

# CHILDREN EDUCATION SERVICES

Integration Facilitation Support Programme  
Family Handbook



## **Preface**

This Family Handbook is written to help parents understand IFSP services and its processes. We hope it will help you to become fully involved in the team effort of obtaining the most appropriate educational outcomes for your child. The information contained in this handbook does not create any contractual rights or obligations for staff or families. This handbook is to be used as a guide and is not inclusive of all policies and practices. Changes to specific policies and/or procedures will be distributed to families in writing. Any questions and/or concerns should be directed to the Head, Children Education Services.

## **DSA Vision**

To be the Centre of Excellence for individuals with Down syndrome, their families, and the community.

## **DSA Mission**

- Develop individuals with Down syndrome through lifelong learning, and social integration.
- Support families through specialist services, information, and education.
- Advocate for equal opportunities, quality of life, and their contribution to society.

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## **History of Down Syndrome Association (Singapore)**

Early in 1995, a group of parents of children with Down syndrome recognized that a great need existed in Singapore to support and educate families, professionals, and the public about Down syndrome. Out of a meeting held on 1 October 1995, the Down Syndrome Support Group was formed. In May 1996, the group organised and hosted, with great success, the 2<sup>nd</sup> Asia Pacific Conference on Down syndrome. The enthusiasm generated among parents, professionals, and community members spurred the formal registration of the group as, Down Syndrome Association (Singapore) in 1996. The Association was awarded official recognition by the National Council of Social Services on 4 July 1997.

DSA is primarily a self-funding, non-profit social service agency that works closely with healthcare and educational professionals, as well as voluntary welfare organisations.

## Introduction

In line with our vision in promoting a holistic developmental approach to education for young members, the Children Education Services aims to promote a range of support services and programmes for young children with Down syndrome.

These services include:

### Infant Toddler Programme (ITP)

Registered Early Intervention Programme with Early Childhood Development Agency.

(Baby Bonus Approved).

### Integration Facilitation Support Programme (IFSP)

IFSP offers a continuum of itinerant special education services for preschool and school age children.

## **Integration Facilitation Support Programme (IFSP)**

In 2007, DSA, A/P Levan Lim from NIE and St. Joseph's Institution Junior embarked on a two-year collaboration to explore the possibilities of including children with Down syndrome in mainstream school settings.

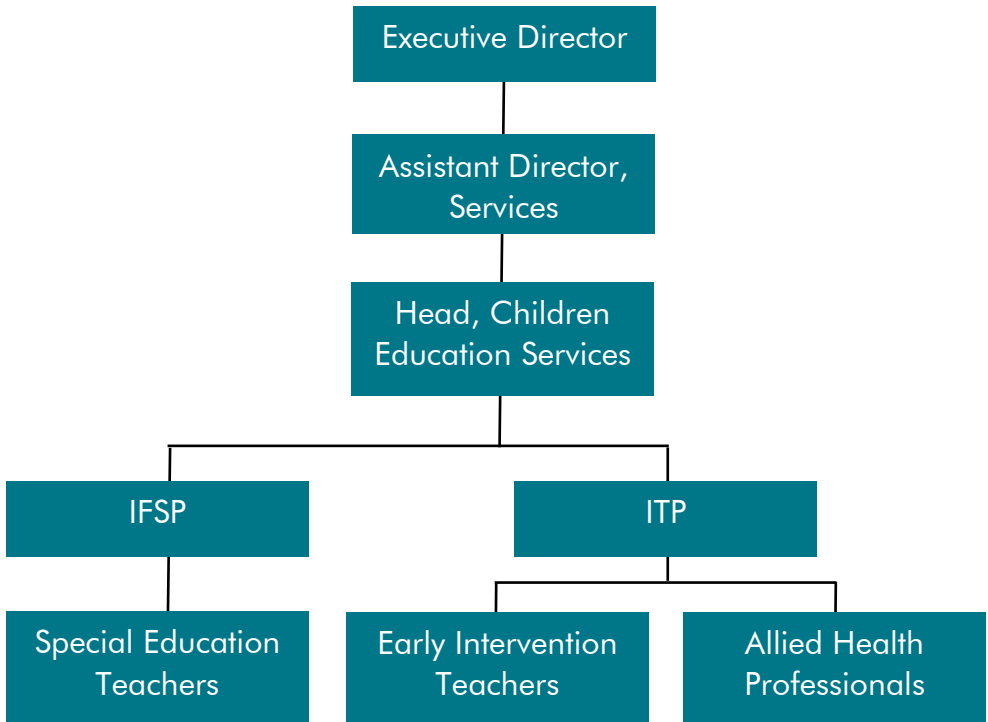
Based on the findings, in 2009, DSA launched the Integration Facilitation Support Programme or (IFSP) to support students with Down syndrome in mainstream Early Childhood Development Centres and Primary schools.

