

BLESS COMMUNITY SERVICES

Annual Report for Year Ended 31 March 2019



Date of Society Registration: 5 June 2008
Charity Registration Number: T08SS0032L
ROS Registration Number: ROS 1002/2008
Registered Address: 242 Yio Chu Kang Road, Yio Chu Kang Chapel
Singapore 545671

Auditor: HLB Atrede LLP
Banker: DBS Bank Ltd

OUR MISSION

The mission of Bless Community Services (BCS) is to bless the community around us through the provision of services to youths, seniors and the community that will help develop the potential of individuals, strengthen families and foster communal bonding to enrich our society.

OUR CORE VALUES

- **Integrity**
We desire to serve with integrity, valuing honesty and developing trust, holding on to firm principles for wholesome living.
- **Respect**
We uphold the importance of treating every individual with respect and dignity, recognizing his/ her worth.
- **Compassion**
We are committed to serve with love, desiring to encourage and build up, for a positive contribution to society.
- **Responsibility**
We will uphold what is good and right, and will fulfil our mission with accountability.
- **Excellence**
We strive to serve with excellence.

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CHAIRMAN'S MESSAGE

FY 2018/2019 had been an exciting year. By faith, we expanded our activities and programs to the neighbourhood and God blessed us with a measure of success that warmed our hearts and encouraged us to press on.

Our finances were girded by government grants and donations from members of the two churches, Yio Chu Kang Chapel and Yio Chu Kang Gospel Hall. Bless Wellness Centre was eventually completed and our IPC application was approved. Volunteers continued to support our outreach efforts.

God is good. His blessings outstripped our work of faith. We are very thankful. We are confident that He will show us greater things that can be accomplished in the years to come.

With our IPC application approved, we are seeking to become a credible charity organisation that is fully funded by public donations and government grants.

What is our biggest challenge? People. This is also our strength! We need to work with both churches to mobilise more volunteers to actively participate in BCS activities - to persevere with us even when immediate results are not obvious. We may not be the harvesters, but the ones who plant and water the ground are just as important.

All glory to our gracious and almighty God. Amen.

Chairman,
Mr Shi Pau Soon

FY 2018-2019

BLESSING THE COMMUNITY

The mission of BCS is to bless the community around us through the provision of services to youths, seniors and the community that will help develop the potential of individuals, strengthen families and foster communal bonding to enrich our society.



BLESS COMMUNITY SERVICES

DEVELOPING THE POTENTIAL OF INDIVIDUALS

ST. LUKE'S ELDERCARE

70 Elderly served 28 sessions
15 volunteers

TCHOUKBALL

46 Sessions
11 participants per session
4 volunteers

LEGAL CLINIC

11 Sessions
73 attendees
12 volunteers
11 lawyers

COMMUNITY TALKS & WORKSHOPS

7 Sessions
246 attendees
40 volunteers

BOND EXERCISE

75 Sessions
24 participants per session
4 volunteers

BOND NATURE WALKS

33 Sessions
25 participants per session
7 volunteers

ACTIVE AGEING PROGRAMMES

8 Sessions
37 participants per session
3 volunteers

COLLABORATION WITH PARTNERS

St. Luke's Eldercare



visited two elderly living in Hougang & Serangoon

Hwi Yoh Ville RC & Hwi Yoh Garden RC



Tchoukball clinic on 20 Oct with 23 youths attending

STRENGTHENING FAMILIES

COUNSELLING

43 sessions
10 clients seen | 4 counsellors

Top 2 case types:

stress-related issues **1**

family-related issues **2**

459
BENEFICIARIES SERVED

FOSTERING COMMUNAL BONDS

NEIGHBOURHOOD VISITATION



1712

HOUSEHOLDS VISITED REGULARLY (ESTIMATED)



SEVEN
HOUSEHOLDS
were followed up



INFORMAL GATHERINGS

We went beyond meeting during our regular programmes for:

BOND Walks & Exercise
New Year's Eve Potluck

Tchoukball Youths
Christmas Gathering

37 Lunches after
BOND Walks

75 Kopi Sessions
after BOND Exercises



BOARD

The administration of the Society is entrusted to a Board consisting of nine members. The term of office of the Board is two (2) years. The Board members are to be elected at alternate Annual General Meetings. All office-bearers of the Board shall hold office for a term of two (2) years upon election and shall be eligible for re-election to the same or related post for consecutive terms, except the Honorary Treasurer who may not be re-elected to the same or related post for more than two (2) consecutive terms of office.

