

BETHESDA COMMUNITY
ASSISTANCE &
RELATIONSHIP
ENRICHMENT CENTRE

**ANNUAL REPORT
FOR THE FINANCIAL YEAR
ENDED 31 MARCH 2019**



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**BETHESDA COMMUNITY ASSISTANCE & RELATIONSHIP ENRICHMENT CENTRE
(BETHESDA CARE CENTRE)**

ANNUAL REPORT FOR THE PERIOD FROM 1ST APR 2018 – 31ST MAR 2019

ABOUT US

Bethesda Community Assistance and Relationship Enrichment Centre is a Voluntary Welfare Organisation formed in 1996 with the purpose to express care for the Hougang community through social service and welfare assistance.

We have since extended our services to the communities in Sengkang and Punggol.

| | |
|--|---|
| Unique Entity Number (UEN): | S96SS0198K |
| ROS Registration Date: ROS Registration Number: | 6 Dec 1996 248/1996 WEL |
| Charity Registration Date: Charity Registration Number: | 17 May 2002 01564 |
| Institute of Public Character Number: Validity: | IPC000574 05 Mar 2018 to 04 Sep 2019 |
| Member of National Council of Social Services: | Registration Date: 12 March 2002 Registration No: V00027 |
| Registered Address: | Blk 247 Hougang Avenue 3 #01-462, Singapore 530247 |
| Mailing Address: | Blk 242 Hougang Street 22 #01-93, Singapore 530242 |
| Bank: | OCBC Bank, Hougang Branch |
| Auditor: | C.N. Tiew & Co |

OUR MISSION

To serve the community with commitment and compassion so as to enrich lives, inspire a positive outlook and build resilience in those we serve.

OBJECTIVES

- To provide community assistance to the poor and underprivileged; to those who are weak and neglected; and to those who are aged or infirmed.
- To promote and strengthen relationship between parents and children, spouses, teachers and pupils, peers and among inter-generational family members.
- To enrich the lives of individuals through engaging and meaningful activities and volunteerism.

OUR CORE VALUES

Compassion: We value individuals and families and extend our help to them with empathy, concern and care.

Understanding: We listen to our beneficiaries to understand their needs better so that assistance given can create breakthroughs for them, making their lives easier and happier.

Sincerity: We serve with a caring, positive and creative spirit that enables us to plan meaningful programmes that would address specific needs.

OUR BOARD

Management Committee

The following members were elected into the Management Committee for a term of 3 years starting on 1st September 2018 and ending on 30th Aug 2021 in accordance with the revised Constitution (8th Amendment).

| S/N | Name | Title in Society |
|------------|--|---------------------------|
| 1 | Mr Chua Tong Yong <i>Lawyer</i> Founder & President, 1996 – current | President |
| 2 | Ms Tay Bee Soot <i>Executive Pastor</i> Treasurer, 1st May 2015 – 30th Apr 2019 | Secretary |
| 3 | Mr Patrick Wong Yoke Fun <i>District Pastor</i> | Treasurer |
| 4 | Ms Jane Hui Kam Hoong <i>Pastor</i> Treasurer, 1st May 2015 – 30th Apr 2019 | Assistant Treasurer |
| 5 | Mr Wong Fook Chye <i>Retired</i> Assistant Treasurer, 1 st Dec 2013 – 30 Nov 2015 | Ordinary Committee Member |
| 6 | Ms Kok Kah Wei <i>Director</i> | Ordinary Committee Member |
| 7 | Dr Desmond Mao Ren Hao <i>Consultant</i> | Ordinary Committee Member |
| 8 | Ms Carolin Tan Kai Lin <i>HR Manager</i> Assistant Treasurer, 1st May 2015 – 30th Apr 2019 | Ordinary Committee Member |
| 9 | Ms Tan Kwee Choon <i>Pastor</i> Secretary, 1st May 2015 – 30th Apr 2019 | Ordinary Committee Member |
| 10 | Mr Henry Teo Hak Hong <i>Marketing Director</i> | Ordinary Committee Member |
| 11 | Mr Koh Chia Chee <i>Director of Corporate Services</i> | Ordinary Committee Member |
| 12 | Dr Nelson Chua Ping Ping <i>Senior Consultant</i> | Ordinary Committee Member |

SUB-COMMITTEE

Audit Sub-Committee

| Name | Designation |
|------------------------|--------------------|
| Ms Kok Kah Wei | Chairperson |
| Koh Chia Chee | Member |
| Dr Desmond Mao Ren Hao | Member |

Programme & Services Sub-Committee

| Name | Designation |
|-----------------------|--------------------|
| Mr Wong Fook Chye | Chairperson |
| Ms Tay Bee Soot | Member |
| Mr Henry Teo Hak Hong | Member |

INTERNAL AUDITORS

Honorary Internal Auditors

| Name | Term |
|--------------------|--|
| Kee Siang Chin | 1 st Jan 2017 – 31 st Dec 2020 |
| Lam Jau Yea Vivien | 1 st May 2015 – 30 th Apr 2019 |

EXECUTIVE DIRECTOR'S MESSAGE

Dear Friends,

Greetings from Bethesda CARE Centre (BCARE).

It has been yet another fulfilling year for BCARE. We are glad to announce that our social enterprise for people with mental health issues has expanded its services to another centre at Blk 247 Hougang Avenue 3. We are collaborating with a social enterprise bakery, Flour Power, to train our members in baking and supplying cookies to organisations and corporates. It is heartening to see these members becoming more confident in entering the work force and gaining independence in earning their own income.

BCARE has also been appointed by Early Childhood Development Agency (ECDA) as one of the Preschool Outreach (PSO) Programme service providers. The aim of the programme is to reach out to pre-schoolers from low-income families who are not registered with any preschool centres and to assist them in enrolment. We are glad to be given the opportunity to work on this programme as we understand the importance of education and strongly believe that every child deserves a future.

Our Senior Activity Centre located at Compassvale Crescent is gaining good momentum, having reached out to more than 200 seniors since it started operation in April 2018. Besides the daily programmes, we have conducted various talks and events that are beneficial to the seniors' physical and mental health. We have also organised 12 educational and leisure tours to various parts of Singapore as well as one overseas trip. To ensure greater effectiveness in our service to these seniors, we have collaborated with other community partners like Sengkang General Hospital, Changi General Hospital, Agency for Integrated Care and North-East CDC, etc. We also provide platforms for intergeneration interactions through partnering with schools like Compassvale Secondary, Xinmin Secondary and My First Skool. Our staff and volunteers have forged closer relationship with the seniors through monthly birthday celebrations as well as through home visitations. To date, we have visited more than 100 homes of our seniors. We are grateful to have launched our Official Opening on 9th March 2019 graced by Mr Desmond Choo, Mayor of North-East CDC.

Moving forward, besides regularly reviewing the effectiveness of our service in relation to the changing needs in the community, we are working on our compliance of the Personal Data Protection Act (PDPA). A committee has been set up to improve on streamlining personal data collection and protection, which we target to be ready by 1st Sep 2019. We are also gearing towards obtaining the Data Protection Trustmark by end 2019.

We want to thank our volunteers, donors and community partners for all their support. With their partnership, we are then able to strengthen and extend our service to the community.

I look forward to a greater year ahead.

Yours Sincerely

Edwin Ho
Executive Director
Bethesda CARE Centre

BOARD GOVERNANCE

The Board members of Bethesda CARE Centre is governed by the Constitution of the Society and is committed to maintaining a high standard of corporate governance in line with the principles set out in the Code of Governance for Charities and Institutions of Public Character (IPCs). This establishes and maintains a high standard of legal and ethical mode of operations to preserve the interests of all donors, beneficiaries and stakeholders.

CONFLICT OF INTEREST

Whenever a Committee member is in any way, directly or indirectly, has an interest in a transaction or project or other matter to be discussed as a meeting, the member shall disclose the nature of his interest before the discussion on the matters begins.

The Committee member concerned should not participate in the discussion or vote on the matter, and should also offer to withdraw from the meeting and the Committee shall decide if this should be accepted.

