Bartley Community Care Services (BCCS) Limited

Annual Report 2023

COLOURS OF HOPE

Bartley
Community Care Services

Colours Of Hope

We hope to use this theme to showcase the various energy levels of our volunteers and the spectrum of possibilities of hope we can accord our beneficiaries through our work as reported here.

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Working together for HOPE

Message from Chairman & Director of Programmes and Services

We are pleased that we commenced operations under our new business entity, Bartley Community Care Services (BCCS) Limited, in 2023 after more than two years of meticulous planning and administrative challenges for the novation of this charity from a society to a company limited by guarantee.

This past year has been a testament to the unwavering commitment and dedication of our staff, volunteers, and supporters who continue to make a positive impact on the lives of individuals and families within our community, providing hope in all shades.

We witnessed the Lord's grace in enabling us to change and adjust the way our key programmes were conducted. *Fun With Phonics* and *Fun With Seniors* are examples of how He had led us.

During the years when we conducted Child And Parent Learning Experience (CAPLE) Programme, we realised that it had been a real challenge for many parents to attend these phonics sessions together with their wards on Saturdays. Their unavailability would mean that their children would also have to miss an opportunity to learn and benefit from it.

Convinced that this programme is much needed by and helpful to these children from low-income families to improve their literacy skills as seen in our many years of our involvement in this literacy programme, we remained undaunted, solving the root cause of poor sign-up and/or attendance by changing the timing.

Fun With Phonics programme is now being held immediately before and after their pre-school classes with lunch provided, an added convenience and incentive for the parents to enrol their kids. Together with a shortened learning structure, the programme has met with high number of student participation.

Community Active Ageing for seniors at Lorong Lew Lian has been going on smoothly with healthy participation

rates but we did not rest on our laurels. We saw a similar need for seniors in the MacPherson area and acted on it. Collaborating with volunteers from Kingdom Community Church, we started *Jiale* 家乐 at our Hope Centre where small talk over coffee and playing of hand-eye coordination games saw the participating seniors come 'alive'.

Such sessions, together with regular exercise sessions and digital active ageing activities held at the void deck of Block 42, Circuit Road, targeted isolated seniors with the simple need for mere friendship and attention. It is not uncommon during our regular walkabouts to see many lonely seniors sitting at public spaces just waiting for the day to pass, their eyes often exuding a look telling of a hard life lived. Sadly, these seniors are often overlooked or seen as inconvenient to help.

We, at BCCSL want to play our small part to make them feel loved and respected again. The work has only just begun, and we want to do more.

Our staff and volunteers have in their numerous encounters with various beneficiaries felt used as agents of God's grace. Being relational first and not transactional, we have indeed remained steadfast in our commitment to befriend those in need.

The success of our initiatives would not have been achieved without the invaluable support of our volunteers, donors, and other stakeholders as we are heavily dependent on them for their generous donations and selfless service.

Going forward, we intend to remain committed to our mission to touch hearts and build lives. We recognise there is still much work to be done and we will continue to innovate, curate new programmes as needed, collaborate with like-minded organisations, advocate positive changes as we strive for empathy and understanding of the disadvantaged in our community.

Join us in our journey to build a more equitable and resilient society where everyone has an opportunity to thrive.

Kenneth & Roch

About Us

BCCSL, although incorporated only in November 2022, has its origins way back in 1999.

In **1999**, Project S21 was launched by Bartley Christian Church, located in How Sun Drive, in collaboration with Braddell Heights Zone B Residents' Committee to do community outreach covering 21 blocks in the Serangoon area through ad hoc events.

In **2000**, Wei Ni Community Services Association was registered as a charity running activities targeting the low-income community. Activities in the early years were still mainly large community-based events celebrating the major traditional festivals like Mid-Autumn Festival, Duan Wu (Dumpling Festival) and Christmas along with other smaller befriending programmes like Good Neighbours' week, Residents' Day, Senior Citizens Dinner, Children's Creative Hands and more. With more occasions to engage beneficiaries, we started to understand their needs better. Over time, more and more structured programmes for different disadvantaged groups were introduced with more and more volunteers recruited.

In **2010**, to better reflect the nature of the work done by the charity which had evolved by then, Wei Ni Community Services Association was renamed Bartley Community Care Services or BCCS as it was commonly known since 2010.

In **2012**, BCCS successfully applied for, and received IPC (Institution of a Public Character) status and had continued to enjoy IPC status throughout its years of operations.

In **2022**, November, BCCSL, a company limited by guarantee (CLG) was incorporated. This was deemed more suitable for our non-profit, volunteer-based charity with its expanded operations. The tighter reporting requirements imposed by the Accounting and Corporate Regulatory Authority (ACRA) for a CLG vs those imposed by the Registry of Societies on a society should result in greater transparency and with it, greater confidence and support from the public.

IPC status for BCCSL was approved on **10th February 2023** paving the way for the novation of all operations from BCCS to BCCSL. Operations under BCCSL commenced in **May 2023.**

We are grateful for the trust that our beneficiaries, partners, and volunteers have had in us thus far. This has helped us to continually improve in the ways we support the underprivileged.

BCCSL's mission and vision have remained unchanged despite the change in business structure and the inevitable change in name of the charity as a result thereof. Our programmes and services however continue to evolve according to changing circumstances and the corresponding needs of our clients. Our strength as a charity has always been being nimble to quickly adapt and to make best use of opportunities as they arise.

Our Mission

Touching hearts, building lives.

This mission is driven by our belief that as fellow human beings, those who can, should do whatever they can to help those in desperate need regardless of the source of their distress.

Our Vision

To see individuals and families in need transformed, enabling them to reach their potential so that they can enjoy meaningful lives and contribute to society.

It is indeed our vision to see lives transformed for the better of the individuals, their families and for society and for the generation that follows to break the vicious cycle of poverty and misery.

Our Purpose

BCCSL exists to carry out our mission as stated above by addressing the unmet basic needs of children, youths and adults including seniors with disadvantaged backgrounds and who may have fallen through the cracks of our country's welfare system as a result of their unique circumstances. Our literacy and numeracy programmes, befriending and mentoring, counselling and active ageing programmes are curated specifically to address these varied needs. BCCSL collaborates with government institutions and other agencies, tapping on their resources for greater impact on the lives of those we serve.

BCCSL AT A GLANCE	
Entity Name	BARTLEY COMMUNITY CARE SERVICES (BCCS) LIMITED
UEN	202238670W
Constitution	Company limited by guarantee (CLG)
Date of incorporation	01 November 2022
IPC Status	Approved on 10 February 2023
Registered address	31 Balam Road #01-127 Singapore 370031
Banker	DBS Bank Ltd
Auditor	Fiducia LLP
Contact Details	Tel: +65 69088122 Email: info@bccs.org.sg

Operations under BCCS (the society) ceased 30 April, 2023 and commenced under BCCSL (the CLG) on 01 May 2023, Operations novated seamlessly.

Charity Governance

BCCSL, the CLG is governed by a Board of Directors, supported by Board Committees operating within its constitution and bye-laws which have been established in accordance with the Singapore Code of Governance for charities and Institutions of a Public Character (IPC). The committees cover the following areas of the Charity's operations:

- Audit
- Programmes and Services
- Funding Strategy
- Appointment and Nomination
- Human Resource
- Finance
- Corporate Communications and Publicity
- Volunteer Management

CONFLICT OF INTEREST POLICY

BCCSL requires each of its board members, members and associates, staff and volunteers to act in the best of interests of the organisation at all times. Each must declare actual or potential conflicts of interest to the Board whenever the personal or professional interests might interfere with his/her performance or affect his/her decision-making when carrying out his/her duty.

