

# ADULT EDUCATION SERVICES

Family Handbook



## **Preface**

This Family Handbook is written to help families understand Adult Education Services (AES) and its processes. We hope it will help you to become fully involved in the team effort of obtaining the most appropriate learning 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 AEP Supervisor or the ILT Centre Supervisor.

## **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

The programmes under Adult Education Services are designed to provide person-centred support for your child to enhance their abilities and instil a level of independence in their daily life.

### Adult Enhancement Programme (AEP)

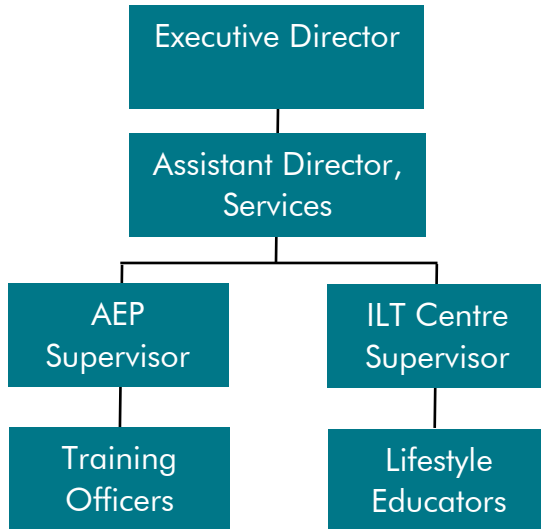
AEP is one of two programmes in the Adult Education Services department of DSA. It was designed for adults with Down syndrome and intellectual disabilities. The programme is intended for adults 18 years old and above. AEP focuses on training functional and essential life skills, as well as capacity building which promotes independence. AEP accommodates a wide spectrum of abilities, and for some of our learners, they are prepared for, and placed into, open employment. The programme provides formal job support so as to maximise our learners' success in the workplace.

### Independent Living and Training Centre (ILT Centre)

ILT Centre was started to address growing concerns from our ageing caregivers who gave feedback to DSA that a programme is needed, whereby their adult children could practise their independent skills in a communal setting with others in a simulated, home-like environment.

The intended aim of supported independent living is to help persons with disabilities live as independently as possible – with a centred focus on working with them in preparation for independent living. It's about working on the individual's strengths, capacity, and goals to help them live safely and independently at a supported living environment.

## Our Team



## Core Principles

AES programmes are delivered with the following core principles aimed at enabling our adult learners to:

- Be least dependent on others
- Develop personal strategies to manage self-care and activities of daily living
- Develop and maintain independent travelling skills
- Prepare for jobs in external environments
- Integrate with the wider society
- Provide job training, when feasible, to prepare for employment
- Securing and sustaining employment through collaboration and partnerships with caregivers and employers
- Teach lifelong functional skills
- Teach skills of independence (e.g., money skills, independent travelling, etc.)
- Promote social inclusion through participating in community spaces, accessing and enlarging our presence through our involvement in community events
- Facilitate leisure and recreational activities that build identity, create memories, improve family bonds, and establish lifelong friendships



## Admission

For learners who are assessed to be suitable to join a programme within DSA's Adult Education Services, they must fulfil the following criteria:

- Persons with Down syndrome, aged 18 years and above
  - \* *Persons with special needs, other than Down syndrome, will be considered on a case-by-case basis.*
- Able to understand and/or converse in English, as the programme is conducted in English.
- Able to perform activities of daily living (feeding, toileting, personal hygiene) independently.
- Free from infectious diseases and complex medical conditions.
- Certified by a doctor or psychologist that they do not have serious behavioural issues.
- For female learners, they must be able to manage and clean themselves during their menstruation.
- Provide complete medical reports with the application.
- Mandatory medical assessment conducted within the year before joining the programme. This is to ensure that staff are fully informed of all conditions, thus being more effective when working with the learners.

## Withdrawals

Families are required to provide 4 weeks, written notice of their intention to withdraw their child from any DSA programme. We will provide any necessary information if the learner is transferring to another organisation.

## **Fees and Payment Methods**

Fees are due within the first 5 business days of each month. Please note that families are responsible for the full fee-amount during the months of June and December.

There are 4 methods of payment for AES programme fees:

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

Fees do not include the cost of lesson-specific items, such as ingredients used during baking or food preparation lessons, and Community Integration outings. Parents and caregivers will be notified by the respective training officer on the additional cost prior to the activity or event.

### Financial Assistance

Please feel free to discuss any financial assistance needed with either the AEP Supervisor or the ILT Centre Supervisor.

## Service Delivery

### AEP

9:00am to 4:00pm from Mondays to Fridays  
Closed on Saturdays and Sundays

### ILT Centre

10:00am to 3:00pm from Mondays to Fridays  
Closed on Saturdays and Sundays

Contacting the training officers via telephone or text message:  
8:30am to 5:00pm from Mondays to Fridays

The Curriculum runs from January to December, each year. There are 2 breaks each year. Parents and caregivers will be notified in writing prior to the shutdown period to give parents and caregivers time to arrange for alternative arrangements during this period:

- 1 week in June – typically during the last week of the June school holidays.
- 2 weeks in December – typically during the last 2 weeks of December.

### Outings

AES trainers will accompany the learners on outings from time to time. Parents are advised that they will be responsible for any costs associated with the outings, such as transport fares and admission fees.

### Progress Monitoring

The progress of each learner will be documented and monitored by the Training Officers and Lifestyle Educators. Annual meetings will be conducted with families to discuss the progress, and future goals of each learner. Informal communication will also take place, as necessary.

## Attendance

Learning and acquiring proficiency in skills requires time. AES places great importance for the learners to be present regularly for their lessons. Learners are required to maintain 75% attendance. Failure to maintain the minimum attendance may result in the learner losing a place in the programme. We appreciate that the parents and caregivers help their child maintain a healthy attendance record.

