

THE SILVER GENERATION OFFICE & AMBASSADORS

By Agency for Integrated Care

The Silver Generation Office (SGO), previously known as the Pioneer Generation Office, reaches out to new groups of seniors aged 65 and above, beyond the Pioneer Generation. It merged with Agency for Integrated Care (AIC), which coordinates services for seniors and their caregivers, in April 2018.

This consolidation is part of the Community Networks for Seniors (CNS) programme expansion. Silver Generation (SG) Ambassadors actively reach out to all Singapore Citizens aged 65 and above to share with them activities and services under CNS. With the integration of health and social support services, seniors benefit from more prompt and holistic Community Care and support.



SG AMBASSADORS

-  SGO volunteers are known as SG Ambassadors
-  SGO has > **3,000 SG Ambassadors**
-  SG Ambassadors are trained to engage seniors on various government policies, schemes, community activities, and health services.
-  SG Ambassadors has since engaged more than **420,000 seniors**.



Through house visits, SG Ambassadors explain government policies and schemes relevant to the seniors' needs. The SG Ambassadors connect them to health services and activities in the community, and where needed, help to apply for assistance schemes.

Examples of Schemes & Policies

- Community Health Assist Scheme
- Enhancements for Active Seniors
- Foreign Domestic Worker Grant
- Foreign Domestic Worker Levy Concession
- MediShield Life
- Pioneer Generation Package
- Seniors' Mobility and Enabling Fund
- Silver Support Scheme

Examples of Health Services & Activities

- Active Ageing Programmes (includes exercises, social activities etc.)
- Functional and chronic illness screening
- Health talks and health coaching
- Meal delivery, befriending and medical transport and escort services
- Volunteering opportunities
- And many more



GETTING THE BEST HELP



With multiple chronic conditions such as high blood pressure, high cholesterol, diabetes and osteoarthritis, 80-year-old Mr Peh needed the constant care of a trained caregiver. However, the newly hired domestic helper did not possess specialised skills such as administering insulin injections. Mr Peh's family searched in vain for training courses before turning to our SG Ambassadors for advice. SGO linked them up with various agencies and referred the family to the Centre for Seniors, where their domestic helper received training to take better care of Mr Peh.

AN EASE OF MIND



As time ticked away, 67-year-old Mdm How grew increasingly anxious. She was supposed to go for a follow-up appointment at the polyclinic that very morning, but her husband and son were unable to accompany her as they had to work. She contacted SGO in distress and was assured by our SG Ambassadors. They borrowed a wheelchair and accompanied her to the polyclinic. After, SGO successfully referred Mdm How to NTUC Health Cluster Support and she has since been receiving medical escort services for her medical appointments.



List of SGO Satellite Offices

NORTH

Ang Mo Kio
6 Ang Mo Kio Street 53
#02-01
Cheng San Community Club
Singapore 569205
Tel: 6553 6013

Nee Soon
234 Yishun Street 21
#01-418
Singapore 760234
Tel: 6257 1037

Sembawang
31 Woodlands Avenue 6
#04-01A
Woodlands Galaxy
Community Club
Singapore 738991
Tel: 6767 1406

Marsiling-Yew Tee
20 Choa Chu Kang Street 52
#03-07A
Yew Tee Community Club
Singapore 689286
Tel: 6363 5250

CENTRAL

Marine Parade
10 Eunos Rd 8
Singapore Post Centre
#12-01
Singapore 408600
Tel: 6391 1093

Jalan Besar
47 Bendemeer Road
#01-1479
Singapore 330047
Tel: 6296 1013

Tanjong Pagar
400 Lengkok Bahru
#02-01
Leng Kee Community Club
Singapore 159049
Tel: 6774 3512

Bishan-Toa Payoh
71 Toa Payoh Lorong 4
#01-379
Singapore 310071
Tel: 6355 1917

EAST

Tampines
886A Tampines Street 83
#02-02
Tampines Central Community Club
Singapore 521886
Tel: 6587 6925

Aljunied
35 Hougang Avenue 3
#01-04/06
Hougang Community Club
Singapore 538840
Tel: 6383 6020

Pasir Ris-Punggol
2 Sengkang Square
#05-01A
Sengkang Community Club
Singapore 545025
Tel: 6636 2757

East Coast
124 Bedok North Road
#01-133
Singapore 460124
Tel: 6636 2535

WEST

Jurong
8 Jurong Town Hall Road
#24-02
JTC Summit
Singapore 609434
Tel: 6375 4100

Holland-Bukit Timah
170 Ghim Moh Road
#06-01
Ulu Pandan Community Club
Singapore 279621
Tel: 6767 3401

Chua Chu Kang
Blk 422 Choa Chu Kang Ave 4
#01-234
Singapore 680422
Tel: 6769 1416

West Coast
381 Clementi Avenue 5
#01-398
Singapore 120381
Tel: 6776 6002



For More Information:

- You can contact the SGO satellite offices if you have any senior patients aged 65 years and above who would like a visit from our SG Ambassadors or link-ups to services e.g. signing up for CHAS
- Alternatively, you may email SGO at enquiries@aic.sg