



UNCOMMON VOICES

BREAKING FREE FROM THE CYCLE OF PAIN

A FOCUS ON TRAUMA-INFORMED CARE

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About MWS

Methodist Welfare Services is purposed to serve the disadvantaged and distressed, as Christ Jesus has taught us, regardless of age, race and religion.

We support all who live under the strains of poverty of relationships, physical and socio-emotional health, and finances by providing an integrated and holistic helping process for every person who comes through our doors.

This includes a spectrum of care that ranges from community-based social and health programmes for seniors to in-residence nursing and rehabilitative care, home-based care and hospice services, counselling and therapy, as well as debt relief and asset-building programmes.

Working in close partnership with churches and the community across the island, we look to the day when all who call Singapore home will truly be able to have life to the full.

In this issue

FEATURE

04 Breaking Free
from the Cycle of Pain

SPOTLIGHT

10 Learning about Trauma
from an Abuse Survivor

12 Triumphant over Trauma

14 A Positive Start

18 What Positive Impact Would
You Like To Make Today?

CEO's Message

Positive Interventions for Those Impacted by Adverse Life Experiences

As part of my personal volunteering work, I have seen first-hand what domestic violence can do to women and their children.

I feel a strong sense of injustice for these individuals who have been subjected to abuse, threats or beatings over and over again by a family member who is supposed to love, honour and protect them. My heart also breaks when I learn of children being deprived of basic needs like food, clothing and medical care, or treated as human punching bags.

Although domestic violence has come to be associated with physical abuse, it can also entail emotional, psychological and sexual abuse, as well as neglect.

These women and children need all the help they can get to leave this cycle of abuse, find a way to overcome the trauma inflicted on them, and move on to lead healthy, happy lives as contributing members of society.

At MWS, we have a holistic approach towards addressing issues arising from the impact of adverse life experiences. These interventions cater to the needs of the vulnerable groups we are serving — families who have experienced abuse or violence as children and traumatic events as adults, and girls who have been affected by adverse childhood experiences (ACEs).

We also want to be able to mitigate the early signs of problems in families before they spiral into more serious issues later in life. The MWS Family Support Programme is an upstream initiative that works with schools to identify parents who are not able to cope with parenting, before the families

become really distressed. It uses the evidence-based Positive Parenting Program (Triple P) to help parents manage their child's behaviour with the aim of preventing future problems.

Distressed families with adverse life experiences form the majority of cases that come through the doors of the MWS Family Service Centres. To serve them better, the centres now incorporate trauma-informed care knowledge in its practice, especially in the way staff understand and interact with clients to collaborate on the crafting of case plans to manage the impact of adverse life experiences. The aim is to provide support services in a way that is accessible and appropriate to those who may have experienced trauma.

All the at-risk youths at MWS Girls' Residence have been through one or more ACEs. They are placed on a trauma-informed therapeutic programme that considers the insights and impact from trauma. The programme includes an individualised care plan, techniques for managing post-traumatic stress symptoms, as well as activities and programmes designed to support the healing process.

This person-centric approach in understanding circumstances and root causes to bring about interventions that can make a sustainable difference in the lives of the vulnerable is at the heart of the MWS mission.

Psalm 140:12 says, "I know that the Lord will maintain the cause of the afflicted, and will execute justice for the needy."

Regardless of when we positively intervene in the lives of those who have experienced adverse life experiences, I pray that we are able to guide them out of the darkness, put them on the right path to recovery, and give them hope for a brighter future.

MS JUNIE FOO
MWS CHIEF EXECUTIVE OFFICER



Breaking Free from the Cycle of Pain



Recent statistics suggest that child abuse cases are on the rise, while 2 out of 3 adult residents in Singapore have faced adverse childhood experiences. We take a closer look at how MWS supports troubled youths and distressed families.

Most of us have likely read distressing news of children being physically abused, neglected or affected by their parents' divorce. You may even know such individuals within your own community or have come across them in the course of your work.

These adverse childhood experiences (ACEs), typically occurring from birth till the age of 18, are more common here than some may think.

According to a study led by researchers from the Institute of Mental Health (IMH), the Ministry of Health (MOH) and

National University of Singapore (NUS), about 2 in 3 or 64% of adult residents in Singapore had experienced at least 1 ACE in the first 18 years of their life. The research is part of the Singapore Mental Health Study in 2016, which looked at the prevalence of ACEs and their link to mental illnesses.

Another alarming finding points to the rise in child abuse over the last 10 years. According to the Ministry of Social and Family Development's (MSF)¹ Child Protective Service (CPS), the number of cases investigated have shot up from 390 in 2010 to 1,088 in 2019. This translates into nearly 3 times more children who have been seriously harmed or are at risk of serious harm.

MSF's statistics also highlighted the most common types of ACEs here, with almost half or 48% indicated as

physical abuse, followed by neglect (34%) and sexual abuse (18%).

NEGATIVE EFFECTS OF ACEs

The residents undergoing therapy programmes at the MWS Girls' Residence (GR) are key examples of those who have experienced various ACEs. MWS GR provides a community-based haven for troubled and at-risk girls aged between 15 and 21.

Its Head, Audrey Rajalingam, has seen several common manifestations of post-traumatic stress symptoms due to possible exposure to repeated adversities.

"One of the most common manifestations is sleeping difficulties. Another manifestation is a flashback — they can get it at any time in the day and it could be triggered

by certain reminders. They may dysregulate, which means they can't regulate their emotions and may become self-destructive.

"We also see them trying to harm themselves. Most of the girls will try and get any sharp object, something as simple as a pen or a pencil to start jabbing or scratching themselves.

"Another symptom may be mood changes — they can be very low on certain days. At other times, because of something that happened, they may withdraw into a state of sadness and refuse to participate in programmes or just wish to be left alone," she detailed.

PERSISTENCE IN ADULTHOOD

Audrey explained that if left untreated, repeated exposure to ACEs can have a myriad of negative effects on the individual when he or she reaches adulthood.

She has seen adult women in their 40s who have unprocessed trauma precipitated by sexual assaults

that happened in their younger days. They experience flashbacks during intimate moments with their spouses, which frequently cause marital problems or breakdowns.

These women may also develop an overprotective parenting style which leads to poor relationships with their children, said Audrey.

"They get a heightened fear of something happening to the child and may find it hard to differentiate when the child needs space, like going out with friends. They imagine the same horrible things that happened to them may also happen to their child. They are too ashamed to tell their child what had happened to them, so they may be overly protective to the point that their child 'suffocates', resulting in a split between parent and child," she explained.

Untreated ACEs may also lead to financial poverty because these traumatised individuals may have difficulty holding down a job.

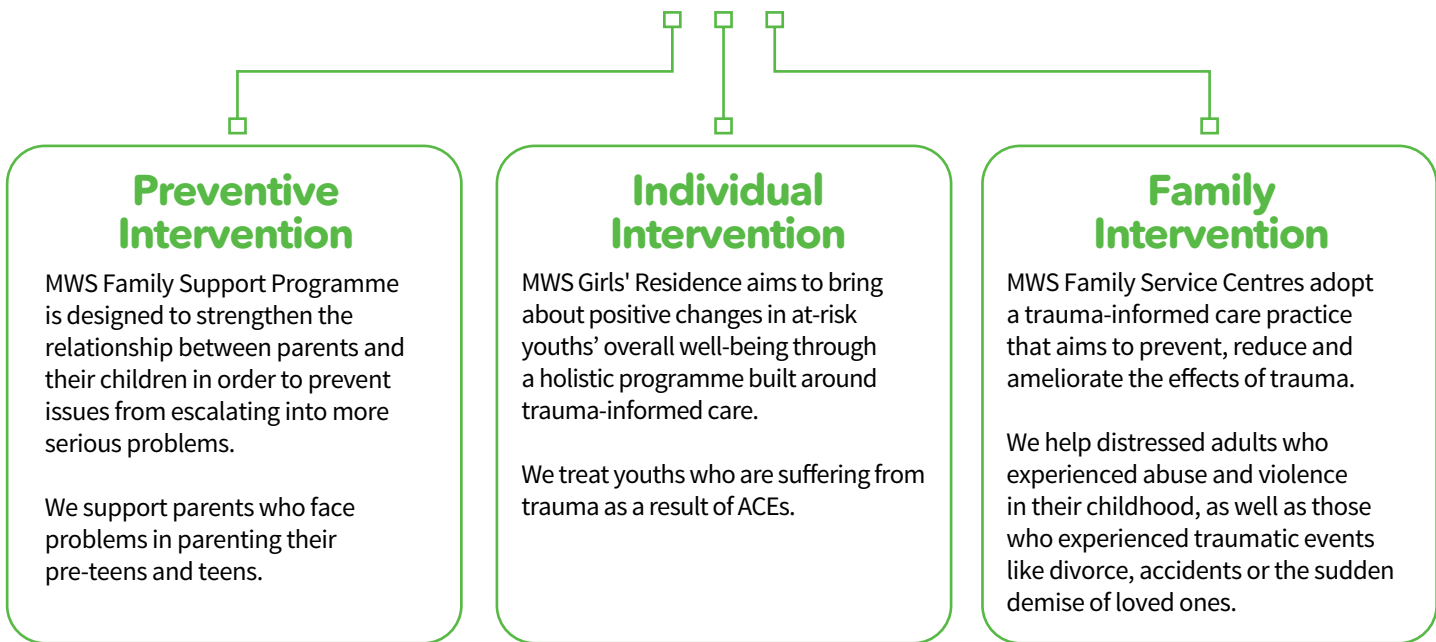
"Stress or flashbacks may affect the person's ability to perform at work, resulting in poor reviews. Over time, if the person doesn't seek help, he or she is likely to have difficulty holding down a regular job. In the long term, the constant change of jobs may reflect poorly on the person's employability and affect his financial prospects," explained Audrey.

Many early childhood and family resources also link ACEs to a host of other negative outcomes in adulthood, including chronic health problems, mental illness, and substance misuse.

HOLISTIC APPROACH IN PREVENTING PROBLEMS IN THE FAMILY

MWS takes a holistic approach towards addressing issues arising from the impact of ACEs. Interventions are designed along a spectrum according to the needs of the client. On the preventive end, the MWS Family Support Programme (FSP) reaches out to parents who need support in relating to their pre-teen and teen children.

MWS Spectrum of Positive Interventions



3 Tips to Build a Stronger Relationship with Your Child

These tips are sourced from various parenting resources with inputs from MWS Family Life Educator Paul Goh.

Live in the Present

Australian parenting website Raising Children² suggests tuning in and thinking about what is going on with your child. According to them, this will show the child that you care about the things that matter to him or her.