WHISTLEBLOWING POLICY

BCCSL is fully committed to promoting lawful and ethical behaviour in all its activities. All board members, staff, volunteers and partners are required to conduct themselves in a manner which comply fully with all applicable laws and internal policies/procedures with the interests of the organisation and its beneficiaries at the forefront.

Our Whistleblowing Policy provides an avenue for members and associates who have major concerns on any misconduct or improper activities within BCCSL to come forward and express these concerns without fear of punishment or unfair treatment. These policies and procedures can be found in the organisation's Human Resource policy on Code of Conduct.

STRATEGIC PLANNING POLICY

The Board shall ensure there are adequate resources to sustain BCCSL's operations and that resources are effectively managed, capacity and capability developed as needed. The Board shall also review plans and monitor from time to time to ensure activities are in line with its objectives.

RESERVES POLICY

BCCSL's target for its reserves is 1.5 years of its operating expenditure. The Board shall review annually the amount of reserves required to ensure that they are adequate to support its current and future activities.

DISCLOSURE REPORT

For period of its operations, May to December 2023, BCCSL does not have any staff whose annual remuneration is in excess of $100,000. There is also no paid staff who is a close member belonging to the family of our executive head or governing board member.

No board member was being remunerated for board duties or services related to the organisation.

BCCSL is in compliance with the code of governance for charities and IPCs. Its Governance Evaluation Checklist can be viewed on the charity portal at www.charities.gov.sg.

The Board

Roch Koh Soon Yao

Ong Beng Thiam

Low Lye See

Lee Tai Luang

Kenneth Teo Meng Teck

Lye Puat Fong

Benjamin Pong Chee Kin

Directors	Date of first appointment	Office held / Date appointed	Attendance at Board meetings	Appointments / Organisation
Roch Koh Soon Yao	1 Nov 2022	Chairman 1 Nov 2022	6/6	Managing Director Red Lips Foods Pte Ltd
Ong Beng Thiam	1 Nov 2022	Vice Chairman 1 Nov 2022	6/6	Vice President Human Capital Accuron Technologies
Low Lye See	1 Nov 2022	Secretary 1 Nov 2022	5/6	Retiree (former Business Operations professional in an MNC)
Lee Tai Luang	1 Nov 2022	Treasurer 1 Nov 2022	6/6	Retiree (former Finance professional in real estate sector)
Kenneth Teo Meng Teck	1 Nov 2022	-	6/6	Director of Programmes and Services, Bartley Community Care Services (BCCS) Ltd
Lye Puat Fong	1 Nov 2022	-	6/6	Retiree (former Marketing professional in an MNC)
Benjamin Pong Chee Kin	1 Nov 2022	-	6/6	Senior Manager TE Connectivity

The above persons were appointed as First Directors of Bartley Community Care Services (BCCS) Ltd effective 1 November 2022 by resolution in writing upon the incorporation of BCCSL, company limited by guarantee.

Our Staff

Programmes & Services

Kenneth Teo Meng Teck*
Director of Programmes & Services

Aaron Everson Pereira
Assistant Manager, Programmes

Peter Tan Cheng Wah
Programme Executive, Fun With Seniors Programme

Angeline Chwee Siew Kee
Programme Executive, HOPE Programme

Business Operations

Anson Quek Swee Koon
Director of Business Operations

Anne Yee Oi Khuen
Senior Executive, Admin & Accounts

Janice Leola Ong Leng Choo
Executive, Fund Strategy & Corporate Communication

Part-Time Team (Contracted for Programmes and Services)

Lim Chwee Ling
Corporate Communications & Public Relations

Tan Tong Wah
Fun With Phonics Programme

Chew Chee Kuan
HOPE Programme

Patrick Wee Swee Huat
KidsZone
EEP@Zhonghua

Joe Lee Onn Wah
KidsZone
EEP@Zhonghua

Susan Loo Geok Lian
KidsZone
Reading@Zhonghua

Tessa Chong Ann Hwa
Tuition (Online)

We deploy our limited manpower resources flexibly to run our operations which may be scaled up or down, supplementing with part-time contract service providers when needed. Our workforce comprises 7 full-time staff and 7 part-timers contracted for specific services. This team is supported by a pool of volunteers for both the outreach programmes and corporate functions.

**on secondment from Bartley Christian Church*

Our Volunteers

PROGRAMMES	NO. OF VOLUNTEERS	NO. OF BENEFICIARIES
Fun With Phonics	6	20
KidsZone EEP@FTTPS	2	20
KidsZone EEP@ZH	-	19
KidsZone Reading@ZH	9	12
Tuition@Bartley	15	36
Fun With Seniors	32	105
Food Rescue	2	12 families + 20 individuals
Board and Sub-Committees	15	-
Fundraising	10	-
Developing Young Leaders	1	9
TOTAL	**92**	**241**

In our social service organisation, dedicated volunteers generously contribute their time, dedication, and vitality in various capacities to enable us to run our programmes. On weekdays, we have mainly retirees and on weekends, we have working adults all selflessly giving of their precious time to help the disadvantaged. We are indeed grateful to and so proud of our volunteers involved in distribution of food and groceries, tutoring primary and secondary students, befriending youths at risk, engaging lonely and isolated seniors, and giving pre-schoolers a leg up in reading and in many other ad hoc activities.

Whilst the impact of their efforts on beneficiaries is profound, thankfully witnessing the improvement in and appreciation from those they have assisted has also been rewarding for our volunteers.

We invite individuals who share a passion for community service to join us in our mission. Through our programmes, we can empower and enable our beneficiaries to develop confidence, improve their circumstances, and experience love and care. Together, we can make a meaningful difference in the lives of those in need.

Acknowledgements

The work of BCCSL could not have reached the breadth and depth it had if not for the collaborative partnership with other like-minded organisations and the generous donations of so many.

Our Major Donors

Corporate

TE Connectivity

OUE Limited

Individual

Koh Soon Yao, Roch
Lin Sida
Ong Sher Meng, Sherman
Thang Tze Yian
Vijay Baxani

GoMAD23 Sponsors and Donors

Gold

Chew How Teck Foundation

Phua Hong Aik

Silver

EP-Tec Solutions

NTUC FairPrice Foundation

Red Lips Foods

Lim Pei Lin, Olivia

Our Community Partners

Balam Residents' Committee & Braddell Heights Zone B Residents' Committee

Bartley Christian Church

First Toa Payoh Primary School

National Volunteer & Philanthropy Centre

National Council of Social Service

PCF Sparkletots

Zhonghua Primary School

Although the space does not permit us to list them all, we would like to acknowledge and sincerely thank all who have contributed in one way or another in 2023 and look forward to more support to bring hope to the otherwise hopeless, to the disadvantaged in our community in 2024 and beyond.

Highlights 2023

GoMAD is a charity event first named such in 2022 under BCCS, the society, although there were earlier iterations called by other names. The first virtual event was necessitated by the COVID-19 pandemic rendering physical mass gatherings illegal.

It has become the single most significant fundraising event for the charity where we generate awareness of the charity and donations for our cause whilst sending the message that everyone out there can make a difference, hence the call to Go M.A.D. (Go Make A Difference).

All participants had to do was to sign up, cycle, run or walk and chalk up distances over the qualifying period using the Strava app and forward messages to friends, colleagues and relatives to support them by making a donation to BCCSL in support of them taking on a challenge to make a difference. The challenges where prizes were awarded were for the longest distance covered and for the highest amount of donations raised.

GoMAD23 was held over 11 weeks to allow for maximum participation, from 1st October where fundraising began, to 17th December when the challenge ended.

We were very pleased and honoured to have had Mr Seah Kian Peng, Speaker of Parliament, Member of Parliament for Marine Parade GRC (Braddell Heights) to launch *GoMAD23* as well as to give away prizes at the end of the event. He had graciously done so for *GoMAD22* as well.