The current Board comprises of the following:

Name	Role in the Board	Date of Appointment	Attendance at Board Mtgs 2018
Mr Shi Pau Soon (Age: 64) <ul style="list-style-type: none"> • Occupation: Senior Advisor, Fujitec Singapore Corpn Ltd • Board of Directors, Yio Chu Kang Chapel 	Chairman	Appointed on 24 Jun 2018 <i>Board member since Jun 2017</i>	5/5
Mr Toh Tze Keong (Age: 47) <ul style="list-style-type: none"> • Occupation: Lead Pastor, Yio Chu Kang Chapel • Board of Directors, Yio Chu Kang Chapel 	Vice-Chairman	Appointed on 24 Jun 2018 <i>Board member since Jan 2014</i>	4/5
Ms Sylvia Kam Pei-Rong (Age: 28) <ul style="list-style-type: none"> • Occupation: Genetic Counsellor, SingHealth 	Honorary Secretary	Appointed on 24 Jun 2018 <i>Board member since Jun 2017</i>	4/5
Mr Quek Siew Ping (Age: 66) <ul style="list-style-type: none"> • Occupation: Freelance Accountant 	Honorary Treasurer	Appointed on 24 Jun 2018 <i>New Board Member</i>	4/4
Mr Lum Weng Kiong (Age: 59) <ul style="list-style-type: none"> • Occupation: Group Accountant, Prima Ltd 	Member	Appointed on 24 Jun 2018 <i>Board member since Oct 2008</i>	4/5
Ms Ng Ai Zhen (Age: 27) <ul style="list-style-type: none"> • Occupation: Social Work Associate, MWS Family Service Centre - Yishun 	Member	Re-appointed on 24 Jun 2018 <i>Board member since Jun 2016</i>	4/5

Name	Role in the Board	Date of Appointment	Attendance at Board Mtgs 2018
Mr Ronald Wong Jian Jie (Age: 32) • Occupation: Lawyer, Covenant Chambers LLC	Member	Appointed on 24 Jun 2018 <i>New Board Member</i>	3/4
Mr Sun Peisen (Age: 45) • Occupation: Lead Pastor, Yio Chu Kang Gospel Hall • Board of Directors, Yio Chu Kang Gospel Hall	Member	Re-appointed on 24 Jun 2018 <i>Board member since Jan 2014</i>	4/5
Mdm Yap Soo Ten (Age: 71) • Occupation: Retiree	Member	Re-appointed on 24 Jun 2018 <i>Board member since Jan 2014</i>	3/5

ROLE OF THE BOARD:

- **Chairman**
The Chairman shall chair all General and Board Meetings. He shall also represent the Society in its dealings with outside persons.
- **Vice-Chairman**
The Vice-Chairman shall assist the Chairman and deputise for him in his absence.
- **Honorary Secretary**
The Honorary Secretary shall keep all records, except financial, of the Society and shall be responsible for their correctness. He/She will prepare and keep minutes of all meetings of the Board and General Meetings of the Society and maintain an up-to-date Register of the Members of the Society.
- **Honorary Treasurer**
The Honorary Treasurer shall be the custodian of the Society's funds and shall collect and disburse all monies on behalf of the Society under the direction of the Board. He/She shall keep an account of all monetary transactions and shall be responsible for their correctness.
- **Ordinary Board Members**
Ordinary Board Members shall assist in the general administration of the Society and perform duties assigned by the Board from time to time.

BOARD MEETINGS:

The Board met five times during the financial year 01 April 2018 to 31 March 2019 on the following dates:

- 04 June 2018
- 06 August 2018
- 08 October 2018
- 10 December 2018
- 18 February 2019

Board members are expected to make every effort to attend all Board meetings.

POLICIES

FUNDING SOURCES

The Charity is financially supported by government grants and donations from members of the public.

MEMBERSHIPS

Membership is open to any registered member of Yio Chu Kang Chapel Ltd or Yio Chu Kang Gospel Hall Ltd who is above the age of twenty-one (21).

There were 20 members on the Register of Members of BCS as at 31 March 2019.

