

# Mind Matters



**A Resource  
Directory on  
Community  
Mental Health**



# RESOURCE DIRECTORY

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## A. About the Resource Directory

This “Mind Matters” Resource Directory provides an overview of the Community Mental Health Masterplan including the available and accessible community mental health services and resources to support you and your loved one in this journey.

This directory also gives examples of common situations, myths and facts about persons with mental health conditions, answers to common questions on mental health, helplines and details of community partners located in the neighbourhood.

We hope this directory will increase your understanding of the common mental health issues and guide you on where to seek help when needed. While all information in this resource directory is accurate at the time of print, it is still recommended that you seek the advice of medical professionals for specific care needs.

## B. About the Community Mental Health Masterplan

Since 2012, the Agency for Integrated Care (AIC) was appointed by the Ministry of Health to develop the Community Mental Health (CMH) Masterplan. The plan focuses on working closely with the health, social and community care partners to build an integrated mental health network to better support persons at risk/with mental health issues including dementia and their caregivers in the community.



## c. Network of Care and Support

You can strengthen your mental well-being through coping strategies such as finding ways to de-stress and relax. If you need help managing stress or mental health issues, do seek help early. And if you are a caregiver, there is support available for someone with a mental health condition. Here are some examples of the support you can find near home.

# ?

### How can you prevent mental health issues



**VISIT A GP**, or a doctor at the polyclinic / specialist outpatient clinic for consultation, assessment and treatment near home.



### COMMUNITY INTERVENTION

teams work with doctors to provide additional support.

# ?

### How can you get care and support

### SEEK HELP

from community intervention teams that provide psychotherapy, basic emotional support, caregiver education and care coordination.



### SUPPORT

one another in your recovery journey by joining support groups formed by various community organisations.

### If you are a caregiver



### RELIEVE

the stress of caring for loved ones at home by tapping on caregiver support and respite services such as the eldersit service.

### CONSIDER

dementia or psychiatric day care for your loved one so you can work with a peace of mind.







**LEARN** how to stay mentally “fit” through courses and talks on topics like mindfulness, stress management and family relationships building.



**STAY ACTIVE** and make new friends by taking part in activities at your nearest wellness centres.



**STAY IN TOUCH** with your family and friends! Go out and take part in hobbies together.

### SEEK ADVICE

from a social worker or counsellor if you think you or someone is mentally troubled or feels overwhelmed.



**What should you do if you feel mentally unwell**

### REACH OUT

to the community for support, e.g. community outreach teams. Many frontline staff from the grassroots, government and corporate organisations are trained to provide basic support on mental health and dementia.



### STAY-IN CARE

and support is available at nursing homes and psychiatric rehab centres if you are unable to care for your loved one at home.



**GO FOR** caregiver training courses to learn how to better care for your loved one instead of worrying you are doing it poorly.

### TAKE CARE

of your own wellbeing. Talk to other caregivers for emotional support by joining a caregiver support group. Dementia-Friendly Communities have caregiver support networks that organise activities for caregivers that emphasise self-care.



If you need more information and resources, do write to

**enquiries@aic.sg**



## D. Myths & Facts



Mental health conditions are common and can affect anyone. According to the Singapore Mental Health Study (2016), 1 out of 7 people in Singapore will develop a mental health condition over the course of their life. Major Depressive Disorder, Alcohol Abuse and Obsessive Compulsive Disorder were found to be the top three most common mental health conditions in Singapore.

Here are some myths and facts about them to help you understand mental health better.



**Myth**

**A person with a mental health condition is violent and unpredictable.**



**Fact**

In reality, the vast majority of those who have a mental health condition are no more violent than anyone else. You may already know someone with a mental health condition but do not even realise it.



### Myth

**Once a person develops a mental health condition, he/she will never recover.**



### Fact

Studies have showed that most people with a mental health condition get better, with many making a full recovery. For some, recovery is the ability to live a fulfilling and productive life. For others, recovery suggests the reduction of symptoms.

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### Myth

**Persons with any mental health conditions should be kept in hospital.**



### Fact

With appropriate treatment and support, persons with mental health conditions can still work and lead meaningful lives. Majority can live independently in the community.