A total of $188,475 from both individual and corporate donors was raised, a 57% increase over preceding year. In all 251 participants participated in the race.

With many charity races being held yearly in our small island state, it has been challenging to stand out and to carve out a decent slice of the pie. We hope over time though, the annual *GoMAD* event with some tweaking to inject more novelty into it, will lead to a wider reach for more effective fundraising.

Plans for deeper engagement with past participants and donors to share the impact of funds raised through *GoMAD* on our beneficiaries are underway to keep them supportive of the event in years ahead.

We would also like to present this annual event to more corporations as a meaningful and convenient opportunity for them to encourage and support employees to take part as a group or individually, a CSR initiative.

TE CSR Go-Kart Event

TE Connectivity (TE), a valued supporter of BCCSL, initiated an event involving staff and some BCCSL's beneficiaries. Their corporate value of inclusion can be seen to extend beyond their workplace to the community.

On 3rd November 2023, TE gathered their employees for a corporate event and invited some of the beneficiaries in BCCSL's youth programmes.

The activity, a go-kart outing, included 11 of our beneficiaries from our *Tuition and Developing Young Leaders Programme*. Besides it being a rare and likely never before activity for these youths from disadvantaged backgrounds, it was a unique opportunity to experience TE's corporate culture.

Both youths and staff members alike enjoyed the event from the start. Ice breaker games made sure everyone warmed up quickly to each other, setting the mood for enthusiastic participation. As soon as the race started, the excitement was palpable and heightened as the youths whizzed around the go-kart circuit.

Prizes of trophies and gift vouchers were the cherries on top of the icing for the winners of the TE Singapore Speed Masters Grand Prix 2023. It was truly gratifying to see the beaming faces of youths as they collected their prizes.

The details that went into the planning by TE for the event, from the impressive name of the go-kart race event to the shiny prizes, rendered it a truly unforgettable experience for our beneficiaries and an inspiration for BCCSL.

The thrills and spills of the race stayed etched onto the memories of our youths, who could not stop gushing about the details of the race: how they had bumped into each other, how they had improved on their first lap timings and how the race had been won by unassuming speed champions. The taste of something so unattainable for these deprived youths was indeed precious and will hopefully motivate them to work hard to fulfil their aspirations.

We were especially touched when a TE staff donated her "Best Dressed" prize gift vouchers to BCCSL. We believe TE has succeeded in reinforcing their employees' sense of volunteerism and social responsibility.

TE's online campaign, TE Grateful Heart 2023, facilitated donations by its employees and the public towards BCCSL's community work. It was topped up by TE's dollar for dollar matching.

Unknown to many, perhaps, is TE Connectivity's positive reputation among the business community. TE Connectivity has been on Fortune World's Most Admired Companies list for the seventh consecutive year. This, according to the annual survey, by Fortune and Korn Ferry, is based on nine criteria, one of which is 'Social Responsibility' which TE has certainly demonstrated to BCCSL in their support for BCCSL's work amongst the low-income community.

We are thankful for their partnership in the past two years and look forward to more companies coming forward to show support.

Buka Puasa

Every year during Ramadan, we provide free iftar meals, as well as free groceries for underprivileged Muslim families.

In 2023, we extended our help to nearly 300 individuals, covering both Lorong Lew Lian and MacPherson areas. This was part of our initiative to deepen engagement with underprivileged families within Lorong Lew Lian.

We are encouraged by the success of this programme which allowed us to reach out to more families in need, and look forward to continuing working with these families.

Charity Dinner @ Peranakan Inn Restaurant

On 1st May, BCCSL held its inaugural Charity Dinner at Peranakan Inn Restaurant in Katong.

40 guests graced the fundraiser event, gamely turning up in colourful Peranakan attire.

The night kicked off with live band music, and guests bonded over Peranakan delectables, whilst we shared BCCSL programmes with them.

We are very grateful for the support shown for our very first fundraiser dinner. A big 'Thank you' to all of you who contributed to the success of this event.

Official Opening of the new Hope Centre

On 1st July, we celebrated the opening of the new Hope Centre at 31 Balam Road, graced by Member of Parliament for MacPherson constituency, Ms Tin Pei Ling.

We are grateful for the recognition given by Ms Tin and the community leaders for our work in the area, which helped justify our application for this venue to be our headquarters to carry out our community work. This is an affirmation of our past achievements and confidence in our work going forward.

BCCSL Volunteer Thanksgiving Lunch

On 18th November, we held a Thanksgiving Lunch for our volunteers, who had over the course of 2023, tirelessly offered their time and warmth in helping our beneficiaries. 26 volunteers in all enjoyed getting to know each other better over lunch.

Volunteer engagement and feedback are critical to the success of our programmes.

Hence, aside from reviewing 2023 activities, we also took the opportunity to give volunteers a preview of 2024 plans.

It afforded our volunteers an elevated view of BCCSL's plans. We wanted to show them what seemed like small actions on their part, were actually critical steps in driving BCCSL's mission of touching the hearts and lives of our beneficiaries.

The Year Ahead

KidsZone EEP (Enhanced Enrolment Programme) and *Reading* programmes at Zhonghua Primary and First Toa Payoh Primary School will be discontinued in view of the limited impact we can achieve with the limited access we have to these kids. Due to conflicting demands of the various school activities on the after school hours, even scheduling of a regular time slot for the programme was a hassle resulting in less than desired outcomes.

Partnership with Howone Institute has been forged to introduce a new programme, *Dance With Seniors,* to add to the range of activities for ageing well we have implemented for seniors. We hope to conduct these sessions at Hope Centre as well as at Community hall/spaces in the vicinity.

Pickleball is also in the pipeline to attract more male seniors. We plan to organise the sessions at multiple locations if our pilot run proves popular.

Recruitment of additional persons or replacements to the governing board has proven to be a challenge but we will step up active search for suitable candidates to join the board.

We will also be looking at strengthening the committees supporting the board as well.

Fundraising will remain a challenge as the end of COVID-19 pandemic saw even more mass fundraising activities returning to compete for a share of the donation dollars. We plan to repeat the more successful fundraisers we have organised in the past but will be injecting more novelty elements into them.

Another area we hope to focus more on is getting more organisations on board to include BCCSL in their CSR programmes.

The Colours Of Hope

BCCSL's Programmes and Services

At Bartley Community Care Services (BCCS) Limited, we are often our beneficiaries' cheerleaders, as we walk with them through life's sometimes difficult journey.

Our goal is to engender hope in our beneficiaries, so they see their future in brighter hues.

We also believe effective help should be relationship-based: between BCCSL and beneficiaries so we understand their needs deeply; between BCCSL and the beneficiaries' families, so the beneficiaries get the full support they need to grow. That is why we have the family unit as the support pillar in our assistance programmes. Strong families form the bedrock of a strong society.

Our programmes and services are holistic in nature for maximum impact although this has not always been possible .

Fun With Phonics

PROGRAMME OBJECTIVES

The *Fun With Phonics* Programme which replaced CAPLE (Child And Parent Learning Experience) for its 2023 run commenced in July and ended in November. The programme was conducted on a weekly basis on a weekday unlike previously, over 2 sessions with 10 children in each from both K1 & K2.

The objective of the programme is to bring joy to learning by creating a welcoming, non-intimidating environment for the start of their learning journey. For children with a fear of learning, this programme is designed to help them see that learning can be fun and colourful. This is especially critical for children of preschool age i.e. before they enter formal education. The love for learning must be cultivated and the basic foundation of the English language well-laid to avoid these children from low-income background lagging behind their peers.

PROGRAMME STRUCTURE

Each session begins with cheerful greetings and an energetic welcome song, followed by activities, lunch and yes, a goodbye song.

