



**Children's  
Cancer  
Foundation**



# **SERVICE GUIDE**



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**CHILDREN'S CANCER FOUNDATION** (fondly known as CCF) is a charitable organisation supported by corporate and individual donations, with a mission to improve the quality of lives of children and families affected by childhood cancer.

Our social workers and counsellors partner caregivers like yourself and medical partners at KK Women's and Children's Hospital (KKH) and National University Hospital (NUH) to offer holistic care for children and adolescents up to 19 years old. Through our public engagement effort, we seek to educate and raise awareness among schools and the general public about the special needs and challenges that children with cancer and their families face.

You and your family are not alone in facing the challenges posed by cancer. CCF, together with our partners and supporters, is part of a caring community that will look out for your child and family.

This Service Guide provides an overview of the services offered by CCF. It serves to inform you of the objectives of the services and how you can access them. These services aim to meet the unique needs and challenges that each family may face. We will continue to review and develop more services that are relevant in improving the quality of lives of children with cancer and their families.

Announcements and information about activities and services are made available on the CCF website [www.ccf.org.sg](http://www.ccf.org.sg) and notice boards at our Resource Centres within the 2 hospitals. Please refer to them for updates and schedules of activities or events.

The list of services described in this Service Guide includes –

1. Social Work & Counselling
2. Caregivers Support Programme
3. Resource Centre
4. Supervised Play @ Hospitals
5. Financial Assistance
6. Therapeutic Play
7. Very Important Brothers & Sisters (VIBS) – Sibling Support
8. Back-to-School (BTS) Service
9. Tuition & Befriending Programme
10. Childhood Cancer Transplant Programme (CCTP)
11. Social & Recreational Activities



## **Social Work & Counselling**



Caseworkers from CCF are present to support children with cancer and their families, enabling them to cope more effectively with the illness and face the consequent challenges that come with the diagnosis of childhood cancer. Caseworkers are social workers or counsellors who are trained to offer professional care.

Support provided would be multi-faceted and unique to each family, depending on the diagnosis, developmental needs of the child and family as well as their ability to cope. Some families may require information while others may require emotional support, childcare services, employment arrangements or financial assistance. Caseworkers from CCF are able to offer appropriate help, in terms of psychosocial support and practical assistance.

### ***Activities include -***

- Counselling sessions with caregivers, siblings and patients
- Follow up within/outside the hospital
- Home visits
- School visits
- Working with healthcare and community service providers to render additional support for any member of the family

**For:** Both inpatients and outpatients, cancer survivors, siblings, and caregivers, individually and as a family. The sessions can be conducted in the hospitals, and residences of our beneficiaries, mostly face-to-face and occasionally by telephone contacts.

### ***Social Work & Counselling Provide -***

- A comprehensive psychosocial assessment to determine the strengths and needs of patient and family relative to coping effectively with cancer diagnosis, treatment and follow-up care requirements.
- Development of a multidisciplinary care plan with input from patient, caregivers and medical personnel.
- Ongoing follow up on and update of the care plan

- Direct assistance to meet financial, transportation, lodging and educational needs of family members and patients.

Each child who is diagnosed with childhood cancer and treated NUH or KKH would be assigned a caseworker from CCF. Speak to the doctor if you have not been contacted by one or directly contact CCF.

**CCF @ NUH:**

Tel: 6772-4472

Email: [ccf\\_nuh@ccf.org.sg](mailto:ccf_nuh@ccf.org.sg)

**CCF @ KKH:**

Tel: 6394-1659/ 6394-1668

Email: [ccf\\_kkh@ccf.org.sg](mailto:ccf_kkh@ccf.org.sg)



**CCF @ NUH**



**CCF @ KKH**

## Caregivers Support Programme



CCF also facilitates the initiation of support groups among caregivers who undergo similar experiences so that they can share information with one another and thus, provide mutual support. Although activities differ between the two hospitals, they are designed to achieve the same objectives of promoting self care among caregivers and empowering them to assume their care-giving duties confidently.

**For:** Caregivers of both inpatients and outpatients, as a group, in the hospitals.

### ***What Caregiver Support Programme Provides -***

- A Caregiver Buddy - matching of suitable caregivers whose children have completed treatment to provide support to caregivers of children who are newly diagnosed. Hospital visits and phone contact are some of the means of support.
- Resource materials about childhood cancer for caregivers' reference.
- A starter kit, for caregivers of newly-diagnosed children, which provides useful information on the diagnosis, treatment and care of the child and practical items, such as hand sanitizer.