DISCLOSURE AND TRANSPARENCY

1. Board Meeting Attendance (Code ID 8.3)

A total of 4 board meetings were held in the period 1st April 2018 – 31st March 2019 (this excludes the AGM held on 29 August 2018) on the following dates: 03.06.2018, 02.09.2018, 09.12.2018 and 03.03.2019.

| Board Member | Attendance |
|-----------------------------|------------|
| Mr Chua Tong Yong | 1 / 4 |
| Ms Tay Bee Soot | 3 / 4 |
| Mr Patrick Wong Yoke Fun** | 3 / 3 |
| Ms Jane Hui Kam Hoong | 2 / 4 |
| Mr Wong Fook Chye | 2 / 4 |
| Ms Kok Kah Wei | 3 / 4 |
| Dr Desmond Mao Ren Hao | 2 / 4 |
| Ms Carolin Tan Kai Lin | 1 / 4 |
| Ms Tan Kwee Choon | 2 / 4 |
| Mr Henry Teo Hak Hong | 3 / 4 |
| Mr Koh Chia Chee (Chris) | 3 / 4 |
| Mr Nelson Chua Ping Ping** | 1 / 3 |
| Mr Kenneth Chin Henn Khin * | 1 / 1 |

* Stepped down effective 1st Sep 2018

** Appointed effective 1st Sep 2018

2. No Board members receive any remuneration. (Code ID 8.3)
3. No staff is involved in setting his or her own remuneration. None of the paid staff receives more than \$100,000 in annual remuneration. (Code ID 8.4)
4. There is **no** paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the Society, who has received remuneration exceeding \$50,000 during the financial year. (Code ID 8.5)
5. The President Mr Chua Tong Yong and Board committee member Mr Wong Fook Chye have served in the Board for more than 10 consecutive years. Mr Chua serves as a day to day consultant to the Society's Executive Director and staff. Mr Wong is the chairperson of the Programme & Services Sub-committee. The Board approved their continued service in the committee for an indefinite period for as long as they are still available to serve and able to contribute effectively in the committee. (Code ID 1.1.13)
6. The Society maintains a reserve equivalent to 1.5 times the annual operating expenditure to ensure adequacy of financial provision on continuity of programmes and services provided. The documented reserve and investment policy is reviewed yearly by the Board. (Charities Act, Accounts and Audit, Regulations Section 8)
7. The Society's principal funding sources are from donations and government grants. (Charities Act, Accounts and Audit Regulations, Section 8)

GOVERNANCE EVALUATION CHECKLIST (for the period 1st April 2018 – 31st March 2019)

| S/N | DESCRIPTION | CODE ID | RESPONSE |
|--|--|---------|----------|
| BOARD GOVERNANCE | | | |
| 1 | Induction and orientation are provided to incoming governing board members upon joining the Board. | 1.1.2 | Complied |
| A | Are there governing board members holding staff¹ appointments? (skip items 2 and 3 if “No”) | | Yes |
| 2 | Staff does not chair the Board and does not comprise more than one third of the Board. | 1.1.3 | Complied |
| 3 | There are written job descriptions for the staff’s executive functions and operational duties, which are distinct from the staff’s Board role. | 1.1.5 | Complied |
| 4 | The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. | 1.1.7 | Complied |
| 5 | All governing board members must submit themselves for re-nomination and re-appointment , at least once every 3 years. | 1.1.8 | Complied |
| 6 | The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter. | 1.1.12 | Complied |
| B | Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if “No”) | | Yes |
| 7 | The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years. | 1.1.13 | Complied |
| 8 | There are documented terms of reference for the Board and each of its committees. | 1.2.1 | Complied |
| CONFLICT OF INTEREST | | | |
| 9 | There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity. | 2.1 | Complied |
| 10 | Governing board members do not vote or participate in decision making on matters where they have a conflict of interest. | 2.4 | Complied |
| STRATEGIC PLANNING | | | |
| 11 | The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity’s activities are in line with the charity’s objectives. | 3.2.2 | Complied |
| HUMAN RESOURCE and VOLUNTEER² MANAGEMENT | | | |
| 12 | The Board approves documented human resource policies for staff. | 5.1 | Complied |
| 13 | There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board. | 5.3 | Complied |
| 14 | There are processes for regular supervision, appraisal and professional development of staff. | 5.5 | Complied |
| C | Are there volunteers serving in the charity? (skip item 15 if “No”) | | Yes |
| 15 | There are volunteer management policies in place for volunteers. | 5.7 | Complied |

| FINANCIAL MANAGEMENT and INTERNAL CONTROLS | | | |
|--|---|-------|----------|
| 16 | There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes. | 6.1.1 | Complied |
| 17 | The Board ensures that internal controls for financial matters in key areas are in place with documented procedures . | 6.1.2 | Complied |
| 18 | The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted. | 6.1.3 | Complied |
| 19 | The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks . | 6.1.4 | Complied |
| 20 | The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure. | 6.2.1 | Complied |
| | Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No") | | Yes |
| 21 | The charity has a documented investment policy approved by the Board. | 6.4.3 | Complied |
| FUNDRAISING PRACTICES | | | |
| C | Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if "No") | | Yes |
| 22 | All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity. | 7.2.2 | Complied |
| | Did the charity receive donations in kind during the financial year? (skip item 23 if "No") | | Yes |
| 23 | All donations in kind received are properly recorded and accounted for by the charity. | 7.2.3 | Complied |
| DISCLOSURE AND TRANSPARENCY | | | |
| 24 | The charity discloses in its annual report — (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings. | 8.2 | Complied |
| D | Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if "No") | | No |
| 25 | No governing board member is involved in setting his own remuneration. | 2.2 | |
| 26 | The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. <u>OR</u> The charity discloses that no governing board member is remunerated. | 8.3 | |
| E | Does the charity employ paid staff? (skip items 27, 28 and 29 if "No") | | Yes |
| 27 | No staff is involved in setting his own remuneration. | 2.2 | Complied |

| | | | |
|---------------------|---|-----|----------|
| 28 | <p>The charity discloses in its annual report —</p> <p>(a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and</p> <p>(b) whether any of the 3 highest paid staff also serves as a governing board member of the charity.</p> <p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p><u>OR</u></p> <p>The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.</p> | 8.4 | Complied |
| 29 | <p>The charity discloses the number of paid staff who satisfies all of the following criteria:</p> <p>(a) the staff is a close member of the family³ belonging to the Executive Head⁴ or a governing board member of the charity;</p> <p>(b) the staff has received remuneration exceeding \$50,000 during the financial year.</p> <p>The information relating to the remuneration of the staff must be presented in bands of \$100,000.</p> <p><u>OR</u></p> <p>The charity discloses that there is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.</p> | 8.5 | Complied |
| PUBLIC IMAGE | | | |
| 30 | <p>The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.</p> | 9.2 | Complied |

Notes:

¹ Staff: Paid or unpaid individual who is involved in the day to day operations of the charity, e.g. an Executive Director or administrative personnel.

² Volunteer: A person who willingly serves the charity without expectation of any remuneration.

³ Close member of the family: A family member belonging to the Executive Head or a governing board member of a charity —

(a) who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or

(b) who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.

A close member of the family may include the following:

(a) the child or spouse of the Executive Head or governing board member;

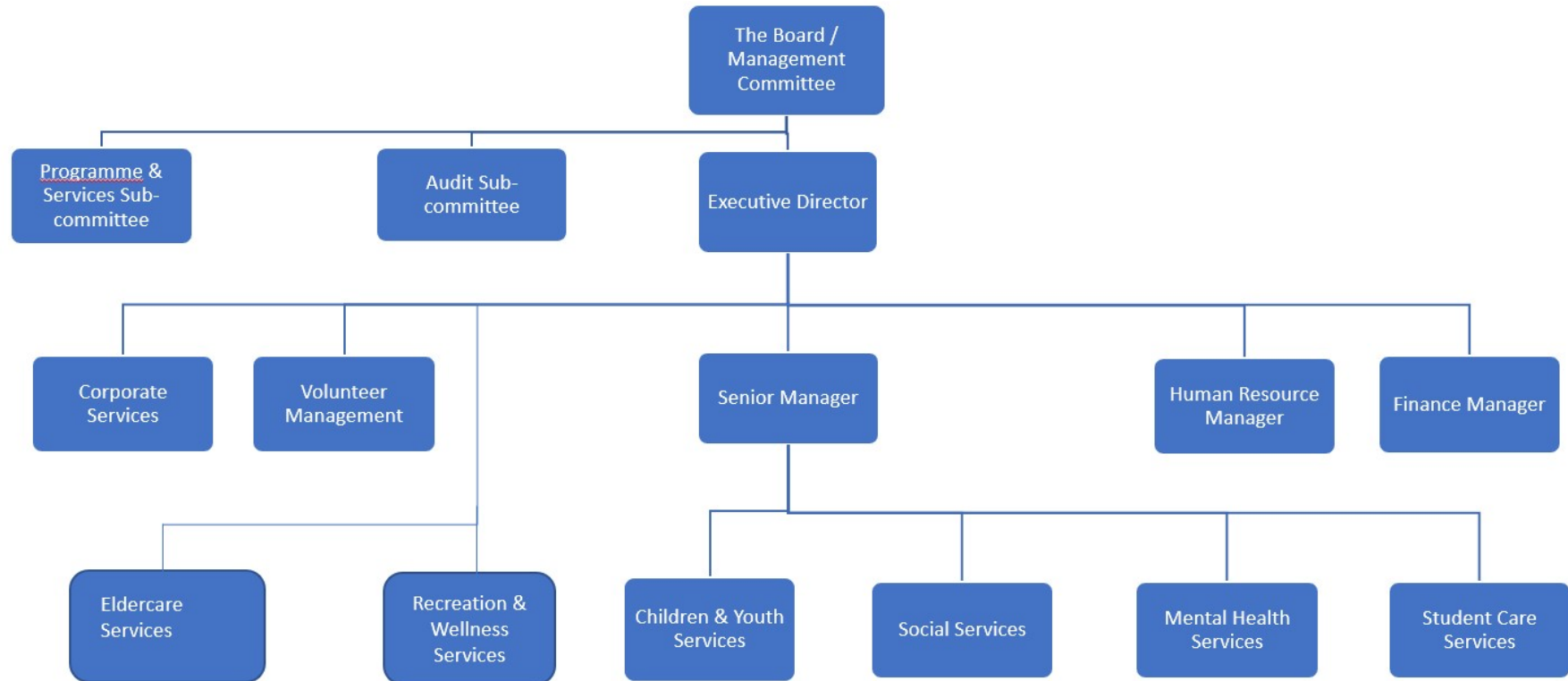
(b) the stepchild of the Executive Head or governing board member;