Programme Factsheet

Programme Coordinator

Tan Tong Wah

Core Team

Kenneth Teo
Aaron Pereira
Angeline Chwee

Volunteers

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Enrolment

K1 - 10 students
K2 - 10 students

Venue

Hope Centre

Frequency

Every Thursday, for 20 weeks

The focus is for the children to learn the names and sounds of the letters of the alphabet through various activities in creative and fun ways.

Some of these activities include:

- Listening to the reading of age-appropriate stories followed by Q&A session with children answering questions relating to stories and giving them a chance to predict what will happen in the story next, to express their thoughts and emotions and to discuss the characters in the story.
- Taking home a simplified version of the story (booklet form) to encourage reading
- Doing a craft relating to the story
- Reading and writing the alphabet
- Playing both indoor and outdoor games to reinforce phonics learning
- Playing online games on Phonics & High Frequency Words

PROGRAMME EVALUATION

The children were assessed at the beginning and the end of the programme. The child's progress was measured by comparing pre- and post- programme test results.

40% of the children who had difficulty identifying letters in the pre-programme test showed marked improvement in the post-programme test. Similarly, 60% of those who struggled with letter sounds fared much better after the programme. Test results indicated 55% who were unable to read high frequency words at the beginning of the programme were able to do so at the end, albeit at varying levels of competency. Most of the children have also improved in their penmanship.

More importantly, the programme has helped these children to find hope in their learning journey.

An increase in the frequency of the programme each week and some support at home will definitely be more effective in helping these children.

CHALLENGES AND NEXT STEPS

One of the challenges is the lack of home support to help reinforce their learning, whilst irregular attendance is also a problem for some. Hopefully, with more engagement with parents or guardians, they will be encouraged to support their children more.

We plan to customise the programme further to better meet the needs of children of varying abilities.

KidsZone

KidsZone Reading Programme @ Zhonghua Primary School

PROGRAMME OBJECTIVE

The programme was set up to help the children at Zhonghua Primary School lagging behind their peers to cultivate a love for reading, and to build confidence in their use of English.

18 students from Primary 1 and 2 participated in the hourly sessions every week during the school term.

PROGRAMME STRUCTURE

This programme uses auditory, visual and tactile/kinaesthetic learning methods to maximise retention of what was taught and learnt in lesson. This programme for lower primary school kids offers learning through seeing, hearing, touching and doing i.e. involving many of a child's senses to reinforce his/her knowledge intake as well as catering to the different types of learners.

Sessions usually kicked off with a warm welcome for the children, followed by singing of songs taught the previous week. Children were always encouraged to sing along.

Programme Factsheet

Programme Coordinator

Aow Meow Kiang

Core Team

Susan Chew
Aaron Pereira

Volunteers

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Enrolment

18 students

Venue

Zhonghua Primary School

Frequency

Weekly, on Mondays during school term

Stories are often the best building blocks for developing listening, speaking and comprehension skills in the learning of a language with the additional benefit of it being fun when creatively managed for the students. Hence, each session was built on a central story, around which a range of sensorial activities were designed to cater to different learning styles, to bring the story to life for the children.

A new story of the day would normally be first introduced, both text and pictures, through a visualizer.

Positive themes within the story such as friendship, bravery, kindness, and an adventurous spirit would then be highlighted to the children.

We would then teach a song based on the story, sung to the tune of a familiar nursery rhyme so that the children could follow easily. Besides boosting memory retention, singing fosters music appreciation too.

In the segment thereafter, children would be encouraged to read, write and draw. They would write, tracing over selected words in the text; they would also draw based on the story as they recall it. The objective was to help them recognise the words, and to learn to appreciate details through observation.

A very welcomed segment is the vocabulary games time. “Matching Rhyming Words”, “Missing Letters”, “Anagrams”, “Guess the Word” games were always enjoyed by the children.

These games come in the form of handouts for the children to work on individually with some help from the volunteers.

To build up their confidence and to gauge their progress, children were encouraged to read out loud from a text excerpt based on the story.

Another popular activity in the programme is craftwork. Children could design bookmarks, cards or make origami figurines based on the story. Our hope was for these little take-home souvenirs to serve as visual reminders of the stories told as well as to inject fun into the entire learning experience.

The closing of each session was another round of singing, to make a lasting impression on the children as they leave the class, hopefully with music ringing in their ears and fond memories in their minds.

PROGRAMME EVALUATION

The students were observed to be very attentive during story time and they sang the songs enthusiastically right from the beginning. Some were especially confident in sharing their thoughts or answering questions.

Most of them enjoyed the Read, Write & Draw segment and often showed their creativity by adding extra features in their drawings.

There was keen participation in the word games while some showed great enthusiasm in folding origami birds and planes in the craftwork segment.

The volunteers made it a point to share their observations of students' progress every now and then by reporting on growing interest in stories and confidence in reading for some.

On a number of occasions, the Zhonghua school teacher, liaison party for the programme, expressed her appreciation for our work with these children, adding that she too enjoyed the stories, songs, games and activities.

During the final celebration event, several teachers turned up and many were very impressed with the students' singing and their enthusiastic participation in the Book Trivia Quiz. They could tell that our Reading programme was well-received by the students. Our volunteers enjoyed the *KidsZone Reading Programme@Zhonghua* experience so much that they readily shared their happy memories of working with the team and their interaction with the students during their time with them.

The school shared that some of the students had improved tremendously, and were observed to have acquired good reading skills and are speaking more in class.

As a show of gratitude for our help and in recognition of our good work, BCCSL was awarded "Zhonghua Primary School Partners Award" during their annual prize-giving ceremony in November 2023.

CHALLENGES AND NEXT STEPS

We regret to share that 2023 marks the final year of the *KidsZone Reading Programme@Zhonghua*. Whilst the standalone reading programme achieved some success, we faced restrictions in continuing the programme beyond the school term, and outside of the programme time slots allocated.

For sustainable results, we believe a full-fledged literacy programme should be holistic. If given the opportunity for teachers and students to form trusted relationships, a child's progress could be much better managed.

With limited access to the students in this programme, lasting, transformational changes that we want to achieve seems out of reach.

With our limited resources, BCCSL has decided to shift focus to programmes where we have a better handle on, such as *Fun With Phonics* where we can work with a family member to guide and support these disadvantaged kids through a planned learning journey.

KidsZone Enhanced Enrolment Programme @ Zhonghua Primary School

PROGRAMME OBJECTIVE

The objective of the programme was to aid at-risk students at Zhonghua Primary School. These students were often absent from school due to lack of support from their families. The goal was to motivate and equip them through activities and games that teach positive values and socialisation skills to navigate through life meaningfully. Sessions in this programme were held during the school term, on Mondays, Wednesdays and Thursdays, from 2pm-5pm. Each session saw an average attendance of 18 students.

PROGRAMME STRUCTURE

Programme sessions would normally kick off by getting students to first complete their school homework and revision, so that they can participate thereafter in the activities planned with ease of mind. **A different theme based on certain character traits would be decided on for each session, around which activities were planned.** Students were briefed on the theme before the start of activities.

Programme Factsheet

Programme Coordinators
Patrick Wee
Joe Lee

Core Team
Mrs Tay (Zhonghua Pri Adjunct Teacher)

Enrolment
22 students

Venue
Zhonghua Primary School

Frequency
During school term, Mondays, Wednesdays and Thursdays from 2pm-5pm

During the activities, both indoor and outdoor, students were encouraged to interact and collaborate with each other to display the desired character traits.

Attitudes and behaviours observed during the course of the activities were noted for discussion at the end of each session. During the debrief, affirmation and encouragement were lavished on students who demonstrated positive behaviours during the games and negative behaviours highlighted for correction.

The end-of-term celebrations which included meals and rewards were what students looked forward to most.

