

1. By the Year 2030, the proportion of Seniors will rise to _____
Singaporeans are Seniors.

- 1 in 2
- 1 in 3
- 1 in 4
- 1 in 5

1 Point

Community Networks for Seniors

Feedback: 1 in 4 Singaporeans will be seniors by 2030.



2. There is a _____ chance that any Singaporean will have diabetes in their lifetime.

- 1 in 2
- 1 in 3
- 1 in 4
- 1 in 5

1 Point

Community Networks for Seniors

Feedback: There is a 1/3 chance that a Singaporean will have diabetes in his/her lifetime.

3. What is the intent of CNS?

1) To stop the population from ageing

2) To build a community with Active Ageing Programmes and Health Services for seniors to age well together

3) To build a Caring for One Another Community that provides Extra Care and Concern for Seniors with Needs and Volunteering Opportunities for seniors

4) To get help to seniors with needs quickly

1 only

1, 2 & 3 only

2, 3 & 4 only

All the above

1 Point

Community Networks for Seniors

Feedback: While we cannot stop the ageing process, we can help seniors to age well by introducing more health services and active ageing programmes in their community. We also want them to know that the community cares for their well-being and that they should take charge of their health so that they can continue doing the things they love. For seniors with needs, there are additional CNS support services for them to help them cope.

4. What does Active Ageing Programme consists of:

- 1) Exercises
- 2) Health Screening
- 3) Social Activities
- 4) Financial Planning

- 1 only
- 1 & 3 only
- 1, 2 & 3
- All the above

1 Point

Community Networks for Seniors

Feedback: Active Ageing Programmes (or AAPs) are made up of exercises and social activities. Health screenings are part of the Ageing Well Together programmes within the community. Financial planning is not part of the activities under AAP.

5. For Seniors who are physically healthy and socially active, we do not need to offer them Active Aging Programme.

True

False

1 Point

Community Networks for Seniors

Feedback: We should continue to offer active ageing programmes to seniors who are socially active to help them build a sense of community.

6. FIT+ is a 6-month long weekly intervention programme for Seniors age 65 years and above.



- True
- False

1 Point

Community Networks for Seniors

Feedback: FIT+ is a 12-week intervention programme for Seniors and not restricted to seniors 65 and above. AAP (Exercises) will continue to be organised for the seniors at the same location after the conclusion of the 12-week FIT+ programme.

7. What does Functional Screening screen for?

- Hearing, Joint & Vision
- Ear, Nose & Throat
- Oral, Hearing & Vision
- Speech, Cholesterol & Mobility

1 Point

Community Networks for Seniors

Feedback: Functional screening screens for mouth, ear and eye health.

8. Which of the following statements on Screen for Life Screening is TRUE?



- 1) Every senior needs to go for screening.
- 2) Seniors who have the 3 chronic illnesses are required to go for screening.
- 3) Seniors who do not have chronic conditions and have not been going for Health Screening in recent years will receive an invitation for screening from HPB.
- 4) Screen for Life Health Screening is free of charge for the first time.

- 3 & 4
- 1 & 2
- 3 only
- All the above

1 Point

Community Networks for Seniors

Feedback: Only seniors without the 3 Highs and have not gone for health screening in the past year will be invited for Screen For Life. PGs will enjoy Screen for Life free of charge, while CHAS card holders will pay \$2 and other eligible Singaporeans will pay \$5.

9. Which service is not part of CNS?

- Befriending
- Care Line
- Meals-on-wheel
- Subsidized hospitalisation charges

1 Point

Community Networks for Seniors

Feedback: CNS provides befriending services and Care Line for lonely and socially isolated seniors. Daily meals may be provided to the doorstep of seniors who are unable to buy or prepare meals for themselves and have no social support for help.

10. Mdm Loh moves around in a wheelchair. She requires help from her domestic worker to transfer from her wheelchair to her bed. What is her functional ability on the Adapted Clinical Frailty Scale Level (ACFS)?

- ACFS 3
- ACFS 4
- ACFS 5
- ACFS 6

1 Point

Community Networks for Seniors

Feedback: Mdm Loh is wheelchair bounded and needs help from her domestic worker to transfer from her wheelchair to her bed.

11. What are the key indicators before referring a senior for Befriender Service?

- Nobody visits, stay at home alone
- Express loneliness
- No social interaction
- All the above

1 Point

Community Networks for Seniors

Feedback: The above are all indicators of social isolation.