Some ways you can do so include letting your child be and not give directions all the time, as well as giving attention to what your child is doing and comment or encourage without passing judgment. When unplanned learning opportunities arise, use it to promote a child's language development, independent play, general knowledge and problem-solving skills.

Raising Children also recommends giving your child opportunities to take the lead. For example, you can try supporting your child's ideas as well as letting your child lead play by watching and responding to what he or she says. Using descriptive praise and emphasising on effort rather than the results will help your child develop the ability to act in a given situation and do things without any obvious external rewards in the long run.

Embrace Respect

Verywell Family³, helmed by parenting experts in various disciplines, recommends respecting your child's choices, even if it means allowing him or her to wear mismatched clothes or put up pictures in their room. These choices should preferably be made after discussing and problem-solving possible consequences that could arise from his or her decisions.

Aha! Parenting⁴, founded by Dr Laura Markham, a parenting coach, talks about establishing mutual respect with your kid.

"You can still set limits (and you must), but if you do it respectfully and with empathy, your child will learn both to treat others with respect and to expect to be treated respectfully himself," she wrote.

Interact One-on-one

Mom Junction⁵, another resource that taps on the expertise of various parenting specialists, encourages you to spend quality time to talk to your child about his or her needs and how you plan to meet them. It can involve showing love and affection to them, playing with them, and doing something interesting and engaging together.

Aha! Parenting pointed out that some parents have regularised dates with their kids, which could mean something as simple as a walk around the neighbourhood or a trip to the playground.

Launched in October 2019, one of the key services that MWS FSP offers is the Positive Parenting Program (Triple P). A team of MWS Family Life Educators (FLE) run Triple P to counsel and empower parents with simple and practical strategies to help them build strong and healthy relationships with their children.

These strategies help parents to manage their children's behaviours and prevent problems from developing in the future (see page 14 to find out what 2 mums have to say about the programme).

MWS FLE Halbert Louis highlighted that the top issues that parents grapple with include lack of communication between parent and child, harsh or inconsistent punishment, as well as difficulties in meeting the emotional needs of the child.

Based on his observations, parent-child relationships generally improved after using Triple P strategies. He added that the issues parents face with their pre-teens and teens are unlikely to escalate into more serious family problems as long as parents make a concerted effort to continue applying the strategies.

"Giving advice to parents on their child management style is a good way to prevent parent-child issues from developing into something more serious," Halbert said.

In addition, the programme aims to bridge the emotional divide between parent and child, enable the child to be self-disciplined and not become addicted to gadgets, as well as help the child manage emotions and stress.

DEEPENING CARE FOR FAMILIES WITH TRAUMA

In 2019, MWS Family Service Centres (FSCs) adopted a safe practice that is centred on the needs of vulnerable persons and guided by trauma-informed

5 Principles of Trauma-informed Care⁶

1

Safety

Ensure physical and emotional safety.

2

Trustworthiness

Maximise trustworthiness through task clarity, consistency, and interpersonal boundaries.

3

Choice

Maximise client or beneficiary choice and control.

4

Collaboration

Maximise collaboration and sharing of power.

5

Empowerment

Prioritise empowerment and skill-building.

care (TIC) principles. MWS FSCs aim to integrate in their service delivery an understanding of the impact of trauma on the biopsychosocial functioning of individuals and families, and prevent, reduce and ameliorate the effects of trauma in the people it serves.

According to Alvin Goh, then Cluster Director of MWS Family Services, TIC was introduced because majority of the families served by the FSCs have experienced traumatic events. Some experienced abuse and violence when they were children, while others were exposed to more recent traumatic events like divorce, accidents or the sudden demise of loved ones as adults.

“Even though they don’t come to us to address the issues that pertain to their traumatic events, as a result of the

symptoms they experience from these traumatic events, they usually seek help for their challenges in employment, marital issues and financial difficulties. We realise that what is happening to them in the present context has to do with what had happened to them in the course of their lives,” he explained.

At the FSCs, staff are guided by 5 foundational principles of TIC, namely safety, trustworthiness, choice, collaboration and empowerment. Director of MWS FSCs, Mrs Cindy Ng-Tay, highlighted the importance of ‘choice’, one of the common principles applied at the FSCs.

“Always give clients a choice even if it’s not warranted. That’s why a number of the FSCs have stopped giving food rations because food rations don’t

give our clients a choice. Instead, we provide vouchers so they can get what they really need,” she shared (See a case study on page 10).

Another often-used principle is ‘collaboration’, revealed Alvin.

“We don’t give solutions, as if we are the experts of their lives. Trauma-informed care tells us that if we do this, we disempower them. Instead of being prescriptive, we try and engage the clients with, ‘What do you need? What do you think will work for you?’,” he explained.

A service delivery Standards Framework has been established to embody TIC principles in MWS’ professional code of conduct and ethics, and MWS’ Philosophy of Care. The Standards Framework sets clear directions for programmes and activities, particularly in safe and person-centric practices, to support clients affected by trauma.

A series of professional development workshops and a Competency Framework for social service practitioners were also launched to implement these standards.

MWS FSCs are currently working towards measuring the impact of TIC on its clients. A TIC protocol is also in the works to guide service delivery processes and workflows.

TRAUMA-INFORMED THERAPY FOR TROUBLED GIRLS

For individuals who have faced or are facing ACEs, intervention is taken to the next level. At MWS GR, 80% of the young women had experienced 4 to 7 ACEs by the time they entered.

Out of the 10 girls served from April 2019 to March 2020, 8 of them underwent a trauma-informed and holistic therapy programme that considers the insights and impact from trauma.

Upon admission to MWS GR, every girl is given an individualised care plan to meet her specific needs. This is supported by a level progression system that enables her to strive towards rehabilitation with rewards such as handphone time.

It adopts the concept of a butterfly's metamorphosis, where every girl starts off as an 'egg', and progresses

to 'larva', then 'pupa', and finally, 'butterfly' as she meets certain milestones on her care plan.

Subsequently, the girl will be supported by a care team comprising a case worker, therapists, counsellors, and general staff, who play different roles ranging from day-to-day care to counselling and implementing the care plan.

A key aspect of the TIC is creating a culture of safety within MWS GR, one of the 5 principles mentioned earlier. It includes establishing a safe and nurturing environment, as well as consistency in care.

"The child is here every day, so she needs to feel safe with many different staff. We also ensure there's no bullying.

MWS Girls' Residence Level Progression System

4. Butterfly

Displays leadership qualities, and demonstrates an ability to manage herself and lead others. Gets an upgrade to a bigger room.

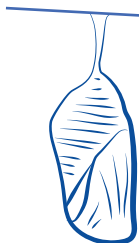


Resident has to complete a series of tasks for assessment before progressing to a new stage.



1. Egg

Fresh entrant at the stage of assimilation, family visits are allowed. A safe and nurturing environment is created to impart a culture of safety.



3. Pupa

Shows leadership potential, demonstrates an ability to manage herself, and achieves goals. Handphone time is given.



2. Larva

Ready to manage more tasks, and achieves a bigger sense of freedom. Home leave is permitted.

Staff attend to cases of girls who are harsh with other girls.

“Safety also comes with regularity. We provide a routine to give them a sense of predictability or control. For example, they should know when their mealtimes are.

“Safety is also offered in staff responses. We aim for 80 to 90% consistency in how we respond if a girl comes to us for help. For example, we would never say, ‘Sorry, I have no time’. Staff are also taught to ask, ‘What’s wrong?’ or do little check-ins like, ‘How was your day?’” explained Audrey.

THE ROAD TO RECOVERY

For the girls at MWS GR, managing the manifestations of ACEs is paramount to their rehabilitation. According to Audrey, there are many trauma-based therapies. One which the trained staff employs is EMDR (Eye Movement Desensitisation and Reprocessing) psychotherapy to manage dysregulation and co-manage regulation. The girls are also empowered to apply the technique on their own.

“Some of these principles are used to help regulate the young person who’s having a flashback and it involves getting her back to the present slowly by doing a series of light tappings on her wrist. Over time, we see that they can deal with a certain flashback, and take less time to dysregulate,” she elaborated.

MWS GR also has a trauma-focused activity known as the Mindful Movement Programme. It integrates mindfulness principles and practices with movement to help girls understand and express themselves, and aims to modify behaviour in an affirming, non-judgmental environment.

The programme’s main benefits are in reducing stress, encouraging expression of emotions, and promoting positive self-image and confidence.

The trauma-informed approach seems to have borne fruit so far, as Audrey reported that the girls generally feel cared for by MWS GR. There has also been improvement in the areas of trustworthiness and collaboration, 2 of the principles in TIC (*turn to page 12 for a resident’s success story*).

“They trust that when they have needs, these will be attended to. For example, when they say they’re sick, they are taken to a doctor.

“We are also working a lot more closely with the girls’ families. Staff initiate regular contact, like monthly meet-ups, with the girls’ families,” shared Audrey.

MWS GR is planning to strengthen its post-therapy care programme which involves the implementation of a post-care plan 6 months before the girl leaves the facility.

¹ MSF Child Abuse & Protection Statistics (updated Apr 2020). Retrieved from <https://www.msf.gov.sg/research-and-data/Research-and-Statistics/Pages/Child-Abuse-Investigations.aspx>

² Raising Children, Positive relationships for parents and children: how to build them. Retrieved from <https://raisingchildren.net.au/newborns/connecting-communicating/bonding/parent-child-relationships>.

³ Robin McClure, Verywell Family, How to Strengthen Parent-Child Relationships, 2020. Retrieved from <https://www.verywellfamily.com/tips-to-strengthen-families-617242>.

⁴ Dr. Laura Markham, Aha! Parenting, Building a Great Relationship with Your Child. Retrieved from <https://www.ahaparenting.com/parenting-tools/connection/building-relationship>.

⁵ Kalpana M, Mom Junction, Parent-Child Relationship: Why Is It Important And How To Build It, 18 September 2020. Retrieved from https://www.momjunction.com/articles/helpful-tips-to-strengthen-parent-child-bonding_0079667.

⁶ Adults Surviving Child Abuse, ‘The Last Frontier’, Practice Guidelines for Treatment of Complex Trauma and Trauma informed Care and Service Delivery.

⁷ Nicole Thong Wen Teng, Singapore Legal Advice, Child Abuse in Singapore: What Can Parents Do?, 3 April 2020. Retrieved from <https://singaporelegaladvice.com/child-abuse-singapore-parents/>.