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### Myth

**I can't do anything to support someone with a mental health problem.**



### Fact

There are many things you can do to make a difference to their lives:

- Check in frequently and listen
  - Take time to learn about their condition and don't judge
  - Treat them in the same way as you would to others
  - Direct them to seek professional help (e.g. Community Intervention Team)
- 



**Wants to learn more about mental health and dementia?**

You can learn to identify signs and symptoms, pick up communication tips and know where to go to for help through e-learning at your own pace. You may access the e-learning modules at [www.for.sg/mh-elearning](http://www.for.sg/mh-elearning).



## E. Common Scenarios You May Come Across

### Dear Mind Matters,

I noticed that my elderly neighbour has not been herself lately. She has been getting lost in the neighbourhood and had to be accompanied back home by other neighbours or even the police who have found her wandering around.

Her only son who doesn't stay with her mentioned to me that she has been very forgetful as well, forgetting to switch off the stove and misplacing things. How can I help her?

Regards,  
**Concerned Neighbour (Resident)**

### Dear Concerned Neighbour (Resident),

From what you described, your neighbour seems to be exhibiting the signs and symptoms of dementia. Dementia is a condition that affects the brain and it is not due to normal ageing. It affects cognitive abilities and personality.

You may advise her son to take note of his mother's unusual behaviour and encourage him to bring her for an assessment. This can be done at the polyclinic or restructured hospital which she frequents for her regular check-ups.



### ABCD Signs and Symptoms of Dementia

**A**ctivities of Daily Living – Difficulty performing daily tasks such as dressing, bathing or eating etc

**B**ehaviours – Changes in personality or withdrawal from social activities

**C**ognition and Coordination – Memory loss that affects daily life, decreased or poor judgement, planning and problem solving

**D**isorientation – Confusion with time and place

## Dear Mind Matters,

I am 43 years old and work as a purchasing manager in a manufacturing company. There are a lot of rumours about the company planning to move its operations out of Singapore which will result in a mass retrenchment. I have been very worried about this and I have not been sleeping well for the past few months. I am the sole breadwinner of my family and have 2 children to support. If I lose my job, I won't be able to find a new job so easily. I feel lethargic and have not been eating well. My work has been affected. My colleagues are trying to cheer me up but I don't feel like talking to them.

Regards,  
**Troubled Office Worker**

## Dear Troubled Office Worker,

It's normal to feel sad or worry from time to time and the feeling of sadness usually goes away after a short period of time. However, if the feeling of sadness or low mood persists for weeks and is starting to affect your daily life and functions, you may be showing signs of possible depression. You should talk to a counsellor or a community mental health partner who can support your emotional needs. You can refer to the list of community mental health partners and polyclinics found in the insert on 'Support and Services for Mental Health Issues and Dementia' or [www.for.sg/wayfinding](http://www.for.sg/wayfinding) for more information.

### Common Signs and Symptoms of Depression

- Persistent feelings of sadness, emptiness
- Loss of interest or pleasure in activities
- Angry outbursts, irritability or frustration over small matters
- Feeling tired
- Loss of appetite or increased appetite (weight loss or weight gain)
- Slowed thinking and not able to concentrate



## Dear Mind Matters,

My teenage daughter is normally quiet and only has a few good friends from school. She studies hard and does well in school. She doesn't like some girls in her class as they are posting unkind comments on her Facebook page. We advised her to ignore them and focus on her studies.

However, she recently has been having tummy aches in the morning and is not able to go to school. She has also complained that her heart races every morning before school. We have seen the GP and TCM doctor several times but the symptoms don't seem to go away. She has been missing a lot of school and worries about how it will affect her grades. She is feeling increasingly very lousy about herself.

Best regards,  
**Worried Mother**

## Dear Worried Mother,

A person will go through a lot of changes in their teenage years – physically and emotionally. Teenagers tend to become more self-conscious and will be affected by how others view them. She may be feeling anxious about going to school to face her classmates who have bullied her online.

Listen to your daughter attentively and show that you empathise with her situation. A supportive family environment will help her go through these changes and transitions in life. Share with her that you know that this is really hard for her and that you are here for her because you care.