12. Which Service Provider(s) will contact the senior directly after PGO's referral?

1) Health Promotion Board (HPB) for HPB-run Active Ageing Programmes and Regional Health Systems (RHSes) for community health screenings

2) People's Association (PA) for PA-run Active Ageing Programmes

3) Community Befriending Programmes (CBP) Service Providers for befriending services

4) Red Cross for Medical Escort Transport services

- 1 & 4 only
- 2 & 3 only
- 1 & 3
- All the above

1 Point

Community Networks for Seniors

Feedback: We should let seniors know that service provider may get in touch with them directly if they are signing up for HPB-run AAPs, RHS-es for Community health screenings (for reminder calls). Service providers for befriending services will also get in touch directly with the senior. We should still continue to seek consent from seniors to share information for PA-run AAPs and care and support services such as Medical Escort Transport. This is to facilitate the sign-up/referral process. However, seniors will not be receiving any reminder calls for PA-run AAPs. For care and support services, seniors will receive calls from our CNSD colleagues, instead of the service provider.



13. In customising the CNS leave behind for a pioneer, under the healthcare section you should tick the Higher Polyclinic and CHAS subsidies to customise the collateral.

- True
- False

1 Point

Community Networks for Seniors

Feedback: Pioneers enjoy higher health care subsidies with the Pioneer Generation Package (PGP). When engaging a Pioneer, we should use the PGP – MSHL leave behind to explain healthcare subsidies, whereas the CNS leave behind should be used to explain everything else (CNS, Daily Expenses & Extra Support)

14. Community Networks for Seniors (CNS) is about Active Ageing Programmes.

- True
- False

1 Point

Community Networks for Seniors

Feedback: Explanation: CNS is about building a strong community support system to care for and help seniors age well. As part of this effort, more programmes and services will be available to help our seniors age well in a caring community. These programmes and services include Active Ageing Programmes, Health Screenings, Care & Support Services and Volunteering Opportunities. By joining these activities, our seniors can stay healthy, get to know their neighbours and look out for one another! As PGAs, with our community partners, we also play a part in building this community of care!



15. Mdm Noraini lives in a 2-room HDB flat. She is on the ComCare Long Term Assistance Scheme. She qualifies for Silver Support Scheme (SSS) and will receive \$___ of SSS payout per quarter.

- \$300
- \$450
- \$600
- \$750

1 Point

Financial Support - Silver Support Scheme

Feedback: Seniors who are on ComCare Long Term Assistance Scheme (also known as Public Assistance) will receive a Silver Support payout of \$300 per quarter, regardless of their type of residence, to help them cope with their daily living expenses. Together with ComCare, a single elderly person will get \$600 in cash assistance per month (or \$1,800 per quarter). This is on top of free medical care and supplementary community assistance.

16. For a Singapore Citizen to be eligible for Silver Support Scheme (SSS), his the total CPF contribution by the age of 55 cannot exceed \$ _____ ?

- \$50,000
- \$65,000
- \$70,000
- \$75,000

1 Point

Financial Support - Silver Support Scheme

Feedback: SSS is intended to be a safety net for Seniors who have worked in low-paying jobs all their lives and are unable to save much for their retirement. One of the eligibility criteria for the scheme, based on this indicator, is that Seniors would not have contributed more than \$70,000 to their CPF by age 55.

17. Mr Teo is 68 years old and owns a 3-room HDB flat. However, he goes over to his daughter's 5-room HDB flat every day to take care of his grandson. How much Silver Support Scheme (SSS) payout will he most likely receive per quarter should he qualify for the scheme?

- \$300
- \$450
- \$600
- \$700

1 Point

Financial Support - Silver Support Scheme

Feedback: The SSS payout is based on the registered address on Mr Teo's NRIC. In this case, his NRIC address is likely to be his 3-room flat as he is staying there and only goes to his daughter's house in the day to take care of his grandson. Eligible Seniors who live in 3-room flats will receive a SSS payout of \$600 per quarter.

18. The criteria on CPF contributions by age 55 for the Silver Support Scheme (SSS) involves which of the following CPF accounts?

- Medisave and Ordinary Account
- Medisave and Special Account
- Ordinary and Retirement Account
- Ordinary and Special Account

1 Point

Financial Support - Silver Support Scheme

Feedback: Total CPF contributions refers to the total amount of money a senior has put into their CPF Ordinary and Special Accounts by age 55, and includes the amount withdrawn for housing, education and investment. It does not include money put into Medisave.