Suspect your child has been abused? Here are 3 ways to offer help:

Get Information

SingaporeLegalAdvice.com⁷, a one-stop platform offering legal services to individuals and businesses here, suggests finding out from the child when and where the alleged abuse happened, and if necessary, talk to the child about his or her feelings and stress that it is not their fault.

Gather Evidence

According to SingaporeLegalAdvice.com, you need to get written testimonies from your child and other eyewitnesses. It also recommends taking photos of any injuries, and following up with a medical report indicating the child’s injuries and how they may have been caused. Seek a medical examination as soon as possible, as some types of evidence may not last very long.

Should you want to file a report, the Ministry of Social and Family Development (MSF) recommends you include when and how you found out about the abuse, as well as details about yourself, the victim and the alleged abuser.

Report the Case

MSF advises to call the police at 999 immediately if you think the child’s life is in danger.

For more information, you may wish to call MSF’s Child Protective Service Helpline at **1800-777-0000** or log on to **www.msf.gov.sg/policies/Strong-and-Stable-Families/Supporting-Families/Family-Violence/Pages/Child-Abuse.aspx** for a list of relevant child protection agencies.

Learning about Trauma from an Abuse Survivor



MWS Family Service Centres (FSCs) aim to integrate in their service delivery an understanding of the impact of trauma on the biopsychosocial functioning of individuals and families. This helps the FSCs to prevent, reduce and ameliorate the effects of trauma in the people it serves. Mrs Cindy Ng-Tay, Director of MWS FSCs explains this through a case she handled.

Cindy first got to know Anne* when Anne's mother approached an MWS FSC in 2012 for financial help. While looking into her case, Cindy, a trained social worker, found out that Anne and her sibling had been abused by their mother in their younger years. Anne was aged 16 then, and her sibling was 13.

"Anne's mother often directed her anger at her children and hit them till their faces were bruised and swollen. Before going to work, she would often bind the hands of Anne and her sibling so that they would not misbehave, and she would leave them to starve in the dark," she recounted.

According to Cindy, Anne dropped out of school early and became pregnant at the age of 18, which led to more problems at the home-front.

"Anne wanted to be a good mother to her child but her own mother berated her often, calling her incompetent. Between the struggles of being a new, young and unwed

mother and her own mum's verbal abuse, Anne started to fall apart.

"She cut herself to cope with her pain, and got into numerous conflicts with her mother and sibling. At times, the conflict escalated to physical violence and she would verbally abuse her sibling when she was frustrated. As a result of the extensive abuse, Anne also began to doubt her self-worth, and had a difficult time trusting others," explained Cindy.

Most people could have easily attributed the violence to Anne, and simply labelled her as 'problematic'. However, Cindy recognised the impact of early childhood trauma on individuals, and recognised Anne's behavioural problems as cries for help.

“When I began to recognise these behavioural difficulties as trauma symptoms, I realised that Anne needed us to engage her in a different way. I needed to help her experience emotional safety with us. This meant that I had to interact with her in a way that validated her pain and built trust. It meant just being there for her while she cried, even if I had to just sit silently outside her house when she was unable or unwilling to open the door.

“It also meant that I had to be mindful about what I had promised her. If I said I would call her at 1pm, I called her at 1pm. No excuses. If I said I wanted to talk to her mum, I would let her know, and share with her what I would be saying to her mum. I also invited her to ask questions and clarify the purpose of my engagement with her mother. This translated into a respectful, sensitive and trusting relationship between Anne and me,” shared Cindy.

EMBARKING ON TRAUMA-INFORMED CARE

Anne experienced with her mother what we consider a trauma bond, a strong pull to someone who hurts you, said Cindy.

"I tried many ways to mediate between Anne and her mother and to address her mother's abusive behaviour, but Anne's mother was often unremorseful.

“Again, I had to understand that Anne's mother's lack of remorse came from a difficult place. Anne's mother was herself a victim of abuse and violence and that sometimes made her feel overwhelmed when things did not happen in the way she expected. All these added to her difficulty in understanding the impact of her behaviour on Anne,” added Cindy.

When Cindy's attempts at mediating between Anne and her mother did not work, she advised Anne to move into a women's shelter. However, Anne had a hard time disengaging from her mother while having to

deal with disparaging remarks from other women about her situation.

“I met with Anne regularly in the shelter then to offer support and counsel. I helped her learn to value herself and see that she had the power to control how her life turns out,” she recalled.

As Anne began to heal after her physical and emotional emancipation from her mother, Cindy turned to helping Anne manage the manifestations of her trauma.

“As she continued to experience flashbacks, sleepless nights, hypervigilance and panic attacks, my role shifted to helping Anne manage her post-traumatic stress symptoms. Meanwhile, Anne continued to care for her child, and worked hard to keep her job,” shared Cindy.

VALUABLE LESSONS LEARNT

In her 6 years of helping Anne, Cindy has learnt a number of valuable lessons, especially in how she interacts with individuals and families, and in the way she guides her colleagues in engaging FSC clients.

“It is far too easy to ignore the voices of the less vocal, and the less visible. I have learnt that it is critical to understand their worldviews too. I always remind myself and my colleagues to lean in and listen to their narratives.

“Anne taught me and my colleagues to be less judgmental and more empathetic, to go beyond labels and stereotypes, to reach out to engage, understand and to learn to embrace the complexities of each person's life,” she said.

Cindy also came to understand that deep-rooted issues are at the core of those who may not behave according to social norms and expectations.

“Anne's experience made me realise what massive impact adverse life

events can have on an individual's functioning, and how seemingly simple activities of life can be more challenging for them,” she explained. More importantly, Cindy learnt not to treat individuals like Anne as victims.

“Anne is more than a victim. I learnt to recognise her strengths, especially in her darkest moment, without negating her pain. She showed me that those struggling in difficult and complex situations are also capable of developing and desirous of relationships with others.

“Only when we relate to survivors of abuse as fellow human beings with both vulnerabilities and strengths, and see them as more than victims, can we develop a more inclusive, humane and empowering society,” she explained.

Today, Anne is married and is a loving mother to her child. She also holds a stable job and has many friends who often seek her advice.

*Not her real name.

This story was first published by CNA Online on 29 June 2019. It has been reproduced for Uncommon Voices Issue 1 / 2021, with additional reporting by MWS.

MWS Family Service Centres

In 2019, MWS FSCs adopted a trauma-informed care practice which focuses on addressing the adverse life experiences of clients.

MWS FSCs support families in addressing complex issues such as family conflicts, interpersonal issues, marital disputes, parenting/child management, financial difficulties, abuse, and family violence. They also provide information and refer clients to relevant community resources.

Turn to page 17 for a list of MWS Family Service Centres.

Triumphing over Trauma



Andrea has benefitted from a trauma-informed therapeutic programme at MWS Girls' Residence.

Abandoned by her mother and abused by a neighbour, one young woman went through the trauma-informed care programme at MWS Girls' Residence (GR) and turned her life around.

From having to grapple with the transition to adolescence, juggling school work and peer pressure, and longing to feel close to those you care about, it is not easy being a teen.

It is even more difficult when you are left to fend for yourself most of the time. Such was the case of Andrea*, now 16, whose single mother was always too busy working to make ends meet and unable to look after her.

Left to her own devices, Andrea adopted risky behaviours which led to sexual exploitation by a neighbour, drug abuse and stealing. She also ran away from home often and skipped school from 2018 to 2019 after being bullied by other students, resulting in her missing most of her Secondary 3 studies.

MANAGING TRAUMA

In July 2019, Andrea was referred by

the Ministry of Social and Family Development's Child Protective Service to MWS GR for her safety.

She was placed on a trauma-informed and therapeutic programme with an individualised care plan overseen by her social worker Mirabel Ong.

Andrea was diagnosed with Post-traumatic Stress Disorder (PTSD), often struggling with symptoms such as flashbacks of the physical violence by the neighbour. The feelings of abandonment by her mother also led to escalated flashbacks and a significant dip in moods at times.

"At the beginning, she spent almost every day in a very low mood. Her voice was monotonous, and she walked around like a zombie, looking down all the time. She experienced flashbacks on an almost daily basis of her neighbour pointing a knife at her," revealed Mirabel, who took almost 2 months to gain Andrea's trust.

Whenever Andrea experienced post-traumatic stress symptoms, staff guided her on coping strategies such

as grounding and deep breathing exercises.

"Grounding techniques were used to help her refocus on the present moment, thus reducing her anxiety and distress. For example, staff would encourage Andrea to use her 5 senses to be aware of her environment. They would also give her a cold or hot drink so that she could feel the temperature of the drink and be brought back to reality," elaborated Mirabel.

Andrea was also enrolled into art therapy sessions, where she learnt to use expressive arts to discover and process her inner emotions. Mirabel also worked with Andrea on emotional regulation strategies, and helped Andrea identify personal strengths.

While the strategies helped Andrea to regulate herself, Mirabel believed that it was the presence of safe adults that really helped Andrea turn things around.

"I will never forget one night when she just experienced flashbacks and was about to calm down. She opened her eyes to look at me and my colleague, sobbed, and said, 'Nobody has ever listened to me like this before'," the social worker shared.

Mirabel also organised sessions and programmes with Andrea on understanding violence, abusive relationships and keeping safe. Andrea has made progress in this area, and has reported recent active abuse and risky behaviours by her family.

APPLICATION OF TRAUMA-INFORMED CARE PRINCIPLES

From the onset, GR applied the 5 trauma-informed care (TIC) principles of safety, trustworthiness, choice, collaboration and empowerment. Mirabel started by discussing the care plan with Andrea in a collaborative fashion, touching on things like tasks and timelines, clearly explaining what was going to happen at every stage.

A culture of safety was also established, where staff were consistently ensuring physical safety as well as emotional and psychological safety.

“Emotional safety is about allowing a girl to feel what she’s feeling. Staff provide space for the girls to express their feelings and validate them.

“A lot of work is also being done to teach the girls healthy emotional regulation so that they do not feel helpless in dealing with difficult emotions,” elaborated Mirabel.

Staff also built trust with the girls by providing consistent care and supervision. For instance, staff would commit to what they had promised to do.

Regular communication between staff and the girls was also instilled as a form of empowerment.

“During regular meetings with the staff, the girls were encouraged to voice their ideas and feedback, and talk about how to make things better at GR.

“Communication is transparent. The staff let the girls in on why certain decisions are being made. This builds shared ownership between the staff and girls towards the matters discussed about GR,” explained Mirabel.

Through regular affirmation and empowerment, Andrea was able to build on her strengths and was given the space to make her decisions. For instance, after Andrea discovered her talent for playing the guitar, singing and songwriting, she made the choice to be enrolled in an Arts Incubation programme to further develop her musical talents upon GR’s recommendation.