REVIEW OF YEAR: 01 APRIL 2018 TO 31 MARCH 2019

1. OPERATIONS TEAM

The following serve on the Staff Team in the year:

Ms Fang Yixuan, Lydia	Assistant Manager
Mr Lin Shaowei, Samuel*	Assistant Manager
Mr Gordon Chan	Community Welfare Executive (appointed on 23 July 2018)

The Board delegates the daily operations of BCS to the Staff Team. The Staff Team meets up with the Vice-chairman and a Board member (together referred to as the Ops Team) regularly to review and consider implementation of various BCS activities.

The model of operations in BCS is to be light on staff and heavy on volunteer participation. It is recognized that we will need to continue growing volunteer pool as the range of activities are gradually expanded.

** Samuel is a Pastoral Staff member of Yio Chu Kang Chapel (YCKC). He allocates a portion of his time to serve in BCS, with the kind endorsement of YCKC leaders.*

2. SERVICES

A. SENIORS' CONNECT

i. **St. Luke's Eldercare Ltd (SLEC) at Serangoon**

BCS's partnership with St. Luke's Eldercare Ltd (Serangoon Branch) is one of the platforms for our Seniors' Connect. This centre is equipped with facilities for daycare, day rehabilitation and maintenance centre-based nursing care that caters to about 70 clients.

A team of about 15 volunteers visited the Serangoon SLEC regularly on the first three Thursdays monthly. The volunteers planned and conducted activities for the clients through games, handicraft work and singing to keep the clients mentally active. In addition, the volunteers also conducted simple exercises that catered to the clients' level of fitness to keep them physically active. Occasionally, the volunteers also organized festive events (e.g. Christmas celebration on 12 December 2018) and outings for our clients. Through interaction during these activities, the volunteers have built good rapport with the clients. A few of our clients and SLEC staff have started to attend our Palm Green and 宝贝时光 fellowship on Wednesdays.

ii. **Active Ageing Activities**

After the launch of the Bless Wellness Centre on 23 February 2019, several Active Ageing activities were organised and held at the centre as follows:

a. **Beginners' Guitar Class**

The Beginners' Guitar Class, which started on 6 March 2019 from 2.30pm to 4.00pm, was conducted by Tommy Ho over 8 lessons and scheduled to end on 24 April 2019. A total of 8 participants signed up.

b. **Elementary Line Dance Class**

A total of 29 participants signed up for the Elementary Line Dance Class which started on 6 March 2019 from 9.00am to 10.00am.

iii. **BOND (BLESSING Our Neighbours Delightfully) Ministry**

Several activities were planned and organised by members of the BOND team that helped to foster communal bonding with residents residing in the Serangoon North neighbourhood as follows:

a. **BOND Outings**

The BOND team planned and organised the following outings during the year:

Date	Venue	No. of staff / volunteers	No. of participants
26 Jun 2018	Sea Aquarium	5	31
10 Nov 2018	1 Day, Labis (JB)	5	40
26 Feb 2019	Sungei Buloh	8	31

b. **BOND Exercises**

An hour of stretching and aerobic exercise held weekly on Monday and Saturday mornings from 7.30am to 8.30am at the hardcourt beside the Amphitheatre near blocks 116, 117 and 147 Serangoon North Ave 1. An average of 25 residents joined the exercise conducted by a BCS staff with 3 volunteers assisting.

