



**TRIGEN LTD**

**ANNUAL REPORT**



FY21/22



**TRIGEN**

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## ABOUT US



Singapore's ageing population faces a growing intergenerational divide as fewer youth have meaningful interactions with the elderly, leading to intergenerational gaps and an increase in ageist attitudes. TriGen provides a platform for a tri-generational partnership and service-learning where community service enriches classroom learning.

Community volunteers (Youth) will be incorporated into care teams led by healthcare students (TriGen @ North West) or professionals (TriGen @ SGH). These teams will visit seniors with adequate support networks, facilitating relationship building and better care provision. Team leaders also empower these youth by mentoring and guiding them in the care of seniors during these visits and these youth are enabled to be able to care for their own family in future.

### **VISION**

We envision that every elderly in Singapore can experience the protection, care and love of a family.

### **MISSION**

We aim to serve the medical and social needs of our elderly population by providing holistic care. Through the service-learning approach, we will inculcate important values, educate and empower our youth to be champions of their communities.

# ABOUT US

## OBJECTIVES



### SENIORS

To provide long-term holistic care, and empower seniors to take ownership of their own health and care for their loved ones.

### TEAM LEADERS

To cultivate a generation of future healthcare professionals as leaders to care for older adults in their communities.

To increase inter-professional collaboration and reduce ageism.

### YOUTH

To develop them to be responsive citizens of a compassionate community, empower them in elderly care, and appreciate the roles of healthcare professionals in the society.

## DIRECTORS' MESSAGE

2021 was a year where TriGen continued to reach out to our partners, evaluating the needs in the community so that our programmes can be streamlined, playing on the strengths of our volunteers for our beneficiaries.

We are honoured to be one of the recipients of the Digital for Life fund, where we continue to incorporate digital means while we engage our seniors in managing their health in the community. With most of our volunteers from the healthcare sector, we were able to use health as an entry point and encourage more seniors to utilise their digital devices for more effective communication with their family, friends and healthcare team. Our team was also able to engage our volunteers during our online training session with the use of 'virtual escape rooms' as gamification to enhance virtual learning and encourage team building across the airwaves.



## DIRECTORS' MESSAGE

In 2022, TriGen continues to renew its programmes to better serve our beneficiaries. Through our HomeCare Programme, TriGen uses intergenerational and interprofessional volunteer teams, comprising healthcare professionals and students, to improve the health of our beneficiaries through home visits, and train the younger generations to be health advocates in our society. Through Project Wire Up, TriGen continues to reach socially isolated individuals in our community, and reconnect them back to the community by equipping them with mobile devices and training them to use the devices.

With Singapore's ageing population, a new focus on preventive healthcare has arisen to improve the health of the population in the long term. In line with the shifting healthcare landscape of Singapore, TriGen is also proud to announce our future plans to launch our new programme **HealthStart**, which seeks to train digital and health ambassadors to provide personalised health and digital coaching for the seniors in the community.

All the above programmes however, are not possible without the support of our partners, donors and volunteers, who help us in achieving our dreams in various tangible and intangible ways. We remain thankful always for the generosity of everyone, in joining us in our journey to better the lives of our beneficiaries, and working towards our vision of providing every elderly in Singapore with the protection, care and love of a family.





# LEADERSHIP

*TriGen @ SGH Executive Committee*

## CLINICAL LEADS

**Kennedy Ng**

Clinical Lead (Overall)

**Angeline Tey**

Clinical Lead (Volunteers)

**Aaron Tang**

Clinical Lead (Ops & Partnerships)

**Nerice Ngiam**

Clinical Lead (Research & Evaluation)

## TEAM LEADS

**Yow Ka Shing**

Clinical Information and Research Head

**Yeo Jia Qi**

Publicity & Marketing Head

**Kuah Poh Kah**

Youth and Mentoring Head

## SECRETARY, TREASURER

**Celine Tham**

**Nicholas Fu**

## EXECUTIVES

**Jade Tan**

**Lynn Teo**

**Nigel Teo**

**Tan Wee Boon**

**Chew Bi Hui**

**Ong Yan Ling**

Manpower & Training Heads

**Joanne Lee**

**Lim Meng Han**

Operations Heads



# LEADERSHIP

*TriGen @ North West Executive Committee*

## PROJECT DIRECTORS

Tay Wei Xuan  
Srinivasan Harshitha

## SECRETARY, LOGISTICS, TREASURER

Tang Zhichen

## TEAM LEADS

Surabhi Riya Vig  
L Krishaa  
Research Heads  
Wong Zhun Hong Nicky  
Lim Yuyun  
Marketing & Outreach Heads  
Koh Yi Zhe  
Lim Yiting  
Youth and Mentoring Heads