MAKING PROGRESS

Reintegrating Andrea into the education system is a key focus of her case plan. When Andrea resumed her studies, GR partnered her school’s



Mirabel demonstrates what Andrea does during sand play, one of the activities in Andrea’s daily schedule.

social work officer to monitor her attendance, motivation and progress in school. Andrea also learnt to foster positive peer relationships and pick up assertiveness skills.

“Despite having to repeat Secondary 3 and switch from Normal (Academic) to Normal (Technical) stream due to her 1-year absence from school, Andrea is determined to do well in her studies. She obtained mainly A and B grades for the final examination this year, which is a significant improvement.

“Andrea expressed that the support given to her has been crucial in helping her to refocus on her studies and manage peer relationships which she had been fearful about due to a history of being bullied,” shared Mirabel.

Going back to school also gave Andrea the chance to showcase her musical talents. Andrea’s submission for the school’s Teacher’s Day talent contest was shortlisted to be performed. Andrea was later asked to write a song for the school to commemorate the tough but special year of 2020.

Andrea has also made great progress in her psychological and emotional functioning.

“Andrea’s psychologist at KK Hospital and MWS GR staff observed that she now has better acceptance and control over her post-traumatic stress symptoms. She even delivered a presentation to the other residents about healthy sleep habits and sleep paralysis (one of her symptoms).

“Andrea is keenly aware of when she needs to get help from the staff. There is increased trust towards the staff as a result of their trustworthiness and consistent care,” shared Mirabel.

THE NEXT STEP

While Andrea has made strides in her progress, the work by GR is far from done.

The next step is to equip Andrea with the skills for independent living. For example, Mirabel has been guiding Andrea to manage her schedule for programmes, school, and medical appointments. Andrea has also acquired financial literacy skills such as budgeting and bank account management, and will be enrolled in a savings matching programme under the MWS Family Development Programme.

In addition, Andrea will continue to attend sessions on having healthy relationships, managing toxic relationships, and keeping herself safe.

“I am really proud of myself and thankful for the support that I have received from GR. Without their guidance, I would have been lost. I also want to say that with perseverance, you can get back up again when you fall,” said Andrea.

For more information on MWS Girls’ Residence, log on to mws.sg/centre-location/mws-girls-residence/.

A Positive Start



Heni Astuni with her family.

In just a little over a year, the MWS Family Support Programme (FSP) has helped close to 900 families build stronger relationships with their children using the Positive Parenting Program (Triple P). We speak to 2 mums to hear what they have to say.

Whether it is curfews, cell phones or conflicts, it is common knowledge that teenagers can be hard to parent.

Just ask Heni Astuni, a mother to 2 teenage girls. She had been finding it a challenge to communicate

with them because they were often glued to their electronic devices.

She had heard about the Triple P through her 13-year-old daughter's school and decided to sign up for it as she was keen to learn how other parents were managing their children.

Triple P is offered by MWS FSP, a service launched in October 2019 to guide individuals who need support in parenting their pre-teens and teens through the strengthening of parent-child relationships. It has since been

rolled out to school leaders and key personnel from 72 schools as well as 893 families in Pasir Ris, Punggol, Tampines, Hougang, Sengkang and Serangoon.

Through 4 individual online sessions, the MWS Family Life Educators (FLEs) certified by the Ministry of Social and Family Development provided advice based on Ms Heni's parenting needs and occasionally invited her children to join in the sessions.

Heni found the Triple P sessions useful in improving the communication

with her girls and has since tried to play a more active part in their lives by listening to their struggles.

“I try my best to be close to my kids, so whenever my kids have any problems with school or friends or anybody, they will tell me first before they tell their friends,” she said.

MWS FLE Vanessa Ning also gave the thumbs up to Heni’s parenting style of building a strong relationship with her children through open communication and trust, especially with regards to their social life.

“I understand teenagers like to hang out with their friends, so I’m okay with it as long as my girls don’t mix with bad company. Most of the time, they would tell me their plans and who they’re with so that’s alright,” she explained.

While Vanessa had advised her to implement a reward system for good behaviour, Heni has since evolved it to keeping promises that she has made to her girls.

TIME	Mon-Fri	Sat & Sun
7:00AM	WAKE UP & DRESS	
8:30AM	SCHOOL	WAKE UP & DRESS
10:00AM		BREAKFAST
11:30AM		PLAY & HOBBIES (NET?)
12:00PM		HW OR ANY HOMEWORK
1:00PM		LUNCH
2:00PM	BACK TO SCHOOL (HW & LUNCH)	TV TIME OR GAME TIME
3:00PM	REMEMBER REVISION MON - ENGLISH TUE - MATHS WED - SCIENCE THUR - ENGLISH FRI - MATHS	REST & RELAX READ & BOOK
5:00PM	GAME TIME OR TV TIME	SCIENCE REVISION
6:00PM	REST & RELAX	REST & RELAX
7:00PM	REST & RELAX	
8:30PM	SLEEP	
10:00PM		

Noor Maya Nasrom's schedule for her son.

“I’m very grateful the programme has helped me to control my temper. I know that parenting is not easy, but we can choose to manage certain things positively to avoid setting poor examples for our children.”

“I learnt that if my children do what we ask them to, we can give them a reward like buying them a book, and keep to our word,” she shared.

Today, Heni enjoys a better relationship with her children and has gained a deeper understanding about parenting.

TURNING A NEGATIVE INTO A POSITIVE

Another parent who has benefited from Triple P is Noor Maya Nasrom.

Her 9-year-old son used to act out when he could not get what he wanted and her previous reaction was to raise her voice in anger, which made things worse. She was also concerned that he was not coping well with the health pandemic and was stressed with having to deal with his behaviour while working from home.

MWS FLE Jencie Vijaya first worked with Maya on establishing a schedule with her son, then moved on to equip her with skills to manage negative emotions. Like Heni, Maya also had 4 individual online sessions.

“My main concern was my son’s studies. I told the counsellor I used a timetable, and she asked me to reinforce it and implement a reward system if he sticks to it,” she shared.

While coming up with a schedule was manageable, Maya found it difficult to control her temper when her son wanted to play games even though he had not completed his homework.

However, with Jencie's guidance, Maya has become more patient and is now more equipped to handle her son. This has resulted in better responses from her son and a closer parent-child bond.

“I’m very grateful the programme has helped me to control my temper. I know that parenting is not easy, but we can choose to manage certain things positively to avoid setting poor examples for our children. When you have professional advice and help, you don’t feel alone in this matter.

“I also know how to deal with my stress thanks to the counsellor’s guidance,” she said.

MWS FAMILY SUPPORT PROGRAMME

469 Tampines St 44 #01-156
Singapore 520469
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Email: MWSfsp@mws.sg

Volunteering Made Sweeter!

Methodist Welfare Services (MWS) launched the MWS Timebanking Rewards Programme this year in appreciation of the contributions and efforts of our volunteers. Whether you're new to us or a long-time volunteer, you can start accumulating and exchanging your volunteering hours for useful MWS merchandise or lifestyle and consumer products and services from our generous sponsors.

It's our simple way of thanking you for taking such good care of our vulnerable seniors, families and youths.

"I am truly appreciative as the MWS Timebanking Rewards Programme recognises my volunteering efforts, which is in tune with my volunteer journey of championing happy ageing for seniors."

Jessie Toh,
Exercise Instructor
and Befriender

"I am grateful for the MWS Timebanking Rewards Programme, and thankful that MWS thinks about us and appreciates what we do."

Sally Tan,
Facilitator and
Befriender



Thank you sponsors of MWS Timebanking Rewards Programme for your partnership and support!



Want to know how you can contribute as a volunteer? Find out more at <https://mws.sg/volunteer/> or scan the QR code. You can also contact the MWS Volunteer Management Team at volunteer@mws.sg today.

Existing volunteers can log on to the MWS Community Portal at affiliateportal.secure.force.com/dvms to find out more or scan the QR code.



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WHAT POSITIVE IMPACT WOULD YOU LIKE TO MAKE TODAY?



Scan this to make a positive impact today!

Every dollar counts to people who have few or no resources and weak family support. Whether it is a troubled youth who needs to overcome the trauma of abuse, or a family trapped in the cycle of poverty, or parents who need help in parenting their teenagers, your generous support enables MWS to empower them and bring hope, love and positive change into their lives.

\$50

Support a primary school child's school expenses for a month.

Education has been called the tool to alleviate poverty, yet low-income families often have to cut back on their children's education expenses, and even basic necessities such as meals, stationery and books. Give our next generation the chance to work towards a better future.

\$100

Sponsor rehabilitation for an at-risk youth.

Young offenders often come from family or social environments where they have poor support and sometimes face neglect and abuse. Support our MWS Girls' Residence in providing for their basic needs and give them the trauma-informed therapy they require to get back on their feet and be a contributing part of society.

\$200

Match a month of debt clearance or savings for a low-income family.

Clearing mounting debts or saving for a rainy day can seem like an insurmountable task to our beneficiaries. A little encouragement will go a long way in helping them achieve their goals and enable them to be better prepared for times of uncertainty. Motivate a family with a matching gift of \$200 when they clear \$100 of monthly debt.

\$360

Provide financial assistance to 2 low-income families for a month.

In these trying times of a struggling economy and a health pandemic, low-income families face an even greater need for financial support. We provide needs-based cash assistance to cover daily living expenses.

\$500

Help struggling parents strengthen the bond with their children.

Having to juggle work schedules, household chores, and other commitments leave parents with very little time to bond with their children. This may lead to parenting problems when the children are at the pre-teen or teen phase. The Positive Parenting Program (Triple P) under our MWS Family Support Programme provides counselling and training for parents on strengthening relationships with their children.

Donation Form



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MR/MDM/MS/MRS/REV/DR/PROF*

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PLACE OF WORSHIP (IF ANY) _____ CONTACT (H) _____ (O) _____ (M) _____

ADDRESS _____ S (_____)

DONATION DETAILS

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\$1 A DAY MONTHLY (\$30) OTHER AMOUNTS MONTHLY _____ ONE-TIME (\$365) ONE-TIME _____

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(PAYABLE TO METHODIST WELFARE SERVICES)

VISA/MASTERCARD NO. (MINIMUM \$10) _____ EXPIRY DATE _____ SIGNATURE _____

Your personal donation is eligible for 2.5 times tax deduction. Please provide us your particulars especially your NRIC/FIN No. for submission to Inland Revenue Authority of Singapore for automatic tax deduction. For non-individual donors, please provide ACRA/UEN No.