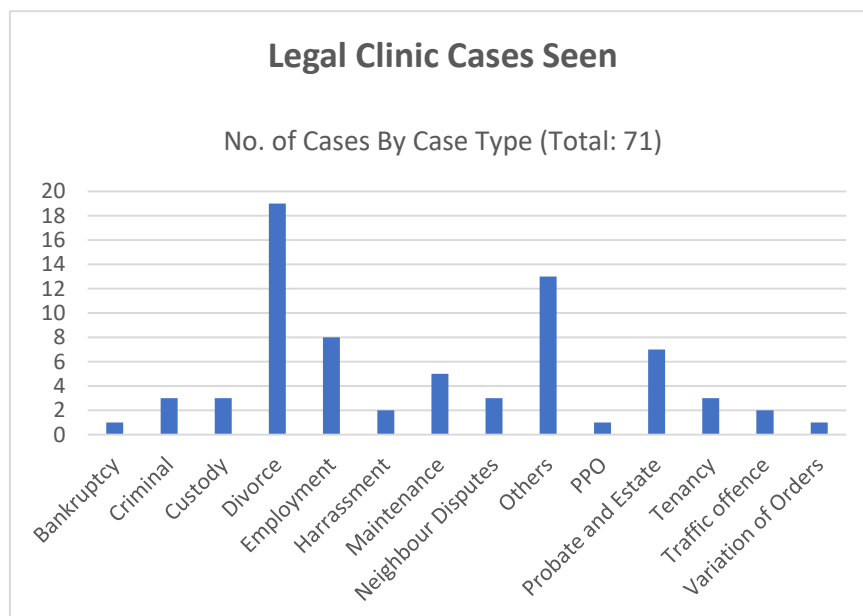
c. **BOND Nature Walks**

The weekly nature walk was scheduled on Tuesdays from 9.00am to 1.00pm. An average of 25 residents residing in Serangoon North and 7 volunteers participated in the walks. The group walked around places such as MacRitchie Reservoir, Lower Pierce Reservoir, etc and ended the outing by having lunch together.

B. COMMUNITY CONNECT

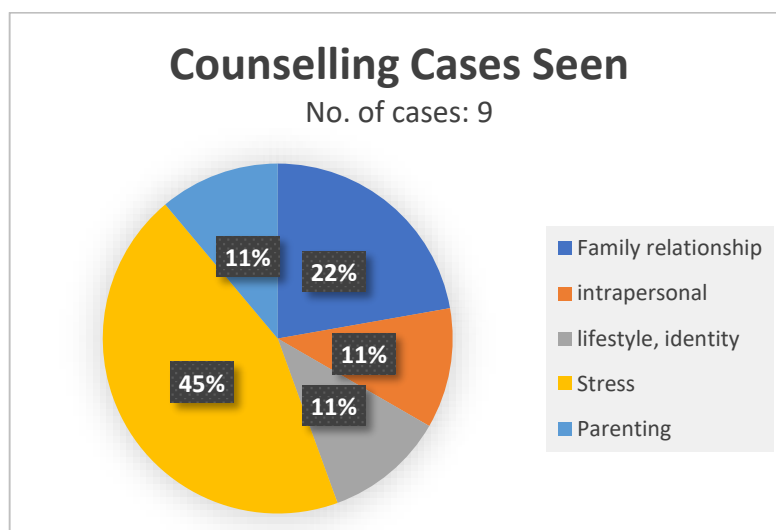
i. Legal Clinic

Our team of 11 lawyers and 12 befrienders have served at 11 sessions of legal clinic. The clinic attended to 73 applicants. Most cases seen were to do with divorce and related issues, probate or estate matters and employment issues. We held a volunteers' gathering and equipping session on 31 October 2018, where volunteers learnt basic counselling skills to facilitate rapport building with applicants. The breakdown of case types is shown in the chart below.



ii. Counselling

A team of 4 volunteer counsellors run the counselling service. The counselling service received 11 case intakes and 8 cases were opened. A total of 10 clients were seen over a total of 43 sessions. 83.3% of clients called in to seek counselling, while 17.7% was referred from Yio Chu Kang Chapel. On average, a client was seen over 4 sessions. The case types seen are captured in the chart below.



iii. Community Talks

Date	Topic	Venue	No. of staff / volunteers	No. of participants
14 Apr 2018	《持久授权书：您制定了吗?》 Speaker: Mr Tan Shen Kiat	Hwi Yoh Garden RC	5	35
5 May 2018	《认识失智症》 Speaker: Ms Lee Lee Sian	BCS Rooms	5	30
30 Jun 2018	Wills and Lasting Power of Attorney (LPA) Speaker: Mr Daniel John	BCS Rooms	8	52
8 Sep 2018	Why Make a Lasting Power of Attorney (LPA)? Speaker: Mr Andrew Yap	BCS Rooms	4	33
17 Nov 2018	How to Enjoy Your Retirement Speaker: Mr Winston Chiam	BCS Rooms	6	32
19 Jan 2019	《如何使用智能手机》 Speaker: Mr Gabriel Chua	BCS Rooms	4	14
23 Feb 2019	《如何提升良好人际关系》 Speaker: Ms Lilian Quek	BCS Rooms	8	50

iv. Other Community Initiatives

BCS conducted 2 runs of LPA Checking and Certification sessions for persons who attended the talks on LPA at a subsidized rate.