### ***CCF @ NUH:***

- Chill-out aims to enhance caregivers' well-being and acknowledge their care-giving efforts by offering them massage services and light snacks. Request for a schedule from your caseworker on the visits by masseurs to the hospital
- Time for a Caring Chat (TCC) serves as a platform for caregivers to come together to support one another and exchange useful tips during their children's treatment. To better equip caregivers, healthcare workers are invited to conduct educational talks.
- TCC is catered to caregivers of both inpatients and outpatients.
- TCC is held at the Outpatient Play Area located outside Ward 88. For more information, please contact CCF caseworker at 6772-4472.

**CCF @ KKH:**

- TCC Night is a night where caregivers of inpatients can share their experiences, and knowledge, and get to know one another. It is an informal support group that also gives them a chance to rest and relax. On some months, healthcare workers are invited to conduct educational talks and help caregivers in their coping with their children's course of treatment.
- TCC night is catered to caregivers of both inpatients and outpatients.
- TCC Night is held at Ward 76. For more information, please contact CCF caseworker at 6394-3779.



## Resource Centre

Within each hospital, CCF operates a Resource Centre to loan toys, games, books, magazines, electronic equipments (laptop, game cartridges, DVD player, etc.) to both inpatients and outpatients. In addition, CCF has a collection of reference books on cancer and its treatment for young persons and caregivers. Find out how you can borrow these resources for you and your child from the Programme Coordinator stationed at the Resource Centre. Please take good care of the resources on loan to you.

### **Opening Hours of the Resource Centres**

#### **NUH** (within Ward 88)

Monday to Friday

10.30 a.m. – 12.30 p.m.

2 p.m. – 5 p.m.

Saturday

10.30 a.m. – 12.30 p.m.

#### **KKH** (outside Ward 76, Room 7 T 01)

Monday to Friday

9.30 a.m. – 12 p.m.

2 p.m. – 5 p.m.

Saturday (1<sup>st</sup> and 3<sup>rd</sup> Saturday of each month)

10 a.m. – 12 p.m.



## **Supervised Play @ the Hospitals**



Our planned activities aim to serve as a source of recreation for children who are waiting for their outpatient appointments and day treatment in NUH, and for those on outpatient treatment/day therapy in KKH. Thematic activities are regularly planned and conducted by CCF staff and volunteers. Under their supervision, children can have a fun time of social interaction with one another. Caregivers, siblings, and inpatients are also warmly welcomed to participate in the activities.

**For:** Both inpatients and outpatients, siblings, and caregivers, in the hospitals.

### ***Supervised Play Area CCF @ NUH***

Outpatient Play Area located outside Ward 88

Check out the notice board at Ward 88 for the schedule

If you are interested in joining us for a scheduled time of play, please contact the Programme Coordinator at 6772-2225.

### ***Supervised Play Area CCF @ KKH***

CCF @ KKH Resource Centre

Children's Tower, Level 7, outside Ward 76. Room 7 T 01

If you are interested in joining us for supervised play, do come by during office hours.

For more information, please contact the Programme Coordinator at 6394-8236.



## Financial Assistance



CCF provides financial counselling and assistance in cash or in-kind to needy families of children with cancer. Financial assistance is to provide temporary support to families through difficult times. The caseworker assigned to your family can help you to explore ways in reducing expenses. Besides putting up an application for you to access financial assistance from CCF and assistance offered by other organisations, the caseworker can link you to other relevant resources available in the community.

**For:** Singaporeans and Singapore Permanent Residents who require additional financial support after depleting their Medisave, Medishield, insurance, savings and other sources of income/assistance.

Recipients of financial assistance are expected to demonstrate prudence and responsibility in managing their financial resources and carrying out action plan as agreed with the caseworker.

### ***Types of Financial Assistance offered by CCF:***

- Medical expenses for the treatment of cancer
- Transport allowance to the hospitals
- Allowance for food and maintenance
- Transplant expenses – Bone Marrow, Stem Cell, Cord Blood
- Schooling expenses
- Special diet and medical consumables/equipment

The above list is not exhaustive. Caregivers who wish to apply for financial assistance can approach your caseworker. Please submit the required documents to your caseworker.

