



Bartley Community Care Services

**2019**

Annual Report

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# MESSAGE FROM CHAIRMAN



**This is my 8th annual report message, and I stand amazed at yet another year of accomplishments for BCCS, thanks to the volunteers, staff and supporters for believing in the mission of BCCS. I am indeed humbled by their dedication and passion. For this, I am eternally grateful.**

BCCS strives to touch hearts and build lives, one at a time. Achieving this calls for more than simply setting up a service provider to meet immediate and obvious needs. Our programmes transcend the meeting of these needs. We focus on those who come to or are sent to us as individuals to empower, guide and befriend at different stages of their lives. It is not surprising therefore, given their close interaction with us over the years, that many of them, including their relatives/guardians have become friends with our volunteers. The friendship forged has given them confidence to confide in our volunteers thus presenting more opportunities for nurturing.

Understandably, because of our holistic approach, many of our programmes have a very low beneficiaries to volunteer ratio for this nurturing process to take place. We are thankful for the addition of many volunteers over the last few years that has allowed us to continue this nurturing work.

Year 2019 saw BCCS' engagement with the elderly deepening through many more carefully curated events and home visits. Similarly, involvement in Zhonghua Primary School was expanded to cater to other levels whilst KidsZone@Cedar Primary School became the second after school drop-in centre run by BCCS.

Looking ahead, we will focus on enhancing existing programmes whilst building a stronger transition platform to support beneficiaries as they migrate through different programmes for different life stages.

Reflecting on Jim Elliot's famous words, "He is no fool who gives what he cannot keep to gain that which he cannot lose", I see BCCS' volunteers giving of their time and resources sacrificially because they know what they have given out are gains that will be etched indelibly in the recesses of their souls.

On behalf of the Board, we cannot express enough our grateful appreciation to all our supporters and volunteers for another sterling year of contribution towards helping those in need through BCCS.

May the dawn of a new decade bestow on you renewed passion and fervour for the work of BCCS.

*Michael Chay*

# MESSAGE FROM DIRECTOR OF PROGRAMMES AND SERVICES

Feelings of hopelessness can be very hard to bear especially when one has no other resources or back up plan to fall back on. It is easy for others to give quick advice without taking the time to understand the root causes. Decisions made based on such advice often provide only superficial relief that will leave them at the same place. When we encounter individuals or families going through such hard times, we take the opportunity to look deeper into their past, find the root causes and walk the extra mile with them to get out of their seemingly helpless predicament. Pointing them to hope ahead and convincing them to move in that direction is what we do with great conviction in such situations.

However, we do not always have the desired outcome. Sometimes the challenges they face are just too overwhelming that they sink into the state of learned helplessness, where one feels that whatever one does will not make a difference. Such flawed reasoning had been observed in several families we encountered. Despite such responses from some, BCCS continues to be that lighthouse to point others towards hope and transformation.

2019 saw some new and bold initiatives, for instance, the moving of our KidsZone work from MacPherson Primary School to Cedar Primary School as the two schools merged. At Zhonghua Primary School, Hangout Place was also introduced to benefit a certain group of children. Through our Hope programme, a bag making platform was launched with the objective of planting a business mind-set in some for income to defray their household expenses. YouthZone programme was also initiated to continue the developing and maturing of the hearts and minds of young volunteers most of whom are alumni of MacPherson Primary School. To step up our elderly outreach work in Lorong Lew Lian, we added another staff to improve the coordination of events and the mobilisation of resources.

Our donors and volunteers continue to support us as we fulfil our vital role in Serangoon and MacPherson. Their loyalty and generosity is an affirmation that our outreach work is still relevant and needed. I look forward to another fruitful year of touching hearts and building lives with my staff, fellow board directors, supporters and friends. Without you, the goals will be hard to achieve and the work less satisfying. Thank you for being there.



**When we encounter individuals or families going through such hard times, we take the opportunity to look deeper into their past, find the root causes and walk the extra mile with them to get out of their seemingly helpless predicament**

*Kenneth Teo*



## ABOUT BCCS

Bartley Community Care Services is a charity that has been serving the disadvantaged in the Lorong Lew Lian/Upper Serangoon/MacPherson community officially since year 2012. However, the work of reaching out to the community was really started way back in the 90s through a ministry of Bartley Christian Church and subsequently registered as a charity under the name, Wei Ni Community Services Association. As the width and the depth of our outreach services increased over time, a name change was deemed necessary to better reflect the role it was performing in the community, thus the beginning of Bartley Community Care Services, BCCS for short, in 2012.

The strategic thrust of BCCS' work has been towards helping as much as possible through as many as possible. Hence, the focus on building awareness so as to recruit and retain volunteers who share our vision is unabated.

In December of 2012, BCCS was awarded IPC (Institution of a Public Character) status in recognition of its meaningful contribution to society. With it, we have the opportunity to raise more funds to carry out its mission to fulfil its vision, which indeed has led BCCS to constantly push its boundaries since.

# OUR MISSION

*Touching hearts, building lives.*

BCCS' mission is to provide programmes and services and through personal care and attention to those in need, touch their hearts and spur them on in their journey to build their lives with dignity.



# 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.**

BCCS wants to see those that it has helped, across a wide section of our community of low income/disadvantaged background, from pre-schoolers to children of school going age, to struggling young families to lonely elderly transformed positively. Transformation that sees them ready and confident to tackle life's challenges, transformation that helps them reach their full potential to become contributors to their family and to the community and with that, enjoy meaningful and fulfilling lives.



