



ANNUAL REPORT

FOR YEAR ENDED
31 MARCH 2021

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SOCIETY DETAILS

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

Bless Community Services was registered as a society on 05 June 2008 and as a charity under the Charities Act (Chapter 37) since 01 December 2008.

Bless Community Services has been accorded IPC (Institution of A Public Character) status from 22 February 2019 to 21 February 2022.

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.

CHAIRMAN'S MESSAGE

2020 has been a challenging year with the sudden and sustaining strict restrictions placed on social service agencies' group activities and community programmes due to the seriousness of the COVID-19 situation. Many of our group activities were put on hold.

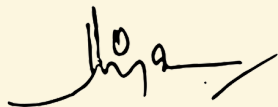
Not all is gloom though. We tapped on digital technology to innovate and continue our programmes, moving our face to face programmes such as morning exercise and legal clinic to an online platform. Our Safe Sound Sleeping Place (S3P) operation was able to respond to the crisis accordingly and operated 24/7. When the situation was under control in Phase 2, the S3P reverted from 7.30 pm to 7.30 am. Other programmes like Neighbourhood Visitation required us to be patient and persistent, finding an appropriate window of opportunity to serve the residents with safe distancing measures in place. The pandemic also presented us with the opportunity to initiate the Neighbourhood Assistance Fund to meet the immediate needs of residents who were suddenly affected by the pandemic. Tough times do show up a team's innovation, persistence and initiation.

In the past year, we received generous donations from compassionate individuals, corporations, and government agencies. Support from the Bicentennial Community Fund and Invictus Fund, and other funds from agencies like the National Council of Social Service, The Majority Trust and Central Singapore Community Development Council have been very valuable in assisting Bless Community Services to be ready to offer our programmes and services to service users in a safe manner and sustaining our programmes. We are indeed

CHAIRMAN'S MESSAGE

thankful for all the support from donors and honour the good intentions of all donors to bless the neighbourhood through our programs.

We hope that 2021 will allow us to do more and to expand our service delivery to the neighbourhood and step up fundraising efforts. I would like to take this opportunity to once again thank all donors and volunteers - you have kept us going. Let us - staff team, volunteers, service users and donors - brave through and make a difference in another year of a new normal together. God bless you and thank you.



Shi Pau Soon
Chairman
May 2021

BLESSINGS REPORT

YEAR ENDING MARCH 2021

AT A GLANCE



214

VOLUNTEERS
MOBILISED



12

UNIQUE
PROGRAMMES



1720

HOUSEHOLDS
VISITED

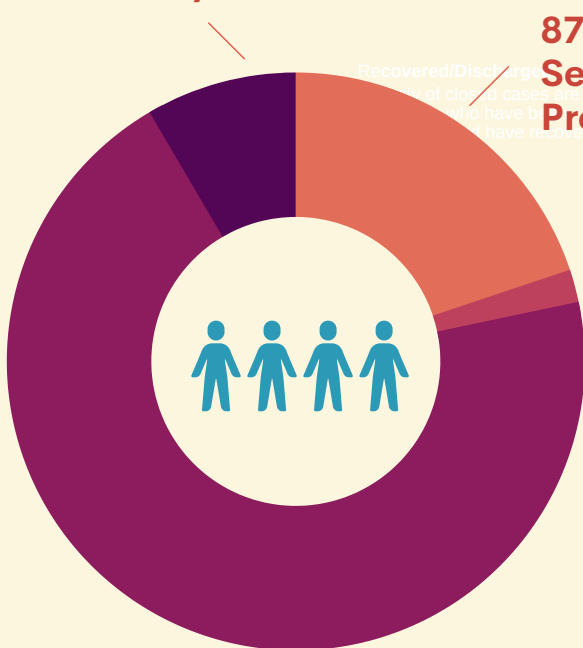
SERVICE USERS REACHED

37 S3P stayers

87 seniors through
Senior Connect
Programmes

8 youths through
Youth
Connect
Programmes

306 through Community
Connect Programmes



COMMON CASE TYPES SEEN

At Legal Clinic

- Divorce
- Employment
- Estate & probate

At Counselling Clinic

- Marital
- Family
relationships
- Stress / Spiritual

THE 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.