***Please present the following documents:***

1. Identity card(s) of family member(s) within the same household
2. Birth certificate(s) of children (below 15 years old), if any
3. Marriage/ Divorce certificate
4. Latest payslip(s) / Declaration of unemployment or self-employment
5. CPF statement(s) / Income Tax Statement
6. Bank account passbook(s) / statements
7. Medical appointment card(s)
8. HDB booklet (for rental flat)
9. Town Council booklet/bill (service and conservancy charges)
10. Latest SP Services bill (utility bill)
11. Telecommunication bill (phone, internet, paid TV subscription etc)
12. Documents on assistance received from other organisations, if any
13. Any other relevant documents that CCF caseworker may request to reflect the income and expenditure of the household.



## Therapeutic Play



Through a variety of visual art and art modalities such as creative visualisation, therapeutic story-telling, role play, puppets and masks, drawing, music, and clay, our therapeutic play activities allow a child with cancer or any child facing difficulties to regain a sense of normalcy and mastery amidst the transitions and disruptions happening in his/her life.

It also facilitates the development of supportive relationships between the children and the adults in their lives so that they (child with cancer or the sibling) can better cope with the illness and overcome the pain, distress, anxiety and other emotions that they may experience.

**For:** Both inpatients and outpatients, cancer survivors, siblings, individually and as a group, in the hospitals and residences of our beneficiaries.

***Through therapeutic play, the caseworker can help your child and the other children in your family reap the following benefits:***

- Understand the illness and treatment in a non-threatening way through individualized medical play
- Achieve developmental progressions through developmental-supportive play that allows exploration, fine motor practice, general cognitive advances, and social development
- Find outlets for their feelings and energy in an acceptable, pleasurable and physical manner and allow them to gain increased control of their feelings and behaviours through expressive play
- Cope with pain through distraction play. The individualised support that caseworkers provide for children during medical procedures can help to reduce the pain experience.
- Cope more effectively and positively through psycho-educational group activities

All caseworkers are equipped to support your children through therapeutic play. Share your observations with your caseworker and learn how to engage your child in play as a form of support. Highlight to the caseworker any improvement or unusual behaviour of your child. The caseworker can then intervene and recommend suitable play strategies to you.

## Very Important Brothers and Sisters (VIBS)

### – Sibling Support

When a child falls sick, sibling(s) too experience a myriad of emotional and behavioural responses to the advent of illness. This could be due to changes in lifestyle, caregiving, relationships and interactions that the family has to undergo during the course of cancer treatment. As focus is largely directed towards the child who is sick, sibling(s) often feel lonely and neglected by their family.

VIBS aims to help your other child(ren) in coping with the impact of childhood cancer diagnosis in the family. VIBS reaches out to them and seeks to address their psychological, emotional and social needs. CCF aims to offer additional support to sibling(s) during this time, and to help them maintain the familial bond.

**For:** Siblings of both inpatients and outpatients, and survivors

#### **What VIBS Provides -**

- Information that caters to siblings of age 7 to 16 years old. It is for them to better make sense of the changes around and what they could do to help themselves.
- Social and recreational activities to siblings who may otherwise feel neglected.
- Tutoring support to siblings by matching them with volunteer tutors.

CCF caseworkers who specialise in sibling care will make contact and work with your child(ren) who may have difficulties in coping with the changes experienced with a childhood cancer diagnosis in the family.

If you need additional support for your other child(ren), have a discussion with your caseworker and request for sibling support.