(c) the dependant of the Executive Head or governing board member.

(d) the dependant of the Executive Head's or governing board member's spouse.

⁴ Executive Head: The most senior staff member in charge of the charity's staff.

OUR ORGANISATION STRUCTURE



ACTIVITIES & HIGHLIGHTS

1. SOCIAL SERVICE

| | |
|---------------------------------|--|
| 1.1 COUNSELLING | |
| | <p><u>IC:</u> Stella Tan</p> <p><u>Objectives:</u> To provide free counselling services to the community (residents from Hougang, Sengkang & Punggol).</p> <p><u>Total Cases attended to for the year:</u> 45</p> |
| 1.2 FINANCIAL ASSISTANCE | |
| | <p><u>IC:</u> Stella Tan</p> <p><u>Objectives:</u> To provide short-term financial assistance to residents from Hougang, Sengkang and Punggol.</p> <p>This year, we have officially launched a new assistance 'Milk Powder Assistance' to families from low-income group with children age 2 to 12 years old. We applied and received a funding of \$8,000 from Lee Foundation.</p> <p><u>Total No of Clients (Cash/Vouchers):</u> 27 <u>Total No of Clients (Milk Powder):</u> 9 families of 25 children</p> <p><u>Total Amount Dispensed (Cash/Vouchers):</u> \$2,325.40 <u>Total Amount Dispensed (Milk Powder):</u> \$6,002.24</p> |

2. MENTAL HEALTH SERVICES

| | |
|---------------------------|---|
| 2.1 FAME CLUB @242 | |
| | <p><u>IC:</u> Lily Chan.</p> <p><u>Objectives:</u> To provide care and support in the community for persons with mental health issues.</p> <p><u>Funding:</u> The initial 3-year grant from Tote Board Social Service Fund through NCSS signed in July 2010, covering 50% of supported operating</p> |

expenses ended on 30 June 2013. 9 months funding period from 1 July 2013 to 31 Mar 2014 aligned to NCSS Financial Year FY13 was renewed. Funding was renewed yearly from FY15-17, including FY2018, 1 Apr 2018 to 31 Mar 2019.

Operating Hours:

Tue – Fri 9:00am-1:00pm

Venue:

Blk 242 #01-93, Hougang St 22, Singapore 530242

Activities:

Our holistic and structured programme engages members meaningfully and provides opportunities for social interaction and the learning of useful skills.

- Morning exercises
- Life skill workshops
- Motivational games
- Karaoke session
- Cooking class
- Gardening
- Outings
- Work skills training

Target Audience:

Persons with mental health issues.

Outcome:

Through individual training plan, members gain a better quality of life.

Total No. of Participants:

78 clients served for FY18

Highlights:

March & April 2018

- FAME Club members visited Bedok again to a different backdrop. They discovered the new Heartbeat@Bedok that houses multiple agencies, like the library, polyclinic, community club, senior care centre and many food outlets. They loved the lovely roof gardens and were amazed by different species of fruits and plants grown. They also visited the latest library and explore its buffet of books. It was a good learning experience. Attended by 33 members, 5 staff and 1 Intern.
- 6 members were taught to make hand bouquet by Godsome Pte Ltd, a franchisee of Xpressflowers.com.

May & June 2018

- Fame members had the opportunity to pack and wrap 100 stalks of fresh Carnations for Lush Addictions Mothers' Day promotion Sales. 10% of their sales equivalent of \$800 was donated to FAME Club. The hand banquet lessons that members had learnt from Xpressflowers.com were clearly put to practice.

- Members were taught how to travel to Yishun Northpoint City and learn about the Yishun Community. Attended by 29 members, 5 Staff and 1 Intern.
- Fame members travelled the Esplanade Bridge from Marina Square to visit Singapore's most iconic symbol, the Merlion. They were amazed by the continual spouts of water from its mouth into the bay. Each member had their special pose taken with the Merlion. Attended by 33 members, 5 Staff and 3 Interns.

July & August 2018

- Tuan Sing Holdings Ltd sponsored FAME Club to Snow City for DIY Ice Cream, Snow Play followed by lunch. This is in collaboration with RSVP MDOP (Mentally Disadvantage Outreach Programme) volunteers. Attended by 40 members, 6 Staff and 4 Interns. Token of Appreciation were given to Mr William Liem, CEO and Mr Chong Chou Yuen, Group CFO of Tuan Sing Holdings Ltd.
- 26 members and 5 staff visited the Singapore Sport Hub to play with the Giant Chess Board and Lawn Bowls.

September & October 2019

- For the first time, FAME members learned to save over 10 weeks for their outing to the Singapore Flyer. 28 members attended with 5 Staff and 1 caregiver.
- 27 FC members participated in an outing to Kampong Admiralty Hub to explore and discover its surroundings.
- During the Mid-Autumn festival, FAME Club members and RSVP volunteers made 300 pcs of mini mooncakes for their families, staff and community neighbours.

November & December 2018

- 66 members attended Gardens- By-the-Bay.
- Christmas Party at NEWater Plant sponsored by RSVP MDOP for over 110 members, staff, interns and volunteers and RSVP volunteers.
- Christmas Party at Blk 242 with 30 students from SIM ICARE Volunteers.

January 2019

- Trip to Chinatown for Chinese New Year festive shopping and to enjoy the celebrative atmosphere.

February 2019

- FAME Club Chinese New Year celebration begun with a Reunion Steamboat lunch for 50 members and ended on a high note with an auspicious Musical Lo-hei Party for 80 participants. Our most committed and passionate volunteers from RSVP MDOP assisted the staff and Fame Club members to prepare the dish from scratch. All participants, including BCARE staff were grouped to compete and design their signature dish before they danced to the beat and tossed the Yu-Sheng with the loudest cheers.

March 2019

- To promote community awareness, members:
 - Walk and clean the Hougang Avenue 1 Park quarterly.

| | |
|------------|---|
| | <ul style="list-style-type: none"> • Wash and clean dining chairs for nearby coffee shop. |
| 2.2 | FAME CLUB @574 |
| | <p><u>IC:</u> Seth Hwang</p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> 1. To teach our members work skills such that they are able to find employment. 2. Prepare our members for the establishment of the social enterprise facility at the beginning of 2019. 3. To help our members improve and maintain their state of mental wellness through a holistic framework of social, physical and mental activities. <p><u>Operating Hours:</u> Tue to Fri: 9:00am-1:00pm</p> <p><u>Activities:</u> Activities include morning exercises, bi-weekly talks and art & craft sessions, journaling and group sharing as well as vocational training such as baking, making of smoothies and cleaning.</p> <p><u>Target Audience:</u> Persons with mental health issues.</p> <p><u>Outcome:</u> As the members went through a consistent routine as well as constant encouragement from staff and volunteers, they began to grow in their competency in carrying out vocational tasks. They have also become more self-confident. Some even managed to find employment outside of BCARE.</p> <p><u>Total No. of Participants:</u> 34 clients served for FY18</p> <p><u>Highlights:</u></p> <p>27 April 2018: Bowling Session at Forte Bowl @ JForte Sportainment Centre, Kovan Everyone had a wonderful time playing bowling in a real bowling facility as well as using real bowling balls. The games were sponsored by FAME Club volunteers. Attended by 15 members, 2 Staff, 1 Intern and 1 Volunteer</p> <p>20 May 2018: Sale of Cookies at BCARE roadshow at Living Sanctuary Brethren Church FAME Club had their first cookies' sale at Living Sanctuary Brethren Church during a BCARE roadshow. The cookies were made by some members who were taught how to bake by our volunteers. A total of \$311.50 was made in the sale. 3 members and 1 staff participated in the roadshow.</p> |

25 May 2018: Visit to LA SALLE College of the Arts

FAME Club members went to LA SALLE College of the Arts to view an art exhibition that was set up by the graduating batch of the school. One of them was the artist who painted the piano located at FAME Club@242. Members got to view the exquisite projects of various genres ranging from interior design to clothing and sculptures. They gained valuable exposure to the arts scene in Singapore. Attended by 13 members, 2 staff, 1 intern and 1 volunteer.