Roles 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 MEMBERS

The current Board comprises of the following:

| Name | Role in the Board | Date of Appointment | Attendance at 2020-2021 Meetings |
|---|---------------------------|---|----------------------------------|
| Mr Shi Pau Soon (Age: 66) <ul style="list-style-type: none"> Occupation: Retiree | Chairman | Re-appointed on 26 Jul 2020 <i>Board member since Jun 2017</i> | 7 / 7 |
| Mr Toh Tze Keong (Age: 49) <ul style="list-style-type: none"> Occupation: Lead Pastor, Yio Chu Kang Chapel Board of Directors, Yio Chu Kang Chapel | Vice-Chairman, Acting CEO | Re-appointed on 26 Jul 2020 <i>Board member since Jan 2014</i> | 6 / 7 |
| Ms Ng Ai Zhen (Age: 29) <ul style="list-style-type: none"> Occupation: Social Worker, Methodist Welfare Services | Honorary Secretary | Appointed on 26 Jul 2020 <i>Board member since Jun 2016</i> | 7 / 7 |
| Mr Quek Siew Ping (Age: 68) <ul style="list-style-type: none"> Occupation: Freelance Accountant | Honorary Treasurer | Re-appointed on 26 Jul 2020 <i>Board member since Jun 2018</i> | 7 / 7 |

BOARD MEMBERS

| Name | Role in the Board | Date of Appointment | Attendance at 2020-2021 Meetings |
|--|-------------------|---|----------------------------------|
| Mr Ronald Wong Jian Jie (Age: 34) <ul style="list-style-type: none"> Occupation: Lawyer, Covenant Chambers LLC | Member | Re-appointed on 26 Jul 2020 <i>Board member since Jun 2018</i> | 6 / 7 |
| Mr Soh Tee Peng William (Age: 46) <ul style="list-style-type: none"> Occupation: Programme Head (Organisational Development), Singapore After-Care Association | Member | Appointed on 26 Jul 2020 <i>New board member</i> | 4 / 4 |
| Mr Sun Peisen (Age: 47) <ul style="list-style-type: none"> Occupation: Lead Pastor, Yio Chu Kang Gospel Hall Board of Directors, Yio Chu Kang Gospel Hall | Member | Re-appointed on 26 Jul 2020 <i>Board member since Jan 2014</i> | 4 / 7 |
| Mr Teo Hee Peng (Age: 64) <ul style="list-style-type: none"> Occupation: Senior Executive, Singapore Anglican Community Services | Member | Appointed on 26 Jul 2020 <i>New board member</i> | 4 / 4 |
| Mdm Yap Soo Ten (Age: 73) <ul style="list-style-type: none"> Occupation: Retiree | Member | Re-appointed on 26 Jul 2020 <i>Board member since Jan 2014</i> | 3 / 7 |

BOARD MEETINGS

The Board met seven times during the financial year 01 April 2020 to 31 March 2021 on the following dates:

06 April 2020

01 June 2020

06 July 2020

03 August 2020

06 October 2020

08 December 2020

02 February 2021

POLICIES

Membership

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

There were 22 members on the Register of Members of BCS as at 31 March 2021.

Funding Sources

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

Financial Policy

BCS is accountable for all funds received and has the responsibility to ensure that the funds are used for the objects for which it has been formed, as contained in its Constitution. Financial policy and procedures have been established to govern the financial management of the society, to safeguard its assets and to ensure transparency and accountability in all its financial dealings.

Reserves Policy

The reserves that the Society has set aside provide financial stability and the means for the development of its principal activity. The Society intends to maintain its reserves at a level which is at least equivalent to 30% of the operating expenditure of its annual budget. This is to ensure that the Society has sufficient funds for its operating purposes in case of emergency or temporary budget shortfall, especially during a prolonged severe economic downturn.

The Board regularly, and at least annually, reviews the amount of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.

POLICIES

Whistleblowing

To whistle-blow is to report concerns in good faith on wrongdoing or improprieties that may be detrimental to the charity and/or public interest. BCS endeavours to ensure that such concerns may be raised and independently investigated, and for appropriate follow-up action to be taken, without fear of reprisals or victimisation.