### Absent due to medical reasons

Absenteeism due to medical reasons requires a medical certificate from a doctor, or a letter from the parent or caregiver to be given to the respective training officer. Please inform the staff about the medical condition, and please avoid attending the programme during the medical leave period.

### Absent due to holiday

Parents/caregivers of learners going on a holiday during the Programme period need to give at least one-week advanced notice, in writing, indicating the length of time the learner will be away.

### Absent due to family events or appointments

Parents/caregivers of learners unable to attend an AES programme due to a family event, or a scheduled appointment, must notify the respective training officer at least 1 day prior to the event or appointment.

### Medication

Please note that the training officers are not authorized to help administer medication to your child as they are not medically trained. Therefore, if your child is sick, it is preferred that he/she remains at home to rest. Should your child attend the programme, he/she should be able to consume his/her medication independently.

### Medical Concerns

In accordance with our infection management policy, the learners who are unwell and have medical certificates, are required to stay home (eg. cough, cold, fever, influenza). This is intended to prevent the spread of any illness to the other learners and staff. If they have a physical injury (e.g., hand, arm, foot, or leg sprain), it is advisable that your child rests and recuperates at home to prevent further injury to the affected area.

## Dress Code

As this is an adult programme, learners are required to dress appropriately. All learners are allowed to wear shirts that do not display their previous school's or organization's logos. They are advised to wear covered shoes, preferably sports shoes, as we have morning exercises.

### Male learners

Short-sleeved or long-sleeved t-shirts or polo t-shirts, and Bermuda shorts, pants, or jeans are acceptable. Sleeveless shirts or singlets are not allowed.

### Female learners

Short-sleeved or long-sleeved t-shirts or polo t-shirts, and Bermuda shorts, pants, or jeans are acceptable. Dresses and skirts are not practical because of the morning exercises. Singlets, or tank-tops are not allowed.

## 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

Photos of learners may be taken during his/her enrolment in the programme for the following purposes:

- Internal purposes such as monthly reports, documentation, parent workshops, trainer in-service programmes, and progress evaluations.
- DSA's corporate newsletters and social media - Instagram and Facebook accounts for awareness, advocacy, and fundraising.

As we respect the wishes of families who do not want their child photographed, please note that there is an option to abstain from photo-taking in the application form.

## Communication

Learners attending one of the AES programmes will be assigned to one training officer who will be the main contact for the parents and caregivers. Parents and caregivers are to provide the details of one designated contact person for the training officers to contact.

Communication with the respective training officer is via telephone, WhatsApp, email, or in-person. Please note to call the relevant training officer, Supervisor, or Assistant Director, during the office hours of 8:30am to 5:00pm from Mondays to Fridays.

Should any parent or caregiver wish to raise their concerns or issues, they may wish to email one of the programme supervisors, or the Assistant Director (Services).

### Mutual Respect Policy

Creating the best outcomes for AES learners requires the relationship, between caregivers 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 the importance of treating staff with respect so that we can work together to ensure a safe and positive relationship.



## Safety Protocols

### Learner missing before arrival to AES programmes:

When a learner fails to arrive by 10am for either of the AES programmes, the respective training officer will notify the parent/caregiver. This will allow the parent/caregiver to check on the child's movement from home to DSA.

### Learner missing during operating hours:

When a learner goes missing during the hours of the AES programmes, the training officers and relevant DSA staff will activate the standard protocol to search for the learner. Parents and caregivers will be notified accordingly.

### Learner missing after operating hours:

When a learner leaves DSA and goes missing after the hours of the AES programmes, it is the responsibility of the parent/caregiver to conduct the search, if necessary, as well as any coordination or phone calls with relevant authorities.

### Behaviours of concern management processes:

DSA and AES are dedicated to providing a safe environment for all the learners, members, staff, and volunteers. Should a learner exhibit inappropriate behaviours (e.g., stealing, damaging DSA property or public property, or leaving the premises without permission), the training officers will address the issue immediately with the support of the Supervisor and Assistant Director. Caregivers will be informed of any such incident.

Should a learner physically assault another person, an incident report will be filed, the parents or guardian will be notified, and the learner will be suspended for a period to be determined on a case-by-case basis.

### Safety Measures During a Pandemic or a Major Health Concern:

DSA and AES are dedicated to providing safety and security for all learners and staff. This includes matters of public health. During times of heightened health precautions, due to a pandemic, or an outbreak of a contagious illness, there will be extra measures implemented to ensure that all learners and staff are safe. We seek the cooperation of all parents and caregivers, as this may require learners needing to stay home as a result of “minor sicknesses” such as cough or runny nose.

DSA will always ensure that all learners and staff are taking all precautionary measures, such as safe-distancing, taking temperature, limiting the number of people in a particular area, as well as other measures set forth by MOH and the Government.

## 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*

### AEP at DSA Centre

General Line: 6500 9321  
Operating Hours:  
Monday to Friday, 9:00 am to 4:00 pm

### ILT Centre & Thrift Shop

Blk. 17A Telok Blangah Crescent, #01-270  
Singapore 091017  
ILT Centre: 6274 2300 Thrift Shop: 62713811

ILT Centre Operating Hours:  
Monday to Friday, 9:00 am to 4:00 pm  
*Closed during Public Holidays*

Thrift Shop Operating Hours:  
Fridays, 10:30 am to 1:30 pm  
*Closed during Public Holidays*

### Key AES contact numbers

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

Supervisor (AEP): 6500 9311  
catherine@downsyndrome-singapore.org

Supervisor (ILT Centre): 6271 3811 or 6274 2300  
toddsimonson@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