# OUR BOARD

Name/Office Position	Date first appointed	Previous Position(s) held/period	Attendance at Board Meetings	Appointments/ Organisation
<b>Michael Chay</b> <b>Hong Kan</b> Chairman	3/6/2012	Nil	6/6	Director, Snow Venture Pte Ltd. Director, Asian Cross Cultural Training institute
<b>Kenneth Teo</b> <b>Meng Teck</b> Vice-Chairman	3/6/2012	Nil	5/6	Director of Programmes & Services –Bartley Community Care Services
<b>Yip Kim Seng</b> Secretary	26/3/2016	Treasurer/ 3/6/2012-25/3/2016	6/6	Associate Faculty, Singapore University of Social Sciences
<b>Lee Tai Luang</b> Treasurer	26/3/2016	Member/ 10/5/2013- 25/3/2016	6/6	Director, Treasury
<b>Low Lye See</b> Member	10/5/2013	Nil	5/6	
<b>Lye Puat Fong</b> Member	26/4/2014	Nil	6/6	
<b>Ong Beng Thiam</b> Member	21/3/2015	Nil	5/6	
<b>Robert Choo</b> <b>Boon Keng</b> Member	30/3/2018	Nil	6/6	

## Related entity: Bartley Christian Church Ltd (BCCL)

Name	Designation in BCCS	Designation in BCCL
Robert Choo Boon Keng	Board Member	Board Member
Yip Kim Seng	Secretary	Board Member

## The Board in 2019



**Michael Chay**  
**Hong Kan**  
Chairman



**Kenneth Teo**  
**Meng Teck**  
Vice-Chairman



**Yip Kim Seng**  
Secretary



**Lee Tai Luang**  
Treasurer



**Low Lye See**  
Member



**Lye Puat Fong**  
Member



**Ong Beng Thiam**  
Member



**Robert Choo**  
**Boon Keng**  
Member

# CORPORATE GOVERNANCE

The organisation is governed by its constitution and bye laws, and is in compliance with legislations governing charities and IPCs.

Strategic directions in line with its vision and mission are set by the Board, supported by several committees in crafting and recommending proposals.

**The committees supporting the board in the organisation's operations include the following**



APPOINTMENT & NOMINATION



AUDIT



FUNDING STRATEGY



FINANCE



HUMAN RESOURCE



PROGRAMMES & SERVICES



PUBLICITY



VOLUNTEER MANAGEMENT

**Role and responsibilities of each committee are spelt out in its bye laws**

## Conflict of Interest Policy

BCCS 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. As such, there shall be no undisclosed direct or indirect interest in any relationship with any outside organisation or person including beneficiaries which may affect his/her objectivity, judgement or conduct in carrying out the duties and responsibilities pertaining to BCCS.

## **Whistleblowing Policy**

BCCS 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 compliant with all applicable laws and internal policies/procedures with the interests of the organisation and its beneficiaries at the forefront.

The Whistleblowing Policy provides an avenue for members and associates who have major

concerns on any misconduct or improper activities within the BCCS to come forward and express these concerns without fear of punishment or unfair treatment.

The above policies and procedures can be found in the organisation's HR policy on Code of Conduct.

## **Reserves Policy**

BCCS targets to maintain its reserves of at least 2 years of its operating expenditure. The reserve ratio as at 31 December 2019 was 2.8. The Board reviews annually the amount of reserves required to ensure that they are adequate to support its current and future activities.

## **Annual Remuneration Disclosure**

There was no staff with an annual remuneration exceeding \$100,000 in FY2019.

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

**BCCS is in compliance with the code of governance for charities and IPCs. Its Governance Evaluation Checklist can be viewed in the charity portal at [www.charities.gov.sg](http://www.charities.gov.sg)**

# OUR VOLUNTEERS

BCCS, despite its many programmes serving up to 320 beneficiaries, operates with only a lean team of 5 full-time and 3 part-time personnel. Much of the community care and the planning/operational work is supported by 160 volunteers.

BCCS is blessed with many passionate and capable volunteers coming from various fields of work - corporate, education, legal, arts, healthcare, social service and not forgetting the retirees. This varied mix of background brings diversity and quality of service to the community we serve.

With their ages spanning across several decades, these volunteers also offer varying depths of experience and motivation. Our eldest volunteer at 77 years old encouragingly engages the elderly in our Family Zone program, while our 18-year old tutor joyfully teaches young students, having personally benefited from the very same tuition programme with BCCS.

BCCS is grateful to many for stepping forward to bless others, and we continue to welcome all who share our vision.



## Volunteer Count

December	Active Volunteers	% Increase	Board/Committees	Total Volunteers	% Increase
‘17	130	26%	27	157	25%
‘18	133	2%	27	160	2%
‘19	135	2%	26	161	1%

# OUR STAFF

## FULL-TIME



**Kenneth Teo (seconded)**

Executive Director  
Director of Programmes & Services



**Anne Yee**

Executive, Accounts  
& Administration



**Janice Leola Ong**

Executive  
Fund Strategy & Corporate  
Communication



**Goh Wei Chuan**

Programme Executive  
FamilyZone



**Tiffany Yong**

Programme Executive  
FamilyZone

## PART-TIME



**Low Lye See**

Director of Operations



**Lee Lai Peng**

Programme Coordinator  
KidsZone @Cedar



**Susan Chew**

Programme Coordinator  
KidsZone@ZhongHua

# OUR COMMUNITY PARTNERS



Braddell Heights Zone B  
Residents' Committee  
Balam Residents'  
Committee



Agency for  
Integrated Care (AIC)



South East Community  
Development Council



Bartley  
Christian Church



PAP Community  
Foundation (PCF)



MacPherson  
Community Club



Zhong Hua  
Primary School



Cedar  
Primary School

WITH SUPPORT FROM OUR PARTNERS, BCCS IS ABLE TO CONCENTRATE ON GIVING THE BEST  
IT CAN OFFER TO THE DISADVANTAGED IN OUR COMMUNITY.