19. For self-employed Seniors, which of the following is NOT a criterion to qualify for Silver Support Scheme (SSS)?

- Housing type
- Bank account balance
- Average Annual Net Trade Income
- Household monthly income per person

1 Point

Financial Support - Silver Support Scheme

Feedback: Self-employed Seniors will still need to satisfy the basic eligibility criteria of age, housing type, household monthly income per person and total CPF contributions. They will also need to satisfy an additional criteria that their Average Annual Net Trade Income cannot be above \$22,800 when they were between the ages of 45 and 54.

20. Singapore Citizens who are eligible for Silver Support Scheme (SSS) and have a bank account registered with CPF Board will receive payouts in the form of _____.

- Cash which will be credited to their CPF account.
- A cheque which will be sent to their home address.
- A cheque which will be sent to their registered bank account.
- Cash which will be credited into their registered bank account

1 Point

Financial Support - Silver Support Scheme

Feedback: Silver Support Scheme provides eligible Seniors with cash payouts to help them cope with retirement needs. For those with a bank account registered with CPF, cash will automatically be credited to their account. They will receive a cheque at their registered NRIC address only if they do not have a registered bank account.

21. To be eligible for Silver Support Scheme (SSS), a Singapore Citizen should live in a household with a monthly income per person of not more than \$_____.

- \$1,000
- \$1,100
- \$1,800
- \$2,600

1 Point

Financial Support - Silver Support Scheme

Feedback: This is the same eligibility criteria used for CHAS blue card to identify lower-income households.

22. The data cut-off date to determine Seniors' Silver Support Scheme (SSS) annual eligibility is 30th day of _____ ?

- September
- June
- April
- March

1 Point

Financial Support - Silver Support Scheme

Feedback: SSS eligibility is assessed automatically every year. MOM uses data as at 30th April to determine Seniors' eligibility for the upcoming year. For instance, in 2017, MOM assesses Seniors' eligibility based on data as at 30th April 2016. Eligible Seniors will be sent notification letters in December 2016.

23. How often is the GST Voucher – U-Save rebate given out?

- Annually
- Quarterly
- Twice a year
- Three times a year

1 Point

GST Voucher Scheme

Feedback: GST Voucher – U-Save provides lower- and middle- income Singaporean HDB households with quarterly rebates to offset their utilities bills. It is given out in January, April, July and October each year.

24. Mdm Tan is 88 years old and lives in a 4-room HDB flat. How much GST Voucher –Medisave top-up is she eligible for?

- \$200
- \$350
- \$400
- \$450

1 Point

GST Voucher Scheme

Feedback: As she lives in a HDB flat, the Annual Value of her home is likely to be below \$13,000. Hence, she will be receiving \$450 based on her age (85 and above).

25. The eligibility for GST Voucher – U-Save is assessed every

_____.

- April
- August
- Quarter
- December

1 Point

GST Voucher Scheme

Feedback: GST Voucher – U-Save provides lower- and middle- income Singaporean HDB households with quarterly rebates to offset their utilities bills. It is assessed quarterly and given out in January, April, July and October each year.

26. Which of the following statements is FALSE?



- GSTV is a permanent scheme.
- GSTV — Cash is paid every July.
- To be eligible for GSTV, you cannot own more than 1 property.
- From July 2017, there will be a permanent increase in GSTV – U-Save rebates.

1 Point

GST Voucher Scheme

Feedback: GSTV-Cash is paid every August and the One-off Special Payment GSTV-Cash, if announced) is paid out in Nov The permanent GST Voucher scheme was introduced by the Government in Budget 2012 to help lower-income Singaporeans. One of the eligibility criteria for all 3 components of GSTV is that the citizen cannot own more than 1 property. From July 2017, there will be a permanent increase in GSTV – U-Save rebates to help lower-and middle-income households cope with the increase in water prices.

27. Mr Lee is a Singapore Citizen who owns and lives in a 4-room HDB flat with his wife. His wife who co-owns the flat with him also has a family shop house under her name. Is Mr Lee's household eligible for GSTV —U-Save?

- Yes
- No

1 Point

GST Voucher Scheme

Feedback: One of the eligibility criteria for GSTV — U-Save is that immediate family members living in the same flat must not own more than one property. Mrs Lee does not satisfy the criteria as she co-owns the 4-room HDB flat with Mr Lee and also has a family shop house under her name.



