



Frequently Asked Questions on Social Day Care Services

Centre Programme, Services and Facilities

Operating Hours

1. Q: What are the operating hours of the centre?

A: The centre is operating from Monday to Friday from 7:30am to 6pm (**closed on PH, Saturday and Sunday**).

Programme

1. Q: What time does the programme start?

A: It starts from about 9am onwards.

2. Q: What are the programmes have in the centre?

A: The daily holistic programme consists of: -

- i. Physical activities – Exercises, elderly aerobics, qi-gong and group games
- ii. Social Activities – Mind games (i.e. playing card games), mahjong, handicraft, karaoke and etc.

3. Q: What other activities do the centres have besides normal daily programmes?

A: Some other activities are:-

- i. Outings organized by corporate sponsors, schools, etc...
- ii. Festive celebrations
- iii. Visiting groups by schools, volunteers, corporations and etc.

Food

1. Q: Is there food catered for Muslim elderly?

A: The food served is no pork no lard.

Upon request, the centre can also make some other arrangements such as having separate cutlery or setting aside a microwave oven for heating up Muslim food (brought from home).

2. Q: If the elderly does not take solid food, does the centre provide appropriate food for them?

A: Porridge can be prepared to replace rice or mashed food for the elderly. The staff can help to cut the food into smaller pieces for elderly's consumption.

Transportation

1. Q: What is the transport pick-up and drop off time?

A: Picking up and sending home time is subject to centre's arrangement and distance of elderly's home to centre.

2. Q: Can the elderly leave the centre earlier before 6pm?

A: The elderly may leave earlier upon the consent of the family. However, family member will have to arrange their own transport to pick up their elderly.

3. Q: What are the transport fees?

A: On average, the transportation fees range from SG\$120.00 – SGD\$220.00 depending on the boundary. Fees for locations that exceed the normal boundary may cost more.

Benefits

1. Q: What are the benefits of placing elderly in the day care centre?

A: The benefits are:

- i. Centre is a place for elderly to make more new friends
- ii. Elderly is able to engage in activities that caters to body, mind and soul wellness
- iii. Elderly will be able to pass their time more meaningfully in the centre
- iv. Caregivers will have a peace of mind when they are out at work as their elderly will be taken care of by the centre staff

2. Q: How equipped is the staff in communicating with elderly of minority groups?

A: In most of the centres, the staff comprise of different races. In addition, staff in most of the centres are able to speak simple ethnic language and dialects.

Centre Fees & Subsidy

1. Q: How much is the Day Care Centre fees?

A: The fees range from SG\$420.00 – SGD\$520.00 depending on the number of days per week (i.e. 3day/4day/5day per week schedule).

2. Q: Is there any subsidy for the elderly?

A: There are subsidies available for the elderly funded by NTUC Eldercare Trust ranging from SG\$160.00 – SGD\$320.00 for those who are eligible with terms and conditions apply. Government subsidy is also available through means testing.

3. Q: Is there any rebates for NTUC Union membership?

A: Yes, members with NTUC Union membership are entitled to a monthly rebate of SGD\$15.00 (terms & conditions apply).

4. Q: What are the charges for physio therapy treatment?

A: **FREE** physio assessment worth of SGD\$125.00 is included for 1st time registered user. For subsequent treatment, the charges will be SGD\$40.00 per month conducted 2-3 times weekly by our therapy aides.

For more information on admission, please call the respective centres or email us at ecare@ntuceldercare.org.sg