# OUR PROGRAMMES & SERVICES

All BCCS programmes are initiated based on needs gap identified. Our approach is holistic in nature and we do not measure our success by the numbers we serve but by the transformation we help bring about. Hence, programmes are designed specifically to support beneficiaries with different needs but always with the same mission to touch hearts and build lives

Most of our programmes/services are run by volunteers and all are provided free to those from disadvantaged backgrounds.

In 2019, BCCS' programmes totalled 8, covering a broad spectrum of needs that have been identified for people groups across the different life stages. BCCS strives to be nimble to revamp its programmes where necessary to meet changing needs as we continue to engage the community we serve over time.



# BCCS

# CAPE

## CHILD AND PARENT LEARNING EXPERIENCE

Programme promotes the development of phonological awareness, language acquisition and basic numeracy skills for Kindergarten 1 and 2 children from lower income group to prepare them for Primary school, so as not to be left behind their peers. A special feature of the programme is the involvement of parents who are required to journey with the kids by participating in the learning activities.

Programme also aims to equip parents to be more effective in helping their children in their learning journey.

### CAPLE at a Glance



#### PROGRAMME CORE TEAM

Deborah Pay (coordinator)  
• Chew Wee Pin



#### VENUE

Block 31, Sparkle Tots  
Pre-School & Block 33, Balam RC Room



#### FREQUENCY/TIMING

Weekly

**2pm-4.30pm**

June 21 to November 16, 2019



#### ENROLMENT

**11** pairs of children  
& their respective parents



**NUMBER OF SESSIONS** **18**



**NUMBER OF VOLUNTEERS** **13**



## Highlights

The weekly sessions saw children engaged in the many early literacy development activities such as reading, story-telling, singing and having fun with new or rhyming words and singing the letters' sound. Numeracy was taught through fun activities involving colourful resources, games, and number rhymes with finger actions.

Each session usually started with volunteers and children jumping and moving to happy songs.

**“Serving at CAPLE inspires me to be a better person and role model to many precious children. It is heartening to see their smiles, their eagerness to learn, and the improvement achieved through this programme.”**

Chelsea Zheng, CAPLE Volunteer

Learning phonics was made fun through interesting alphabet stories in which the children actively interacted. This helped them to remember sounds associated with letters of the alphabet. Learning is reinforced by written work using worksheets designed to complement learning through alphabet stories. The use of worksheet also facilitated learning to write.

For basic numeracy skills, tactile learning with tangible objects like counters, buttons, kept the young minds interested.

Parents had their share of fun in CAPLE too as they learn practical teaching methodology using creative self-made teaching resources, incorporating arts and crafts, songs and

## Activities



### Literacy

reading • story-telling • singing  
rhyming • written work using worksheets



### Numeracy

colourful resources • games  
number rhymes • finger actions  
tactile learning • counters & buttons

movements to better engage their children in revision of each week's lesson.

Beyond the academic learning journey, there were 3 field trips in 2019 which brought the group to Kidz Kelong, the Science Centre and Pasir Ris Park. The families, at the invitation of BCCS, had the opportunity to participate in various BCCS events, the most memorable of which was The Carnival of Hope, BCCS' fund raising event. Here, they got to experience the hospitality, friendship and warmth of people who had been supporting our work.

CAPLE programme has given parents and children not only the opportunity to learn together but also for them to grow in a happy environment.



## Attendance

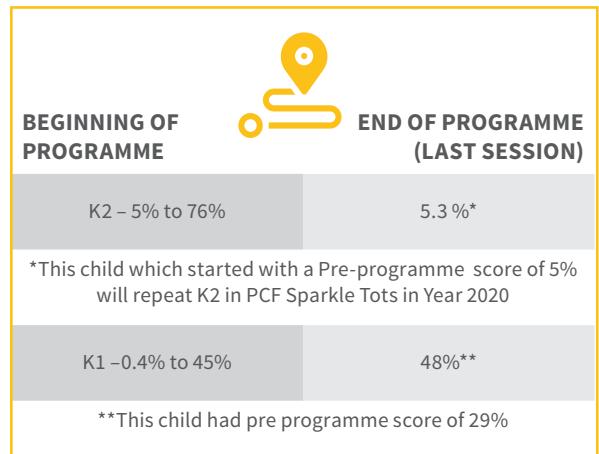
The programme started with 6 children from K1 and 5 children from K2 but as in past years, number dwindled to 3 eventually from each level.

## Evaluation

A child's progress is normally monitored through pre-programme and post-programme tests on phonemic awareness, reading and basic numeracy concepts conducted at the beginning and at the end of the whole programme. However, only 1 child from each level took the post-programme test. Others were absent for the tests.

Post programme scores though unavailable, assessment based on feedback from parents was favourable. Parents had noticed improvement in their children's oral English proficiency, good knowledge of letter sounds and importantly, a growing interest in Reading and Numeracy activities.

Parents themselves felt better equipped to guide and support their children's learning as they had learnt to prepare teaching resources using day to day household materials, conduct simple hands-on activities and set objectives for each learning activity they plan for their children.



## Challenges & Going Forward

A decline in the enrolment of children in the programme as well as the dropout rate of participants are major concerns. Possible reason for both may be parents being too caught up at work and/or with other family commitments. Many of these families referred to us come from troubled backgrounds and are often overwhelmed with trying to meet their daily needs.

BCCS will continue to work closely with PCF kindergartens to help parents see the importance of investing time in their child's early learning and to identify the obstacles preventing from doing so with a view to helping them overcome them.



# BCCS

# Tuition



## @Bartley

To help academically weak students from low incomes families cope with their studies. In doing so, the risk of these children dropping out of schools early is minimised, thus giving them a better footing in their life journey.

BCCS' Tuition@Bartley provides tuition in English, Science and Mathematics for students from Primary 1 to Secondary 5 levels.

