>6773 2925</b>
<b>Northeast Bukit Batok 24 Hrs Family Clinic</b> 633 Bukit Batok Central #01-128, Singapore 650633	<b>6899 8126</b>
<b>Shenton Family Medical Clinic (Bukit Gombak)<sup>4</sup></b> Blk 372 Bukit Batok St 31 #01-378, Singapore 650372	<b>6566 5671</b>

- 1** 8:00am to 12 midnight    **2** 7:00am to 12 midnight  
**3** Weekday 8:00am to 10:00pm, Weekend 8:00am to 6:00pm  
**4** 7:00am to 11:00pm



## FINANCIAL AID

### Ambulance Service

6424 4000

Subsidized rates for needy residence for ambulance service from transport to and from Polyclinics and Hospitals for medical appointments.

Eligibility:

Singapore Citizen, PR living in Northeast CDC District.

### Citizen's Consultative Committee's ComCare Fund

The fund, administered by Citizen's Consultative Committee (CCCs), provides urgent and temporary assistance in the form of cash, vouchers or food rations.

For information:

<http://app1.mcys.gov.sg/Assistance/CCComCareFund.aspx>

### Foreign Domestic Worker Levy Concession for Persons with Disabilities

The Foreign Domestic Worker (FDW) Levy Concession for Persons with Disabilities (PWDs) Scheme enables families to pay a lower monthly concessionary FDW levy when employing full-time caregivers to look after their loved ones with disabilities.

From 1 March 2013, the concessionary FDW levy payable will be reduced from \$170 to \$120 per month. This results in a higher savings of \$145 instead of \$95 per month off the normal FDW levy rate of \$265 per month.

Each household is eligible for levy concessions for up to two FDWs at any one time, including those hired with levy concessions pertaining to young children or elderly persons.

Eligibility:

The care recipient must be a Singapore Citizen and certified to need assistance in at least one Activity of Daily Living\* by a Singapore-registered doctor.

The care recipient must be the employer of the FDW or must be related to the employer (child, grandchild, spouse, sibling, sibling-in-law, parent, parent-in-law, grandparent or grandparent-in-law). If the care recipient is related to the employer, he or she must live with the employer at the same NRIC-registered address.

(\*The six Activities of Daily Living are washing/bathing, feeding, toileting, transferring, dressing, and mobility.)

To apply, please call AIC at 6603 6800

## FINANCIAL SCHEME

### Community Health Assist Scheme

The Community Health Assist Scheme (CHAS) enables middle to lower income Singapore Citizens to receive subsidies for treatment at participating General Practitioners (GPs) and dental clinics near their homes.

CHAS Criteria :

- Be a Singapore Citizen
- Be 40 years old and above OR disabled<sup>^</sup>
- Have a per capital household monthly income of \$1,500 and below OR live in a residence with an Annual Value (AV)\* of not more than \$13,000 if your household has no income.

For more information, call 1800 275 2427 or visit [www.chas.gov.sg](http://www.chas.gov.sg)

<sup>^</sup> Unable to do one of the six activities: washing/bathing, toileting, transferring, feeding, dressing and/or mobility.

\* AV is the estimated annual rent of your property if it were to be rented out.

### Short Term Financial Scheme

6316 1616

Provides short term financial assistance for up to 3 months.

Apply at South West CDC Office

Eligibility:

Per Capita household income of less than \$1,750.

### Public Assistance Scheme

CDC Office:

Hotline

1800 222 0000

South West

6316 1616

Central

6715 7500

North West

6248 5566

North East

6424 4000

South East

6319 8739

Provides monthly cash grants and free treatment at Polyclinics and government/restructured hospitals for those unable to work because of old age, illness or disability and have no means of subsistence and little or no family support.

Eligibility:

Singapore Citizens, unable to work owing to old age, illness or unfavorable family circumstances. Have no means of subsistence and little or no family support.

Household income must be less than \$1,400.

## LEGAL AID

### Basic Legal Advice

1800 225 5529

Free Basic Legal Advice on personal matters such as Wills or Probates.

Volunteer's lawyers provide one-to-one session for 20 minutes.

Eligibility:

Have not sought legal advice elsewhere.

Run by Law Society of Singapore.

### Criminal Legal Aid Scheme

6534 1564

Legal Aid for the poor and mentally ill.

Email: tanguy@lawsoc.org.sg

Person in charge: Lim Tanguy Yuteck

### Legal Aid Bureau

1800 225 5229

For low income persons requiring legal assistance

### Caregiver Resources

6511 5200

9 Lorong Napiri, Singapore 547531

Email: contactus@awwa.org.sg

Asian Women's Welfare Association (AWWA) Centre for Caregivers

The AWWA mission empowers caregivers and caregiving families of the disabled, elderly, mentally, chronically and terminally ill through the provision of information, training and support programmes as well as bring awareness on key caregiving issues to enhance the quality of caregivers' lives and those of their families.

### Caregiving Welfare Association (CWA)

6466 7957

3 Ghim Moh Road

#01-294, Singapore 270003

Email: contact@cwa.org.sg

CWA is focused on eldercare work. It has expanded its scope and emphasis on direct eldercare services to help seniors age better, while continuing to focus on support and inculcating responsible and knowledgeable caregivers.

### Touch Caregivers Support (TCG)

6377 0122

Blk 162 Bukit Merah Central #05-3545, Singapore 150162

Email: tcs@touch.org.sg

Assist with the challenges of caregiving by providing a wide range of home-based and support services. Holistic care and support services are delivered by a team of doctors, nurses, therapists and care coordinators experienced in geriatric area.

## HOME CARE SUPPLIES

### Loan/Rental/Purchase

Loan/rental/sale of wheelchairs, nursing beds, oxygen concentrators & cylinders, walking aids, incontinence care, wound care, healthcare products & nutritional feeds, repair and installation.

### ADS Healthcare Products

6873 7922

Blk 354 Clementi Ave 2 #01-189, Singapore 120354

### Assisted Living Pte Ltd

6254 1332

10 Sinaran Drive #03-20/21

Novena Square 2, Singapore 307506

### DNR Wheels

6254 4070

25 Ubi Road 4 #04-01 Weltech Industrial Building, Singapore 408621

### ER Ambulance & Services Pte Ltd

6377 1653

Blk 1093 Lower Delta Road #05-01

6222 2995

Mapletree Industrial Building, Singapore 169204

### Handicap Welfare Association

6254 3006

16 Whampoa Drive, Singapore 327725

### Hereigns Pte Ltd

6285 2193

135 Joo Seng Road #07-02A,

Singapore 368363

### Hospeco

6536 7595

Blk 52 Chin Swee Road #02-59, Singapore 160052

### Lifeline Corporation Pte Ltd

6289 2062

5 Upper Aljunied Link #08-03,

Quartz Industrial Building, Singapore 367903

### Optimal Medical Products Pte Ltd

6253 5247

207 Balestier Road #01-01,

Balestier Tower, Singapore 329683

### Rehab Mart (Head Office)

6250 0555

23 Tagore Lane, #04-19

Tagore 23 Warehouse, Singapore 787601

3 Outlets:

Pearls centre

6324 7077

Balestier

6352 4400

Paya Lebar Square

6455 1551

### Trident Pharm Pte Ltd

6288 7723

10 Upper Aljunied Link #03-02,

Singapore 367904

### Yeap Medical Supplies Pte Ltd

6848 1010

11 Yishun Industrial Street 1 #06-91

North Spring Bizhub, Singapore 768089





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of Singapore

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Information is correct as of 4<sup>th</sup> September 2017.