IFSP collaborates with the student, the family, and the mainstream teachers to adopt a learning atmosphere that meets each student's unique needs.

Support provided through IFSP enables families to be active participants in their child's education, make informed decisions regarding the nature of supports, resources and services that promotes family self-efficacy.

IFSP provides in-class support and one-to-one pull-out sessions.

## Our Team





## Philosophy Statement

IFSP adheres to the philosophy that each child with Down syndrome is entitled to the support necessary to maximize his/her potential.

IFSP staff, in collaboration with classroom teachers and other educational professionals, have a commitment to the following objectives:

- To create an effective partnership for learning by sharing all available information about a child's strengths and challenges pertinent to the child's progress in an educational setting.
- To provide and implement program and testing accommodations as stipulated on the Individual Education Plan, where relevant.
- To facilitate each student's academic progress and social development by establishing appropriate goals and providing intervention.

## **Admission**

IFSP supports children with Down syndrome enrolled in Early Childhood Development Centres and Primary schools.

Children will be accepted into the programme depending on vacancy and on a first come, first served basis. Where necessary, admission can be needs based.

### Withdrawals and Transitions of Service

Families are required to provide 4 weeks written notice of their intention to withdraw their child from the program.

When transferring out to Special Education Schools, we will assist in the process and provide the required information and assistance.

## **Fees and Payment Methods**

IFSP monthly fees are \$150. All fees are due within the first 5 business days of each month. Please note that all families are responsible for full fees during May/June and Nov/Dec school holidays.

There is no pro-rating, waivers, or discounts in fees due to absence for illness, public holidays, school holidays, MOE suspensions or family vacations.

There are 4 methods of payment for CES programme fees:

1. GIRO (Highly encouraged)
2. Cheque
3. PayNow
4. Online Bank Transfers

IFSP welcome letter contains DSA's bank account details and fee payment instructions.

### Financial Assistance

Please feel free to discuss any financial assistance needed with the Head, Children Education Services.

## **Service Delivery**

### MOE School Calendar and Class Timetable

Due to MOE school administration processes and classroom timetable development procedures, IFSP will commence during the 2<sup>nd</sup> or 3<sup>rd</sup> week of January. The full monthly fee of \$150 for the month of January is still applicable.

### Intervention Model

Provided during curriculum hours. Support time varies according to student's educational need. Programme provision is 1 hour in-class support and 1 hour pull-out support.

The student receives support for the mainstream curriculum in the general classroom setting.

Facilitates the student's acquisition and generalization of social skills needed across current and future environments.

### Field Trips

IFSP teachers may accompany their students on school or ECDC organised field trips, when required by teacher or parent. Parents are advised that any costs, such as transport cost and/or admission fee for field trips incurred will be borne by the parent.

### Progress Monitoring

Your child's teacher will keep you up to date on your child's progress and interests during informal conversations and through text messages. We will schedule parent conferences to share information, concerns and to discuss the child's progress.

Parents may inform IFSP teachers or contact Head, Children Education Services to schedule a discussion if there is a need to discuss other concerns.

## Attendance

When a student is absent from school, the parent should notify the IFSP teacher. If an extended absence is planned, parents should send a note or email to the teacher indicating the dates the student will be absent and the reason for the absence.