### Tuition@Bartley at a Glance



#### PROGRAMME CORE TEAM

Deborah Pay (coordinator)  
• Angie Tan • Jeremiah Cheong



#### VENUE

Bartley Tuition Centre, 4 How Sun Drive, Room 204-206, 213-215



#### FREQUENCY/TIMING

Every Saturday  
**10am–12pm**

During term time



#### NUMBER OF STUDENTS

**72**



NUMBER OF VOLUNTEERS **28**



## Highlights

Tuition@Bartley has become more than a tuition programme and the venue, a second home where the students mingle freely without prejudices. BCCS volunteers make it a point to befriend them and journey with them through their good times and bad, very much reflecting the 'kampong' spirit.

### Apart from the weekly tuition sessions, students are invited to several out of classroom events:



#### OVERNIGHT CAMP

3 Days-2 Nights camp in Bartley Church held at the end of the academic year. This year, 30 students signed up for the camp held from November 28 to 30, 2019. Volunteers planned an activity filled programme comprising team building games, group banner design competition, and movie marathon to help them de-stress after their end of year examinations



#### EXCURSIONS

- Canopy Park at Changi Jewel
- Battle Box at Fort Canning



#### CHRISTMAS PARTY

In December, students and their families were invited to an afternoon of festive warmth and cheer at a Christmas party.



## Results and Evaluation

### PSLE

#### ALL

**8**

students from the P6 cohort passed and have been promoted to **Secondary One**.

**2**

of the students qualified for the **Express Stream**, with one scoring **4As**

### GCE 'N' LEVEL

**One obtained 4 points for his ELMAB1\***

thus making him the top student in the school.

\*the combined total grades of the student's English Language, Mathematics and Best 1 subject grades

#### his score:

**4As and 2Bs**

for the 6 subjects he took.

He has since enrolled in ITE (Central), doing a Business Administration course and plans to go on to a diploma course after graduating from ITE.

### GCE 'O' LEVEL

#### best score:

**One student achieved an aggregate of 10 points**

for his best 6 subjects coming from 4A1s & 2B3s

(We have yet to hear from another student at the time of reporting)

**Students with at least 1A and 3C**

**3**

Many of the parents had expressed their appreciation for efforts of the tutors and for the role of BCCS in the community. As it is the aspiration of every parent to see their children performing well in national examinations, BCCS' Tuition@Bartley has given these children hope to excel academically. The academic results for this year are a resounding success for both students and their parents.

The results have also been gratifying for tutors at Tuition@Bartley, just knowing they have played a part in helping these students realise their potential in these national examinations.

## Challenges & Going Forward

The major challenge both in 2019 and going forward is the recruitment of volunteers to serve on a medium to long term basis. The hesitance is understandable considering the relatively big commitment (needed for at least 1 full semester) expected of volunteers.

The team will strive to help students reach greater heights in their academic pursuit in 2020.

# BCCS

# KidsZone

## @Cedar



KidsZone@Cedar was established in January 2019 after MacPherson Primary School was merged with Cedar Primary School leading to closure of KidsZone@MPS end of 2018. KidsZone@Cedar also aimed to help students formerly from MacPherson Primary adjust to their new school classmates and school.

**Programme engages students from Cedar Primary School in meaningful and fun activities after school in a safe and stimulating environment to keep latchkey students especially, away from streets and getting involved in unhealthy social activities/situations. Programme's emphasis is on character building through opportunities for learning and playing new games and sports. It also aims to help slow learners develop a love for reading, leading to greater interest in learning.**

### KidsZone@Cedar at a Glance



#### PROGRAMME COORDINATOR

Lee Lai Peng



#### VENUE

Cedar Primary School  
15 Cedar Avenue, S349700



#### NUMBER OF VOLUNTEERS

7 regulars

##### Ad-hoc volunteers

ONE young adult who served for 1<sup>1/2</sup> months before enlistment to the army.

##### 19 Bartley Church's youth fellowship & their friends and classmates

Mobilised and guided by our active volunteer June Foo, the group did a wonderful job of organising games, interacting with and encouraging the KidsZone children. The children were clearly energized by the activities organised and thrilled by the presence of these youthful role models. Each of the volunteers was commended for his/her role during their short stint at KidsZone@ Cedar.

The volunteering stint though short was meaningful and foundational in encouraging volunteerism amongst youths, BCCS hopes to see more youths coming forth to volunteer their time in such meaningful ways in the year ahead.



#### FREQUENCY/TIMING

Daily • Monday to Friday  
(during the school term)

**1.45–5.00pm**  
Monday • Tuesday • Thursday

**1.30–4.00pm**  
Wednesday • Friday



#### NUMBER OF PARTICIPANTS

Primary 1: 7 Primary 4: 124

Primary 2: 22 Primary 5: 109

Primary 3: 100 Primary 6: 60

**TOTAL 422**

## Highlights

Apart from many choices of board games, Monopoly, Scrabble, Pictionary and card games like Uno, Singaporean Dreams, Snap, KZ@Cedar also offers traditional games like Congkak, Chaptek and Skittle bowling. Unfortunately, due to space, time and manpower constraints, no competitions, team games or sports were organised in 2019. However, the highlight at KZ@Cedar is undoubtedly the celebration of birthdays held once a quarter at the end of each term.

Children who had registered their interest in celebrating their birthday a week before the event received a birthday gift each. The arrival of this day was always highly anticipated by these children. The singing of the birthday song and blowing of candles on the birthday cake never failed to thrill them. Besides the birthday cake, they were treated to their favourite snacks and all Cedar Primary School students were welcomed to join in the celebration.