Please be assured that your personal information will be kept strictly confidential except that Methodist Welfare Services (MWS) may collect, use and disclose your personal data for the purpose of:
(a) Administering your donation to MWS (including without limitation, disclosing to IRAS for tax deduction purpose);
(b) Communications pertaining to your donations; and
(c) Communicating and updating you on other charity initiatives or related activities including soliciting donations and volunteers for activities or programmes organised by MWS or other charitable organisations.

By submitting this form you hereby consent to MWS collecting, using and disclosing your personal data for the purposes set out above.

GIRO APPLICATION FORM

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NAME (As in bank account) _____ NRIC/FIN NO. _____ BRANCH _____

TO (Name of bank) _____ NAME OF BILLING ORGANISATION: METHODIST WELFARE SERVICES

- 1) I/we# hereby instruct you to process BO's instruction to debit my/our# account.
- 2) You are entitled to reject the BO's debit instruction if my/our# account does not have sufficient funds and charge me/us# a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
- 3) This authorisation will remain in force until terminated by your written notice sent to my/our# address last known to you or upon receipt of my/our# written revocation through Methodist Welfare Services.

MY/OUR# NAME(S) (AS IN ACCOUNT) _____ MONTHLY DONATION (PAYMENT LIMIT) \$ _____

MY/OUR# ACCOUNT NO. _____ MY/OUR CONTACT (TEL/FAX) NO.(S) _____

MY/OUR#COMPANY STAMP/
SIGNATURE(S)/THUMBPRINT(S)#
(AS IN BANK'S RECORD)

* For thumbprint verification, please go to the branch with your identification documents.
Please delete where is applicable

DATE _____

PART 2: FOR MWS' COMPLETION

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7	1	7 1 0 3 3 0 3 3 0 1 6 5 6 9 2

BANK	BRANCH	MWS ACCOUNT NO.

MWS CUSTOMER REFERENCE NO.

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METHODIST WELFARE SERVICES @ 70 BARKER RD, #05-01, S(309936)

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TO: METHODIST WELFARE SERVICES

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- AMENDMENTS NOT COUNTERSIGNED BY CUSTOMER
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- WRONG ACCOUNT NUMBER OTHERS

NAME OF APPROVING OFFICER _____ AUTHORISED SIGNATURE _____ DATE _____

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不同凡响

告别痛苦循环

聚焦创伤知情护理

第一期 / 2021





本刊 内容

特写

04 告别痛苦循环

焦点

10 何谓创伤?一名受虐经历者的故事

12 战胜创伤

14 正面的开始

16 今天你想带来怎样的正面改变?

关于MWS

卫理福利服务(MWS)旨在为弱势群体和面临困境的人服务,正如基督耶稣的教导一样,不分年龄、种族和宗教。

对于踏入MWS大门的每一位,无论陷入贫困、关系受损、健康虚弱、社会情感空虚或是面对财务问题,我们都会提供综合及全面的协助过程。

其中包括一系列关怀援助,如针对年长者保健的社区计划、护理及复健、居家护理及慈怀疗护服务、辅导与治疗、债务管理与资产建立计划。

我们与新加坡各教会和社群密切合作,并期待有一天,所有以新加坡为家的人们都能真正拥有圆满的人生。

积极介入， 助负面生活经历者 走出困境

在参与志愿工作期间，我曾亲眼目睹家庭暴力对妇女及其子女的影响。

看着当事人一次又一次遭受家人虐待、威胁或殴打，我为他们感到忿忿不平，这些施暴者理应是疼爱、尊重及保护受害者的人。得知一些孩童连食物、衣裤、医疗等基本需求都得不到满足，有的还被当作出气筒，我深感痛心。

尽管人们一般将家庭暴力理解为身体虐待，但其实也包括精神情感暴力和性虐待。此外，疏于照管也是家庭暴力的表现形式之一。

这些受害者需要多方面的协助，以摆脱上述恶性循环，并克服创伤事件对生活的影响，才能过上幸福、健康的人生，对社会有所贡献。

有鉴于此，卫理福利服务采取全面性措施，以解决不良生活经历所引起的诸多问题。我们服务的对象包括受到儿童期不良经历影响的女孩、家庭中曾经历创伤事件的成人及遭受虐待的小孩等。通过不同程度的介入，尽力满足这些弱势群体的需求。

此外，我们也力求防微杜渐，避免家庭问题恶化，对当事人未来生活造成难以磨灭的影响。MWS家庭辅助计划旨在从源头解决问题，通过与校方合作，为面对育儿难题的家长提供协助，避免该家庭陷入困境。

它采用循证正面育儿计划 (Positive Parenting Program, 简称Triple P),

帮助家长管教孩子，约束不当行为，以预防未来可能产生的问题。

在向MWS家庭服务中心求助的个案中，拥有不良生活经历的困境家庭占了大多数。为了更有效地帮助他们，中心现把创伤知情护理 (Trauma-informed Care) 的知识纳入实践，特别是中心职员如何了解受益家庭并与其进行交流的环节，帮助他们一同制定出个案计划，以化解不良生活经历所造成的影响。采取这一方式的目的，是为受过创伤者提供更为便利、合适的援助。

而在MWS女子之家，所有边缘少女都有过至少一次儿童期不良经历。她们接受创伤知情治疗计划。该计划针对创伤对少女的影响对症下药，内容涵盖一项个人关怀计划、应对创伤后压力症状的技巧，以及帮助少女们走出不良经历的活动和项目等。

上述以人为本的方法，在了解实际情况及根本原因的前提下进行介入，为弱势群体的生活带来显著改变，而这正是卫理福利服务的使命所在。

正如《圣经》诗篇140:12所说：“我知道耶和华必为困苦人伸冤，必为穷乏人辨屈。”无论在不良生活经历者的哪个人生阶段进行积极介入，我都衷心祈祷，期待我们能引导他们走出黑暗，通往治愈之路，并为他们带来希望，迎接更美好的明天。

符桂芸女士
卫理福利服务(MWS)集团执行总监



告别痛苦循环



最近的统计数据表明，虐待儿童案件正在增加，新加坡而有三分之二的成年居民有过儿童期不良经历 (Adverse Childhood Experiences, 简称ACE)。在本文中，我们聚焦于问题少女和困境家庭，了解卫生福利服务如何为他们提供支持。

儿童遭受虐待，或无人照管，或因父母离异而受到伤害……你我应该都读过这类沉重的新闻，甚至在所处社区中也认识拥有类似经历的人，又或是在工作中与他们接触过。

上述儿童期不良经历，通常在出生后到18岁期间发生。在本地，这类事件比一般人想象的还要普遍。

心理卫生学院、卫生部及新加坡国立大学研究人员进行的一项研究显

示，新加坡大约三分之二或64%的成年居民，曾在18岁以前有过至少一次儿童期不良经历。这项研究是2016年全国心理健康研究的一部分，调查了儿童期不良经历的发生率及与精神疾病之间的关系。

另一个令人震惊的发现则指出，过去十年来虐待儿童的次数有所增加。根据社会及家庭发展部¹属下儿童保护服务处的资料，经过调查的案件从2010年的390起飙升至2019年的1,088起。也就是说，曾遭到严重伤害或是面临这类危险的儿童，人数是过去的近三倍。

社会及家庭发展部提供的数据，也凸显了本地最常见的儿童期不良经历类型：近半数或48%为身体虐待，紧接其后的是疏于照看 (34%) 及性虐待 (18%)。

儿童期不良经历的负面影响

在MWS女子之家参与治疗计划的院生，都有过各种不同的儿童期不良经历。女子之家为介于15和21岁之间的问题少女及边缘少女提供一个社区式的安全住所。负责人Audrey Rajalingam目睹过几个创伤后应激障碍的常见临床表现，可能是反复暴露在逆境下引起的。

“其中一个最常见的临床表现是睡眠困难，另一个则是闪回——任何时候都有可能出现闪回，遇到特定因素就会触发。院生可能会出现失调的情况，无法调节自己的情绪，也可能会自毁。”

“我们也看到她们试图伤害自己。大多数女孩会去拿锋利物，比如钢笔或铅笔这类常见的东西，开始戳刺或刮伤自己。”

“另一个症状是情绪的变化——有时她们情绪非常低落，有时她们可能会因为某些事情发生而陷入伤心的境地，不肯参加活动，或是只想独处。”她详细说道。

持续影响成年生活

Audrey解释，如果不加以治疗，反复暴露于儿童期不良经历，会对一个人的成年生活造成各种各样的负面影响。

她见过一些40来岁的妇女，年轻时曾遭到性侵，但未去治疗由此形成的创伤。她们在和伴侣亲密时会经历闪回，经常导致夫妻问题或婚姻破裂。

Audrey也说道，上述妇女有时会使用过度保护的管教方式，影响了亲子关系。

“她们越来越担心孩子会出什么事情，忽略了孩子有时也需要空间，例如和朋友出门去透透气。她们认为自己遭遇的不幸也可能发生在孩子身上，但又羞于告诉孩子自己的经历，因而变得过度保护，让孩子觉得‘喘不过气’，使得亲子关系渐行渐远。”她解释道。

未经治疗的儿童期不良经历，也会导致贫困，因为这些受过创伤的人群很难保住工作。

“工作时的压力或闪回，会影响一个人的工作表现，进而被打差评。久而久之，如果当事人不求助的话，他们很可能会失去固定工作。长期来看，经常换工作会影响一个人的就业能力和财务前景。”Audrey解释道。

许多介绍幼儿与家庭相关知识的平台，也认为儿童期不良经历与成年后出现的许多问题有关，包括慢性病、精神疾病及药物滥用等。

采取全面措施，预防家庭问题

卫理福利服务采取全面措施以应付因儿童期不良经历而产生的问题，并根据受益者情况，设计了不同的介

卫理福利服务的积极介入范围

防范性介入

MWS 家庭辅助计划旨在加强父母与子女之间的关系，以防止问题升级为更严重的问题。

我们支持那些在抚养青春期和前青春期孩子遇到问题的父母。

个人介入

MWS女子之家通过基于创伤知情护理的整体性计划，改善边缘少年的整体处境。

我们为那些因儿童期不良经历而导致创伤的少年提供治疗。

家庭介入

MWS家庭服务中心采用创伤知情护理，以防范、减少并改善创伤的影响。

我们帮助曾在童年遭受虐待和暴力，以及经历离婚、意外、挚爱突然离世等创伤事件的成人。

三个小贴士， 助您建立和谐亲子关系

以下小贴士取自各种育儿相关网站，
也包括MWS家庭生活教育者吴俊永的建议。

珍惜相处时光

澳洲育儿网站Raising Children²建议，父母应多了解孩子的感受，考虑他们的近况。该网站认为这么做能让孩子明白，您也关心那些他们在乎的事情。

无需每次都给指示，可以让孩子自由发挥。关注孩子在做的事情，给予意见或鼓励，但别评论好坏。如果时机适当，可就地取材让孩子学习，促进其语言发展、独立游戏、常识及解决问题的能力。