PROGRAMME EVALUATION

Sessions were challenging to conduct as most of these students came from diverse and often difficult family backgrounds. Yet, their lack of familial guidance on socialisation skills is what makes this programme even more critical.

There were opportunities through the games to highlight behaviours such as resilience, diligence, caring for others, good team work, good listening skills, clear communication as positive behaviours for better outcomes. **Positive traits were reinforced over and over again in these sessions.** We believe some of these would have been entrenched in some of the students' minds.

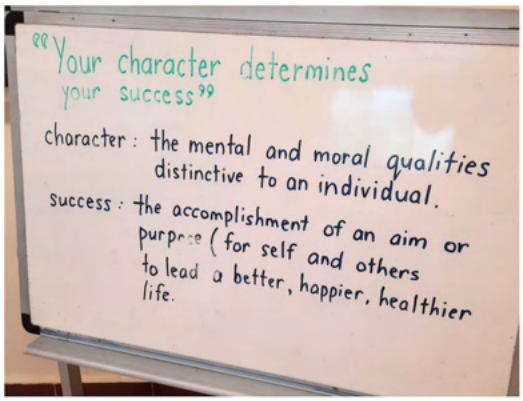
Below are some examples of teaching moments:

Re *Teamwork*, Jayvian was told that he was putting his team mates at a disadvantage as he was not putting in his share of effort. Facilitator Joe administered a penalty for Jayvian by having him sit out the next EEP game.

Re *Thoughtfulness,*: Jiayi was given time out for his rough play. The class was reminded about 'Care' and that students should have a "Safety First" mindset for self and others i.e. being thoughtful in playing any game.

Re *Caring For Others*: Ocean was commended for being caring as he was always giving a helping hand whenever a player fell to the ground.

Through structuring of rewards/disincentives for behaviour demonstrated, we believe students learnt the consequences of their respective behaviours, positive and negative.



CHALLENGES AND NEXT STEPS

To make a lasting impact on the students from dysfunctional families, we really need much more time to follow up with them beyond these sessions, to further mentor them on social and emotional issues.

There were also scheduling challenges because of the school's various co-curricular activities as well as frequent school absenteeism which meant that many of the students do not attend the EEP sessions regularly.

Without regularity, it was difficult to plan and to achieve the objective of making lasting changes in these students' lives.

Given our limited resources, we have made the difficult decision to not continue this programme with Zhonghua Primary School in the following school year. BCCSL will instead direct efforts to *Tuition@Bartley* where we can ensure we can give individuals timely and accessible help.

KidsZone Enhanced Enrolment Programme @ FTPPS

PROGRAMME OBJECTIVES

The objective of this programme was to inculcate positive values through after-school activities with latchkey students mainly from Primary 5. This was done through two types of lessons:

1. *Life-skills lessons* with targeted games aligned to the school values of First Toa Payoh Primary School such as perseverance, responsibility, communication and respect. They were also encouraged to interact positively with their peers and learn to share their emotions in a safe space.

2. *Music lessons* which taught students values such as perseverance, confidence, determination, and communication.

PROGRAMME STRUCTURE

20 students were enrolled in this programme, which took place once a week. Music lessons were conducted over a 2-hour session each week; life-skill lessons were held over 3 hours per session.

PROGRAMME EVALUATION

With their challenging family backgrounds, the students came to the programme with low self-esteem and communication issues. **We were gratified to see the children after a year in the programme gain confidence, grow in resilience, improve in listening skills and practise showing respect to one another.**

Programme Factsheet

Programme Coordinator
Aaron Pereira

Core Team
Aaron Pereira

Volunteers
2

Enrolment
20 students

Venue
First Toa Payoh Primary School

Frequency
Once a week, 2 hours per session (P5s' music lesson)
Once a week, 3 hours per session (P5/P6s' life-skill lessons)

We provided multiple sharing formats to encourage feedback. Through the school's iPad app, in our group sharing sessions, one-to-one with facilitators, the children were encouraged to share what they had learnt, and they did so openly.

Former participants of the programmes after their PSLE exams would also return to join in the sessions and even performed together at the end of the programme, a testament to the popularity of the programme with the students.

By the end of the semester for the music programme, students were able to play songs on their chosen instrument comfortably. Drums, keyboard, guitar or cajon, they had a choice and each focused on picking up playing skills on his or her chosen instrument after trying it out for a few lessons.

The students could even 'jam' with one another, i.e. to play a piece of music together. They chose songs that they enjoyed by artistes such as Taylor Swift, and Korean K-Pop groups such as BLACKPINK.

Through the life-skills lessons and working with the school's discipline master, we focused on inculcating positive values, more specifically respect, responsibility, perseverance, love and integrity all aligned with the school's values. Their understanding would then be verified through the worksheets submitted digitally at the end of each lesson on the school's iPad.

Although there were times when it was difficult for some students to interact comfortably with each other due to personal issues, over time, with coaching and patient mentoring, they were able to overcome these issues.

Some of the school teachers would also join in occasionally and were impressed by the musical aptitude of the students learning music for the first time.

FTPPS's contact person shared that the school was very pleased with the programme. They readily acknowledged BCCSL as being a patient and effective mentor to the students and thanked us for allowing the children to open up in a way that was not possible in the students' regular lessons.

CHALLENGES AND NEXT STEPS

Unfortunately, due to the many demands of the school's curriculum, commitment to a regular weekly schedule was an issue. With the limited time allotted for the programme, BCCSL believes the impact will also be limited. Given our limited resources, BCCSL has made the difficult decision to discontinue the programme hereafter and will instead redirect efforts to focus on other programmes where we can assure individual participants of timely and accessible help to achieve greater impact.

Tuition@Bartley

PROGRAMME OBJECTIVES

We provide free tuition to struggling students from disadvantaged families. Held every Saturday from 10am-12pm, we helped 36 Primary and Secondary students with their academic needs.

We have always striven to make Tuition@ Bartley much more than just an academic assistance programme however. For transformational change, family and community support are often critical, hence in 2023, besides the tuition sessions, we organised several celebratory gatherings involving the students' families.

Hari Raya Celebration Brunch on 20th May, for example, offered a great opportunity for our tutors to get to know the students' families and vice versa. This interaction allowed both parties to have a feel of how best to support the students.

On 19th August, as part of our National Day celebrations, we had past beneficiaries of our various programmes, currently studying in polytechnics and ITEs, return as youth leaders to host the celebration for our tuition students. Our hope was for the students in our current tuition programme to be inspired after meeting these successful youth leaders.

Programme Factsheet

Programme Coordinator

Deborah Pay

Core Team

Jeremiah Cheong
Jean Lee

Volunteers

15

Enrolment

36

Venue

Bartley Tuition Centre @ Bartley Christian Church, 2nd floor.

Frequency

Every Saturday / 10:00 a.m. - 12:00 p.m. / 2 hours

We believe this initiative has helped to build solidarity amongst our past and present beneficiaries, giving the present batch a greater sense of hope for their future.

Besides being enjoyable occasions, these events presented opportunities for our volunteers to catch up with graduates of our programmes and to see many of them now morphed into leaders in their own rights.

In November at the end of the school year, we arranged for our students and their families the DuckTour, a cruise on an amphibious vehicle to see the sights of Marina Bay Sands and other famous Singapore landmarks. This was a first for many of them, and we wanted to deliver a momentous occasion to mark the culmination of a fruitful year. We ended the day celebrating over lunch at Bukit Merah Central, where volunteers, staff and beneficiaries bonded over yummy food.

PROGRAMME EVALUATION

We are happy to report that in 2023, all 6 of our Primary 6 students who sat for their PSLE, as well as 2 students who sat for their 'N' Levels, passed their examinations. We also had a student who passed his 'O' Levels with flying colours and is now studying in a Junior College. We have been blessed with very dedicated volunteers through whose commitment, had brought about transformation in our students' attitude and performance. We are indeed thankful to them.