Date	No. of residents served	No. of volunteer lawyers	No. of helpers
14 & 21 Jul 2018	2	1	1
22 & 29 Sep 2018	8	3	4

v. Launch of Bless Wellness Centre and Friends and Neighbours' Dinner

Bless Wellness Centre was launched on 23 February 2019, together with a community talk, 如何提高良好人际关系》讲座, and a newly launched community meal, Friends and Neighbours' Dinner. The 2 rooms allocated for Bless Community Services' activities and upcoming programmes were introduced to the residents as part of the launch. 70 residents and 35 volunteers attended the event.

vi. Neighbourhood Visitation

It has been a year since the Neighbourhood Visitation programme was launched. The objective of NV is to build relationship with the residents in the neighbourhood. Majority of the households visited are in the Serangoon North region, with a few blocks in Serangoon Central and in Hougang.

Date	Gift	No. of volunteers (approximate)	No. of households visited (approximate)
May	Trolley Coin	200	1600
October	Reversible Umbrella	250	1600
January	Mandarin Oranges	270	2000
April	Reusable Grocery Bags	210	1650

To equip our volunteers, a workshop was conducted in October (14 Oct – English, 24 Oct – Chinese) to educate them on what to look out for when they do house visits.

C. YOUTH CONNECT

i. Tchoukball Clinic

The Tchoukball programme sees an average of 10 to 12 participants regularly. The team continues to meet every Saturday from 9.30am to 11.30am. There was also an opportunity to collaborate with Hwi Yoh RC to organize a workshop. It was held on 20 October 2018 and a total of 18 youths attended.

To promote team bonding, a Christmas party was organized by volunteers. A total 25 youths (tchoukball team members and their friends) attended.

ii. Tuition Services

Publicity for the tuition programme commenced on 31 January 2019. We publicized the programme to Serangoon Moral Family Service Centre, Covenant Family Service Centre, Hougang and Serangoon Social Service Offices and nearby secondary schools. We received a student in March 2019, who wanted some help with preparation for an entrance exam to a public school.

REVIEW OF FINANCIAL STATE

The activities of BCS were sufficiently funded from accumulated funds during the year.

With IPC status, we are working towards becoming a Charity organization that is fully funded by public donations (corporate or individuals) and government grants.

STATE OF ACCOUNTS

The Statement of Accounts for the financial year ended 31 March 2019 together with the Auditor's Report is attached.

IPC STATUS

Our application to become a charity with IPC (Institution of Public Character) status was approved. As of 22 February 2019, we are an approved IPC. This means BCS can issue tax-deductible receipts for donations received. The news came just a day before the launch of Bless Wellness Centre (BWC). It was a timely encouragement to us.

PLANS AHEAD

3-Year Road Map

We are on track with our three-year road map (2019-2022). We will continue to develop services and programmes that will serve the different connect at Bless Wellness Centre (BWC) at 242, Yio Chu Kang Road.

- **Community Connect: Peer Support Groups**

We will explore the possibility of running peer support groups for diabetics, care givers and others in BWC.

- **Youth Connect: Bursary Awards**

We will extend bursary awards to neighborhood schools to serve below-average income families.

- **Senior Connect: Senior Care Services**

We will explore the possibility of partnering (or establishing) another Senior Care Service Centre outside 242, Yio Chu Kang Road to serve the Seniors in 2020.

Funding and Volunteers

We will be pro-active in fund raising so that BCS can become fully funded by public donations and government grants:

- Publicize the work of BCS on social media platforms. Run BCS Awareness Days in both churches to help church members know the work of BCS.
- Recruit and train our volunteers regularly to raise our service level.
- Partner other government agencies to serve the community holistically.
- Approach corporate organizations to be our regular donors.
- Use Giving.sg for donation campaigns.



Bless Wellness Centre at 242



Legal Clinic



Bless Wellness Centre at 242



Line Dance Class at 242



Community Talks at BWC



Friends & Neighbours Meals



Tchoukball Youths



Friends & Neighbours Meals



Neighbourhood Visitation



Neighbourhood Visitation



Tchoukball in action



Guitar Class at BWC



SLEC Day Activities