If her condition persists, you may want to seek advice from a professional such as a child psychologist or the Community Health Assessment Team (CHAT) who can assess your daughter's condition and provide advice on treatment. You can find out more about them at [www.chat.mentalhealth.sg](http://www.chat.mentalhealth.sg)



### Common signs & symptoms of Anxiety

- Upset stomach
- Avoiding school
- Constant feeling of worry and stress
- Withdrawal from social activities
- Panic attacks - rapid heartbeat, cold sweats, breathlessness



## Dear Mind Matters,

I have a neighbour from hell! He keeps accusing me of spying on him and trying to poison him. He even reported me to the police on several occasions and the police found no proof to support his claim. When the police visit him, he would complain that his home is not safe and that they have been sent by the government to install cameras in his house. While he doesn't harm anyone, he sometimes would shout outside my door and scare my children. Moving away is not an option for me. Can you help?

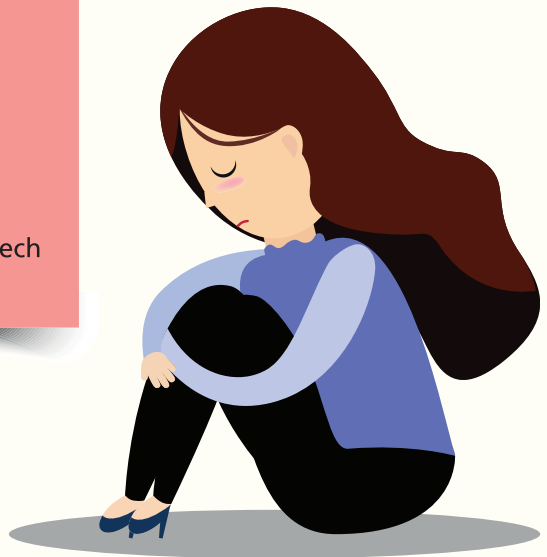
Best regards,  
**Distressed Resident**

## Dear Distressed Resident,

From your description, it sounds like your neighbour may need mental health support. In the meantime, when interacting with your neighbour, be patient and stay calm. Don't challenge or try to correct his inaccurate beliefs as it may anger or frustrate him further. Don't take his aggressive behaviour personally as his emotions and worries feel very real to him!

### Common signs & symptoms of Schizophrenia

- Delusions
- Hallucinations
- Paranoid
- Hearing voices that don't exist
- Disorganised thinking and speech





## F. Frequently Asked Questions

I:

### General Mental Health

#### 1. Are mental health conditions curable?

Recovery is possible. A recovered person is able to lead a regular life like anyone else - holding job(s), spending time with friends and family. The process of recovery will require support from friends and family, and may also involve help from healthcare professionals, counselling and medication. For more information on mental health conditions and their treatments, please visit [www.aic.sg](http://www.aic.sg)

#### 2. Are there any subsidies for treating mental health conditions?

Here are some financial schemes available to clients to defray the cost of mental health services. Some insurance policies may also be able to cover the cost of mental health services. Check with your insurance company.

Subsidy Schemes	Details
<b>Medisave for Inpatient Psychiatric Episodes</b>	Up to \$150 a day for daily hospital charges, subject to a maximum of \$5000 a year <a href="http://www.for.sg/medisave-undercdmp">www.for.sg/medisave-undercdmp</a>
<b>Medisave for Outpatient Treatments of 23 conditions under Chronic Disease Management Programme (CDMP)</b>	Up to \$700 per patient yearly for complex chronic conditions, and up to \$500 per patient yearly for outpatient treatment of schizophrenia, major depression, bipolar disorder, dementia and anxiety. Subject to 15% co-payment by patient. <a href="http://www.for.sg/medisave-undercdmp">www.for.sg/medisave-undercdmp</a>
<b>Medishield Life Inpatient (Psychiatric)</b>	Up to 60 days per policy year \$160 per day <a href="http://www.for.sg/pn5605">www.for.sg/pn5605</a>

### 3. I feel dizzy after taking the medicine and want to stop. Is this advisable?

Common side effects of psychiatric medications include gastric discomfort, drowsiness, weight gain, dry mouth, mood swings and restlessness. However, the side effects of the medications vary with individuals. You should consult your doctor before switching or stopping your medications. The doctor will be able to adjust the dosage for you.

### 4. Will a person with a mental health condition be charged if they are found guilty of a criminal offence?

Having a mental health condition does not automatically excuse a person from being found guilty of a criminal offence. It depends on the state of mind at the time of the offence. The person will usually be examined by a psychiatrist and the outcome is for the court to decide.