Raising Children也建议家长给孩子机会主导。例如支持孩子的想法；或是看他们玩游戏并在过程中回复他们说的话，通过这一方式让他们主导游戏。多使用描述性赞美并强调孩子努力的那一面，而非看重结果。在潜移默化下，即使没有外在奖励，孩子也能学会自主行动和做事。

给予尊重

汇集各学科育儿专家的Verywell Family³，建议家长尊重孩子的选择，即便是他们穿衣搭配不协调或在房间里乱贴图片，也都不干涉。在孩子决定这么做之前，最好先和他们谈谈由此可能产生的后果，并讨论解决方案。

由育儿导师Laura Markham医生创办的Aha! Parenting⁴，则谈论与孩子相互尊重的课题。

“你还是可以为孩子定下规矩（而且必须这么做）。只要你尊重他们，并为他们着想，那么他们就懂得尊重他人，也期待他人会尊重自己。”她写道。

一对一互动

Mom Junction⁵从各种育儿专家的专业知识中取材。该网站鼓励家长好好花时间和孩子对话，了解他们的需求并设想该如何做到。具体做法包括对孩子表达疼爱，和他们一起玩以及一同做一些有趣、好玩的事情。

Aha! Parenting谈到，有些家长会和孩子定好日期一起进行活动，例如在邻里走走，或是到游乐场游玩这类简单的互动。

入方式。在预防方面，MWS家庭辅助计划主动接触家长，在与青春期及前青春期孩子相处这一方面提供协助。

MWS家庭辅助计划于2019年10月推出，提供的其中一项主要服务为正面育儿计划（Positive Parenting Program, 简称Triple P）。由MWS家庭生活教育者组成的团队负责执行这项计划，他们为家长提供辅导并传授简单实用的策略，帮助家长建立融洽的亲子关系。

这么做有助于约束孩子的行为，以预防未来可能产生的问题（翻阅第14页，看看两位母亲对这项计划有何感想）。

MWS家庭生活教育者Halbert Louis强调，家长需克服的主要难题包括：和孩子缺乏沟通；在管教时给予的处罚过于严厉或不一致；无法好好安抚孩子的情感需求。

在和家长一同努力后，他观察到使用正面育儿策略普遍改善了亲子关系。他也补充，只要家长能齐心协力，继续使用这些策略，现阶段与青春期及前青春期孩子相处时面对的问题，不太可能演变为更严重的家庭问题。

“为家长提供管教方式的建议，能有效避免亲子问题恶化。” Halbert说道。

此外，该计划旨在弥合亲子间的情感鸿沟，让孩子变得更自律，不再沉迷于电子产品，且懂得处理好自身情绪与压力。

创伤知情护理 的五项原则⁶

1

安全感

确保人身与情绪安全。

2

诚信

通过明确任务、持续性护理及遵守人际界限，尽力展现诚信。

3

选择权

赋予受益者最大限度的选择权及掌控权。

4

合作

注重协作和权力共享。

5

赋权

优先赋权和培养技能。

深化创伤家庭护理

2019年，MWS家庭服务中心采取了以弱势群体需求为中心，以创伤知情护理原则为依据的安全实践。中心旨在了解创伤如何影响个人及其家庭的生物心理社会机能，并将之整合到服务当中，以防范、减少并改善创伤对当事人的影响。

据MWS家庭服务群组前总监吴周明所说，选择在家庭服务中心引进创伤知情护理，是因为中心的大部分家庭都曾经历创伤事件。他们有的曾在童年时遭受虐

待和暴力，有的则是经历离婚、意外及挚爱突然离世的成人。

“尽管他们没有就自身经历的创伤事件向我们求助，但创伤事件所引发的症状，会对他们的工作、婚姻及财务造成影响，他们一般会因为这些原因寻求帮助。我们发现，现在发生在他们身上的事情，和过去的人生经历息息相关。”他解释道。

在家庭服务中心，职员遵循创伤知情护理的五项基本原则，即安全感、诚信、选择权、合作及赋权。MWS家

庭服务中心总监黄-郑惠镁女士强调了“选择权”的重要性，这是在各中心采用的共同原则之一。

“即使没人要求，也应该让受益者拥有选择权。有好几间家庭服务中心已不再配给食物，因为这么做的话，受益者并没有得选择。我们改为提供抵用券，让他们换取真正所需。”她分享道（翻阅第10页，了解惠镁处理过的个案）。

周明则提及，另一个常用的原则是“合作”。

“我们不是指导他们如何生活的专家，所以不直接提供解决办法。从创伤知情护理的角度来看，如果我们这么做，就是在剥夺他们的权利。因此，我们不会规定他们该怎么做，而是尝试和他们沟通，问‘你需要什么？你觉得怎么做对你会有帮助？’”他解释道。

卫理福利服务建立了一套服务标准框架，将创伤知情护理的原则贯彻到机构的专业操守、道德守则以及护理理念当中。该标准框架为各项计划和活动确立了方向，尤其重视安全及以人为本的实践，以协助受创伤影响的受益者。

此外，卫理福利服务还为社会工作者推出了一系列专业发展工作坊和职能框架，以实施上述标准。

目前，MWS家庭服务中心正在评估创伤知情护理对受益者的影响，同时也在制定方案，以指导服务过程及工作流程。

针对问题少女的创伤知情护理

对于曾有过或正面对儿童期不良经历者，必须改善介入措施。在MWS女子之家，80%的少女初来乍到时已有过4到7种儿童期不良经历。

2019年4月至2020年3月期间，在女子之家接收的每10个少女中，就有8个参与了创伤知情与全面治疗计划。这一计划在治疗过程中，针对创伤对院生的影响对症下药。

女子之家也会根据每个院生的不同情况，为她们提供个性化护理计划。

该计划以一项行为管理方法为辅助，例如表现良好者允许在特定时间使用手机，这么做能激励院生积极改过自新。这一管理方法采用蝴蝶生命周期概念，每名院生从一颗“卵”起步，通过达到护理计划中的特定里程碑，渐渐成长为“幼虫”，接着是“蛹”，最后蜕变成蝴蝶。

随后，院生会获得一支护理团队的协助。团队由一各个案工作者、治疗师、辅导员及一般职员所组成，从日常护理到辅导，再到实施护理计划，每人各司其职。

创伤知情护理的一大关键是在女子之家营造安全感，这也是前述的五项基本原则之一。这一原则包括建立一个安全及有助于成长的环境，制定固定时间表以及提供持续性护理。

“女子之家属于留宿护理，女孩们每天都在这里，所以和不同的职员相处很需要安全感。我们也确保不会发生霸凌，如果有少女欺负其他院生，就会有职员去处理。”

“有规律才能产生安全感。我们会提供每日例行安排，比如告诉她们

MWS女子之家院生行为管理方法

4. 蝴蝶

展现领导才能，表现出自我管理并能领导他人；升级到更大的寝室。



1. 卵

营造一个安全及有助于成长的环境，赋予安全感；新院生正处于融入阶段，允许家人探访。

院生必须完成一系列评估任务才能前进到一个新的阶段。



3. 蛹

显现领导潜力，表现出自我管理并能实现目标；允许在特定时间使用手机。

2. 幼虫

准备进行更多任务，获得更大范围的自由；允许请假回家。



吃饭时间，让她们清楚知道接下来会发生的事情，拥有掌控感。”

“安全感也表现在职员对院生的回应这方面。我们的目标是达到80-90%的一致性，也就是说每当院生向我们求助时，都能得到大致相同的回应。例如我们从来不说‘不好意思，我没空’，受过训练的职员会问‘怎么了？’或稍微关心一下，如问‘你今天过得好吗？’。” Audrey解释道。

康复之路

对于女子之家的院生来说，处理好由儿童期不良经历引起的症状，是康复过程中最重要的一环。据 Audrey所说，针对创伤的疗法有很多种。受过训练的职员会采用眼动减敏与历程更新治疗 (Eye Movement Desensitisation and Reprocessing, 简称EMDR)，以处理失调状况，同时进行调节。女子之家也教会院生自行运用这一方法。

“这一治疗方法的部分原理，可用来帮助经历闪回的院生进行调节。具体方法是做一系列轻拍手腕的动作，慢慢将她拉回到现实。久而久之，我们注意到她们可以处理某些闪回了，出现失调的时间也越来越少。”她解释道。

此外，女子之家也有一项针对创伤的活动，称为“正念动作计划”。该计划将正念的原则和实践与动作整合起来，帮助院生了解自己、表达自己，同时也在一个肯定她们、不批评她们的环境下，改变她们的行为。

参与这项计划的好处主要是能降低压力，鼓励情感表达，而且能提升正面自我形象和信心。

目前来看，这一创伤知情的方法似乎已收到成效。Audrey提到，院生们普遍能感受到女子之家职员对她

们的照顾。创伤知情护理的两项原则——诚信与合作，也在实践中有所进步（翻阅第12页，了解其中一名院生的成功故事）。

“她们相信，当她们需要帮助时，会有人伸出援手。比如当她们说自己病了，会有人带她们去看医生。”

“我们也和院生的家庭更紧密合作。职员会定期和院生的家人联系，例如每月一次的会面。” Audrey分享道。

展望未来，女子之家将会加强治疗之后的护理计划，也就是在院生离开的6个月前执行一项后期护理计划 (post-care plan)。

¹ MSF Child Abuse & Protection Statistics (updated Apr 2020). Retrieved from <https://www.msf.gov.sg/research-and-data/Research-and-Statistics/Pages/Child-Abuse-Investigations.aspx>

² Raising Children, Positive relationships for parents and children: how to build them. Retrieved from <https://raisingchildren.net.au/newborns/connecting-communicating/bonding/parent-child-relationships>.

³ Robin McClure, Verywell Family, How to Strengthen Parent-Child Relationships, 2020. Retrieved from <https://www.verywellfamily.com/tips-to-strengthen-families-617242>.

⁴ Dr. Laura Markham, Aha! Parenting, Building a Great Relationship with Your Child. Retrieved from <https://www.ahaparenting.com/parenting-tools/connection/building-relationship>.

⁵ Kalpana M, Mom Junction, Parent-Child Relationship: Why Is It Important And How To Build It, 18 September 2020. Retrieved from https://www.momjunction.com/articles/helpful-tips-to-strengthen-parent-child-bonding_0079667.