As BCS endeavours to have a high standard of accountability, transparency, and compliance, a whistleblowing policy provides an avenue for staff, volunteers and external parties (e.g. clients, contractors, members of the public) to confidentially whistle-blow and raise concerns about possible wrongdoing or improprieties in matters within BCS.

For more information: <https://www.bless.org.sg/whistle-blowing-policy/>

PDPA

BCS endeavours to fulfil responsibilities under the Personal Data Protection Act 2012 (the “PDPA”). The PDPA policy provides information on how BCS collects, manages, uses, and discloses personal data.

This policy applies to personal data collected from individuals such as clients, beneficiaries, members of the families of our clients or beneficiaries, employees, volunteers, donors, participants in our events, and anyone whose personal data we have possession of.

For more information: <https://www.bless.org.sg/pdpa/>

REVIEW OF THE YEAR

SENIORS' CONNECT

In 2020, all our on-site senior citizens' and active ageing activities were suspended by the authorities due to the Covid-19 pandemic. Many of our seniors and beneficiaries were feeling restless during the circuit breaker period. In order to connect with the seniors from SLEC as well as our beneficiaries and keep them healthy and active, our staff and volunteers initiated some online activities. Subsequently, early this year, some of the activities were able to resume on-site when the government rulings were relaxed with certain restrictions.

Partnership with Saint Luke's Eldercare (SLEC)

In February 2020, our volunteers physically stopped going down to SLEC (Serangoon Branch) due to Covid-19. In August 2020, Mdm Wong Chee Wan, one of our regular volunteers, and our staff, Mr Gordon Chan, could only resume part of the usual monthly activities via Zoom. This year, when the relevant authorities further relaxed the rules, our staff and volunteers organised a Lunar New Year bento set lunch for the senior citizens and staff from SLEC on 25th February 2021. Finally, in March 2021, after deliberating with the staff from SLEC, we were able to fully resume all our monthly on-site activities on the 1st, 2nd and 3rd Thursdays again. However, a maximum of 8 volunteers is allowed during each visit.

No. of Sessions : 9

No. of Service Users : 50

No. of Volunteers: 12



REVIEW OF THE YEAR

SENIORS' CONNECT

Zoom Stretching Exercise

On 4 Sep 20, BCS started a half an hour online “Zoom” stretching exercise. The objective is to look into the physical and mental wellness of senior citizens. Since its inception, every Friday at 9 am, between 4 and 15 households tuned in for the stretching exercise during the past few months.

No. of Sessions : 25

No. of Households : 15

No. of Volunteers : 4



Line Dance Class

During the Circuit Breaker period, Mdm Mary Ng, the volunteer instructor, occasionally sent videos to her students to practise at home. The line dancers were extremely delighted to meet each other again when class resumed on 27 January 2021 after being suspended for about a year.

In compliance with safe distancing measures, each class was allowed to have a maximum of eight participants and one teacher. Two sessions were held every Wednesday; each lesson is an hour-long with an interval of half an hour in between. Videos were captured during the lesson and sent to the participants via WhatsApp so that they could practise during their free time at home.

No. of Sessions : 9

No. of Participants : 22

No. of Volunteers : 1



REVIEW OF THE YEAR

COMMUNITY CONNECT

Legal Clinic

Recognising we had a pool of law-trained volunteers, we held our first legal clinic on 4 March 2015. The clinic is held once a month for those who need free legal advice.

Before COVID-19 hit, our legal clinic sessions were held onsite at our Bless Wellness Centre. However we had to adapt to the changing situation and in May 2020, we held our first online legal clinic via Zoom and is still ongoing to this day. Our legal clinic sessions continue to be well attended on Zoom with an average of 4 to 8 applicants each session. The most common case types seen were divorce, employment as well as estate and probate.

No. of Sessions : 12

No. of Service Users : 44

No. of Volunteers : 24



Some feedback from our applicants...

"The volunteer lawyer assigned to us was very experienced. He is patient in analysing our case and gave very good advice. We understood our position better and the actions that we should take."