CHALLENGES AND NEXT STEPS

The biggest challenge going forward is the recruitment of more volunteer teachers to meet the programme's demands. The teacher's role is a demanding one, usually requiring a year-long commitment to patiently teach repetitively when needed and inspire students to keep going when the going is tough.

This programme will continue to be an important one for our beneficiaries as it offers hope not just for the student but also for his/her family. It is their key to a brighter future, a change of standing in society.

Going forward, we will continue to recruit more dedicated tutors to meet this pressing need of the low-income community.

Developing Young Leaders

PROGRAMME OBJECTIVES

The programme aims to help nurture youths from our tuition programme to grow into confident and discerning leaders, by providing a safe space for them to pick up critical life skills and to learn and internalise positive values. This programme serves also for BCCSL to keep in contact with them allowing us to help them to stay on track in their onward journey.

The programme was launched in April 2023 with sessions held monthly where they are taught various tools in goal setting, critical thinking, communication and understanding of personalities. Games and other activities were used to encourage them to open up to share their thoughts and to learn from one another. An average of about 9 youth participants attended these sessions.

Activities were not restricted to classroom settings, games and outdoor activities were also introduced.

Programme Factsheet

Programme Coordinators
Kenneth Teo
Aaron Pereira

Volunteers
1

Enrolment
9

Venue
Hope Centre

Frequency
Once a month on the last Saturday, 2.5 hours

A highlight of the programme was the support these youths gave for the launch of *GoMAD23*. An outing to kick off the event which involved bringing the elderly to Gardens By The Bay saw many of these youths helping the elderly participants enjoy the day through their befriending and help to push wheelchair-bound around the Gardens.

PROGRAMME EVALUATION

We observed over time in the course of the programme, more of the youths opening up to share with one another their reflections on various topics such as their strengths and weaknesses, and an improvement in how they communicated with one another.

Sharing of thoughts digitally through online platforms like Slido was also facilitated and encouraged. These digital engagements saw the students share their thoughts and feelings even more openly and casually.

At the *GoMAD23* Launch Event, we saw the students at their best: open, warm and friendly to the seniors, despite having difficulties communicating due to language barriers sometimes. The youths were also proactive in rendering assistance to the seniors making sure they were comfortable, bringing food to them and taking care of their needs as and when they arose, going to show the inculcating of positive values have worked.

CHALLENGES AND NEXT STEPS

One of the challenges is getting the students to be fully engaged in the lesson materials.

As many are or will be in a critical phase of their tertiary education or are awaiting the call-up for National Service, having them to be regular in attendance is somewhat of a challenge. Nonetheless, the invitation will remain open to them and engagement of these youths can be through various forms, including getting their involvement in activities where they can practise what they have learnt.

In 2024, a new group of students would be expected to join the programme. This would mean much thought must go into the planning for this programme to take care of new group dynamics.

All said, we still see this as a good opportunity to develop leaders to help the disadvantaged community in the future just as they have been helped.

HOPE Programme

PROGRAMME OBJECTIVES

The programme supports low-income individuals and families who are struggling to function in everyday life often due to relationship issues both within and outside of the family and complicated by financial difficulties. Our objective is to help them disentangle from this seemingly hopeless web of woes which is preventing them from living a purposeful and meaningful life.

PROGRAMME STRUCTURE

BCCSL's service usually starts with a request for help from potential beneficiaries applying for financial and other assistance. Approval for assistance is given for families whose per capita income does not exceed $850 and staying in a HDB flat that is not bigger than a 3-room unit.

Upon approval, BCCSL would arrange a home visit for a face-to-face session to better understand the situation. Then together with the client, a plan on how best to alleviate the situation is agreed on.

If the plan involves financial assistance, counselling sessions come next to help them better understand their predicament themselves, to see their problems from a different perspective and motivate them to take little steps to overcome the obstacles in their lives.

Programme Factsheet

Programme Coordinators

Angeline Chwee
Chew Chee Kuan

Enrolment

59 families

Venue

Hope Centre

Frequency

Mondays to Fridays (excl. public holidays)

However, when clients get into chronic financial problems, usually arising from prolonged unemployment, be it due to a physical condition, mental issues or simply due to unrealistic expectations, resulting in the inability to hold down a job and invariably compounded by complex family circumstances, they will be referred to a Social Service Office or a Family Service Centre to be under the supervision of a social worker for more specialised help.

PROGRAMME SUCCESSES

Work on each individual or family in a dire situation requires much patience and compassion, time and effort.

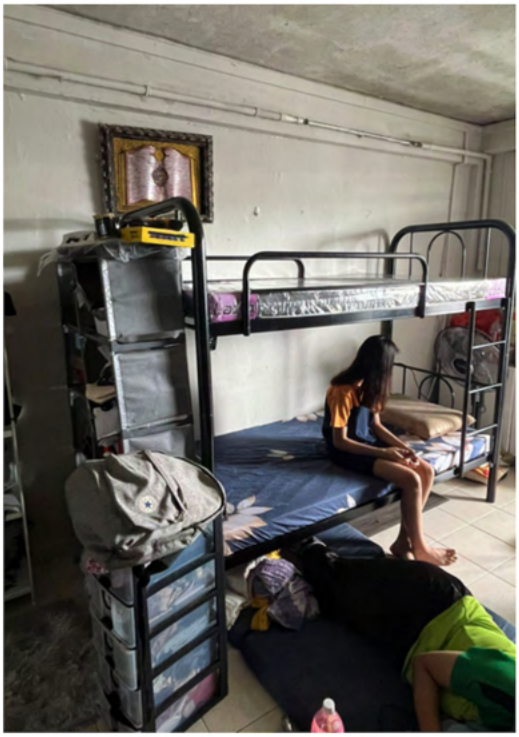
A classic case of a complicated web was a family where the mother figure being stateless herself had rendered her son stateless as well. The mother was adopted after her own mother divorced and remarried and left the country. Due to a name change by her adopted parents, her identity became questionable with 2 conflicting birth certificates that could not be explained satisfactorily and so was denied Singapore citizenship.

The current family unit comprises the stateless mother, her new husband and her 4 children from various relationships/marriage, ranging from less than a year old to a 16-year-old (as at end-2023).

Whilst 2 of the kids are preschoolers, the 13-year-old had been enrolled in BCCSL's tuition programme and has made remarkable progress from failing many subjects before having tuition to doing well in the PSLE examination to be promoted to a secondary school. The 16 year-old is helping the mother at home but is keen to pursue a vocational training of her choice should their finances permit.

To support this family of 6, BCCSL has been providing the family with basic necessities, groceries, supermarket vouchers and clothings. To help bring some cheer and warmth to the children in their home, books, toys, and even an oven were presented to the family. We remain in contact with the family and to offer help when sought. We believe we have made and can still make a difference to the many young lives in this family.

In another case, a family of 6 children was left to fend for themselves after their mother's sudden death. Their father had left them much earlier after the parents divorced and has had a new family since to care for. From home visits after the mother's demise, we discovered the children were really struggling daily. They were sleeping on the concrete floor because they had no beds; their clothes were all over as there was insufficient storage space and their washing machine had broken down. BCCSL acted swiftly to provide beds and beddings, a wardrobe and a washing machine to make the home more inhabitable.



They were also handed complimentary groceries and meals from time to time. Their predicament continues to weigh heavily on us and we hope to continue to be their beacon of hope.

An individual we had the opportunity to help was a young boy with a Myanmese mother, whose dad had left the family since he was only 3 years old, leaving a struggling mum who took it out on him, abusing him. After a physical abuse incident, the boy was placed in the Anglo-Chinese School's Oldham Hall's Hope Fund Boarder Programme but as he was lagging behind in school, he was referred to BCCSL in 2022 for help academically by a staff in the school familiar with our community work.