28. Which of the following is not a benefit under the PAssion Silver Concession Card?

- Seniors enjoy 3% off at NTUC on Tuesdays and Cold Storage on Wednesdays.
- Seniors get at least 25% off adult stored value card fares for public transport.
- Seniors can tap for longer crossing time at Green Man + pedestrian crossings.
- Seniors get exclusive privileges at all Community Centres and other People's Association outlets.

1 Point

PAssion Silver Concession Card

Feedback: Seniors enjoy 3% off at Giant on Tuesdays and Cold Storage on Wednesdays.

29. The Disability Assistance Scheme (DAS) payout will be given to eligible Pioneers for _____.



- Life
- 60 months
- 72 months
- 10 years

1 Point

Healthcare Schemes Pioneer Generation Package

Feedback: Pioneers who qualify for the Disability Assistance Scheme will receive a lifelong cash assistance of \$100 each month to help them with their care expenses.

30. Senior turning age 65 in 2018 can apply for Disability Assistance Scheme?

- True
- False

1 Point

Healthcare Schemes Pioneer Generation Package

Feedback: The DAS scheme is only applicable to a special group of Seniors. They are our Pioneer Generation.



31. A Pioneer who wishes to apply for the Disability Assistance Scheme (DAS) must complete an application form and a

- Functional Ability Report
- Family Assessment Report
- Fitness Assessment Report
- Functional Assessment Report

1 Point

Healthcare Schemes Pioneer Generation Package

Feedback: Pioneers who need permanent help with at least 3 out of 6 Activities of Daily Living (ADL) can visit any Fully registered doctor under Singapore Medical Council (SMC) • Registered nurse under Singapore Nursing Board (SNB) • Fully registered physiotherapist or occupational therapist under Allied Health Professions Council (AHPC) to perform a functional assessment and fill up the Functional Assessment Report (FAR).

32. The MediShield Life Pioneer Generation Premium Subsidies for those aged 80 this year is_____.



- 40%
- 44% - 54%
- 54% - 59%
- 60%

1 Point

Healthcare Schemes Pioneer Generation Package

Feedback: MediShield Life Pioneer Generation Premium Subsidies are given based on age next birthday. Seniors who are 80 this year will be 81 on their next birthday, thus they will be eligible for 54-59% subsidies on their MSHL premiums.

33. A Pioneer born in 1949 will receive \$600 in Medisave top-ups when he is 75 years old.

- True
- False

1 Point

Healthcare Schemes Pioneer Generation Package

Feedback: As Medisave top-ups for the PGP is cohort-based, a Pioneer who is born in 1949 will continue to receive \$200 Medisave top-up in July every year regardless of age.

34. For Integrated Shield Plans (IP), the amount of Medisave that can be used to pay for the IP premium top-up is capped by the

_____.

- Additional Premium Limit
- Additional Withdrawal Limit
- Additional Premium Subsidy
- Additional Premium Support

1 Point

Medishield Life

Feedback: Medishield Life premiums can be covered fully by Medisave. There are Additional Withdrawal Limits (AWLs) so that Singaporeans can use Medisave to pay the premiums for the private portion of their IPs, up to a certain cap. For those aged 1-40, the AWL is \$300; for those aged 41-70 the AWL is \$600; for those 71 and above, the AWL is \$900.

35. Which of the following option states the qualifying criteria for the MediShield Life Premium Subsidies?

- Residential status and income status
- Residential status and property ownership
- Household monthly income per person and HDB flat room type
- Household monthly income per person, Annual Value of home and property ownership

1 Point

Medishield Life

Feedback: MediShield Life covers all Singaporean Citizens and PRs. Premium subsidies is a permanent feature of the Medishield Life scheme. It is meant to help lower- to middle-income families to cope with the cost of basic healthcare premiums. Those who live in homes with AV more than \$21,000 or who own more than one property will not be eligible for this subsidy. PRs may be entitled for premium subsidies but will receive half the subsidy rate applicable to citizens.



36. What are possible ways to advise a Senior who asks if he should drop his Integrated Shield Plan (IP) since MediShield Life seems good enough? (Check all that apply)

- It's your decision.
- Do you want to choose your own doctor?
- It'll be good to seek further advice from your financial agent.
- If you want to lower your healthcare costs you should drop your IP

1 Point

Medishield Life

Feedback: We can advise Seniors about the additional benefits provided by IPs, namely the ability to stay in better ward classes and choose their doctor. We should also highlight that premiums increase with age. However, we are not in a position to tell senior to buy or drop their IPs and should emphasise that it is their decision and they should discuss it with their financial agent.

