

# ENRICHMENT PROGRAMMES

## Information Guide





Borne out of love and devotion by a group of parents of children with Down syndrome, Down Syndrome Association (Singapore), is a primarily self-funding, non-profit social service agency established in 1996 to support and educate families, professionals, and the public about the genetic condition. The Association is committed to providing holistic support for families and caregivers; facilitating a person with Down syndrome to attain his or her full potential; and enabling them to contribute back to the society.

### Vision

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

### 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.

## Preface

This Information Guide is written to help members and caregivers understand more about DSA's Enrichment Programmes. The information contained in this guide does not create any contractual rights or obligations for staff or families. This guide 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 members in writing. Any questions and/or concerns should be directed to the Executive (Membership & Programmes).

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## Enrichment Programmes

DSA values every individual talent and provides a platform for members to acquire new skills, nurture their interest and hone their talents. DSA conducts Enrichment Programmes catered to persons with Down syndrome and other special needs age 5 years and above in the areas of Arts, Education and Sports and Fitness. The programmes are designed to develop the capabilities of each individual and provides beneficial outcomes in various aspects.

The programmes seek to achieve the following objectives:

- Engage, educate, and inspire members.
- Encourage members to acquire new skills, nurture interest and develop talent.
- Build and strengthen members' cognitive, emotional, physical, and social developments.
- Showcase the abilities of our members.
- Change perspectives of others of the abilities of persons with Down syndrome.

## Enrolment and Attendance

Registered DSA Members will be accepted into the programme depending on vacancy and on a first come, first served basis. Members are given the opportunity to attend one trial session to assess suitability of the programme prior to confirmation of enrolment.

Learning and acquiring proficiency in skills requires time. Members are required to maintain 75% monthly attendance unless due to medical related reasons.

### Withdrawal

Caregivers are required to provide four weeks written notice of their intention to withdraw their child from the programme.

## Fees and Payment Methods

Enrichment Programme fees are charged on a monthly/term basis and varies depending on which programme your child is enrolled in. Fees All fees are due within the first five business days of each month.

There is no pro-rating, waivers or discounts in fees due to absence for short-term illness, public holidays, shut-down, family vacations or personal reasons.

Payment for Enrichment Programme fees can be made via:

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

*If you require any financial assistance, please reach out to the Family Support Services Executive.*

## Dress Code

Members are required to dress appropriately during the programme. Short-sleeved/long-sleeved t-shirts or polo shirts, Bermuda shorts, pants, or jeans and covered shoes are recommended. Sleeveless shirts or singlets are not advisable.

## Schedule

Enrichment Programme	Schedule	Age	Venue
Arts			
Visual Art	Tuesday 4.15pm to 5.45pm	10 years old and above	DSA Bishan Centre
Creative Dance (Basic)	Saturday 1.00pm to 2.30pm	9 to 18 years old	
Fusion Dance (Intermediate)	Saturday 2.30pm to 4.00pm	18 years old and above	
Drums & Percussion	Wednesday 6:00pm to 7:00pm 7:00pm to 8:00pm	9 years old and above	
Speech & Drama	Tuesday Senior: 6.30pm to 8.00pm  Saturday Junior: 2.30pm to 4.00pm Senior: 4.30pm to 6.00pm	6 years old and above	
Education			
kidsREAD	Saturday Senior: 3.00pm to 4.00pm Junior: 4.00pm to 5.00pm	8 years old and above	DSA Bishan Centre
Sports & Fitness			
Aikido	Saturday 9.00am to 10.00am	9 years old and above	DSA Bishan Centre
Bowling	Saturday 11.00am to 1.00pm	12 years old and above	Singapore Recreation Club
Zumba	Saturday 12.00pm to 1.00pm	9 years old and above	DSA Bishan Centre

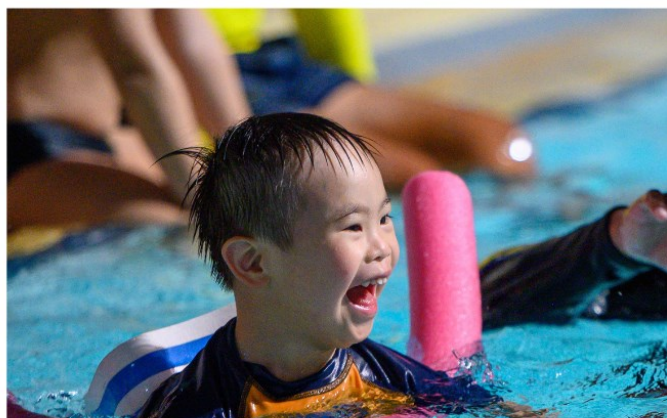
*\*Note that age categorisation indicated in the programmes acts as a guide. Members will be enrolled in the programme in consultation with Instructors and Caregivers.*

*Scan the QR code for more programme details.*









## Confidentiality

The dignity of members, families, and DSA staff will always be respected and protected in accordance with PDPA. Information about members and their families will not be disclosed to anyone other than persons who are authorised to view such information. Our staff are trained regularly about confidentiality matters and will do everything to protect your family's right of privacy.

### Photos, Videos and Media

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

- Internal purposes such as monthly reports, documentation, and programme evaluations.
- DSA's corporate newsletters and social media - Instagram and Facebook accounts for awareness, advocacy, and fundraising.

The membership application form provides a space for you to designate your consent. We will respect the wishes of caregivers who do not want their child photographed.

## Communication

Caregivers will be added to the enrolled Enrichment Programme's WhatsApp chat group to receive updates pertaining to the classes. Caregivers may send updates to DSA via telephone, WhatsApp, email, or in-person.

### 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/family member/caregiver and the Executive (Membership & Programmes).

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 members requires the relationship, between parents, family members, 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

# Safety Protocol

There are safety protocols for the following situations:

## Member missing during operating hours

When a member goes missing during the hours of the programme, relevant DSA staff will activate the standard protocol to search for the member. Parents and caregivers will be notified accordingly.

## Member missing after operating hours

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

## Behaviours of concern management processes

DSA is dedicated to providing a safe environment for all the members, instructors, staff, and volunteers. Should a member exhibit inappropriate behaviours (e.g., stealing, damaging DSA property or public property during programme hours), the Executive (Membership and Programmes) will address the issue immediately with the support of the Assistant Director. Caregiver will be informed of any such incident.

Should a member physically assault another person, an incident report will be filed, the caregiver will be notified, the situation will be assessed, and we may suspend for a period to be determined on a case-by-case basis.



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