### Make-Up Sessions for Missed/Disrupted Services

- IFSP offers a 'Make-Up' session to a student when there is a disruption to service due to teacher cancellation.  
'Disruption of service' means IFSP teacher was unable to provide the agreed session due to medical leave or annual leave /unpaid leave  
'Make-up session' means an IFSP session that replaces a disrupted session.
- No makeup sessions are offered for service disruption for the following: School events / field trips  
Parent cancellation

## Confidentiality

The individual dignity of learners, families, and DSA staff will always be respected and protected in accordance with PDPA. Information about learners and their families will not be disclosed to anyone other than persons who are authorized to view such information.

### Photos, Videos and Media

We may take photographs of the students for individual student schedules and personalised portfolios.

Photographs may be used for progress evaluation, parent workshops, teacher in-services and media coverage such as DSA Facebook, Instagram and newsletters. The IFSP application form provides a space for you to designate your consent. We will respect the wishes of parents who do not want their child photographed.

## Communication

Families are kept informed of IFSP session happenings through text messages, emails, and communication books. You may communicate with IFSP teachers through the same means. Your child's teacher will respond accordingly.

IFSP teachers will respond to your communication at the soonest viable time from 8.30 am to 6.00 pm, Monday through Friday.

You may direct your enquires or concerns to Head, Children Education Services from 8.30 am to 6.00 pm, Monday through Friday by text messages and emails. Your concerns or enquires will be addressed within 3 business days.

### Grievances

All grievances may be lodged via face-to-face contact, telephone conversations, text messages or emails and a record will be kept of the complaint until resolved.

All grievance will be fully discussed between the parents/student/mainstream provider and DSA staff involved and Head, Children Education Services.

In the event that the matter remains unresolved, it can be referred for further mediation to Assistant Director, Services.

### Mutual Respect Policy

Creating the best outcomes for IFSP students requires the relationship between parents, family members, caregiver and staff to be based on the principles of care, integrity, trust and mutual respect.

The purpose of this policy is to provide a reminder to all parents, family members and caregivers about our expected conduct towards staff so that we can work together to ensure a safe and positive relationship.

## Safety Protocols

IFSP teachers are responsible for ensuring student safety during pull-out sessions. Teachers ensure adherence to all safety protocols and procedures set by individual Early Childhood Development Centre and Primary school.

Children and educators are actively encouraged to practice good personal hygiene to minimize the instances of illness. If your child presents signs of illness, the teacher or personal responsible will be informed.

It is important that you familiarise yourself to MOE guidelines and Early Childhood Development Centre or Primary school policies and procedures on managing illnesses and risk of transmissions.



## Contact Details

### DSA Centre – HQ

9 Bishan Place #09-01 Junction 8 Office Tower, Singapore 579837  
Main: 6500 9321      Fax: 6255 0337

Opening hours:

Monday to Saturday, 8.30am to 6.00pm

*Closed during Public Holidays*

### ILT Centre & Thrift Shop

Blk. 17A Telok Blangah Crescent, #01-270  
Singapore 091017

ILT Centre Operating Hours:

Monday to Friday, 9:00 am to 4:00 pm

*Closed during Public Holidays*

Tel: 6274 2300

Thrift Shop Operating Hours:

Fridays, 10:30 am to 1:30 pm

*Closed during Public holidays*

Tel: 62713811

### Children Education Services at DSA Centre

Assistant Director (Services): 6500 9302  
prema@downsyndrome-singapore.org

Head (CES): 8180 3224  
[viemala@downsyndrome-singapore.org](mailto:viemala@downsyndrome-singapore.org)

### Family Support Services at DSA Centre

Ms Janet - janet@downsyndrome-singapore.org  
DID: 6500 9304

### Social Media

Website: [www.downsyndrome-singapore.org](http://www.downsyndrome-singapore.org)  
Facebook/Instagram: @downsyndromesingapore

### KKH Urgent Paediatric Advice Line (U-PAL)

The KKH Urgent Paediatric Advice Line (U-PAL) is an online services for parents and caregivers to seek advice for common paediatric conditions (for children below the age of 17 years) such as fever, cough, diarrhoea, vomiting and common injuries.

KKH U-PAL is available from 8:00am to 11:00pm daily, at no charge.  
Website: <https://www.kkh.com.sg/upal>