29 June 2018: Visit to Enabling Village

FAME Club members visited Enabling Village; a community space that has a combination of retail, lifestyle and training facilities easily accessible for people with disabilities. It is also a place to showcase how people with disabilities can still contribute to society. Through this outing, members learned to see their strengths and how they are also able to contribute to society. Attended by 9 members, 2 staff, 2 interns and 3 volunteers.

31 August 2018: Sentosa Outing

FAME Club members were given a free monorail ride to visit Sentosa. They visited the various resorts in Sentosa as well as the casino. We then used the opportunity to educate our members on the importance of not gambling because of the effects it can have on their families. Attended by 12 members, 2 staff, 1 intern and 2 volunteers.

26 October 2018: Visit to Sun Yat Sen Nanyang Memorial Hall

It was a wonderful learning experience as FAME Club members visited the Sun Yat Sen Nanyang Memorial Hall. Through this visit, they learnt about how Dr. Sun Yat Sen founded the Republic of China as well as the impact that he had made to the Chinese community in Singapore. Attended by 11 members, 2 Staff and 2 Volunteers

30 November 2018: Combined Outing with FAME Club @ 242 to the Gardens-by-the-Bay

Through the sponsorship of Gardens- By-the-Bay, FAME Club members received the opportunity to visit the Gardens. Everyone had a wonderful time looking at and taking pictures of the Disney-themed decorations in the flower dome. Attended by 13 Members, 2 staff and 2 volunteers

16 December 2018: Flea Market at Hougang 1

FAME Club @ 574 was invited by Ang Mo Kio – Hougang Residents' Committee to set up a flea market booth outside Hougang 1 to support their Christmas Celebration. The event was also attended by Mr Darryl David, Grassroots Adviser to Ang Mo Kio GRC GROs. A sale of \$153.50 was made from the whole event. 3 members, 2 staff and 2 volunteers participated in the event.

14 February 2019: Valentine's Day Flower Sale

Members went out in teams to sell their handmade roses to the community on Valentine's Day. Members gained valuable experience in sales as they overcame their fears to sell their products

| | to the residents around FAME Club @ 574. 8 members, 1 staff and 1 volunteer participated in the event. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|-----------------|---------------|-------------|-------------|---------------|-------|-----------|-----------|---------------|------------|-------|----------|--------------|------|---------|---------|---------------|-----------|---------|---------|------------|------|------|------|--|--|--|--|---------------|-----------------|-----------------|---------------|
| 2.3 SOCIAL ENTERPRISE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <u>IC:</u> Seth Hwang | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <u>Objectives:</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 1. To partner with established bakeries to provide internship and employment opportunities for our FAME Club members | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2. Develop member's customer service skills in our newly opened thrift store. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <u>Operating Hours of Thrift Store:</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Tue and Fri: 2:00pm – 5:30pm | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Sat: 10:00am – 3:00pm | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <u>Venue:</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Blk 287A Compassvale Crescent #01-151 S541287 (BCARE Senior Activity Centre) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <u>Achievement:</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>November 2018: Established a Thrift Store at BCARE Senior Activity Centre. The store is manned by selected Fame Club members who have been trained to manage the sale of preloved clothing, shoes and accessories donated by volunteers. These items were then carefully examined to ensure they are in resalable condition.</p> <p>December 2018: Organized a Christmas Sale selling baking treats done by FAME Club members between January and December. Total Sales Revenue: \$192.20.</p> <p>March 2019: Flour Power, a social enterprise bakery set up shop at a commercial unit acquired by BCARE. Under a collaboration agreement, selected FAME Club members gain a 3-month internship experience at Flour Power and possible employment opportunities.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <u>Thrift Shop Sales Report:</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><tr><th>Month</th><th>Income</th><th>Expenditure</th><th>Nett Income</th></tr><tr><td>November 2018</td><td>\$119</td><td>\$467.07*</td><td>-\$348.07</td></tr><tr><td>December 2018</td><td>\$323.50**</td><td>\$175</td><td>\$148.50</td></tr><tr><td>January 2019</td><td>\$63</td><td>\$66.70</td><td>-\$3.70</td></tr><tr><td>February 2019</td><td>\$215.10#</td><td>\$50.50</td><td>\$164.6</td></tr><tr><td>March 2019</td><td>\$52</td><td>\$30</td><td>\$22</td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td>Total:</td><td>\$772.60</td><td>\$789.27</td><td>-16.67</td></tr></table> | | Month | Income | Expenditure | Nett Income | November 2018 | \$119 | \$467.07* | -\$348.07 | December 2018 | \$323.50** | \$175 | \$148.50 | January 2019 | \$63 | \$66.70 | -\$3.70 | February 2019 | \$215.10# | \$50.50 | \$164.6 | March 2019 | \$52 | \$30 | \$22 | | | | | Total: | \$772.60 | \$789.27 | -16.67 |
| Month | Income | Expenditure | Nett Income | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November 2018 | \$119 | \$467.07* | -\$348.07 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December 2018 | \$323.50** | \$175 | \$148.50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January 2019 | \$63 | \$66.70 | -\$3.70 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February 2019 | \$215.10# | \$50.50 | \$164.6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2019 | \$52 | \$30 | \$22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total: | \$772.60 | \$789.27 | -16.67 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| *Expenditure accounts for the set-up costs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Sharp increase in income due to the flea market at Hougang 1 (Refer to report at FC@574) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | <p>#Sharp increase in income due to the sale of flowers on Valentine's Day (Refer to report at FC@574)</p> <p>Total Net Income of Thrift Shop as of 1 April 2019 is -\$16.67. We expect a break-even and for the Thrift Store to start generating profit by the second half of the year.</p> <p><u>Future Plans:</u></p> <p>We are looking at partnering with more bakeries in order to create more opportunities for our members in the workplace. We will also be increasing our marketing efforts in order to build awareness of our Thrift Store in the community.</p> |
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3. ELDERLY SERVICES

| 3.1 SENIOR CONNECT @574 | |
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| | <p><u>IC:</u> Mabel Chan</p> <p><u>Objectives:</u> To promote active aging and continuous learning through meaningful activities, volunteerism and interaction among seniors, thereby leading to friendship and emotional satisfaction.</p> <p><u>Operating Hours:</u> Sat : 8.00am to 12.00noon</p> <p><u>Venue:</u> Blk 574 Hougang St 51 #01-09 Singapore 530574</p> <p><u>Activities:</u></p> <ol style="list-style-type: none"> 1. Activities include exercise, line dance and karaoke 2. Rummy-O Game <p><u>Target Audience:</u> Age above 55.</p> <p><u>Outcome:</u></p> <p>Seniors become more aware of the aging process and their changing needs. An appreciation of cultural differences leads to better understanding and acceptance of different races and ethnicities. Participants are emotionally and mentally stimulated and friendships are forged amongst them.</p> <p><u>Ad-hoc Activities:</u></p> <p>Festive celebrations, outings and day tours.</p> |