II:

## Employment Opportunities for Persons with Mental Health Conditions

### 5. Can someone with a mental health condition be employed?

There are services which help to prepare individuals to re-enter the workforce. Here are ways which persons with mental health issues can seek employment support.

#### Employment Support Programmes

##### Care Corner Singapore

**Tel: 6250 6813**

**Email:**

**[ccs@carecorner.org.sg](mailto:ccs@carecorner.org.sg)**

**Employee Assistance Programme (EAP)** provides workplace support for employees with or at risk of having mental health issues through a multi-disciplinary team consisting of professionals and peer support specialists.

##### Institute of Mental Health

**Tel:**

**6389 2904**

**Email:**

**[octave@imh.com.sg](mailto:octave@imh.com.sg)**

**Occupational Therapy: Activities, Vocation and Empowerment (OCTAVE)** offers a range of outpatient rehabilitation programs aimed at promoting community independence, providing therapeutic support, nurturing clients' potential and facilitating their recovery. This includes

*cont. next page*

	activities therapy, clinical rehabilitation program, vocational training and job placement and support.
<b>Singapore Anglican Community Services</b>  <b>Tel: 6812 0878</b>  <b>Email: ies@sacs.org.sg</b>	<b>Employment Support Services (ESS)</b> provides employment services that help persons in recovery seek sustained employment in the competitive job market. It also provides the business community with comprehensive employment services to support them in integrating these individuals in the workplace.  <b>Employment Internship Programme (EIP)</b> provides on the job training for persons in recovery from mental health issues to prepare them for open employment.  <b>Employee Assistance Programme Plus (EAP+)</b> provides workplace support for employees with or at-risk of having mental health issues.
<b>Singapore Association for Mental Health</b>  <b>Tel: 6665 9220</b>  <b>Email: mindsetLH@samhealth.org.sg</b>	<b>MINDSET Learning Hub</b> works with persons in recovery from mental health issues for their vocational training and employment needs. Individuals are aided in the development of their skills, confidence, financial stability and independence.

### III:

## About Depression

### 6. If someone is feeling sad after the death of a loved one, is he/she considered depressed?

Grieving from the loss of loved ones is a normal reaction. Usually, these feelings would subside after a period of time. However in certain cases, the person may have low mood or feel sad for extended periods of time, where the feelings are intense and the sadness can persist for weeks, months or even years, interfering with the day-to-day functions of one's life.

Under such circumstances, further assessments by professionals may be necessary. This person may benefit from speaking to a counsellor (refer to the list of community partners) or to a doctor trained in mental health care (refer to the list of GPs who sees clients with mental health conditions).

## **7. What are the different ways to treat depression? Can an individual who has depression get better without medication?**

It depends on the severity of the condition, coping skills of the individual, and the available support and resources. However, it is advisable to seek advice with one's medical provider to determine the need for medication and treatment options.

## **IV: Dementia**

## **8. Does one need to go for routine screening for dementia?**

Routine screening is only recommended if you notice signs of dementia such as decline in cognitive activities or memory problems (particularly for recent events) that are persistent or worsening. Consult a gerontologist or visit the memory clinics at the public hospitals if you notice these symptoms.

## **9. How can I prevent dementia?**

Keeping an active mind and healthy lifestyle is advisable, although there is no guaranteed way of prevention. If you have conditions such as high blood pressure, diabetes or high cholesterol, you should ensure they are well controlled as they are risk factors to certain types of dementia.

## **V: Suicide**

## **10. What can I do if someone I know is contemplating suicide?**

Take every suicidal thought of the person seriously. Stay with him/her and listen attentively to let him/her know you are concerned. By letting the person talk about their suicidal thoughts does not increase their risk of committing suicide. Direct them to professional help such as the Samaritans of Singapore (SOS) 24-hour helpline at 1-767 or WhatsApp at 9151 1767. If they are in immediate danger of harming themselves or others, you should call the police at 999 and alert the family members.

**11. Are there doctors in the neighbourhood who can treat people with mental health conditions?**

Yes, there are General Practitioners (GPs) trained in mental health who are able to provide psychiatric consultation for persons with mental health conditions. Polyclinics can also diagnose and manage mental health conditions. For more information about the locations of the GPs and polyclinics that can support a person with mental health conditions in the community, please refer to the insert on 'Support and Services for Mental Health Issues and Dementia' or [www.for.sg/wayfinding](http://www.for.sg/wayfinding).