Julia Francesca  
Lee Sz-Ying Winnie  
Education & Manpower Heads  
Tan Joe Yeow  
Ng Qiao Xin Jamie  
Rachel Goh  
Operations Heads





## OUR YEAR AT A GLANCE



### TriGen @ SGH HomeCare Programme

**47**

Healthcare Professionals  
Volunteers (Team Leaders)

**29**

Polytechnic / Junior College  
Youth Volunteers

**28**

Seniors

### TriGen @ North West HomeCare Programme

**26**

Healthcare Students  
Volunteers (Team Leaders)

**75**

Secondary School  
Youth Volunteers

**16**

Seniors

### Project Wire Up

**155**

Seniors Trained

**129**

Volunteers Trained

**395**

Home Visits / Calls

**3**

New phone  
functions learnt  
per senior

**43**

Donated Phones

**4**

Media Features

**1**

Research Publication

# OUR WORK: PROGRAMMES AND ACTIVITIES



Wire Up

- TRIGEN@SGH -

## Project Wire Up

Wire Up was started as a joint collaboration between SGH Population Health and Integrated Care Office (PHICO) and TriGen during the COVID pandemic to meet the needs of underprivileged elderly who were socially isolated from the rest of society due to their lack of digital connectivity. Since its launch in 2020, we continue to reach out to beneficiaries to improve their digital literacy. Through a three-step strategy of **"Equip, Train and Connect"**, volunteers seek to equip beneficiaries with smart phones, train them how to use them, and connect them back to their communities to build their social support.

### Equip

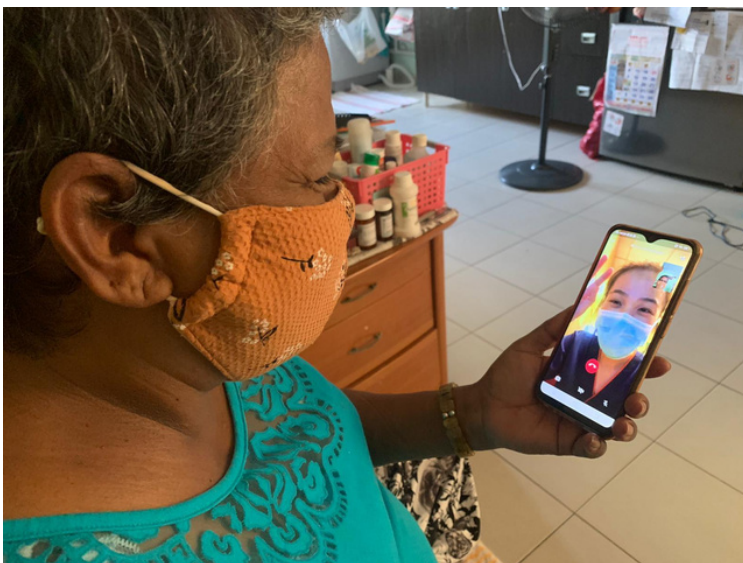
Seniors are provided with phones and plans through subsidised IMDA schemes or donations.

### Train

Volunteers set up the phones and conduct training for residents at their homes over 3 months.

### Connect

Volunteers recreate social networks for residents, linking them to their family, friends and community, via digital devices.



Healthcare and non-healthcare volunteers of various backgrounds were recruited and trained in monthly Volunteer Training Sessions to equip them with the necessary skills and resources. In the year 2021-2022, TriGen has worked with various stakeholders such as IMDA, NTUC Health, Montfort Care, Radin Mas CC, Silver Generation Office, Jalan Pipit

Senior Group Home, Ministry of Communications and Information, Lions Befrienders, and telcos (MyRepublic, Singtel, TPG) to reach out to beneficiaries in need of digital equipping and training.

# OUR WORK: PROGRAMMES AND ACTIVITIES

## HomeCare Programme

TriGen @ SGH HomeCare Programme was launched in 2019 to reduce the readmission rates of patients in the community who were frequently readmitted to the hospital, and increase the health literacy of youths in the society. The programme consists of an interprofessional and intergenerational team of volunteers, comprising healthcare volunteers, non-healthcare volunteers, and students, making fortnightly to monthly visits to selected patients from Singapore General Hospital, to provide healthcare to the patients.

From 2021-2022, TriGen @ SGH launched another cycle of the HomeCare Programme, with 47 volunteers from SGH, 30 students, and 21 patients.

To better integrate care with the hospital, and to allow healthcare volunteers to volunteer in their full professional capacity, this programme has evolved into a volunteer-led clinical service in SGH to support the growing homecare needs of the elderly patient population. A pilot is planned in July 2022 to assess the feasibility of this programme.