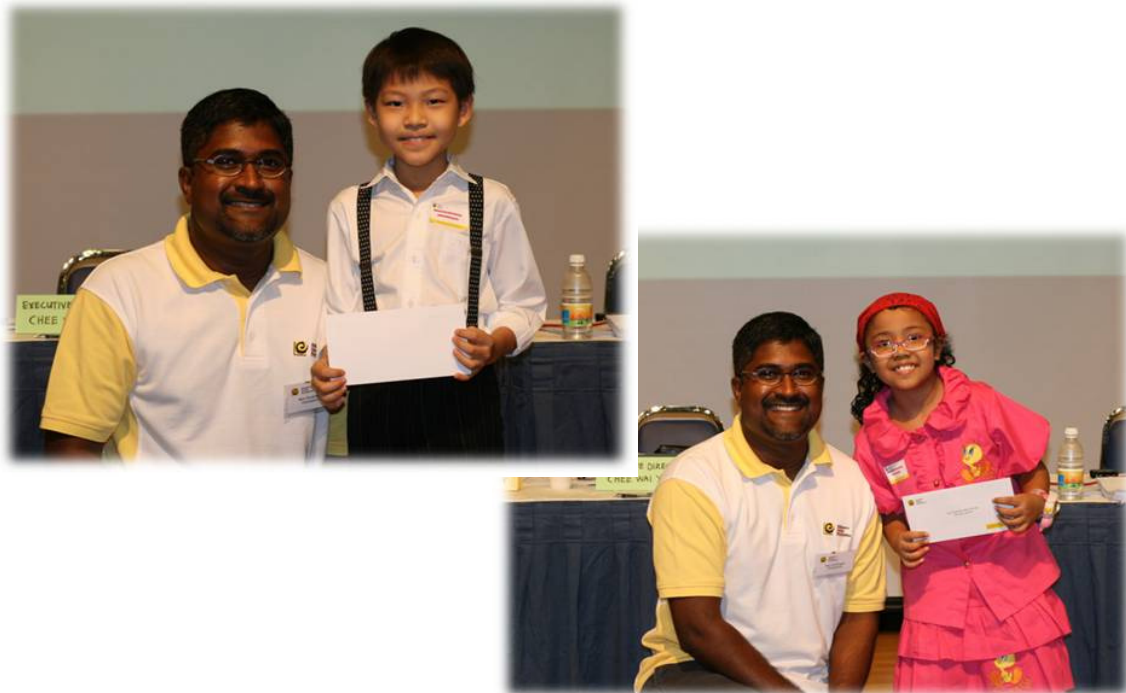
## Back-to-School (BTS) Service

With the aim of re-integrating children with cancer into schools, the Back-to-School (BTS) Service offers a gamut of services to support the smooth transition of school re-integration when he/she is found suitable to resume schooling. Your child may require exemption from certain school activities, shorter school-day, special diet and additional coaching or time to catch up with his/her work. Depending on the needs of your child, BTS caseworker from CCF will help to engage the school authorities, teachers, counsellors and classmates to support his/her individual needs.

The BTS caseworker will also work directly with your child to ease his/her anxieties and stress of returning to school after a period of prolonged absence. In regular consultation with the caregiver, your child's academic, social and emotional well-being will be monitored to ensure he/she is settling well in school.

Also, CCF has introduced the Back-to-School bursary and scholarship awards scheme in the year 2010. This scheme aims to help and encourage children who have returned to school for the first three formal schooling years since completing cancer treatment.

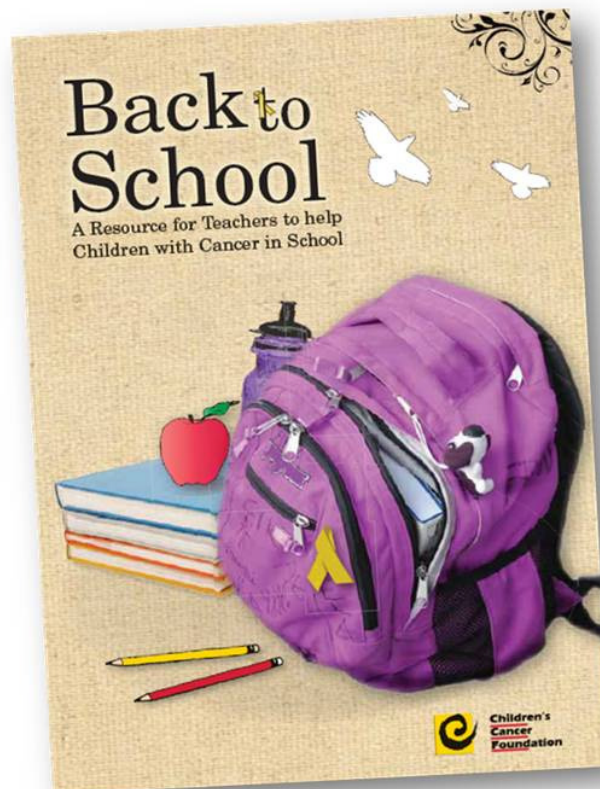
**For:** Children going back to school after their intensive treatment has completed.