"The lawyer was friendly and informative. I now have a direction and know the steps to take regarding my case."

REVIEW OF THE YEAR

COMMUNITY CONNECT

Counselling

The counselling service is run by a team of counselling-trained volunteers, who offer a listening ear and explore the client's concerns and journey with the client.

To adapt to the new normal brought about by the COVID-19 pandemic, our counsellors used other channels of attending to our clients such as via phone and video conferencing. One client preferred to wait until we could resume face to face sessions.

No. of Sessions Held: 37

No. of Service Users : 10

No. of Volunteers : 6



Some feedback from our applicants...

"The counselling sessions helped me find some tools for myself... get advice from an expert and helped me think of my situation from another perspective" – S

"Counselling was helpful with regard to certain things in my faith, so that I won't be so exacting on myself..." – J

REVIEW OF THE YEAR

COMMUNITY CONNECT

Community Talks

Since April 2020, we moved our talks online to ensure that participants could attend the talks safely. The talk topics were specially chosen with the challenges brought about by COVID-19 in mind, and addressed issues such as anxiety, isolation, learning to interact better with family members and resume writing and using online job portals.

No. of Sessions : 4

No. of Service Users : 212



Screenshots from our online talks, "5 Love Languages: Communicating Love to Your Family" and "Let's Fight Scams"

REVIEW OF THE YEAR

COMMUNITY CONNECT

Neighbourhood Visitation

We held outreaches to Serangoon North, Serangoon Central and Hougang Avenues 8 and 9 twice in Oct 2020 and Jan 2021. Though we were unable to visit as frequently as previous years, when the COVID-19 measures were eased, our volunteers resumed our visits to the residents with safe management procedures such as mask-wearing, sanitising of hands regularly and safe distancing.

Being able to drop by to say “hi” to residents allowed us to show concern to them and find out more about how they have been coping with the new normal. We are then able to also link them up with our various programmes such as our Neighbourhood Assistance Fund (NAF) or legal clinic to help with their wellbeing.

No. of Visits : 2

Estimated No. of Households Visited : 1720

No. of Volunteers : 213



Packing of BCS Care Package



Neighbourhood Visitation
November 2020

REVIEW OF THE YEAR

COMMUNITY CONNECT

Neighbourhood Assistance Fund

The Neighbourhood Assistance Fund (NAF) was launched in October 2020, with the aim of supporting residents in the community whose incomes were affected by the pandemic.

The NAF seeks to provide emergency relief or short term assistance to individuals and families who face an unexpected hardship such as an unexpected loss of job or retrenchment, causing a significant impact on their household income by assisting with daily needs.

The Emergency Relief Assistance is meant to meet basic necessities such as food, groceries, transport and other daily expenses only while the Short Term Relief Assistance is meant to tide an individual or family over some time while longer-term assistance at a Social Service Office or another agency is pending approval.



No. of Approved Applications : 37

Amount of Assistance Disbursed to Date : \$15,780.00

Hearing from our beneficiaries:

"The NAF was helpful as I could buy frozen food and instant noodles, which are easy for my children to prepare when I am out at work." Mdm KA

"When I received the NAF, I immediately passed the money to my teenage child and my wife so that they could use it for their daily needs. " Mr LB

REVIEW OF THE YEAR

YOUTH CONNECT

Tchoukball

Tchoukball training sessions were suspended since February. The youth team came up with ideas to engage the youths through online workout sessions held at the original tchoukball training sessions, homework supervision in keeping with current Home-Based Learning schedules and online games session to carry on social interaction. These activities continued until the end of August 2020, albeit seeing lower attendance. The team has also started an Instagram account and Telegram chat to reach more youths.

No. of Online Sessions Held : 16

No. of Volunteers : 3

No. of Unique Service Users : 8



Bursary

The bursary aims to support students from low-income to lower-middle-income families with educational expenses such as textbooks, workbooks, stationery, and uniforms to encourage them to continue their hard work and efforts.

We assisted one student, who was in Primary 4, at the time of application.

Her mother shared with us...