**12. There is a resident in the neighbourhood whom I suspect has a mental health condition, how can I help this resident?**

For general advice, information and resources, you can write in to [enquiries@aic.sg](mailto:enquiries@aic.sg). If it is an emergency, you may call the Police or call the 24-hour Mental Health Helpline run by the Institute of Mental Health at 6389 2222.

**13. Is there somewhere in the neighbourhood I can go to if I just need someone to talk to?**

There are social service agencies in the community that provide screening, assessment, counselling and therapies for persons with mental health conditions. To find a service near you, refer to the insert on 'Support and Services for Mental Health Issues and Dementia' or [www.for.sg/wayfinding](http://www.for.sg/wayfinding).





## G. Important Contact Details

If you need advice on how to help and support someone you know who may have mental health-related issues, you may contact:

Email us at	enquiries@aic.sg
Call us at	AIC Hotline 1800-650-6060  Website: <a href="http://www.aic.sg">www.aic.sg</a>
Community Partners	Contact details are available in the insert 'Support and Services for Mental Health Issues and Dementia' or <a href="http://www.for.sg/wayfinding">www.for.sg/wayfinding</a>

**For EMERGENCIES, you may contact the following:**

Mental Health Helpline (run by IMH)	6389 2222 (24-hour)
Samaritans of Singapore (SOS)	Hotline: 1-767 (24-hour) CareText Whatsapp: 9151 1767 (24-hour)
Care Corner Counselling Hotline (Mandarin)	1800-353-5800 Daily (exclude public holidays) 10am-10pm
Police	999 (24-hour)
Non-Emergency Ambulance	1777 (24-hour, fees apply)



## H. Available Resources

Many resources are available through the community partners, at Dementia Go-To Points and can be found online via our website and social media. Below is a list of useful resources for you.

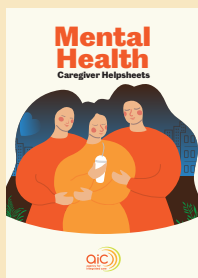
<b>REAL Mental Health Support</b> <a href="#">#realspace.sg</a> <b>Instagram</b> <a href="#">@realspace.sg</a> <b>TikTok</b>	To learn the latest developments in the mental health landscape: <a href="http://www.realspace.sg">www.realspace.sg</a>  <a href="https://www.instagram.com/realspace.sg/">www.instagram.com/realspace.sg/</a>  <a href="https://www.tiktok.com/realspace.sg/">www.tiktok.com/realspace.sg/</a>
<b>Dementia-Friendly Singapore</b> <b>Facebook</b> <a href="#">#heygiffy</a> <b>Instagram</b>	Stay in touch with latest happenings and developments on Dementia-Friendly Communities, find out about dementia services, resources and learn from other caregivers on providing care to your loved ones: <a href="https://www.facebook.com/DementiaFriendlySingapore/">www.facebook.com/DementiaFriendlySingapore/</a>  <a href="https://www.instagram.com/heygiffy/">www.instagram.com/heygiffy/</a>
<b>Agency for Integrated Care Facebook Page</b>	This page is an online community for caregivers in Singapore, to share information and resources on providing care for their elderly loved ones. <a href="https://www.facebook.com/aicsingapore">www.facebook.com/aicsingapore</a>
<b>Agency for Integrated Care Website</b>	A one-stop portal on eldercare services and resources <a href="http://www.aic.sg">www.aic.sg</a>
<b>DementiaHub.SG</b>	Singapore's one-stop resource portal on dementia <a href="http://www.dementiahub.sg">www.dementiahub.sg</a>

You can find these resources at [www.aic.sg](http://www.aic.sg)

## Show you care with the CARA app

CARA, an initiative by Dementia Singapore, stands for '**Community, Assurance, Rewards and Acceptance**'. It provides access to an ecosystem of solutions. Download the app to:

- Access trusted resources and support
- Obtain a unique identifier and membership card for persons living with dementia
- Receive support for the safe return of a wandering person living with dementia



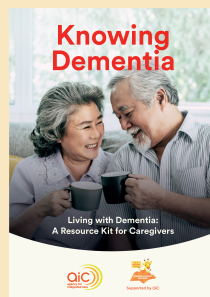
## Mental Health Helpsheets for Caregivers

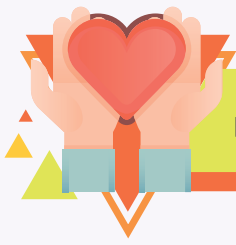
A set of mental health helpsheets focusing on 7 topics to support caregivers in their journey e.g. understanding loved one's mental health treatments, medications, preventing a relapse for the loved one. Available in English and Chinese.