With the help he received, a special online tuition for Science and Maths by 2 different teachers and a very positive attitude, he did very well in his GCE 'O' Level examinations in 2023, landing a place in a Food Science and Nutrition Course at Nanyang Polytechnic. BCCSL continues to be in contact with him ready to support him when needed.

During the fasting month of Ramadan, for *Buka Puasa*, we packed and distributed 178 Iftar dinner meals and beverages once a week over 4 weeks to 37 low-income families enrolled in our various programmes. In addition, a bag of groceries was given to each of these families. As this has been our practice for several years now, these families certainly look forward to it each year.

To provide ongoing help to our beneficiaries burdened by rising cost of living, we embarked on a *Zero Waste* initiative in September where we 'rescued' food.

Every Wednesday evening, the 'rescued' vegetables and fruits donated were collected and sorted out to ensure only those in decent condition were distributed. Our staff and volunteers would pack the good quality organic fruits and vegetables for handing out the next day to our beneficiaries.

This initiative was very well received by our beneficiaries feeling the pinch of significantly higher prices of food in the past year. We are pleased to have benefited a total of 12 families plus 20 construction workers and town council cleaners through this initiative.

Tapping on the skills of our volunteers, we were able to offer free haircuts to our beneficiaries. In September, during the first session, a total of 9 children and 3 adults turned up. We hope to continue providing this service on a regular basis, going forward.

PROGRAMME EVALUATION

From the many expressions of gratitude and appreciation by our beneficiaries received, we can conclude that we have indeed touched many hearts and helped to build lives.

"Last year had been a challenging year for my family.

I truly appreciate the supply of rescued vegetables. Every Thursday, my family and myself look forward to the rescued vegetables. It really helped us, with savings in marketing.

I also appreciate the events that were organized by the Hope center, like the trip to the Gardens by the bay. It was a well organized family outing.

Last year, my daughter was enrolled in the Hope center's weekly class. She enjoyed it.

I would like to give a special thanks to Ms Angeline, who is really an angel who collected, packed and distributed the rescued vegetables, for needy people like myself.
-Mdm Gajendari

"I am writing to express my heartfelt thanks for the generous help you gave us. Your kindness and generosity have touched our heart(sic), and we are incredibly grateful for your help and support that we're getting from you guys. Your support means a lot to us, and I want you to know how much I appreciate your generosity. I am truly blessed to have someone as giving and caring. Thank you for your kindness and for always being there for us. Your generosity has made a difference, and we're so grateful for yall & may god always bless yall amen 🙏❤️"
-**Natasha**, eldest of 6 children, recently orphaned.

CHALLENGES AND NEXT STEPS

The overwhelming response for the rescued food suggests that many low -income families are struggling to make ends meet. With food prices remaining high or still rising, we foresee demand for rescued food to remain high. We will review our *Zero Waste* initiative to see how best we can better manage it on a bigger scale whilst having safety top of mind.

The inflation of the last few years has put pressure not just on our food bills. Replacement and acquisition of household items, toys, clothings, shoes, books, prams etc proved to be a challenge too for our beneficiaries. This means we have to work even harder to facilitate donation of these items through our network of supporters.

As help for disadvantaged or dysfunctional families usually requires much one-on-one interaction, and therefore much time and effort, there is a constraint on how many we can reach out. Given the resources we have, we will focus on the quality of our support rather than the number we can support.

Fun With Seniors

PROGRAMME OBJECTIVES

Whilst looking after the elderly has been a major part of our community work, we see this need growing in importance in the coming years.

By 2030, 1 in 4 citizens would be aged 65 years and above,[1] so more than ever now, we need specialised programmes to help our elderly mentally, emotionally, socially and physically healthy.

We serve in the Lorong Lew Lian and MacPherson areas, where many seniors are elderly, lonely and deprived, lacking the resources to age well. COVID-19 had given us a new perspective of how we can better serve the needs of the seniors.

As a result, we have developed four different regular activities under our *Fun With Seniors* Programme: *Community Active Ageing, Home Digital Active Ageing, Centre Digital Active Ageing* for wheelchair-assisted seniors and *Jiale* 家乐.

Community Active Ageing (Community AA)

Our *Community AA* Activity was conducted first at Lorong Lew Lian's amphitheatre and following its success, also at the void deck of Block 42 Circuit Road at MacPherson. These sessions were organised in

Programme Factsheet

Programme Coordinators
Angeline Chwee
Peter Tan

Core Team
Sally Ang
Stuart Aw
Katherine Chia
Vanessa Hong
Vincent Lee
Irene Lim
Aaron Pereira
Andrew Retnasingam
Catherine Retnasingam
Alice Tan
Gary Tan
Lucy Wong

Volunteers
32

Enrolment
122

Venues
Macpherson
Lorong Lew Lian
Hope Centre

Frequency
Home DAA: bi-weekly
Centre DAA: 1st Saturday every month
Community AA: 1st, 2nd, 4th Saturdays every month
Jiale 家乐: 2nd, 4th Wednesday every month

[1] https://www.agewellsg.gov.sg/about/

large group class formats, creating the right atmosphere for participants to make friends more easily and for mutual encouragement.

Held over 3 Saturdays every month, the activity had been designed with a range of activities to improve the participants' physical, mental, and emotional health.

We would kick off with a 30-min physical exercise session to energise our participants followed by a 'digital' segment conducted using digital tablets. The elderly were taught how to play games that exercise their cognitive and motor skills. Sometimes, to inject excitement, we would pit teams of participants against each other for a little competition fun.

The third activity would involve board games which not only help to improve their cognitive skills but is also an excellent opportunity to build camaraderie between beneficiaries and volunteers.

The *Community AA* sessions always culminated in stage games with prizes to be won. Beneficiaries were often seen leaving the sessions in high spirits as they brought home goodies with them.

On special occasions like the Lunar New Year and Mother's Day, volunteers would put up singing performances, and encourage the beneficiaries to sing along with them.

The contact with the beneficiaries is not limited to these sessions. Our volunteers also engaged beneficiaries individually outside of these sessions so as to get to know them better, and to understand how they are coping daily.

The sessions serve as a good barometer for how our beneficiaries are doing. If we find any senior not regular in attendance, our follow-up visits will establish if he/she has fallen ill or he/she is experiencing a family crisis.

Home Digital Active Ageing (DAA)

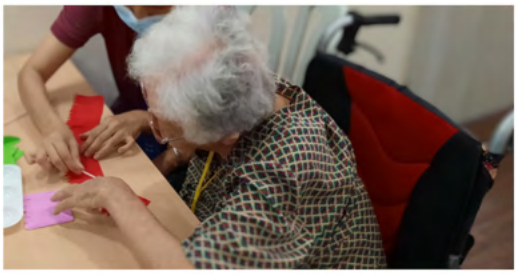
Home DAA was first launched in December 2022 to engage seniors with impaired physical mobility. An average of 4 seniors participated in the bi-weekly *Home DAA* Activity in which volunteers would visit

beneficiaries at their homes at agreed timings. Volunteers would facilitate physical exercises, digital games, and chat with the beneficiaries mainly on how they are coping, and to provide additional assistance if needed.

Centre Digital Active Ageing (DAA) for Wheelchair-Assisted Seniors

This activity is a collaboration with Braddell Heights Zone B RC held at their Centre at Block 6, Lorong Lew Lian.

This was launched in October 2023 to help participants who were mostly dependent on wheelchairs for getting around. An average of 5 seniors joined us in each session. This two hour session would start with basic exercises for the participants, to improve upper body mobility which is so important for the wheelchair-bound.



Games on digital devices to challenge the elderly's cognitive abilities are then introduced to the participants, followed by board games, which often prompted lots of laughter and teasing amongst them, as they engage in friendly competition.