***The BTS caseworker can help your child and you to-***

- Plan school re-entry with inputs from the medical team, the caregiver and the child
- Make contact, set up meetings and follow up with school personnel to address any special needs of your child
- Engage the classmates of your child through talks and activities that promote understanding of childhood cancer and the needs of the child with cancer
- Provide a Resource Guide to the teachers, offering tips on how teachers could ease the transition of children back on their schooling track after starting cancer treatment.
- Obtain a scholarship/bursary for the first 3 years of schooling since completing cancer treatment
- Match a volunteer tutor to your child
- Make provision for psychological testing if necessary

Speak to your caseworker to engage CCF Back-to-School service to support your child's transition back to mainstream schools.



## Tuition & Befriending Programme



The Tuition & Befriending Programme aims to meet the educational needs of your child(ren) and support their socio-emotional well-being.

### ***About Tutors -***

Volunteers are matched to assist children with cancer and/or their siblings with their schoolwork. All tutors have to be at least 18 years of age and show evidence of their academic attainments in the subject(s) he/she is offering to tutor. Each assignment is for one academic year. The volunteer tutor will coach your child at your residence for at least 2 hours per week.

All volunteer tutors attend an orientation by CCF and work closely with the assigned CCF caseworker to support your child. The volunteer tutor is required to give periodic feedback to the caregivers and caseworker.

***For:*** Both inpatients and outpatients, survivors, and/or siblings, from low-income families who cannot afford private tuition.

### ***About Befrienders -***

Volunteers are assigned to offer companionship to your child or his/her sibling through interaction and play. They are an additional resource to your family.

The volunteer befriender is at least 21 years old. He or she is willing to commute to the child's house and spend a minimum of 2 hours a week with the child.

***For:*** Both inpatients and outpatients, survivors and siblings.

For more information about the services offered by Tuition and Befriending Programme, please speak to your caseworker.

## Childhood Cancer Transplant Programme (CCTP)

CCF Childhood Cancer Transplant Programme aids children who are undergoing bone marrow, stem cell or cord blood transplant by relieving the financial, mental and emotional stress faced by the children and their families.

### **What CCTP provides -**

- Financial assistance for children to source for donor of bone marrow, stem cell or cord blood; transplant costs and post-transplant follow up costs
- Play support for children confined to isolation room for transplant
- Emotional support for the child with cancer, caregivers and other family members during and post transplant

**For:** Children with cancer requiring a transplant

Your caseworker will be on hand to offer the above support if your child has been identified to consider a transplant.



## Social & Recreational Activities

Our objectives for this programme are threefold: (1) to strengthen the emotive skills of children with cancer and develop their social interaction skills; (2) to enhance the emotional bond between the children and their families and, (3) to bridge and strengthen ties amongst families coping with childhood cancer.

To meet these objectives, beneficiaries from CCF are invited to a range of activities planned for them throughout the year including Family Day, Children's Day and New Year Celebration. Other opportunities for social interaction and recreation are also provided by generous corporate partners of CCF throughout the year.

**For:** Children who have recovered adequately to participate in the organised social activities with their families and other CCF beneficiaries. Immediate family members are also invited for activities that promote bonding.

CCF caseworker and the programme officer for Social & Recreational Activities will extend the invitation to you and your child. Caregivers are responsible for making decisions for their children's participation in such activities and must inform CCF of any changes in their children's health condition which may affect their suitability for participation in specific activities.



Other services offered by CCF that are not covered in this Service Guide include:

- Survivorship Programme – Opportunity Fund
- Palliative & Bereavement Programme – for children with poor prognosis and life-limiting conditions. As part of this programme, Wishlink is a scheme to help build memories for families.

If you and your child require any service that is not listed in this Service Guide, please let your caseworker know.

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### **Do you have any suggestion or feedback for us?**

Please write to [\*\*feedback@ccf.org.sg\*\*](mailto:feedback@ccf.org.sg) .

Do include your name and contact number so that we can respond to you.

Alternatively, you may speak to a Senior Social Worker or Senior Counsellor at any of our Centres listed below -

CCF @ NUH

Tel: 6772-4472

CCF @ KKH

Tel: 6394-1659/ 6394-1668

CCF Community Office

Tel: 6593-6471





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**CCF Community Office**

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**CCF @ KKH**

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Singapore 229899

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Email: [ccf\\_kkh@ccf.org.sg](mailto:ccf_kkh@ccf.org.sg)

**CCF @ NUH**

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