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| | <p><u>Average Attendance:</u> 26 per session</p> |
| 3.2 | <p>SENIOR CONNECT @603</p> |
| | <p><u>IC:</u> Angeline Quek</p> <p><u>Objectives:</u> Senior Connect is set up specifically to enhance the well-being of the seniors in our community. Fun and meaningful activities and workshops are tailored to engage these citizens and help them lead a healthy and enriching life.</p> <p><u>Operating Hours:</u> Tue & Sat : 9.00am to 12.00 noon</p> <p><u>Venue:</u> Blk 603 Hougang Ave 4 #01-221 Singapore 530603</p> <p><u>Activities:</u></p> <ol style="list-style-type: none"> 1. Karaoke 2. Rummy-O Game 3. Morning Exercise 4. Line Dance 5. Brain-stimulating Games 6. Health talks 7. Movie and concert video screenings 8. Monthly Birthday celebrations 9. Outings to various locations in Singapore & Malaysia 10. Festive celebrations (e.g. Christmas, Easter, Chinese New Year, Valentine's Day National day, Mid-autumn and Year-end Thanksgiving day) 11. Sharing on other ethmany will find joy and a sense of peace. be blessed with joy and peace in their hearts. <p><u>Average Attendance:</u> 30 – 40 adults & seniors per session. Between 60 - 70 participants for special events.</p> <p><u>Highlights:</u></p> <p>Parents Day celebration 02/06/ 2018 Mothers' hands are known to be rough due to the amount of housework they do. Besides presenting the mothers with a gift to honour them, we also conducted a hand spa session whereby they were given a pair of hand mask each. The mothers were thrilled with the experience and the feeling of smooth hands after the spa. This year the fathers would also be enjoying the same experience together.</p> <p>Celebrate Racial Harmony Day 21 July 2018 Volunteers and participants came dressed in different ethnic costumes. Through our sharing and activities, we created the social</p> |

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| | <p>awareness of learning to care for and share with our neighbours of different races.</p> <p>National Day celebration 4 August 2018 We celebrated our country's 53rd Birthday. We showed videos of the late Mr Lee Kuan Yew and shared on the legacy he left behind for Singaporeans. We also celebrated the birthday of all the participants who were born in August.</p> <p>Autumn Festival Celebration 22 September 2018 Participants had an enjoyable time making snow skin mooncakes, listening to the story of Chang-er and playing 'Guess the riddle' game. Everyone was given 2 mini mooncakes to bring home.</p> <p>Christmas Celebration on 22 December 2018 Participants were treated to a big feast and presented with a Christmas present each. We also celebrated the birthdays of all who were born in December.</p> <p>Manicure on 26 January 2019 1 week before Chinese New Year, our volunteers did free manicure for the ladies. They were thrilled to see the beautiful designs on their nails.</p> <p>CNY Lao Yusheng on 16 February 2019 There were a total of 70 participants for this event. The participants bonded over a sumptuous feast contributed by some of the seniors. A few of our volunteers also contributed prizes for the lucky draw. We ended with our highlight for the day – "Lao Yusheng".</p> <p>Easter Day Celebration on 20 April 2019 Sharing on what Easter celebration is all about. Each participant was given an egg and chocolate. Participants also brought empty eggshells to design and what they brought home after the event were colourful eggs.</p> <p>Outing to JB Makan-makan on 29 April 2019 40 adults & seniors went for the outing. Most of the seniors feedbacked that they were not able to shop due to their lack in physical fitness but had enjoyed the 'makan' and camaraderie of the group.</p> |
| 3.3 | ELDERCARE BEFRIENDERS |
| | <p>IC: Rosalind Louis</p> <p>Objectives: To reach out to the housebound elderly in the community who need a listening ear and a friend.</p> <p>Activities: 1. Visitation by Eldercare Befrienders once a month. 2. Refer the elderly to relevant resources.</p> |

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| | <p>E.g. If the elderly shares that there is a need for financial aid, Eldercare Befrienders will update the social worker. The social worker will do an assessment and a referral if necessary to the social service office.</p> <p><u>Target Audience:</u> For lonely and isolated elderlies living in Hougang, Sengkang and Punggol.</p> <p><u>Outcome</u></p> <ol style="list-style-type: none"> 1. We have an average of 7 visitations a month. 2. We have 8 active eldercare volunteers. <p><u>Highlights</u> Eldercare Befrienders has better served the beneficiaries by collaborating with NECDC to distribute more resources to them. The most important and fulfilling aspect of Eldercare Befrienders are the relationships that the befrienders have established with the beneficiaries. They have taken the effort to get to know the beneficiaries who are now open to share their hearts. Our volunteers are people who have added a personal touch to the lives of these lonely elderlies and we welcome more volunteers with such passion.</p> |
| 3.4 SENIOR ACTIVITY CENTRE | |
| | <p><u>IC:</u> Teng Ting Ching</p> <p><u>Objectives:</u> To promote the seniors' total wellness being through healthy lifestyle and encourage active engagement cognitively and socially connected to others so as to continue to become effective and fruitful as they age.</p> <p><u>Operating Hours:</u> Mon – Fri : 9am to 6pm Sat : 8.30am to 12.30pm</p> <p><u>Venue:</u> Blk 287A Compassvale Crescent #01-151 S541287</p> <p><u>Activities:</u></p> <ol style="list-style-type: none"> 1. Physical Exercises - everyday 2. Indoor Games - everyday 3. Art and Craft - 9 4. Awareness and Educational Talks - 6 5. Outings - 16 <p><u>Target Audience:</u> Seniors above 55 years at Sengkang.</p> <p><u>Outcome:</u></p> |

- 1 Every morning, the seniors go through 45 minutes of exercise which has helped them to inculcate a healthy lifestyle. We have also engaged the Singhealth Health Technologist to do their Individual Physical Proficiency Test to measure their body strength and frailty. Some have commented that they have become more “muscular” in their hands and legs. They have gone through 4 nutrition talks and 6 exercises and 2 IPPT screenings altogether. It started on 5th Nov 2018 and will end on 28th Jun 2019. The Eye Talk (NECDC) and the Functional Screening (AIC) have referred them to appropriate help. Apart from exercises, they also enjoyed the Line Dance activity every Saturdays.

- 2 We have created various platforms for them to stay socially and emotionally connected with their new friends in the Centre through coffee chit chat times, birthday, cultural celebrations, art and crafts, help in decorations and times for reminiscing their pasts and their present. They have enjoyed spending time together every day.
They also experience connecting with the different generation from our neighbourhood; My First Skool, playing the musical instrument, learning to make craft from the children and having refreshment together. Not only with the little ones, they were also exposed to youths from the Girls' Brigade from Yu Ying Sec School , Xin Min Sec School and Compassvale Sec School. They have the opportunity to sing with the youths and creating crafts and also sharing with them their life experiences. They began to appreciate the young through the intergenerational activities.
Their bonding with their family members were deepened, as we organise outings every month with the help of volunteers from Bethesda Care and Living Sanctuary Brethren Church (LSBC), in partnership with the Residents Network and the NECDC.

- 3 Various Health Talks and Wellness workshops have helped them to be independent and responsible of their own wellness. We have a few seniors with very “knotty” personal and relationship issues, we have seen a trace of improvement in their outlook in life.

Highlights

1. **Mid-Autumn Celebration** on 21st Sep 2018 attracted 80 people with the help of 15 LSBC volunteers. 18 children from different races were fascinated to carry the candle-lit lanterns with their parents and grandparents walking through the garden at SAC.

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| | <p>The family were treated to the mooncakes sponsored by the residents with Chinese tea. They had great bonding sessions sprinkled with quizzes, games and songs.</p> <p>2. We were so glad that we were able to ride on NECDC's event on Harmonies In Sync on 20th Oct 2018, bringing 7 wheelchair bound seniors with 25 volunteers from SAC and LSBC to Kranji Gallop Resort for interactions with other volunteers from other organisations. The seniors were entertained with glass painting, a visit to the beehive garden and treated to a sumptuous buffet lunch. It was an enriching experience for all of us. As a result of this, LSBC became one of the recipients for the Volunteers' award from NECDC on 23 February 2019.</p> <p>3. Lunar New Year Celebrations on 16th Feb 2019, we had 100 participants with 14 of them from the Malay and Indian community. All of them competed in the Chinese zodiac and the Chinese character games. Thereafter they had the Yusheng tossing and a buffet lunch, with a grand finale surprise of man-made "fire cracker" by using the balloons put up by our LSBC volunteers</p> <p>4. SAC Official Opening on 9th Mar 2019, saw about 200 people trickling through our 286 Pavilion packed with games stalls manned by our LSBC volunteers, flea market stalls manned by our residents and the BCARE booths. From our community partners, we rallied 19 guests and with our guest of honour Mayor Mr Desmond Choo, they graced the activity packed pavilion. The residents had a great time talking to Mr Choo while he walked the ground. He declared the opening of our Centre with the cutting of the ribbon and he was accompanied by our Bethesda Care President, Mr Lawrence Chua, Executive Director Mr Edwin and SAC Manager Ms Susan Ho. A few seniors showcased their talents which the Mayor was quite impressed. He was acquainted with our future plans for the Bethesda Garden, First Aider and IT equipping for our seniors.</p> |
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4. CHILDREN, YOUTH & FAMILY