# OUR WORK: PROGRAMMES AND ACTIVITIES

## HomeCare Programme

At the start of the cycle, volunteers and students are trained to equip them with the necessary skills and knowledge required for the home visits. During the cycle, **Multidisciplinary Meetings** with healthcare professionals from Singapore General Hospital are organized periodically to facilitate discussions and coordinate patient care. Youth volunteers are also trained and educated by the healthcare professionals within their team.

The cycle came to a close with **TriGen Day** to celebrate and appreciate the efforts of all our partners and volunteers. Due to COVID-19, the event was decentralised. TriGen presented tokens of appreciation to our partners and awarded certificates of participation to our volunteers. Teams were encouraged to bring their seniors on outings and share photos on social media using a unique hashtag.



# OUR WORK: PROGRAMMES AND ACTIVITIES

## Media Features

### Straits Times

March 2021

**Digital for Life funding hits \$7.6m for community projects to plug digital gap, impart tech skills**



Digital for Life was established to help strengthen the country's digital resilience and help people identify or reduce digital risks, even as Covid-19 hastened digitalisation and threatens to leave people behind.

Since the launch of Digital for Life, three organisations - TriGenerational HomeCare (TriGen), Engineering Good and Google - have been supporting it and will expand their efforts to equip children, young people and senior citizens with digital skills and knowledge.





# OUR WORK: PROGRAMMES AND ACTIVITIES

## Media Features

Infocomm Media Development Authority (IMDA)

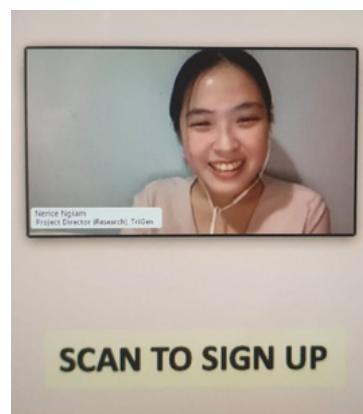


March 2022:

How can we help our elderly loved ones keep up with the Digital Wave?



The Digital for Life (DFL) movement brings together Singaporeans from all ages and walks of life to embrace digital learning as a lifelong pursuit. TriGen is honored to be a part of the DFL Festival this year! With 9 full days of play and learning across multiple island wide locations and online, the festival helped many discover how digital can bring new possibilities and enrich our lives. The festival also featured our Project Director (Research), Nerice, who shared tips on engaging the elderly via a virtual webinar. ”



# OUR WORK: PROGRAMMES AND ACTIVITIES

## Volunteer Stories

### What are some insights gained from the HomeCare Programme?

#### Joyce Liu | Nurse

It helps to start the conversation with the seniors as soon as assigned, as it would help to build up rapport and make the home visit arrangement much easier. It is also important to set time aside, it may not seem much, but a little commitment goes a long way.



#### Mindy Phoo | Clinical Research Coordinator

Overall, my initial impression of elderly has changed over the period of volunteering in TriGen as I get to understand from their perspective. Previously, I naturally thought that they are stubborn and have mindsets that cannot be changed.



However, little did I realise that their fixed mindset is build over decades of their own bad personal experience and biased media portrayal. Therefore, with much persuasion and persistence, they may be able to open up to new ideas. This is the case for our senior where we persuaded him to take COVID-19 vaccine eventually.



**An experience  
you can never  
learn from  
textbooks**

## OUR WORK: PROGRAMMES AND ACTIVITIES



**Alawiyah | Student**

### **How would you encourage future volunteers in their Project Wire Up journey?**

I would highly encourage future volunteers to actively participate in Project Wire Up, especially because of the fact that we live in a highly connected world, it is almost necessary for everyone to be technologically savvy, and that puts elderly who are not familiar with technology at a disadvantage.

Simply spending time imparting a skill that we already possess is a transformative experience, because not only are we helping an elder person navigate their way through complexity, but also allows us develop interpersonal skills and is a great confidence boost opportunity!

### **What are your thoughts about ageism and digital literacy, which are values TriGen focuses on?**

TriGen truly lives up to its name by bridging any gaps or fallout between the younger generation and the elderly, and also helps to strengthen our social fabric. It is definitely important to hold on to our ties in the community and support one another. The elderly are one of the most vulnerable groups in our society, and TriGen helps support them with healthcare and tools to combat the digital age.

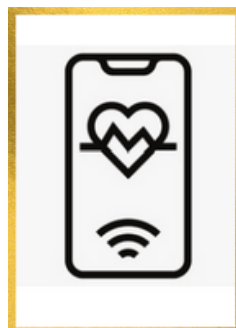
# THE YEAR AHEAD

With the changing healthcare landscape in Singapore, TriGen will be launching new programmes to continue to improve the health of underprivileged elderly in our country.