## Evaluation

Many children do come repeatedly to KidsZone in a week. For many, it is a place they choose to be in. Whilst there are many teaching moments (see behavioural issues), the shortage of minders has not allowed

Attendance		
DAILY	WEEKLY	MONTHLY
30-60+*	150-250	600-800
No statistics available regarding the frequency of visit by students at time of report		
*depending on the schools' CCA for the day		

these opportunities to be fully capitalised on. Our observation shows that the programme has definitely provided students with opportunities to learn and to challenge their minds outside of the classroom environment through learning and playing new games without being coerced. The volunteers had also been good role models for the young ones.



## Challenges & Going Forward

Some of the children who attend KZ are rebellious and have special needs (anger issues and poor self-esteem). Although they are under supervision of school counsellors, behavioural issues like throwing of things, physical fights, using of vulgarity (speech and gestures), cheating to win or giving up before the game ends, posed real challenges to the minders. KidsZone@Cedar was manned by 3 or less persons per session.

**NUMBER AND REGULARITY OF VOLUNTEERS  
HAD BEEN A CHALLENGE IN 2019.**

Going forward, and having run the programme for a year now, more volunteers are definitely needed for better results. More volunteers are needed per session to engage the children more meaningfully, to offer them much needed attention and listening ears. BCCS will look at stepping up recruitment of volunteers for this programme.

Activity-wise, KZ@Cedar plans to organise Times-table and Spelling challenge periodically and a weekly reading programme in FY 2020.



### Behavioural Issues

- **THROWING OF THINGS**
- **PHYSICAL FIGHTS**
- **USING OF VULGARITY (SPEECH AND GESTURES)**
- **CHEATING TO WIN**
- **GIVING UP BEFORE THE GAME ENDS**



BCCS

# KidsZone @Zhonghua



To nurture a love for reading and to build the children's confidence in the use of English whether in listening or speaking, reading or writing.

## KidsZone@Zhonghua at a Glance



### PROGRAMME CORE TEAM

Kenneth Teo • Aow Meow Kiang  
• Susan Chew



### VENUE

Zhonghua Primary School  
12 Serangoon Ave 4, Singapore 556095



### FREQUENCY/TIMING

Tuesdays & Wednesdays

**2.00–4.00pm**

9 April–17 September 2019  
(corresponding to 2nd and 3rd term  
of school calendar)



### NUMBER OF PARTICIPANTS

**16** from Primary 1 & 2

(identified by the school to be weak in the use  
of the English language)



### NUMBER OF SESSIONS

**23**



### NUMBER OF VOLUNTEERS

**13**

(divided into two teams, one for Tuesdays,  
the other for Wednesdays)



## Highlights

### Each session involves:



STORY READING



SINGING OF STORY RELATED SONGS



SHOW &amp; TELL



LANGUAGE GAMES

Each session typically involves story reading, singing of story related songs, show & tell, arts & crafts, language games & other complementary activities.

Over the course of twenty-two sessions, the children were introduced to a total of twelve picture stories and related songs. From the beginning, the children showed interest in listening to the stories and were willing to

learn the new songs. As they became more familiar with the volunteers, they asked questions more freely and interacted more confidently.

Here, the children also got to enjoy arts and crafts and language games. Some showed remarkable creativity in their artwork. And they were especially appreciative of 'Snack Time'—a welcome break and a yummy treat!

## Evaluation

At the final session, the children expressed their appreciation by singing the story-related songs with much confidence and gusto. It was evident that the stories had formed happy memories for them and was an important factor for their success in reading. Their word recognition scores also showed progress ranging from 'satisfactory' to 'very good'.

**ATTENDANCE: ALL 16 STUDENTS WERE GENERALLY REGULAR**

## Challenges & Going Forward

Of course, there were incidental episodes of disruptive behaviour, but on the whole, the KidsZone reading programme was a happy experience for the children as well as the volunteers.

**PROGRAMME WILL BE RENAMED KIDSAGLOW@ZHONGHUA IN 2020 IN VIEW OF ITS CURRENT OBJECTIVE**

Moving forward, the challenge is to recruit more volunteers who can meet the personal attention and assistance needed by the children sent to our care here.

**“While serving in KidsZone@Zhonghua has taught me some patience, I am also glad that I can put my faith into action by helping these underprivileged students in small ways possible.”**

**Jane Chan**  
KidsZone @ZhongHua Volunteer



# HangoutPlace @Zhonghua

Programme engages Primary 5 and 6 students from Cedar Primary School in meaningful and fun activities after school in a safe and stimulating environment to keep latchkey students especially, away from streets and getting involved in unhealthy social activities/situations. Programme's emphasis is on character building through opportunities for learning and playing new games and sports.

## Hangout Place@Zhonghua at a Glance

**PROGRAMME COORDINATOR**

Kenneth Teo (acting)

**VENUE**Zhonghua Primary School  
12 Serangoon Ave 4, Singapore 556095**NUMBER OF PARTICIPANTS**

50 (estimated)

**NUMBER OF VOLUNTEERS** 1

(plus 3 rostered part-timers)

**FREQUENCY/TIMING**

Twice Weekly, Mondays &amp; Thursdays

2.00–4.00pm

Ran from 22 April to 14 November during the school term



## Highlights

Early in the year, the school recognised that many of their upper primary students were restless after school and often caught loitering or playing at housing estates near their school. To ensure they do not get into mischief or be influenced by bad company, they requested BCCS to start an after-school hangout where these kids can drop by after school if they do not wish to go home. 'Hangout Place' was therefore opened for the purpose of allowing these students to hang out, play games or just relax with their friends. Many kinds of board games were available for them to play. The foosball tables however were the most popular with many as can be seen by the numbers waiting for their turns. Music instruments such as an electronic drum set and keyboard were also brought in for their entertainment. Some outdoor sports equipment were also acquired to provide them with the option to play outside of classrooms.