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| 4.1 | PRE-SCHOOL OUTREACH |
| | IC: Stella Tan |

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| | <p><u>Objectives:</u> A programme by ECDA to reach out to pre-schoolers from lower-income families who are not registered with any preschools.</p> <p>BCARE is one of the 6 agencies who are awarded the tender to run the programme.</p> <p><u>Total Number of Cases assigned:</u> 232 <u>Number of Cases closed:</u> 123</p> |
| 4.2 JOY CONNECTION STUDENT CARE CENTRES | |
| | <p><u>IC:</u> Jane Kong</p> <p><u>Objectives:</u> To create an environment that is conducive for creative learning and play, focusing on total development. We aim to influence and empower every child and maximise his/her full potential.</p> <p><u>Operating Hours:</u> Mon to Fri: 1.00pm to 7.00pm</p> <p><u>Venue:</u> Blk 958, Hougang St 91, #01-268, Singapore 530958</p> <p><u>Activities:</u></p> <ol style="list-style-type: none"> 1. Supervised Study 2. Enrichment programme 3. Art and Craft 4. Character teaching and activities 5. Special Holiday Programmes <p><u>Target Audience:</u> Student Care Centre is for primary school children. Priority will be given for low income family.</p> <p><u>Outcome:</u> Children to grow intellectually, emotionally and socially into healthy responsible individual. Our programmes endeavour to nurture the innate talents, creativity and learning potential of every student.</p> <p><u>Average Attendance:</u> Student enrolment average 70 students per month.</p> <p><u>Highlights:</u> 8 June 2018: MILO Discovery Tour 47 students from Primary 1 to Primary 6 attended the tour. The MILO Discovery Tour comprised specially-designed learning stations, with interactive games and the children played through an iPad. They learnt about nutrition, how to make wise choices at breakfast and the importance of regular physical activity. They also got a glimpse of the</p> |

MILO filling/packing production line and learnt about the goodness of MILO.

16 & 24 August 2018: Students' Community Services:

16 August 2018

20 students from Payal Lebar Methodist Girls School came to organize a sports/games day with JOYC students. Children enjoyed the games and they were delighted to receive the goodies from the girls.

24 August 2018

18 students from Compassvale Secondary School had an Upcycling Workshop, with our Primary 4 to Primary 6 students, turning recycled materials into useful items. They learnt how to make good use of the Earth's resources.

7 December 2018: Movie

32 students went for the movie, The Grinch, at Waterway Point. Children had lunch at The Pizza Hut after the movie. It was a new experience and movie for the children and they were very happy.

December 2018 & March 2019: Art & Craft

3, 5, 20 & 11 December 2018

14 students registered for the Art Lessons by Impressions Art Studio. The theme for the Art Lessons was culture and nature. Children were exposed to a variety of artistic mediums, including acrylic paint, watercolour paint, oil and soft pastels. They also learnt to work with unconventional materials such as salt and cling wrap!

18 March 2019

10 students attended the Art Lesson on "Air Dry Clay" with Impressions Art Studio. "Air Dry Clay" is a special clay that dries solid and does not require baking or firing! Using their hands, the students created sculptures, figurines and even little pots – freestyle!

June 2018 to March 2019: Music

30, 31 May & 5, 6, 7 June 2018: Piano Camp

12 students attended the Piano Camp. This was a beginner piano in 10 lessons (2 sessions per day). The students learnt about piano orientation, basic music notation, and rhythms for both hand playing. There was also an introduction to the orchestra. The kids had fun with music!

Piano Lessons

We have student enrolment average 11 students for the music class. The class is held weekly at Blk 957. This is an ABRSM graded piano lesson based on Canadian music for young children syllabus.

18 to 21 March 2019: Edcel Math & Chess Workshop

30 students enrolled for Edcel Math & Chess Workshop. The workshop was fully sponsored by LearnSG Seed Fund. The lessons were conducted in interactive PowerPoint slides. Students worked on guided worksheets and played interactive games. The curriculum was specially designed to infuse math with fun chess games.

4.3 KIDZ KLUB

IC: Tay Ching Yee

Objectives:

To provide a safe and conducive environment for the positive growth of children via a variety of games, talks, outings and other engaging activities.

Operating Hours:

Tue & Wed: 2.30pm to 5.30pm

Venue:

Blk 603 Hougang Ave 4 #01-221 Singapore 530603

Activities:

1. Supervised school work
2. Character development programme
3. Age-appropriate board games
4. Indoor/ outdoor sports and games
5. Art and craft activities
6. Movie and educational video screenings
7. Special school holiday programmes/ outings

Target Audience:

Primary school children from low to middle income families residing in the vicinity

Outcome:

These children learn to take responsibility over the completion of their own schoolwork, duties such as cleaning up after activities, and also learn to help and assist one another. Through indoor and outdoor games, the children also learn teamwork, strategic planning and other useful life skills. Sportsmanship as a character trait is also strongly emphasized in Kidz Klub and the children are encouraged to display good character values.

Average Attendance:

Average 8 participants per session comprising students from Primary 1 to Primary 6.

Highlights:

Change of programme format to a drop-in centre

Since March 2018, Kidz Klub (KK) and Eagles Youth (EY) had adopted a different approach in running the programme: from having a structured programme to a semi-structured drop-in programme. The children can choose to come any time between 2.30pm to 5.30pm, and they can enjoy the facilities after they have finished their homework. Rather than having the children loitering at void decks or in shopping malls after school, the centre aims to provide them with a safe and conducive environment to hang out. The centre also

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| | <p>organizes outings for the children during the school holidays to expose them to learning outside the classroom or indoor setting.</p> <p>9th May 2018: Our volunteer facilitated a session in which our children were taught to make Mother's Day cards for their mummies, using simple yet beautiful materials such as "pom pom balls", stickers and other decorative materials. The children also wrote messages to honour and express their thanks to their mummies.</p> <p>May to July 2018: Professional artists engaged by PA under the PAssionArts programme came to the centre to teach the children various art techniques such as Pointillism to create beautiful art pieces. They were also taught to make collages with recycled materials. These art work were displayed at an art exhibition held at the premises of Helping Hand and at Kovan Bus Interchange.</p> <p>8th December 2018: The Children and Youth department had their first combined Christmas party on 8 Dec, where children and youths from the drop-in centre and tuition programme came together for a great time of fun! We conducted a Christmas snow-globe making workshop, played telematch games and also enjoyed a sumptuous lunch!</p> <p>Our volunteers even shared their heartfelt thoughts about volunteering experience with us, and also about the true meaning of Christmas. It was indeed a very meaningful Christmas celebration for the children, youth and adults.</p> <p>19th December 2018: An outing was organised for the youths to explore Lee Kong Chian Natural History Museum as a post-exam activity and it was generously sponsored by NUS. There was a guided tour whereby the youths learnt about preservation of the environment and marvelled at the dinosaurs' fossils and other exhibitions. It was a memorable excursion for them.</p> <p>13th February 2019: We had our very own KK Yusheng party. Our staff and volunteers bought and sliced fresh fruits and vegetables and healthy nut cereals to create a healthy version of the salad in celebration of Chinese New Year. The children had a good time tossing the salad and enjoyed the very healthy tea break!</p> |
| 4.4 | EAGLES YOUTH |
| | <p><u>IC:</u> Tracy Ng</p> <p><u>Objectives:</u> To provide a nurturing environment for youths to help them grow intellectually, emotionally and socially into responsible adults.</p> |

Operating Hours:

Thu and Fri: 3 pm to 6 pm

Venue:

Blk 603 Hougang Ave 4 #01-221 Singapore 530603

Activities:

6. Supervised school work
7. Board games
8. Sports
9. Character development sessions (Videos on cyber bullying, anti-smoking, overcoming shyness, being honest, helping one another, etc.)
10. Special school holiday programmes/ outings.

Target Audience:

Youth ages 13 – 20 from low income families.

Outcome:

The drop-in centre serves as a safe and conducive environment for the youths to develop holistically. These youths learn to form healthy relationships, gain sound values, relevant skills and receive emotional support at the centre. We hope to provide an environment that promotes positive self-esteem, self-control and allowing them to work towards achieving their full potential.