"The bursary is very helpful as it helped me purchase items such as stationery and class T-shirt, which my daughter needs, but cannot be covered under MOE FAS. We used the remainder to top up my other daughter's ezlink card as her school is a distance away from my place."

Mdm KA

REVIEW OF THE YEAR

YOUTH CONNECT

Tuition Program

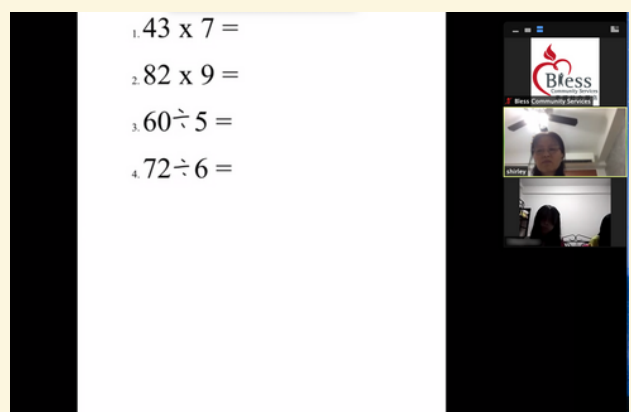
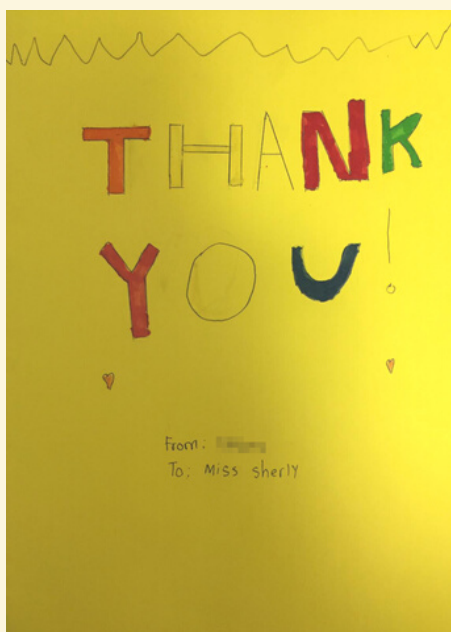
Due to safe distancing measures that were implemented due to the pandemic, we adapted our tuition service to held via video conferencing platform Zoom. We assisted a pair of siblings in preparing for their PSLE Math from August to September 2020. We were connected to the students via the Serangoon Moral Family Service Centre.

Safe distancing measures were eased in 2021 and we resumed tuition on a face-to-face basis. In February 2021, we received a Primary 5 student who was seeking help with English composition writing. We are continuing with lessons.

No. of Sessions : 18

No. of Volunteers : 2

No. of Service Users : 3



REVIEW OF THE YEAR

SAFE, SOUND, SLEEPING PLACE (S3P)

Our Safe Sound Sleeping Place (S3P) was launched in November 2019 and has been operational since then. We increased our maximum capacity to 15 male rough sleepers, and also extended our operating hours to offer shelter for our stayers from 7.30 pm to 7.30 am daily.

Throughout the year we received many referrals from various organisations such as the Ministry of Social and Family Development (MSF), hospitals, Family Service Centres (FSCs) and Homeless Hearts of Singapore. We also attended to several walk-ins and referrals from members of the public.

During the festive seasons such as Christmas and Chinese New Year, our staff and volunteers had planned various activities and meals to enable the stayers to enjoy themselves and feel a sense of home in our premises.

Our volunteers also built rapport with the stayers through our nightly befriending sessions, offering them a listening ear and emotional support.

No. of Unique Service Users : 37

No. of Volunteers : 32



ACKNOWLEDGEMENTS

We would like to express our deepest gratitude to the donors, funders and volunteers who have supported us in the last year:

Ascension Centre Ltd
Capital International Inc
Central Singapore CDC
City Missions Church
National Council of Social Service
New Creation Church
Meta Fusion Pte Ltd
Quay Properties Pte Ltd
Sembcorp
St. Joseph's Institution
The Community Foundation of Singapore
The Majurity Trust
The Tea Party Pte Ltd
Yio Chu Kang Chapel
Yio Chu Kang Gospel Hall

Programme Partners



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