Judging by the way how many of them would quickly rush in as soon as the Hangout room door opens, we know that the Hangout Place is where they look forward to going. At times after session had ended, some even had to be urged to go home.

## Challenges & Going Forward

More volunteers who are patient would have been ideal when dealing with a lively bunch of children. Besides ensuring that the place is safe, the challenge is to engage their hearts and minds meaningfully as well.

Moving forward, there will be more structure with first hour designated for homework before the playtime. Games competition will be organised but we believe maintaining flexibility in this programme is still key in our engagement with them. With that, name of programme will changed to KidsZone@Zhonghua.

### Activities at HangOut Place



Board Games



Foosball Tables



Musical Instruments (Drumset &amp; Keyboard)



Outdoor Sports Equipment

ATTENDANCE: 40+ PER SESSION

## Evaluation

The Hangout Place is always noisy and full of life. In no other part of the school would these students be found behaving in the way they did in this one room. The Hangout Place has given them that space to be wild and free but not without supervision of the staff. It is also here that these students can let loose some 'mischief' without getting into real trouble. The release of such energy and enthusiasm seems to be what kids of that age truly need. Their reluctance to leave tells it all.



# BCCS YouthZone

Engaging youths from disadvantaged backgrounds through programmes and activities so as to develop their confidence, maturity, leadership and character.

## YouthZone at a Glance



### PROGRAMME CORE TEAM

Kenneth Teo • Wieky Joe  
• Quina Abbas



### VENUE

Hope Centre,  
Block 81, MacPherson Lane  
& outdoor venues



### NUMBER OF VOLUNTEERS

4



### NUMBER OF PARTICIPANTS

25 registered

11 average per event



### FREQUENCY/TIMING

Saturdays

12.30 to 3.00pm

(spread out over Feb to Dec)

4 gatherings for their self-development

3 volunteer events where they give their time to help others



# Highlights

## Activities in 2019

**2 FEBRUARY** BCCS' vision as well as upcoming programmes and activities for the year ahead was shared with group. It was also explained to them how this programme can be a relevant and meaningful learning journey for them. Ended the session with some outdoor fun blowing giant bubbles.

**23 MARCH** Made a trip to Home Team NS Adventure where they pumped up their adrenalin scaling walls, tackling robe challenges as they overcame their fear of heights and daring each other to do more. It was a fun time for them doing team building and getting to know each other in the process.

**27 APRIL** A photography class for the youths to learn the finer points of capturing good photos either with expensive cameras or simply with their cell phones was organised. They learnt to observe the conditions of light and their surroundings to produce a beautiful photo.

**21 SEPTEMBER** The youths had a great time playing laser tag. Divided into two teams, they learnt to cooperate as a team. Cooperation, accurate aim and good communication were required to win the game.

**5, 12 & 19 MAY** 8 youths volunteered during the BCCS Awareness Month in Bartley to help explain the YouthZone programme to people who visited the booth they were manning.

**3 AUGUST** 6 youths volunteered to distribute lunch packs to 9 low income families staying in Lorong Lew Lian / Serangoon. A briefing on the profile of these families and on how to introduce themselves before handing the food to them helped to prepare them for the job.

**29 NOVEMBER** 4 youths volunteered to plan and execute tele match games for the Tuition@Bartley students attending their annual end of year camp.

**14 DECEMBER** BCCS' Carnival of Hope, a fund raising event. All were invited and 8 youths who responded had an enjoyable time there.

## Evaluation

In the last meeting for 2019 with three of the youth leaders who were appointed to help in the planning and communication of YouthZone meetings, programme volunteers were pleasantly surprised when the youth leaders indicated that the focus of YouthZone activities should be on volunteering to serve the needs of the community rather than on leisure. They supported the view that by being exposed to the needs of others and helping to find practical solutions, one can become more appreciative of his/her own situation in life which will then spur them on to do their part in giving back to society by helping others. This suggests that programme has helped them in character building, maturity in thought and confidence in life and even in leadership.

## Challenges & Going Forward

As with other programmes, YouthZone always needs more volunteers to come forward to show support for the development of these youths. BCCS plans to recruit more young adults who have a desire to invest in the lives of these youths to come and interact with them and to be role models for them.

Moving forward, YouthZone's activities will be structured to reflect the 'helping' culture we want to inculcate in our youths. What better way to develop their confidence, maturity, leadership and character.



# BCCS

# Hope



# Program

This programme seeks to help and bring stability to families who are in need by providing them with the following:

- work and life skills training for parents who are unemployed because they have no education and skills.
- mentoring and befriending services for their children who are often neglected including tuition services.
- counselling and guidance to see them through their challenges.
- provision of food and transport allowances to assist families going through a crisis.

## HOPE Programme at a Glance



### PROGRAMME COORDINATOR

Kenneth Teo (acting)



### VENUE

Hope Centre  
Block 81, MacPherson Lane



### FREQUENCY/TIMING

3-hour blocks for training courses  
2-hour blocks for tuition services.  
(Visitation and assessment of family needs for new applicants as and when needed)



### NUMBER OF VOLUNTEERS 8

Bag making (1) Counselling (1)  
Child mentoring (2) Tuition (2)  
Visitation and family assessment (2)



### NO. OF BENEFICIARIES

## 17 individuals & 3 families

Bag making course (2) Counselling (4) Child mentoring (3)  
Science & Maths tuition (11) Financial assistance & counselling (3 families)



# Highlights



## SKILLS TRAINING

In April, we started a course on bag making. Six registered for the course. This was a 10-week course where skills to design and produce designer-looking bags were imparted. This provided another platform for them to make a living. However, only two managed to complete the course. The others dropped out because they were unable to cope with family problems they were facing. One withdrew because her husband was jailed for taking drugs

whilst another because she had to appear in court on two occasions which clashed with the training. Yet another was constantly abused by her husband leaving her with energy barely sufficient to care for her young child. Those who withdrew did so because they were overwhelmed by the predicament they were in. Our volunteers made it a point though to keep in touch with them offering counselling and guidance whenever the request was made.