## Guide to Caring for Persons with Dementia (Parts 1 – 4)

A comprehensive guide to caregiving for persons with dementia, arranged in 4 parts to help caregivers along in their journey. Available in 4 languages.

- Part 1: Knowing Dementia
- Part 2: Caring for Yourself
- Part 3: Planning Care
- Part 4: Providing Care





## I. Community Partners Near You

If you need to seek help for persons with mental health conditions such as depression and would like to link them up with support and services, you may contact our community partners found in the insert. The support and services provided by the community partners include mental health assessment, counselling, caregiver training and advice on caring for people with mental health conditions.

Some caregivers experience high level of stress from caring for their loved ones. You may refer them to the 'Support & Services' found in the attached insert. These support and services help reduce caregiver burnout and stress.

Most people may prefer to see General Practitioners (GPs) instead of a specialist in the hospital. If you suspect someone may have a mental health condition, you may bring or refer them to their nearest mental health GP partners or polyclinics as listed for mental health assessment.





## J. Hearing from Community Partners

Community intervention teams work hand in hand with community partners like Mental Health General Practitioner (GP) Partners to provide support to persons with mental health needs. GP Dr Mark Yap and social worker Lee Soo Chin tell us more about their roles and how they work together to support their clients.



**Lee Soo Chin**

Senior Social Worker,  
COMIT Montfort Care

**Q** *What is the role of a community intervention team?*

**Soo Chin (SC)** : We provide counselling, psychotherapy, coordinate care and support caregivers of those with mental health conditions. In this way, we complement the care provided by GPs in managing clients with mild to moderate mental health needs so that they can continue to live well at home and in the community.

**Q** *GPs are usually the first point of contact for many of your clients. How do you work together to manage your client's condition?*

**SC** : While GPs are the first to identify the condition, our team provides social and emotional support for the clients and their caregivers to better manage their condition. For instance, if the client is confused about how to take their medication, we can explain it to them during our home visits. During such visits, we will also evaluate their condition and with their caregivers, develop or review their care plan.

**Mark (M)** : I have been working with the community intervention teams since 2014. I see about four to eight clients a month who may have anxiety condition, depression and schizophrenia. If they need more support such as counselling, I will email to the Agency for Integrated Care (AIC) for referral to the community intervention team for their follow up.



**Dr Mark Yap**  
Family Physician,  
Cashew Medical & Surgery  
Clinic Pte Ltd

**Q** *How do you provide support for your clients?*

**M** : People usually feel more comfortable talking to their family doctor. As a Mental Health GP Partner, I can also assess and diagnose patients with mental health conditions. When my patients tell me they feel unwell, I will also check if their symptoms may be due to an underlying mental health condition. If they are, I will refer them to the community intervention team for further support while I continue seeing them for the condition and provide medication if needed.

**SC** : When AIC sends us information on the clients for follow up, we will go down to their homes to evaluate their condition and develop or review their care plan with their caregivers. We also educate the clients about their conditions and work with other community partners like grassroots leaders and hospitals to provide support.

**M** : As for me, I often keep in touch with the community intervention team to stay up to date with my patient's condition. If I notice that someone has not returned to my clinic for follow ups or medication, I will also contact the team to see if my patient is doing okay.





# The Heart of Care



**Click**  
**[www.aic.sg](http://www.aic.sg)**



**Call**  
**1800 650 6060**



**Visit**  
**AIC Link**

The Agency for Integrated Care (AIC) aims to create a vibrant care community for people to live well and age gracefully. AIC coordinates and supports efforts in integrating care to achieve the best care outcomes for our clients.

We reach out to caregivers and seniors with information on staying active and ageing well, and connect people to services they need.

We support stakeholders in their efforts to raise the quality of care, and also work with health and social care partners to provide services for the ageing population.

Our work in the community brings care services and information closer to those in need.



We hope you can take a few minutes to share your feedback with us by scanning the QR code.  
Thank you!

Information is as accurate of November 2024