⁶ Nicole Thong Wen Teng, Singapore Legal Advice, Child Abuse in Singapore: What Can Parents Do?, 3 April 2020. Retrieved from <https://singaporelegaladvice.com/child-abuse-singapore-parents/>.

⁷ Adults Surviving Child Abuse, ‘The Last Frontier’, Practice Guidelines for Treatment of Complex Trauma and Trauma informed Care and Service Delivery.

你怀疑孩子被虐待吗？ 这里有三种做法帮助你应对：

获取信息

SingaporeLegalAdvice.com⁷是本地一家为个人和企业提供法律服务的一站式平台。该网站建议家长向孩子查明是在何时、何地遭到虐待。如有需要，可鼓励孩子谈谈自身感受，强调发生这件事并不是他们的错。

收集证据

根据SingaporeLegalAdvice.com的说法，需获得孩子及其他目击证人的书面证词。该网站也建议拍下孩子伤处的照片，并附上医疗报告，指出孩子的伤处以及如何受伤。事发后应尽快进行身体检查，否则有些证据会随着时间流逝而受损或消失。

如要报案，社会及家庭发展部建议在报案时提及何时、如何发现孩子遭到虐待，并提供您本人、受害者及被指控虐待者的资料。

报警

如果觉得孩子有生命危险，社会及家庭发展部建议立刻拨打999报警。

欲知更多建议和资讯，请拨打社会及家庭发展部属下儿童保护服务热线1800-777-0000，或浏览www.msf.gov.sg/policies/Strong-and-Stable-Families/Supporting-Families/Family-Violence/Pages/Child-Abuse.aspx，查找相关儿童保护机构名单。

何谓创伤？ 一名受虐经历者的故事



MWS家庭服务中心旨在了解创伤如何影响个人及其家庭的生物心理社会机能，并将之整合到服务当中，以防范、减少并改善创伤对当事人的影响。透过分享处理过的个案，MWS家庭服务中心总监黄-郑惠镁女士向我们娓娓道来。

惠镁于2012年初识安妮^{*}，当时安妮16岁，妹妹13岁，她们的母亲正在向MWS家庭服务中心寻求财务援助。

身为一名受过训练的社工，惠镁凭借专业判断发现，安妮和妹妹都曾在年幼时遭受母亲虐待。

“安妮的母亲经常将怒气发泄在孩子身上，把她们打得鼻青脸肿。出去工作前，她还会将安妮两姐妹的手绑起来，不让她们乱动，把她们留在黑暗中饿着肚子。”她说道。

惠镁也提及，安妮很早就退学了；18岁时意外怀孕，导致更多家庭问题。

“年轻的安妮一心想当个好母亲，但她自己的母亲经常责骂她、贬低她。除了要克服当未婚妈妈的许多挑战，安妮还得承受母亲的口头虐待，她支持不住，后来崩溃了。”

“她用割伤自己的方式减轻痛苦，也常和母亲、妹妹产生摩擦。有时甚至演变成肢体冲突，她在很沮丧的时候还会辱骂妹妹。各种各样的伤害，使安妮开始怀疑自我价值，难以信任别人。”惠镁解释道。

许多人很可能就此将暴力归咎于安妮，直接为她贴上“有问题”的标签。但是，惠镁了解童年早期创伤对个人的影响，她将安妮的行为问题看作是求助信号和创伤症状。

“一旦将这些行为理解为创伤症状，我就意识到安妮需要我们以

不同的方式接触她。我必须确保她和我们相处时感到安全、自在，比如在互动中对她的痛苦表示理解，尝试建立信任；当她哭泣时，我会陪坐在一旁；有时她无法或不愿打开家门，我就静静坐在她住的组屋外头陪伴她。”

“我也必须说到做到。如果我说中午1点会打电话给她，那么中午1点就会准时打给她，风雨不改；如果我说我要和她母亲交谈，会事先让她知道，同时告诉她我会对她母亲说些什么；我也会让她问问题，并说明我联系她母亲的目的。如此一来，我和安妮就会建立一段相互尊重、信任和善解人意的关系。”惠镁分享道。

启动创伤知情护理

“尽管安妮的母亲伤害了她，但她仍坚持亲近母亲，这种关系我们称为创伤羁绊。我试了很多方法，想调解她们母女俩的关系，并引导安妮的母亲放弃虐待行为，但她都没有悔意。”

“同样的，我必须了解，安妮的母亲之所以没有悔意，也有无可奈何之处。安妮的母亲也曾是虐待和暴力的受害者，有时当事情不顺心的时候，她会深受打击或感到不知所措。以上种种使得她难以了解自身行为如何影响安妮的性格，”惠镁解释道。

尝试调解母女关系无效后，惠镁建议安妮住进女性庇护所，但安妮仍难以脱离对母亲的依赖，同时还得面对庇护所其他女性对她的贬损。

“当时我经常去庇护所探望安妮，给予她协助和辅导。我鼓励她爱惜自己，并让她明白自己其实有能力决定要过怎么样的人生，”她回忆道。

后来，安妮渐渐从对母亲的依偎和依赖中脱离出来，惠镁便协助她应对因创伤而产生的各种临床表现。

“当时安妮正努力工作保住饭碗，同时还要照顾孩子。她持续经历记忆重现、失眠、过度警觉和惊恐发作等情况，于是我便转而协助她处理这些创伤后的压力症状，”惠镁分享道。

收获宝贵经验

在帮助安妮的六年时间里，惠镁学到许多宝贵经验，尤其是与相关个人及家庭沟通的方法，以及如何引导其他社工与家庭服务中心的受益者互动。

“我们会轻易对那些微弱的声音听而不闻，或是对弱势的人群视而不见。我从这段相处中了解到，理解他们的世界观也很重要。我总是提醒自己和其他社工，一定要走近他们，倾听他们的故事。”

“安妮教会了我们，面对个案时勿妄下评断，应尽可能同理对方的处境；要跳出标签和刻板印象的误区，主动接近援助对象，了解他们，学习拥抱每一个个体复杂的生命面向。”她解释道。

此外，惠镁也开始明白，那些不遵守社会规范和期望的人群，其实面对着更为根深蒂固的难题。

“安妮的经历让我了解，生活中发生的不幸事件，将会对一个人产生深远影响。对当事人来说，看似简单的生活小事也可能因此而变得困难重重。”她解释道。

更重要的是，惠镁学会不将安妮或拥有相似经历的人当作受害者看待。

“安妮不仅仅是一名受害者。我会看见她所拥有的力量，同时不否定她正面对的痛苦，在她处境最艰难时更是如此。她让我明白，那些深陷复杂困境的人们，同样渴望和他人产生连结，而且也有能力这么做。”

“我们唯有将受虐经历者看作是力量与脆弱并存的同伴，而非只是受害者，才能建立一个更包容、人性化且鼓励赋权的社会。”她解释道。

如今，安妮已经步入婚姻，对孩子疼爱有加。她也拥有一份稳定的工作，许多朋友都会来向她寻求建议呢。

*化名

这一故事最初于2019年6月29日发表在亚洲新闻台官网，经卫理福利服务增补后刊登于2021年第一期《不同凡响》。

MWS家庭服务中心

MWS家庭服务中心提供一整套介入措施，以满足多重压力家庭的复杂需求。2019年，各中心均采用创伤知情护理法，专注于处理负面生活经历对受益者身心健康造成的影响。

家庭服务中心也协助受影响家庭解决复杂问题，如家庭冲突、人际关系问题、婚姻纠纷、育儿/子女教养、财务困难、虐待及家庭暴力等。此外，中心亦提供相关信息，并将受益者转介至相关社区资源。

翻至第17页，查看MWS家庭服务中心名单。

战胜创伤



Andrea受惠于MWS女子之家的创伤知情与治疗计划。

年轻的她曾被母亲抛弃，遭到邻居虐待。如今，在接受MWS女子之家的创伤知情护理后，她成功翻转人生。

十几岁的时候，不仅要努力适应青春期，还得兼顾课业要求与同侪压力，同时又渴望亲近那些自己在乎的人，处在这一过渡阶段一点儿也不容易。

如果在大部分时间还得自己照顾自己，那么青春之路就变得更加崎岖，Andrea*的处境正是如此。她现年16岁，母亲是单亲妈妈，过去因忙于维持生计而无法照顾她。

由于没人看管，Andrea开始做出一些危险行为，导致她受到邻居性剥削，还参与吸毒和偷窃。她也经常离家出走，2018到2019年期间更因被其它同学霸凌而逃学，缺席了大部分中三的课程。

处理创伤

2019年7月，出于安全考量，社会及家庭发展部属下的儿童保护服务处将Andrea转介至MWS女子之家。

Andrea参与了女子之家的创伤知情与治疗计划，其中包括一个个性化治疗计划，由社工王琳雁负责监督。

经诊断，Andrea患有创伤后应激障碍 (Post-traumatic Stress Disorder, 简称PTSD)，邻居对她施暴的闪回是其中一个症状。被母亲抛弃的感觉，加剧了这种闪回，有时她的情绪也会明显低落许多。

“开始时，她几乎每天情绪都很低落，说话语调很平，行尸走肉似的，一直低着头。她差不多每天都会经历闪回，邻居拿刀架在她脖子上的记忆不断重现。”琳雁透露道。她花了将近两个月时间，才取得Andrea的信任。

每当Andrea出现创伤后应激障碍的症状，中心职员就会引导她用“稳步”(Grounding)和深呼吸作为应对。

“稳步能帮助她意识到自己正处于当下，以缓解焦虑和困扰。举个例子，中心职员会鼓励Andrea运用五种感官来感受周围环境。他们也会提供冷饮或热饮，让她感受饮料的温度，将她带回现实当中。”琳雁解释道。

Andrea也参加艺术治疗课程，学习通过表达艺术来发现和处理内在情感。琳雁也和Andrea一同制定情绪调节策略，帮助她找出自身优势。

尽管那些策略有助于Andrea调节情绪，但琳雁认为，是因为有了让Andrea感到安心的成人陪伴在侧，才真正帮助她改变了现状。

“我永远不会忘记那天晚上。当时她刚经历闪回，要冷静下来的时候，她睁开双眼看着我和其他社工，哭着说‘以前从没有人像你们这样听我说话’。”琳雁分享道。

琳雁也为Andrea安排相关课程和计划，帮助她了解暴力、虐待关系及如何保护自己。Andrea在这方面有显著进步，并通报了过去一年里，家中发生的主动虐待和危险行为。