## CHILD BEFRIENDING & MENTORING

Two of our young adult volunteers continued to spend time mentoring three children from two families. They spent time with the children at the Luge in Sentosa, Singapore Museum, Hort Park, at the movies and at the Virtual Reality gaming centre.

As a result of spending time regularly with their mentees, our two volunteers have gained their friendship and trust. During these outings, these at risk youngsters have opened up sharing some of their challenges and on 'taboo' topics like Boy-girl relationships, gangs, drugs, smoking in school,

bullying as well as practical topics like budgeting and finances, planning for the future. Mentors tapped on the many teachable moments to teach and/or share their own experiences or of people they know thus providing them a point of reference when approaching these issues.

By engaging them, our befrienders were able to unveil their fears/yearnings/views and worked towards helping them to overcome them/fulfil them/steer them in the right direction.



## CASE MANAGEMENT

Whenever there was a referral by social service agency partners or a walk-in request for help, our social worker will make the arrangement for home visit to make an assessment and thereafter make appropriate recommendations regarding financial assistance, counselling and guidance, academic assistance or mentoring for their children, or to refer to other social service agency for further follow up. We assessed 3 families, provided temporary financial help and counselling on conflict resolution, parenting matters and various life issues.

## Evaluation

The two graduates of the bag making course went on to produce about 30 bags of different fabrics and designs. About ten of these bags were sold after showcasing them on several occasions.

## Challenges & Going Forward

After imparting skills to the beneficiaries, the bigger challenge was to help them market their goods effectively without any advertising and promotion budget. BCCS had approached some online platforms as well physical outlets to help them reach their target market.

Moving forward, HOPE programme plans to re-introduce some courses conducted in previous years e.g. baking and hair cutting to others from disadvantaged backgrounds who are looking to learn a simple trade which they can use as a means of earning an income.

We expect to finalise the hiring of someone with the necessary people skills, managerial ability and heart to oversee HOPE program for 2020 to widen our reach to dysfunctional families. We plan also to recruit more volunteers with the passion to befriend and mentor teenagers.



# FamilyZone

The FamilyZone programme in partnership with Braddell Heights Zone B Residents' Committee comprising the free lunch pack distribution and COPE (Community Outreach Programme for the Elderly) aims to enhance the physical and emotional well-being of elderly residents from low income families in Lorong Lew Lian who are lonely and vulnerable through active aging and practical assistance

## FamilyZone at a Glance



**PROGRAMME CORE TEAM**  
Tiffany Yong • Goh Wei Chuan



**VENUE**  
Block 1-8, Lorong Lew Lian



**ATTENDANCE AT EVENTS**  
60 seniors  
(average number)



**NUMBER OF VOLUNTEERS** 37



**FREQUENCY OF ACTIVITIES**  
Lunch pack distribution: Weekly (Saturdays)  
COPE: 7 Active-Ageing programmes, 5 outings in a year



## Highlights

As the Chinese New Year approached, BCCS organised an outing to bring a group of seniors to visit the traditional Chinese New Year bazaar market at Chinatown. Accompanied by staff and volunteers, the seniors had a jolly good time visiting the various stalls, sampling all sorts of goodies on display or simply soaking in the hustle and bustle of the bazaar. Some even managed to get in on the action, going home laden with bags of shopping!

The Bicentennial Experience, the centre piece of Singapore's Bicentennial celebrations bringing audience back in time to witness key moments in Singapore's transformation over more than 700 years was an attraction not to be missed by any Singaporean, much less the elderly who lived through some of the turbulent times like The World War II. The high-tech multimedia sensory show, presented some emotional moments for some as memories of sufferings they had gone through in the tumultuous years of Singapore's history drifted by. This was also an opportune time for them experience the wonders of new technology and share in the pride of Singapore's success in current times.

**“Volunteering at COPE programme transforms me. To see the smile on the faces of the elderly, to impact their lives and give them a sense of hope, brings me unparalleled joy and great satisfaction.”**

**Angeline Chwee, Family Zone-COPE Volunteer**

Other outings included a trip downtown to watch the annual Chingay procession, Gardens by the Bay and the Carnival of Hope, BCCS fund-raising event.

Besides the outing, other active aging events include the singing of oldies, simple exercises, playing games that test their memory and having simple lunches together.



### Outings With Seniors

• CNY BAZAAR • BICENTENNIAL EXPERIENCE •

• CHINGAY • GARDENS BY THE BAY •

• CARNIVAL OF HOPE •

• ACTIVE AGING EVENTS •

the singing of oldies  
simple exercises  
playing games  
lunches

### ATTENDANCE AT EACH EVENT:

Approximately 60 seniors



## Evaluation

Having operated COPE where the active-ageing programmes are held in the outdoor amphitheatre since 2017, BCCS' FamilyZone has gained greater recognition. Many of the seniors attend the activities regularly, even taking the trouble to inform BCCS if they are unable to attend any of them. It is not

uncommon to hear participants say they had enjoyed the outings and how they look forward to more outings. Some even offer suggestions for improvements. We take these inputs as affirmation of the worthiness of the programme.

## Challenges & Going Forward

As COPE programmes involve relatively large numbers of elderly people, the number of volunteers needed is quite high. Although FamilyZone is blessed with sufficient volunteers for special events on weekends, getting volunteers for on-going lunch pack distribution and weekday activities proved to be a challenge. With the frequency of activities slated to increase in 2020, recruitment of more volunteers is likely to be even more critical and challenging.