Attendance:

Average 15 youths per session

Highlights:**25th May**

The youths visited La Salle Singapore where they learnt to appreciate art work and artefacts submitted by final year students. The youths were inspired tremendously by some of the graduating students as they shared the ideas and motivation behind their art work. Some of our youths were interested in pursuing art or design in ITE or Polytechnic.

16th July

Our youths volunteered in a Racial Harmony event in Punggol. They served the community by designing games and tending to the game booths during the event.

20th August

As part of a community arts event, the youths were coached by professional artists, in art techniques such as designing banners and posters. The youths then visited Kovan Interchange and the Helping Hand where their art and craft pieces were being exhibited. We are grateful to the People's Association for partnering with us in this event.

2nd December

Our youths challenged themselves to the tall order (pun intended!) of rock-climbing as a holiday activity. They pushed through all obstacles and made their way up to the top of the rock wall, something even

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| | <p>they themselves did not imagine they could do. Well done, youths! The event was sponsored by Paya Lebar Community Sports Committee.</p> <p>8th December The Children and Youth department had their first combined Christmas party on 8 December. The children and youths from the drop-in centre and tuition programme came together for a great time of fun! We conducted a Christmas snow-globe making workshop, played Telematch games and also enjoyed a sumptuous lunch! It was indeed a very meaningful Christmas celebration for the children, youth and adults.</p> <p>19th December An outing was organised for the youths to explore Lee Kong Chian Natural History Museum as a post-exam activity and it was generously sponsored by NUS. There was a guided tour whereby the youths learnt about preservation of the environment and marvelled at the dinosaurs' fossils and other exhibitions. It was a memorable excursion for them.</p> <p>15th Feb We celebrated Chinese New Year with the youths by having a steamboat party. During the event we also shared with one another the different family traditions and activities the youths would have with their families during the festive season. It was a great time of sharing and getting to know one another. Some of the tertiary youths also came back to join in the heart-warming celebration.</p> |
| 4.5 | ROYAL RANGERS |
| | <p><u>IC:</u> Kelvin Poh</p> <p><u>Objectives:</u> A uniformed group for children and youths ages 5-18 ("Rangers") that aims to develop and strengthen the Ranger's character, and impart useful life skills to him/her.</p> <p><u>Operating Hours:</u> Sat: 1.15pm to 3.30pm</p> <p><u>Venue:</u> Block 603, Hougang Avenue 4, #01-221, S(530603) Blk 287A, Compassvale Crescent #01-151 Singapore 541287 (from August 2018)</p> <p><u>Activities:</u></p> <ol style="list-style-type: none"> 1. Life skills programmes such as hiking, bird study, first aid, etc. 2. Outdoor activities such as camping and outings. 3. Character lessons on various topics such as graciousness, goodness, etc. 4. Game sessions to encourage teamwork, cooperation and sportsmanship |

Target Audience:

Aged 5-7 (Ranger Kids – RK)
Aged 8-10 (Discovery Rangers – DR)
Aged 11-13 (Adventure Rangers – AR)
Aged 14-18 (Expedition Rangers – ER)

Outcome:

These Rangers learn useful skills that would benefit them in the long run and they also pick up on good character values that would mould them into fine young people with good social etiquette. The nurturing environment provided in Royal Rangers creates a good platform for emotional growth as they learn to relate better with their peers and leaders. Royal Rangers also provides these Rangers with opportunities to showcase and hone their leadership skills and confidence as we groom them to be leaders of the next generation.

Average Attendance:

Average 60 kids per session at Blk 603
Average 10 kids per session at Blk 287A

Highlights:**30 March- 1 April 2018: Outpost Camp**

An annual highlight for the Rangers to bond and learn new skills together during this 3 days 2 nights camp. This year we had 28 Rangers and 22 commanders joining this camp. The Rangers were involved in various team building activities which include DIY Cooking and a night hunt. Both rangers and commanders had a great time learning a new skill and forging friendship during this camp.

26 May 2018: Food Trail Outing

As part of the “Healthy Body” Badge where we teach them various excises and food type. The commanders brought a group of 17 Rangers to the visit numerous food and eatery places to allow the rangers to know the different cuisines and culture of Singapore.

30 June 2018: Chinatown Heritage Tour

The youngest group within the Rangers, took a trip to Chinatown to learn and explore the Chinese heritage and culture of Singapore. They have a wonderful time visiting the different parts of the Chinatown and even the well kept secrets of Chinatown. The children had a great time.

15 July 2018: Royal Rangers Booth at IRCC @ Punggol Periwinkle

Under the invitation of IRCC, Royal Rangers set up a booth at the street parade to showcase its activities. There was also a wind chime making booth for the children while the commanders engaged their parents in sharing more about Royal Rangers.

28 July & 6 August 2018: Gardening Outing

As part of their gardening skill badge 16 rangers participated in preparing a plot of land for the purpose of planting their own

vegetables. And in a short time of 2 months they managed to harvest a total of 3kg of vegetables which they brought home for their families to consume. It was indeed a fruitful and rewarding session for the kids.

11 August 2018: RK Day Outing

The Royal Rangers National Group organised a Carnival styled event for the kids to play and to enjoy. The kids had a good time getting to know kids from other branches of Royal Rangers. They also returned home with many prizes they had won from the carnival games.

25 August 2018: 10th Year Anniversary Event

A total of 85 current and former rangers gathered to celebrate 10 years of Royal Rangers. It was a unique event that brought rangers from the different season of Royal Rangers to look back and recount the friendship that were forged over the years.

13 October 2018: Bird Study Field Trip

As part of the "Bird Study" Badge, the kids were encouraged to step out of the classroom environment and venture to Sungei Buloh to experience the great outdoors that Singapore had to offer. A total of 23 kids went for the field trip and came back with fond memories.

10 November 2018: COA 2 and Gift Shop 2

Our second Council of Achievement of the year was held at Living Sanctuary Brethren Church, as 50 adults, 64 children celebrated their achievements for the past six months. Their parents were invited to present their children with the new merit badges as an act of encouragement. There were also presentations and performances by the rangers. We also had our second gift shop during this time where the children could exchange gifts with the stamps they have earned during the year. A carnival was also set up for the children to win more stamps. The families as well as the commanders had lots of fun together.

16 December 2018: Hougang 1 Give N Share Christmas RR Booth

6 commanders came together at Hougang One to celebrate Christmas with the community. They were there to promote the uniqueness of Royal Rangers and bring the Christmas spirit of love and hope to the public.

17 to 19 December 2018: ER Batam Trip

To fulfil the Expedition Ranger's NYAA community service requirement, 4 Rangers, 3 youths and 4 commanders travelled to Batam island to conduct a session of games and children program and participated in home visits to bless needy families with basic necessities. The rangers packed the goodies bags, planned and conducted the program. They had to exercise their leadership qualities. It was definitely an eye opener for the rangers when they saw the living conditions of the needy families whom they delivered the food packages to. A sense of appreciation overwhelmed them for the things back in Singapore. A perfect combination of appreciating all we are enjoying and acknowledging we can do more to help.

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| | <p>16 February 2019: Chinese New Year Yusheng Party This year we organized 2 parties, 1 at Hougang and the other at Sengkang. In total we had 28 rangers and 48 of their family members, 17 commanders celebrated the season that involved games, a Chinese Steam Buns making session at Hougang while the Sengkang side learnt the art of making Chinese New Year craft. We had the traditional yusheng tossing followed by light refreshment for everyone. It was a great time of getting to know the rangers and their family.</p> <p>23 March 2019: Heritage Tour at Kampong Glam Singapore Youth Corp organised the tour which allowed our kids to learn and discover the Malay heritage in Singapore and the history behind the venue of Kampong Glam. In total 33 rangers and 8 commanders went for the tour. The kids had a session to learn the art of 'Dikir Barat' performed by the NUS Dikir Barat team. The kids also enjoyed playing kampong games, craft work and was served a healthy lunch bento set. It was a great time for the kids.</p> |
| 4.6 TUITION | |
| | <p><u>IC:</u> Seth Hwang</p> <p><u>Objectives:</u> To provide academic assistance to students from low-income families living in Hougang, Sengkang and Punggol.</p> <p><u>Target Audience:</u> Primary students from low-income families who are struggling with poor results require academic assistance. Referrals from various Family Service Centres and BCARE's programmes are also accepted.</p> <p><u>Subjects Offered:</u> English and Mathematics (Primary Level)</p> <p><u>Operating Hours:</u> Mon: 7:30pm – 9:00pm @ 958 Tue: 7.30pm – 9.30pm @ ARC RC Wed: 7.30pm – 9.00pm @ SAC** Thu: 7.30 – 9.30pm @ SAC** Thu: 7:30pm – 9:30pm @ 958 Sat: 9:00am – 11:00am @ ARC RC Sat: 2:30pm – 4:00pm @ 958</p> <p>**New classes that started early 2019</p> <p><u>Venue:</u></p> <ul style="list-style-type: none"> ▪ Blk 958 Hougang St 91 #01-268 Singapore 530958 (Joy Connection premises) ▪ Blk 242 Hougang St 22 #01-93 Singapore 530242 (BCARE Head Office) ▪ 180C Rivervale Crescent #01-367 Singapore 543180 (Rivervale Arc RC) |