37. Who is covered under MediShield Life?



- Only Singaporeans
- Those who have no pre-existing conditions
- All Singaporeans and Permanent Residents
- Those who were not previously rejected by insurers



1 Point

Medishield Life

Feedback: Medishield Life is for all Singaporeans and PRs. It covers people who have pre-existing conditions, including those who were previously rejected by other insurers.

38. What is the additional MediShield Life premium payable for those with serious pre-existing conditions?

- 5%
- 10%
- 20%
- 30%

1 Point

Medishield Life

Feedback: Those with serious pre-existing conditions may have to pay additional 30% premiums for 10 years.

39. Who is considered a member of the household in the calculation of MediShield Life Premium Subsidies?

- People living in the same registered address (as in NRIC)
- Family members related by blood living in the same registered address (as in NRIC)
- Family members related by blood, marriage and/or legal adoption
- Family members related by blood, marriage and/or legal adoption, and same registered address (as in NRIC)

1 Point

Medishield Life

Feedback: Tenants living at the same address are not considered household members. Family members not living at the same address are also not considered household members.



40. MediShield Life (MSHL) Premium Subsidies serves to help lower- to middle-income Singapore Citizens and Permanent Residents with household monthly income per person of up to \$_____ and living in residences with an Annual Value (AV) of \$21,000 or less.

- \$1,100
- \$1,800
- \$2,600
- \$3,000

1 Point

Medishield Life

Feedback: In order to qualify for the MSHL Premium subsidy, Singaporeans must meet all 3 criteria: • the person must be living in a HDB flat or in private housing with an annual value of \$21,000 or less • has a household monthly income per household member of \$2,600 or less • Has no more than one property to his name, including commercial properties

41. Part of the hospitalisation bill has to be paid by the patient while the rest is taken care of by MediShield Life. Patient pays

-
- Deductible and co-insurance
 - Deductible and bill above the claim limit
 - Co-insurance and bill above the claim limit
 - Deductible, co-insurance and bill above the claim limit

1 Point

Medishield Life

Feedback: Deductibles help to filter out the small bills, while co-insurance ensure that patients bear part of the responsibility for taking care of their health. Patients will also be responsible for paying the portion of the bill that exceed claim limits. However, 90% of bills (B2/C Class wards) do not exceed claim limits. All these components can be paid for using Medisave or cash.

42. Medishield Life provides coverage for hospital bills in which ward class in a public hospital?

- Ward A
- Ward B1, B2 and C
- Ward B2 and C
- All ward classes but pegged at Ward B2/C charges

1 Point

Medishield Life

Feedback: Medishield Life payouts are pegged at subsidised bills at Class B2/C wards and subsidised outpatient treatments at public hospitals. Hence, bills incurred for better ward classes, private hospitals and non-subsidised outpatient treatments are pro-rated for Medishield Life claims.



43. A senior sublets a room of his HDB flat to a tenant. What is the correct approach when applying for the Community Health Assist Scheme (CHAS)?

- No need to include the tenant particulars.
- Provide both senior and tenant particulars.
- Include tenant particulars only if his NRIC address is the same as the senior.
- Senior is ineligible as rental income is computed as part of total household income.

1 Point

Community Health Assist Scheme (CHAS)

Feedback: Household monthly income does not include tenant's income as tenants are not considered household members. However the tenancy agreement should be attached with the application form.

44. Seniors with household monthly income of less than \$1,100 but property AV of above \$21,000 can still qualify for CHAS Blue.

- True
- False

1 Point

Community Health Assist Scheme (CHAS)

Feedback: AV of home only kicks in if there is no household income. Otherwise, Seniors will be eligible for CHAS Blue if their household monthly income is less than \$1,100.

45. Can Medisave be used at CHAS clinics?



- No, Medisave can only be used for hospital bills.
- No, Medisave can only be used at hospitals and polyclinics.
- Yes, Medisave can be used to pay for all CHAS clinic bills.
- Yes, Medisave can be used to pay for selected chronic conditions at CHAS clinics.

1 Point

Community Health Assist Scheme (CHAS)

Feedback: There are currently 19 chronic diseases under Chronic Disease Management Programme (CDMP), for which Seniors can pay for treatment using up to \$400 per account from their Medisave, or up to 10 family members' accounts.