The seniors we cater to are at different levels of physical and cognitive functioning ability. Hence, the planning of programmes and activities to cater to these different needs too can be challenging. Activities need to be sufficiently engaging for the more able-bodied

and/or with higher cognitive abilities but not too tough as to alienate those physically less agile or mentally less alert.

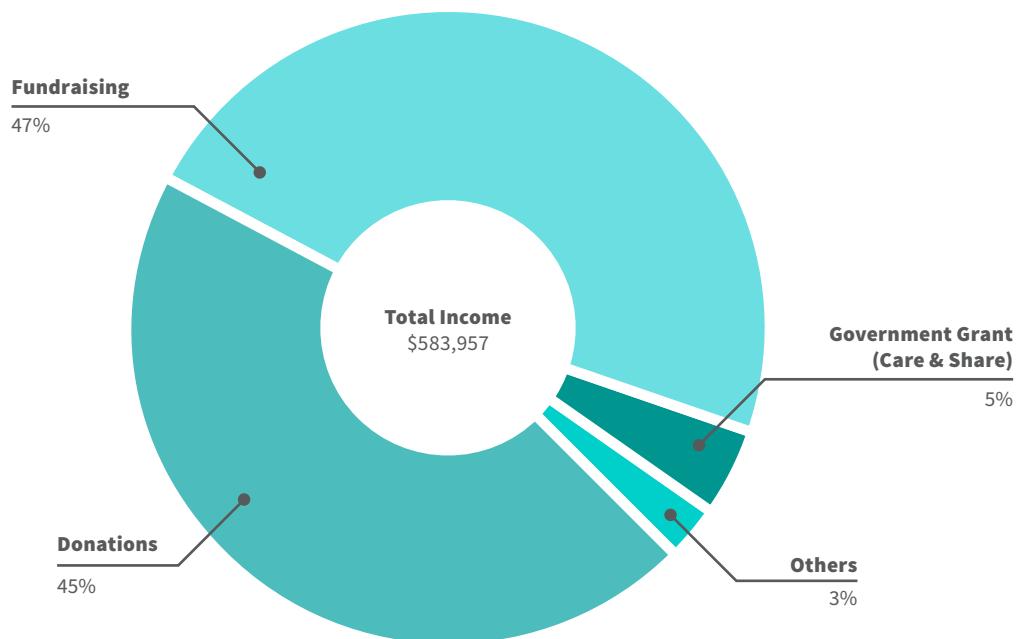
Aside from large-scale community events, BCCS continues to explore other ways of engaging the seniors in Lorong Lew Lian to promote active-ageing. A new initiative in this direction to be launched is the weekly seniors drop-in activity session involving arts and craft, exercise and games sessions.

Through these regular meetings with the seniors, we hope to build rapport with them and at the same time, identify those who are more vulnerable to provide them with the relevant support.

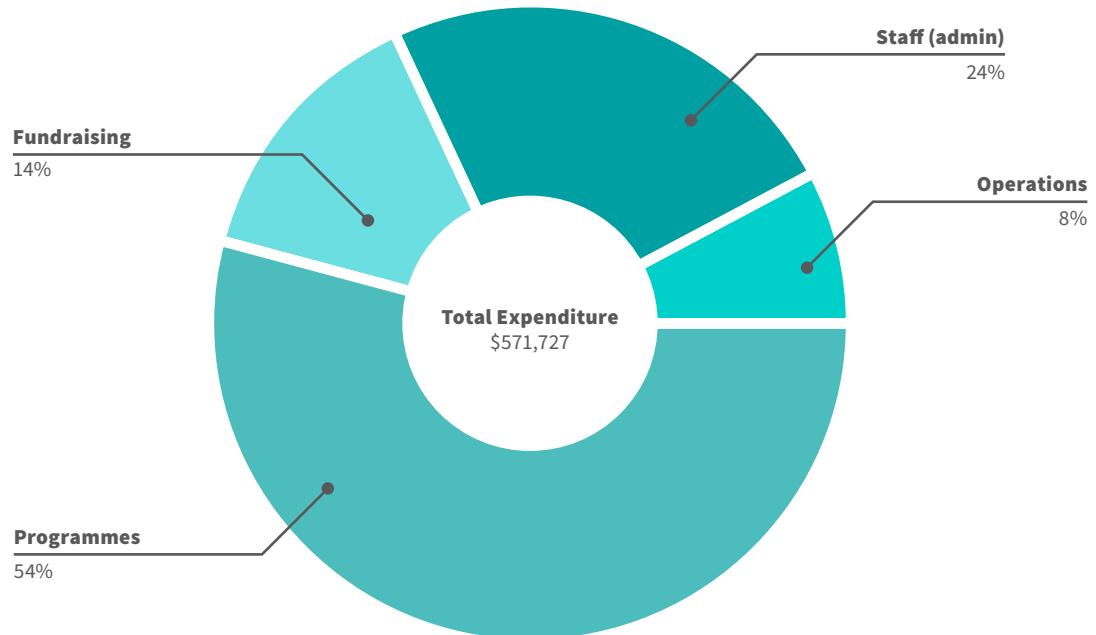


# SOURCES AND USES OF FUNDS

## Sources of Funds



## Uses of Funds



**UEN**  
T01SS0004H

**IPC status**  
Since December 10, 2012

**Constitution**  
Society

**Registered Address**  
8 New Industrial Road #05-01,  
LHK3 Building, Singapore 536200

**Banker**  
DBS Bank Ltd

**Auditor**  
Nexia TS Public Accounting Corporation

**Contact Details**

**Bartley Community Care Services**  
tel +65 6885 0432 fax +65 63832491  
email [info@bccs.org.sg](mailto:info@bccs.org.sg)

**facebook** [www.facebook.com/bartleycare](http://www.facebook.com/bartleycare)



[bccs.org.sg](http://bccs.org.sg)