## HealthStart

As the population in Singapore ages, more Singaporeans are affected by chronic conditions such as diabetes mellitus, hypertension, and hyperlipidemia. These can have significant complications if left unmanaged or diagnosed. Health screening and healthy lifestyles are key to reducing the impact of these chronic diseases. In addition, there are many digital applications and technology (such as Healthy 365 or HealthHub) that allow individuals to better manage their health.

HealthStart aims to promote health and wellbeing among the elderly through the adoption of digital technology. In addition, the programme hopes to empower non-healthcare volunteers to be health and digital ambassadors in their communities.





## THE YEAR AHEAD



Non-healthcare volunteers will undergo training equipping them with knowledge about chronic diseases, the Singapore healthcare system, and health-related digital applications. In addition, they are taught motivational interviewing techniques and given opportunities to practice through role playing.

The non-healthcare volunteers are mentored by healthcare professionals and will meet with their beneficiaries after a health screening event. Beneficiaries who are newly diagnosed with a chronic condition will be educated about their chronic conditions, and be encouraged to set a goal to improve their lifestyle. They will also be taught how to use digital applications and technology to further improve their health and manage their condition. Finally, these volunteers will ensure that the beneficiaries visit a family doctor to initiate treatment for their chronic condition.

**HealthStart** will begin in the last quarter of 2022 and aims to reach 200 beneficiaries in the community by end of 2023. This is *a programme by TriGen @ SGH (a joint initiative by SGH Population Health and Integrated Care Office and TriGen).*





## PARTNERS

We would like to take this opportunity to express our sincere gratitude to our partners for supporting the intergenerational work TriGen does.



# FINANCIALS

## Total Expenditure



Programme Expenses

**\$6,849**



Auditing costs

**\$2,805**



Other administrative and governance costs

**\$316**

## Total Income



Grants

**\$98,184**



Donations

**\$8,930**

Total revenue derived from generated funds have increased year on year mainly due to an increase in receipt of funding from partners and goodwill donations.

This has been vital in our outreach to ensure that TriGen can continue with our charitable causes.

Total Funds Carried Forward **\$95,922**

# GOVERNANCE

## Role of the Governing Board

The Board's role is to provide strategic direction and oversight of TriGen's programmes and objectives and to steer the charity towards fulfilling its vision and mission through good governance.

As part of its role, the following matters require Board's approval:

- Approve budget for the financial year and monitor expenditure against budget;
- Regularly monitor the progress of the charity's programmes

There was one Board meeting and one Annual General Meeting held in the last Financial Year. All the Board members attended the Board meeting. None of the Board members were given remuneration for their work in TriGen.

## Reserves Policy

The charity has a reserve policy for long-term stability of the operations and it ensures that there are sufficient resources to support the charity in the event of unforeseen circumstances.

As a general rule of thumb, TriGen seeks to maintain a reserve of up to 3 months of operational expenditure. The reserve level is reviewed yearly by the Board to ensure that the reserves are adequate to fulfil the charity's continuing obligations.

# GOVERNANCE

## Terms of reference

The Board is made up of committees to oversee the following areas of governance and operations

- Operations and Partnerships
- Finance and Audit
- Volunteer Management
- Research and Evaluation

Names of Board Members	Date of Appointment
Ng Yao Yi, Kennedy	29 July 2019
Angeline Tey Jie-Yin	29 July 2019
Tang Kai Wen, Aaron	29 July 2019
Ngiam Heng Wen Nerice	21 August 2021

### 1. **Operations and Partnerships**

- a. To ensure that operations and programmes are directed towards achieving the stated outcomes, mission and vision.
- b. To ensure that the Board is regularly updated on the progress of its programmes and services
- c. To represent the organisation to the community



# GOVERNANCE

## 2. Finance and Audit

- a. To ensure there is a financial management system in place for budget planning & monitoring, operational and internal controls
- b. To ensure compliance with applicable laws, guidelines, codes of governance, standards and practices.
- c. To ensure the setting up of and adherence to clear policies and procedures with respect to conflicts of interest.
- d. To ensure that the organisation establishes and maintains fund-raising good practices.
- e. To review Financial Quarterly Results and discuss and report significant financial issues.



## 3. Volunteer Management

- a. To ensure the well being and needs of our volunteers
- b. To plan for sustainability of the organisation



## 4. Research and Evaluation

- a. To ensure that programmes are evaluated and donors are updated on the outcomes of the organisation's programmes
- b. To ensure that the Board is regularly updated regarding the evaluation of its programmes and services





## CORPORATE INFORMATION

TriGen Ltd ("TriGen") was incorporated as a company limited by guarantee on 29/07/2019. Trigen has been registered as a charity under the Charities Act (Chapter 37) since 25/03/2021.

Company UEN: 201924656N

Registered address: 106A Bidadari Park Drive #03-32 Singapore 341106

Website: [www.trigen.sg](http://www.trigen.sg)

Auditor: Tan, Chan & Partners

## Contact Us



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