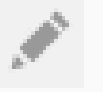
46. Which of the following schemes are designed to help elderly Singapore Citizens if they need help with 3 or more Activities of Daily Living (ADLs)? (Check all that apply)

- ElderShield
- Disability Assistance Scheme (DAS)
- Foreign Domestic Worker Grant (FDWG)
- Interim Disability Assistance Programme For the Elderly (IDAPE)

1 Point

OthersAIC Schemes

Feedback: ElderShield is a severe disability insurance scheme which provides basic financial protection to those who need long-term care. Eligible Seniors receive a cash payout of \$300/month for 60 months or \$400/month for 72 months, depending on the scheme they are on. IDAPE is a government assistance scheme that provides financial help to needy and disabled elderly Singaporeans who were not eligible to join ElderShield when it was launched in 2002. It provides eligible Seniors with \$150 or \$250 in cash a month, depending on their household monthly income per person, for a maximum period of 72 months. PioneerDAS provides \$100 cash a month for life to Pioneers who have disabilities and need permanent assistance with 3 or more ADLs. FDW Grant is a \$120 monthly cash payment given to families who need to hire a FDW to care for their loved ones who require permanent assistance with 3 or more ADLs.



47. Families who qualify for the Foreign Domestic Worker Grant (FDWG) receives a monthly grant payment of

- \$80
- \$100
- \$120
- \$140

1 Point

Others AIC Schemes

Feedback: FDW Grant is a \$120 monthly cash payment given to families who need to hire a FDW to care for their loved ones who require permanent assistance with 3 or more Activities of Daily Living (ADLs). The FDW needs to attend a Caregiver Training by any approved AIC caregiving training provider.

48. A Pioneer who is already on IDAPE will automatically qualify for DAS.

- True
- False

1 Point

OthersAIC Schemes

Feedback: As the eligibility criteria for PioneerDAS is less stringent, Pioneers who are receiving payout from Eldersfield, IDAPE or FDWG are automatically included in PionnerDAS but not vice versa.

49. Which of the following improvement is provided under the HDB EASE package?



- Wall painting
- Grab bars
- Window grilles
- Bathroom doors

1 Point

Others HDB EASE

Feedback: The 3 improvement items offered by EASE are: grab bars, anti-slip floor treatment and ramps.

50. While there are no special Pioneer benefits for A&E treatments, all Singaporeans receive a standard subsidy of _____.

- 40%
- 50%
- 60%
- 70%

1 Point

Others

Feedback: A&E is a safety net to help save lives and charges have to be kept simple and affordable. Hence, all Singaporeans receive a standard subsidy of 50% regardless of age or income.

51. All patients referred by CHAS clinics can enjoy subsidised treatment at Specialist Outpatient Clinics (SOCs) in public hospitals and National Specialty Centres.

- True
- False

1 Point

Others

Feedback: Not all patients referred by CHAS clinics can enjoy subsidised SOC treatment. Referrals through CHAS clinics only applies to Pioneers and CHAS card holders. The referral should also be made using a referral letter that bears the CHAS letterhead and should not indicate choice of doctor. Patients who are not Pioneers or CHAS card holders should go through polyclinics to enjoy subsidised SOC treatment.

52. Under the Flexi-Medisave Scheme, what is the maximum amount of Flexi-Medisave that a patient aged 65 and above can use per year?

- \$100
- \$150
- \$200
- \$300

1 Point

Others

Feedback: Each patient can use up to \$200 under the Flexi-Medisave scheme. If the spouse is also aged 65 or above, the money can be drawn from the patient's account or the spouse's account.

53. A senior and his wife live in a landed property. They are both no longer working. Will they be eligible for hospital in-patient subsidies at public hospitals Class B2 and Class C wards?



- Yes
- No

1 Point

Others

Feedback: Hospital subsidies received for Class B2 or Class C wards are dependent on the tax-declared income or for non-working patients, the value of their home.

54. Mr and Mrs Lum are both Pioneers. PGA Tan & PGA Lee visited them but Mr Lum was not at home. Which of the following is the correct practice:



- Engage Mrs Lum and submit Mrs Lum's PEF. Indicate on Mr Lum's profile that he refused to be engaged.
- Engage Mrs Lum and ask her about her husband. Submit Mr Lum's and Mrs Lum's PEFs, indicating on Mr Lum's that he was incapable of being engaged.
- Engage Mrs Lum and submit Mrs Lum's PEF. Ask to return to engage Mr Lum and indicate on Mr Lum's profile form that he is not in.
- Engage Mrs Lum and ask her about her husband. Submit Mr Lum's and Mrs Lum's PEFs, indicating on both that 2 Seniors were engaged.