创伤知情护理原则的运用

从一开始，女子之家就将创伤知情护理的五项原则——安全感、诚信、选择权、合作及赋权——付诸实践。琳雁首先以合作的方式与Andrea一同讨论护理计划，涉及诸如任务和时间表等项目，也清楚解释每个阶段会有哪些内容。

中心职员也营造了安全感。他们始终确保Andrea的人身安全,对于她的情绪和心理安全也同样重视。

“所谓情绪安全,是让一个女生真切感受到内心的想法。中心职员为院生提供安全的空间,让他们表达内心感受并对她们的感受表示理解。”

“我们也花很多心力,教导她们如何正确地调节情绪,以便她们在面对棘手的情绪时,不再感到无助。”琳雁进一步说道。

中心职员也给予持续性护理和监督,而且说到做到,以诚信取得院生信任。此外,中心职员和院生之间的定期沟通,也被视为鼓励赋权的一种方式。

“在定期会面中,中心职员会鼓励院生们给予反馈,说出内心想法,并且建议如何改善女子之家的整体环境。”

“沟通是透明的,中心职员会和院生们分享一些决定背后的考量。这么做让双方共享了所有权,能一同讨论女子之家的事务。”琳雁解释道。

在长期的肯定和赋权下,Andrea已能发挥自身优势,也有机会自己做决定。当她发现自己擅长弹吉他、唱歌及写歌后,便决定在女子之家的推荐下,参与艺术培育计划,培养自身的音乐才华。

进步显著

在Andrea的个案计划中,重返学校是一大重点。当她回校就读后,女子之家和学校的社工主任相互配合,观察她的出勤率、学习动力及学业进展



琳雁演示Andrea参与沙盘疗法。这是Andrea的日常活动之一。

等等。Andrea也学会和同学建立积极关系,培养自信心。

“Andrea因为离校一年而必须重读中三,并从普通学术班转至普通工艺班,但她依然下定决心争取好成绩。在今年的年终考试中,她的成绩以A和B为主,进步不少。”

“Andrea认为,这一路来获得的支持,让她能重新专注于学业,也帮助她走出被同学霸凌的过去,不再害怕和同龄人交朋友。”琳雁分享道。

重返学校后,Andrea也有机会展现自己的音乐天赋。她参加校内的教师节才艺比赛,其参赛作品更获选在全校面前表演。后来她还受邀为学校写歌,以纪念这一艰难却独特的2020年。此外,在心理和情绪机能这两方面,Andrea都取得了长足进步。

“竹脚幼妇医院的心理医生和MWS女子之家的职员,都留意到Andrea

现在能更好地接受和处理自身的创伤后应激障碍症状。她甚至在其他院生面前正式演讲,谈论健康的睡眠习惯及睡眠瘫痪(她的其中一个创伤后应激障碍症状)。”

“Andrea也清楚知道,自己何时需要主动向中心职员求助。中心职员的诚信及持续性护理,都加深了Andrea对他们的信任。”琳雁分享道。

下一步

虽然Andrea在康复的路上取得进展,但女子之家的的工作远未完成。

下一步是帮助Andrea掌握独立生活的技能。琳雁一直在指导Andrea如何安排时间上课、看诊及参与计划。Andrea也学习理财,如做预算、管理银行账户等,同时也参与MWS家庭发展计划推出的储蓄配对计划。

她也会继续上课,学习如何保持健康关系、处理毒性关系,以及确保自身安全。

“我为自己感到骄傲,也很感谢女子之家对我的支持。没有他们的引导,我会迷失方向。我还想说,只要有毅力,即使跌倒了也能再爬起来。”Andrea说道。

欲知详情,请浏览
mws.sg/centre-location/mws-girls-residence/

正面的开始



Heni Astuni女士一家。

才刚实施超过一年，MWS家庭辅助计划就已透过“正面育儿计划”（Positive Parenting Program, 简称Triple P），协助近900个家庭的父母与孩子建立融洽关系。我们和其中两位母亲对谈，听听她们的分享。

众所周知，处于青春期的孩子不容易管教。不管是和宵禁、手机还是各种冲突有关的问题都让家长头痛不已。身为两个少女的母亲，箇中滋味Heni Astuni女士再清楚不过。她表

示，孩子们总是拿着电子设备不放，和她们沟通很是吃力。

后来，她从13岁女儿的校方那里得知“正面育儿计划”，便报名参加，希望从中学习其他家长的管教方式。

“正面育儿计划”由MWS家庭辅助计划发起于2019年10月，宗旨是引导需要协助的父母，拉近与青春期和前青春期孩子的关系。自实施以来，该计划推广至巴西立、榜鹅、淡滨尼、后港、盛港和实龙岗的893户家

庭。此外，72所学校的负责人及主要人员均参与其中。

由社会及家庭发展部认证的MWS家庭生活教育者，一共和Heni女士进行了四次单独线上会议，并根据她的育儿需求提出建议，偶尔也邀请她的两个女儿一同加入对话。

Heni女士觉得这项计划有助于改善她和女儿的沟通，此后她更积极地参与女儿的日常生活，聆听她们的烦恼和心事。

“我尽量亲近两个女儿，所以她们无论是在学校面对问题，或是有人际关系上的困惑，都会先跟我说，而不是告诉身边的朋友。”她说道。

通过开明的沟通和信任，Heni女士和孩子建立起稳固的关系，在社交上也给予她们更多的空间。MWS家庭生活教育者甯秀芬很欣赏她的上述育儿方式。

“我明白年轻人都爱和朋友一起出门，所以不会去干涉她们，只要不是和损友在一起就行了。一般上，她们都会主动告诉我她们的计划，和谁出去，这样我就放心了。”她解释道。

秀芬也建议她为孩子的好表现建立奖励机制，Heni女士将建议改为叫自己言出必行，答应女儿的事情一定做到。

“我很感谢这项计划，它帮助我更好地控制脾气。我知道教育孩子不是一件容易的事，但我们应该保持积极正面的态度，不要成为孩子的坏榜样。”

工作时还得处理儿子的负面情绪，因而压力倍增。

MWS家庭生活教育者Jencie首先协助Maya女士，陪儿子一同制定时间表，接着再传授她管理负面情绪的技巧。和Heni女士一样，Maya女士也进行了四次单独线上会议。

“我最关心的是儿子的学业。我告诉辅导员，我做出了一个时间表，她让我照着时间表的计划去做。只要儿子愿意遵守时间表，就为他制定一个奖励机制。”她分享道。

Maya女士发现，制定时间表并不难，难的是控制自己的脾气。有时儿子还没做完功课就嚷着要玩游戏，她经常为此而动怒。好在Jencie的引导下，她变得较有耐心，更懂得如何管教儿子。儿子也因此变得更听话，母子俩的关系也有所改善。

“我学到的一点就是，如果孩子们能做到父母所要求的事情，我们就应该说到做到，给她们一些奖励，比如买书给她们。”她分享道。

现在，Heni女士对育儿之道有了更深的体悟，和孩子的关系也更融洽了。

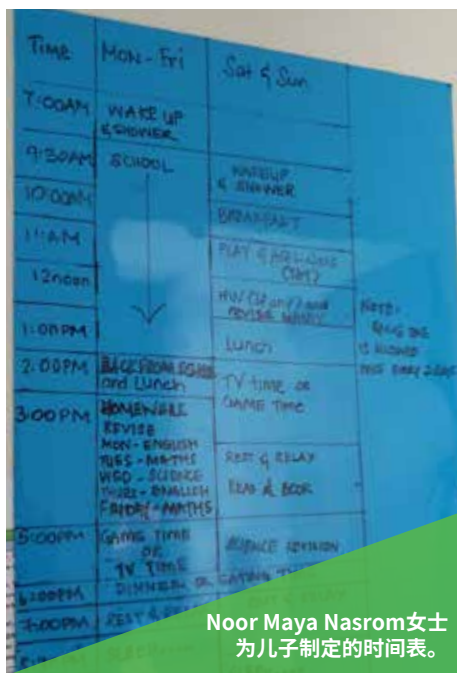
化危机为转机

Noor Maya Nasrom女士是另一名受惠于“正面育儿计划”的母亲。

她有个9岁大的儿子，只要要求不被满足就会闹情绪，而她总是以高声怒骂反击。可想而知，这么做对改善情况毫无助益。因为冠状病毒疫情的关系，儿子颇不适应新常态，她居家

“我很感谢这项计划，它帮助我更好地控制脾气。我知道教育孩子不是一件容易的事，但我们应该保持积极正面的态度，不要成为孩子的坏榜样。还好有人提供专业建议和协助，自己在育儿这条路上并不是孤军作战。”她说道。

“幸好有辅导员的提点，我现在更懂得如何面对压力了。”她补充道。



Noor Maya Nasrom女士为儿子制定的时间表。

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对于处境窘迫、缺少家庭支援的人而言，每一块钱都是至关重要的。无论是需要摆脱虐待经历所带来的冲击的问题少年，陷入贫困恶性循环的家庭，或是不知该如何教育青春期子女的父母，您的慷慨捐助都能助MWS一臂之力，为他们带来希望与温暖，使他们的生活有正面的改变。

\$50

资助一名小学生为期一个月的学校生活费用

人们普遍认为教育能有效减轻贫困，但是低收入家庭往往需要削减子女的教育费用，甚至连三餐、文具及书籍等必需品都难以幸免。您的慷慨捐助，能让孩子们无后顾之忧，为美好未来而努力。

\$100

为一名边缘少年赞助护理计划

犯罪少年往往来自孤立无援的家庭或社会环境——长辈疏于照看，虐待时有发生。您对MWS女子之家的慷慨捐助，能满足这些少年的基本需求，并让她们接受创伤知情护理，以便能重新振作，贡献社会。

\$200

为一户达到月度债务偿还目标的低收入家庭提供匹配奖励

对我们的受益者来说，偿还不断累积的债务或储蓄以备不时之需，似乎都是难以完成的任务。即使是微小的鼓励，都能帮助他们实现还债目标，并为未知的前景做好准备。您的捐款将鼓励受益家庭，让他们在还清100元的月度债务时获得200元的匹配奖励。

\$360

为两户低收入家庭提供为期一个月的财务援助

疫情肆虐，经济低迷，在这一艰难时期，低收入家庭更迫切需要财务援助。我们根据受益家庭的需求提供现金援助，并支付日常生活费用。

\$500

协助挣扎的家长促进亲子关系

家长需兼顾工作、家务和其他事物，少有时间陪伴孩子。当孩子步入前青春期或青春期后，容易产生亲子问题。MWS家庭辅助计划透过正面育儿计划 (Triple P)，为家长提供辅导服务和培训，协助他们与孩子建立融洽关系。