We usually end the session with guided art & craft activities to improve the dexterity of their hands and fingers.

Jiale 家乐

As keeping connected is so essential to ageing well, BCCSL organises social events at our Hope Centre under this programme for the elderly in the neighbourhood to come together regularly for interaction and mental stimulation.

This activity is a collaboration with Kingdom Community Church Volunteers.

A typical session would start with a light snack and beverages, which is a great way for new and/or introverted participants to ease into the group and activities thereafter, as well as for the more sociable participants to catch up with friends over tea or coffee.

By the time the singing session began, everyone would have been suitably refreshed and comfortable with each other. We would usually start singing old songs that the participants are familiar with, before allowing requests for other songs.

Games are also played during *Jiale* 家乐. These games test speed, memory and hand-eye coordination and are good fun for the participants.

Sharing was also an important part of our *Jiale* 家乐 sessions. By encouraging participants to share their lives: memories of how they had coped with challenges while growing up, relationships they cherish, their favourite foods and hobbies, these seniors start to view past experiences with renewed gratitude for the life lessons they have had and also come to realise they do not need to face life challenges alone.

PROGRAMME EVALUATION

All these activities serving our seniors have been received enthusiastically by our beneficiaries. They frequently express their gratitude for these sessions, with some even specially preparing desserts for us when we make home visits.

A good rapport has been built between some beneficiaries and our staff and volunteers, as seen by how they would call ahead like a friend if they were unable to attend the sessions whether due to sickness or for other reasons.

Community leaders of the Braddell Heights Zone B RC bear testimony to the popularity of our *Centre DAA* Activity, and hence render good support. They provided logistical help and storage facilities, and acceded to our many requests, for which we are grateful. Because of the good feedback for the DAA for wheelchair-assisted seniors, the RC Chairman has agreed to allow us to facilitate a second session on Saturday afternoons to cater to a few more who have indicated interest in our programme.

As a result of the personal nature of help rendered through our programmes, we have been able to intervene when it was most needed. In early 2023, when one of our beneficiaries, Mdm Ho, suffered the loss of her daughter-in-law, our volunteer, who is a trained para-counsellor, followed up with regular visits and calls to Mdm Ho to monitor her emotional state.

This offer of a listening ear and companionship which continued for several months helped Mdm Ho to cope with her grief. She has since expressed her heartfelt appreciation to us multiple times and is clearly happier now, clocking regular attendance at our activities.

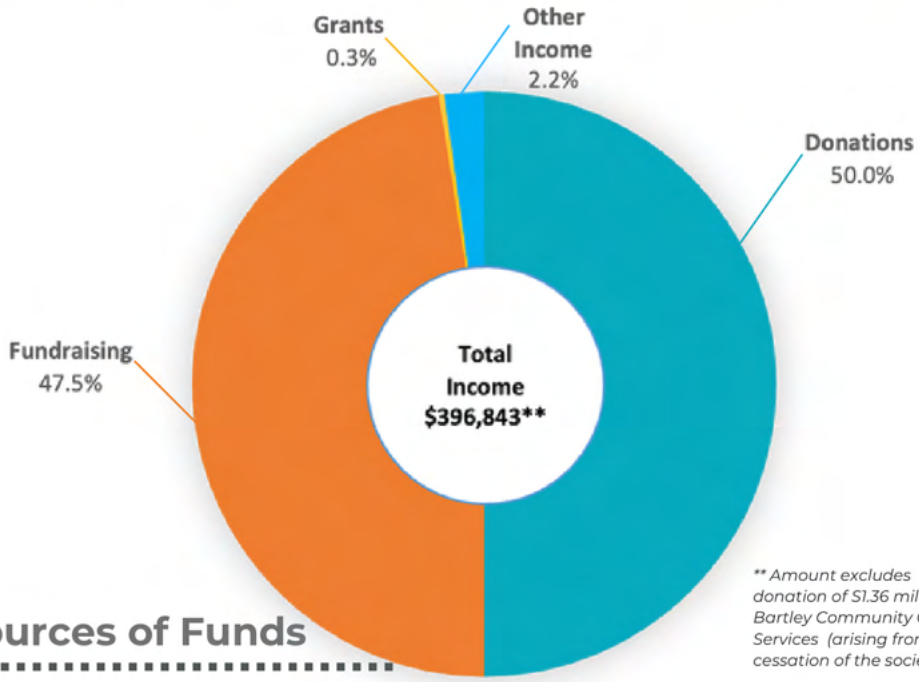
CHALLENGES AND NEXT STEPS

With the increasing popularity of our programme, we need more volunteers, especially for activity with our mobility-challenged participants which requires a higher volunteers-to-participants ratio. We have started sourcing for volunteers through multiple platforms.

Jiale 家 乐 sessions see good attendance with an average of 26-28 seniors each time. This has posed some space issues at Hope Centre and is a constraint for faster growth.

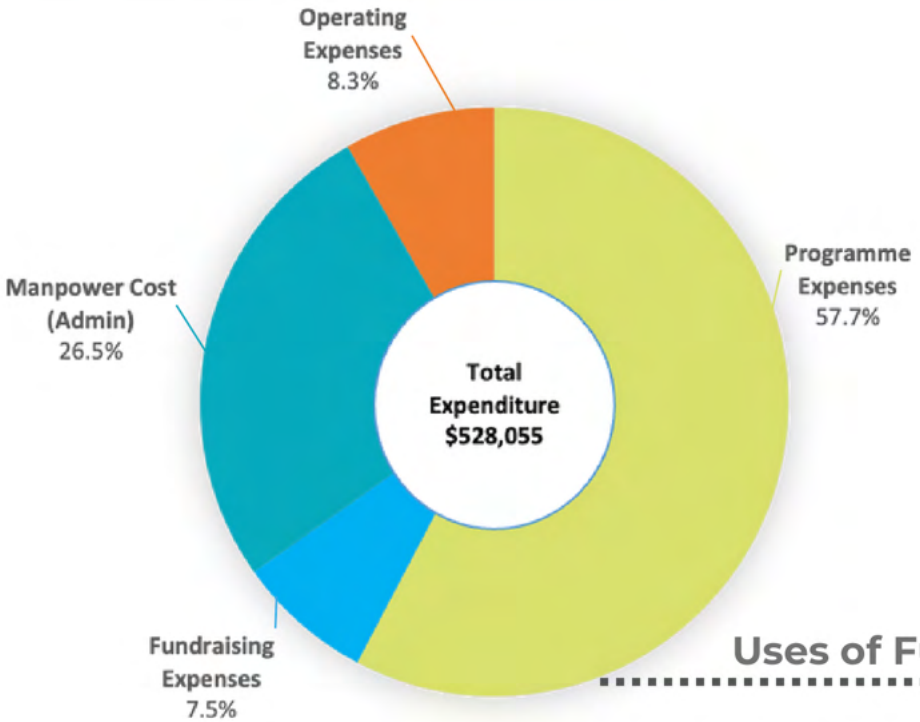
Whilst we see active participation from our more extroverted and sociable seniors, we need to reach out to the more introverted ones, who in fact are the ones who would benefit most from participation in our programme. We are encouraging the elderly who sit out our activities at the fringes of MacPherson community spaces to join in our programme. We are also stepping up efforts to reach out to these elderly by going door-to-door to encourage them to sign up. The main barrier appears to be their shyness and social anxiety at having to meet and interact with new faces. We will continue to look for ways to overcome these obstacles.

Sources and Uses of Funds



*** Amount excludes donation of $1.36 mil from Bartley Community Care Services (arising from cessation of the society)*

Sources of Funds



Uses of Funds

The audited financial statements can be found on the charity portal www.charities.gov.sg

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