1 Point

Operations

Feedback: For an engagement to be deemed as successful, the engagement must be done in person face to face with the Pioneer/senior during the house visit, unless the Pioneer is medically unfit to be engaged. In this case, Mr Lum is capable of engagement but is temporarily unavailable. In such cases, we should check on his availability, get a contact number in order to make an appointment to visit him when possible.

55. During a visit, PGA Ahmad & Tina was told by Mdm Ow's son that she has been living in a nursing home for the past 3 months. Which of the following is the correct practice:

- Engage Mdm Ow's son and submit PEF for Mdm Ow, indicating that she was incapable of engagement
- Engage Mdm Ow's son but do not submit PEF.
- Request to visit Mdm Ow at the nursing home with her son
- Indicate on the profile form that Mdm Ow is not in.

1 Point

Operations

Feedback: For an engagement to be deemed as successful, the engagement must be done in person with the senior during the house visit, unless the senior is medically unfit to be engaged. For Seniors who are not capable of being engaged, they should be present or at least sighted during the engagement so that we can observe if Seniors are well-cared for. For Mdm Ow's case, as she is living in a nursing home, we should request to visit her in the presence of her son if possible.

56. During a visit, PGA Loh & Raj was informed by Mr Ang's wife that he has passed away 2 weeks ago. Mrs Ang is not a senior. Which of the following is the correct practice:

- Interview Mrs Ang and submit a PEF for Mr Ang, indicating he was incapable of engagement.
- Send condolences and leave the flat. Indicate on the profile form that Mr Ang is deceased.
- Interview Mrs Ang but do not submit PEF. Indicate on the profile that Mr Ang is deceased.
- Interview Mrs Ang and submit a PEF but backdate it to 3 weeks ago

1 Point

Operations

Feedback: For an engagement to be deemed as successful, the engagement must be done in person with the senior during the house visit. As Mr Ang has passed away, we should indicate on the profile form and inform our PC so that we do not attempt to visit again. We should also be sensitive by leaving our respects but not disturbing their family during their period of grief.

57. How often must I check on my tablet, ID tag and Profile forms during the course of the engagements?

- 1) At the start of the deployment
- 2) At the end of every engagement and/or before leaving any place
- 3) At the end of the deployment
- 4) No need to check as my PC will take care of it

Please select one of the option below.

- 1 & 3 only
- 1, 2 & 3
- 4 only
- All of the above

1 Point

Operations

Feedback: PGAs should be aware and accountable for the engagement materials (tablet, Profile Forms, PEFs, Summary sheet, ID tags, engagement collaterals) collected from their PC. They should also make sure the tablet is functioning. At the end of each engagement and/or leaving any place, PGAs should perform the necessary checks to ensure the relevant engagement tools are still in their possession.

58. What is the first thing you should do if you realised that you have lost your tablet, ID tag or a Senior's profile form ?

- Keep quiet and hope my PC does not realise
- Call the Police
- Call my PC
- Return to search senior's house without informing my PC

1 Point

Operations

Feedback: Discovery of loss should be reported to the PC immediately while the search is ongoing. The PC will then inform the Programme Manager for guidance. This pertains especially to the tablet, ID tag, Profile Forms, PEFs that have been filled in and Summary sheets.

59. When do I record the engagement time in the PEF and Engagement Summary Sheet?

- Record when engagement commences and ends
- Record at the end of the day when keying in the PEF
- No need to record as my PC will take care of it
- Record whatever time I prefer

1 Point

Operations

Feedback: It is mandatory to record the time at the start and end of each engagement to ensure its accuracy.

60. How do I request to take a photo with our senior, at the end of an engagement?



- No need to ask, just force the senior to take a photo
- Inform the senior that taking a photo is for audit purposes
- Secretly take a photo of the senior without asking for permission
- Ask senior politely if we can take a photo, do not force senior if he declines

1 Point

Operations

Feedback: Photos should only be taken with the permission of the senior. We take photos because we want to touch the lives of our Seniors, and having photos help us bring their stories to life, so that we can work with our partners to make a difference in their lives.

61. Ms Kuah does not have any children and is not in contact with her family. She relies solely on her savings for her expenses. How do you answer PEF F3 Does the senior have enough financial support from his/her family?



- Yes
- No

1 Point

OthersPEF

Feedback: Ms Kuah has no financial support from her family.

62. Mr Oh did not go for his eye check-up at SNEC last week because he had to bring his cat to the vet. Mr Oh usually keeps his medical appointments and will go for his reschedule appointment next week. Do you tick “Has missed appointments?”