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| | <ul style="list-style-type: none"> ▪ Blk 287A Compassvale Crescent #01-151 Singapore 541287 (BCARE SAC) <p><u>Outcome:</u> These students came in with the desire to learn and improve their studies while their tutors were also very dedicated in wanting to help these children. Through a combination of academic assistance, proper guidance and motivation, these children have been slowly improving in their studies.</p> <p><u>Average Attendance:</u> 21 students and 12 tutors</p> <p><u>Future Plans:</u> We are looking into having a "tutors gathering" in June to better touch base with them and also to understand their struggles. Through that gathering, we will also invite a guest speaker to conduct a talk on how our tutors can better engage their students.</p> |
| 4.7 SCHOOL SOCIAL WORK | |
| | <p><u>IC:</u> Stella Tan</p> <p><u>Objectives:</u> To work with schools to help students develop good character, embrace strong values, cultivate healthy habits, and to become responsible and disciplined in maximising their academic potential.</p> |
| 4.7.1 | ENHANCED STEP-UP PROGRAMME (A PROGRAMME FUNDED BY MSF TARGETING STUDENTS WITH SCHOOL ABSENTEEISM ISSUES) |
| | <p>Worked with students from Xinghua Primary, Yuying Secondary, Hougang Secondary, Xinmin Primary, Montfort Primary, Montfort Secondary, Serangoon Secondary, Sengkang Primary, Sengkang Secondary, Compassvale Secondary, Nan Chiau High, Pei Hwa Secondary</p> <p><u>Total Cases:</u> ESU A: 8 Students, ESU B: 20 Students.</p> |
| 4.7.2 | LEADERSHIP TRAINING (TRAINING PROGRAMME FOR PREFECTS AND CCA LEADERS) |
| | <p>Worked with Yuying Secondary</p> <p><u>Total Number of Students:</u> 200</p> |
| 4.8 FAMFUN | |

IC: Tay Ching Yee

Facilitated family bonding activities

Objectives:

- Promote positive relationships among family members (especially parent-child) to create a strong and stable family unit.
- To enhance parents' ability to bring up strong and resilient children through education and being a positive role model to the children.
- To educate parents and children on the importance of family relationships and their roles in the families.
- For families to identify areas in their family life/relationship that could be worked on to do so as a family.
- For families to learn good/best practices in building a strong family.

Schedule:

- Biannual family outings/ facilitated activities at selected indoor/ outdoor locations

Target Audience:

Families: parents and their children (5 to 12 years)

Outcomes:

Strong families and resilient children

Activities:

2 June 2018: Outing to Jacob Ballas Children's Garden (JBCG)

- 13 children and 19 parents participated in an outdoor excursion to the JBCG where the children got to explore nature and learn about many species of plants, climb into tree-houses, get lost in a mini-maze with their parents and even get soaked in the water play area.
- Families also took part in a mini photo-taking competition where families sent in captioned photos of what "Family bonding" meant to them. 2 families were presented with a cutlery gift set for their creative photos!

23 June 2018: Parent-child bonding through pizza-making workshop

- We had our first parent-child activity at our Compassvale Crescent premises; a pizza-making workshop! Children were exposed to simple pizza-making techniques using ingredients such as bread, ham, pineapple and tomato sauce.
- The children were also taught about basic food handling and how to use appliances like the oven. They even helped to clean up the place (sweeping and mopping) after the workshop. The parents were definitely proud of them! 12 children attended the workshop with their parents.

4 August 2018: Parent-child bonding through photography

- A subsequent workshop was held at Compassvale and was attended by 9 children and 9 adults from 7 families during which

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| | <p>they were taught the basic skills of phototaking, and photo-editing using mobile phones.</p> <ul style="list-style-type: none"> ▪ A photo-taking competition was held at the end of the programme to encourage the parents and children to put into practice all that they have learnt. It was a heart-warming sight to behold as parents and children walked the estate together, discovering and capturing the beautiful views with their phones. <p>22 December 2018: Family Carnival – Snow globe making workshop</p> <ul style="list-style-type: none"> ▪ The FamFun programme also participated in a Christmas Family Carnival organised by BCARE at our Compassvale Crescent SAC premises. A snow globe making workshop was conducted for 60 participants, and many children signed up to create their very own Christmas snow globe using simple materials such as glue, glitter, a mini plastic tree and other decorative materials. ▪ Some of the parents also joined their children in this craft session, and it was a really fun time of bonding for the families who came for the carnival. <p>23 March 2019: Outing to Dairy Farm Nature Park</p> <ul style="list-style-type: none"> ▪ The first outing for 2019 was held at the Dairy Farm Nature Park where 13 children and 11 adults embarked on a learning journey to the Wallace Education Centre to learn about the history of Dairy Farm. Children were given a worksheet to fill up as they explore the area. ▪ We then took a short hike to Singapore Quarry about 1.1km (30min walk) and the children saw animals such as squirrels, monkeys and dragonflies. At the quarry, we had a picnic and photo-taking session. We also went through the answers for the worksheet with the children. It was heart-warming to see the parents learn about nature and science through the worksheet, and also seeing them encouraging their children during the hike. |
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5. SPORTS & RECREATION

| 5.1 LINE DANCE | |
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| | <p><u>IC:</u> Joyce Woon</p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> 1. To promote healthy, active lifestyle through light physical activity. 2. To promote social bonds through this popular art and cultural form. 3. To promote fellowship and sharing among members. <p><u>Operating Hours:</u> Tue & Thu: 8.00pm to 9.30pm Sat 2.30pm to 4.00pm (Additional class on Sat since July 2018)</p> <p><u>Venue:</u> Blk 574 Hougang St 51 #01-09 Singapore 530574</p> |

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| | <p><u>Target Audience:</u> Age 40-60.</p> <p><u>Outcome:</u> Participants exercise and learn the cultural background of line dance. They also invite their peers to join, using it as a platform to reach out to others.</p> <p><u>Attendance:</u> Average 35 per session.</p> <p><u>Highlights:</u> Chinese New Year / Lo Hei Party. 1. Authentic Peranakan dishes specially prepared by the Instructor was shared with Line Dance students 2. Combined Class Pot-Luck Dinner Party. Students from the 2 classes gathered for dinner, interaction and to practise the dance moves they have learnt.</p> |
| 5.2 INLINE-SKATING | |
| | <p><u>IC:</u> Eric Ang</p> <p><u>Objectives:</u> 1. To promote healthy active living through sports, 2. To promote family bonds through participation as a family.</p> <p><u>Operating Hours:</u> Thu, 7.45pm to 8:30pm.</p> <p><u>Venue:</u> Blk 574 Hougang St 51 #01-09 Singapore 530574</p> <p><u>Outcome:</u> One of the important achievements is to promote racial harmony as we have children from different races coming for the lessons. As they practise together they build relationships and bonding especially when they play Catching and other games on skates together. They become closer after the 10 lessons.</p> <p><u>Average Attendance:</u> 5 children per session</p> |
| 5.3 TRADITIONAL CHINESE MEDICINE (ORTHOPEDICS) SERVICES | |
| | <p><u>IC:</u> Nelson Ho</p> <p><u>Objectives:</u> To serve the community in a more practical way by offering TCM (Orthopaedics) Therapy such as Acupuncture and 'Tui Na' to provide relief to injury and to aid recovery.</p> |

Operating Hours:

Mon, Wed and Fri : 6.00pm to 9.00pm
Thur : 2.00pm to 6.00pm
(By appointment only)

Charges:

Consultation: Free
Tui Na and Acupuncture at a discounted rates

Venue:

Blk 574 Hougang St 51 #01-09 Singapore 530574

Treatments include:

- frozen shoulders & stiff neck • back & knee pains
- hamstring & ankle sprains • other sprains & sports injury
- golf related injuries & tennis elbow
- muscle ache & muscle tightness • dry eyes & tired eyes

Target Audience:

Mainly community from Hougang and Sengkang

Outcome:

Very well received and treated 762 cases for this fiscal period.

Average Attendance:

Average is 63 treatments per month