- Yes
- No

1 Point

OthersPEF

Feedback: While Mr Oh has missed an appointment, the intent of this question is to check if the appointment will affect treatment for his condition. Mr Oh missed the check-up this month due to special circumstances and has rescheduled it so that his condition is still being followed-up on. However, you should also ask Mr Oh if this was the only the check-up he missed.

63. We visited Mdm Seeta who is 75 years old and wheelchair bound. She lives in a 3-room purchased flat with her 76 year old husband, who is healthy. Mdm Seeta is bubbly in nature and enjoys going to the RC corner under her block to play Bingo. Her husband cooks for her although he generally makes simple meals such as instant noodles and plain porridge. Mdm Seeta shared that she does not like her husband's cooking. Which of the following services and programmes can we share with her in this scenario?

- 1) MOW
- 2) Case management
- 3) Befriending
- 4) Health talks
- 5) Cooking demo

1 Point

Care and Support

- 1 & 4
- 4 & 5
- 3 & 5
- 2 only

Feedback: Explanation: Unless shared further otherwise, Mdm Seeta and her husband generally seem quite independent and even socially engaged inspite of Mdm Seeta being wheelchair bound. This is commendable and should be encouraged. In this case, Mdm Seeta does not seem to be at risk of social isolation nor lacking social support, thus she may not need additional Care and Support services at this point of time. Nonetheless it does seem like their meals are lacking nutrition due to the simple meals her husband cooks. We could encourage them to go to the Health Talks and Cooking Demo organised in their area. This will enable them to learn how to prepare tasty but healthy meals and get tips on living a healthier life.

64. Mdm Siti is 95 years old and lives with her son, Mr Osman, in a 3-room flat. When we visited her she seemed friendly but was not very responsive to our questions. Mr Osman then shared that she has dementia and has been having difficulty sleeping. Mr Osman himself seemed tired as he does shift work, but that allows him to look after his mother in the day when his wife is at work and two young children are in school. He expressed being worried about being able to care for Mdm Siti, especially when she seems to be getting weaker needing more help when moving around, and seeing the doctor more frequently as she feels unwell. Which of the following services would you indicate as a follow-up for Mdm Siti and her family?

- Befriending
- Caregiver Support
- Meals-on-Wheels (MoW)
- Medical Escort & Transport (MET)

1 Point

Care and Support

Feedback: Explanation: Mdm Siti's family exhibits all the indicators seen in the CNS Checklist for Caregiver Support service. This would be a key priority due to Mdm Siti's age and Mr Osman's caregiving challenges of juggling a job but also caring for a frail Mdm Siti. Due to her age and little response to the SGAs, Befriending would not be as suitable a service. With Mr Osman's current support, Mdm Siti most likely would not qualify for schemes such as MoW and MET at this point of time.

65. Which of the following seniors is likely to need Medical Escort & Transport (MET) service?

- Senior is wheelchair bound but has been able to go for his medical appointments by taxi.
- Senior lives alone and has difficulty walking so he often misses his doctor's appointments.
- Senior is wheelchair bound but has strong family support to rely on for his day to day needs.
- Senior is healthy but often misses his doctor's appointments as he is too busy to go for them.

1 Point

Care and Support

Feedback: Explanation: Seniors who have strong social support and financial ability to go for doctor's appointment should be encouraged to remain independent, even if they have mobility issues. MET is meant to help those who have mobility issues, but face difficulty attending medical appointments as they have no one to accompany them to see the doctor. It could also include those lacking cognitive ability to travel alone. Do note that this service has a fee, but there are subsidies granted through means-testing.



66. If a senior expresses interest to submit an SMF application, SGAs should first

- Assist with the application form
- Explain the co-payment amount
- Pass the application form to them

Enquire if the senior already has an existing appointment at hospitals/polyclinics.

- If yes, we should advise them to submit an application when they go for their appointment

1 Point

Others AIC Schemes

Feedback: Explanation: Hospitals/polyclinics would have the most updated information on the seniors existing condition and as such would accurately recommend the relevant assistive device for the senior. If the senior does not have an existing appointment and meets the eligibility criteria, we can assist with the application form. A point to remember is that SMF devices are one device per category per lifetime for each senior.

67. Mifi device can be used to surf the internet for non-SGO related matters

- True
- False

1 Point

Operations

Feedback: Explanation: Mifi device should only be used to connect to the internet for SGO related matters. To conserve the Mifi's battery life, we recommend turning off the Mifi when it is not needed.

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