

LOVE

CARE

CONNECT



BARTLEY COMMUNITY CARE SERVICES ANNUAL REPORT 2020

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## MESSAGE FROM THE CHAIRMAN

*"IT WAS THE BEST OF TIMES, IT WAS THE WORST OF TIMES...IT WAS THE SEASON OF DARKNESS, IT WAS THE SPRING OF HOPE." CHARLES DICKENS.*

The above quote reflects the desperation of many, an unprecedented pandemic and a veil of darkness over already challenging lives for many of our beneficiaries, plunging many from one hardship to another. For BCCS, it was initial despair, as the door closed on all our touch points with our beneficiaries. We were shut off, unable to meet, read, tutor, visit, feed and care for all of them. We could for a season only pray and look to our mighty God to watch over them.

And then, many rose to initiate fund raising and to pool resources to provide for the few hundreds of individuals and needy families. All families were contacted to ascertain their needs so we could customise the help for them. IT proficient volunteers developed systems to allow learning to resume online instead while we equipped homes

of beneficiaries with appropriate hardware. Some beneficiaries who were able turned volunteers to render assistance.

The worst of time indeed birthed innovation, creativity and magnified the soul of BCCS which is the love that our staff, volunteers and Bartley Church members have for our beneficiaries. This season of darkness allowed us to display the God of hope we have and how He cherishes each and every of our beneficiaries. The spring of hope had arrived.

This pandemic has strengthened BCCS as an organisation and girded it with a stronger structure for its work ahead. We are thankful that a few private corporations have chosen to partner BCCS to deliver practical help during this season.

To our sponsors, volunteers, staff and Board members, I say 'Your partnership is really appreciated. Thank you always!'. It is by God's grace that BCCS is able to be an instrument of His grace and that all our labour will not be in vain. We give Him all the glory.

Michael Chay

## MESSAGE FROM THE

# DIRECTOR OF PROGRAMMES & SERVICES

The year two thousand and twenty had come and gone, except that it had left a somewhat unpleasant and tricky 'after taste' for many. The key impact of COVID-19 was on the economy, with businesses coming to a halt temporarily or even permanently and with this, the loss of jobs for many. Only the ones involved in the essential services were kept busy. Social activities that we depend so much on to help bring sanity and healing for the wounds inflicted by work stress and all of life's other challenges on us were equally adversely affected. While we often manage work-related stress and other pressing needs with resources we have at our disposal, this is of course not so the case with the less fortunate. It's as if their predicament prior to COVID-19 was not tough enough, COVID-19 had come make it tougher. 'How will all this end?' one wonders!

Although my heart was burdened, I soon realised as I reflected on the COVID-19 year, that it had led us to reach out to more than 400 beneficiaries through the five programmes we managed to run after the 'circuit breaker'. Through the calls we made to many of them to understand their situation, we were able to give them the assurance that they were not alone. Many of our vulnerable seniors were grateful for the effort we made to drop in on them regularly to check on their well-being. Our partnership with the Sparkletots pre-school gave us the opportunity to render help to children going into primary school in the midst of fear and uncertainties of the times we are in. Yet, another group of primary school children was helped through a story-telling programme we facilitated in that school. For those cash strapped as they waited for financial assistance approval from social service organisations, we gave bridging monetary assistance. We also handed out 200 care packages



and groceries to needy families. I am grateful that we were in a position to offer help where it was needed.

At a time where many are uncertain about their own financial situation, our big-hearted donors came forward to assure us of their support, financial included, making it possible for us to continue providing assistance to those in need. We also received support from a few organisations which allowed us to upgrade our core activities to meet the fast changing needs brought about by the pandemic. We also saw many volunteers continuing to journey with our beneficiaries simply because they saw the need, a response so refreshing in the midst of a season fraught with insecurities, frustration and even grief.

All this, to me, represents the hope that we are committed to bring to people for a breakthrough in their difficult circumstances. By God's grace, BCCS will continue to be that hope.

Kenneth Teo



# ABOUT BCCS

Bartley Community Care Services originated as Bartley Christian Church's outreach programme to bless the community around the neighbourhood. From festive events to engage the community, the church went on to provide assistance to the disadvantaged by encouraging members of the congregation to volunteer their services on a regular basis.

When it became obvious that more needs to be done, resources were assigned to set up Wei Ni Community Services Association, registered as a charity in the year 2000. This set up underwent a name change after expanding our scope of services in 2010 to our current name, Bartley Community Care Services (BCCS for short) to better reflect the wider role we play in the community.

BCCS was awarded IPC (Institution of a Public Character) status in December of 2012 in recognition of our contribution to the well-being of the disadvantaged community.

## BCCS IN 2020—OVERVIEW

The year 2020 will no doubt go down in the history of BCCS as a year to be remembered not for any fanciful mass event but rather, for the lack of one. This is not to say that BCCS was crippled into inaction. Our staff and volunteers kept close to the ground to assess the urgent needs of our beneficiaries. Despite the constraints of the COVID-19 safety management measures, we did not lose focus on the objective we set out to achieve i.e. to improve the well-being of the disadvantaged. The COVID-19 pandemic and the ensuing never before drastic pandemic control measures that had changed lives of almost everyone also led to new pressing needs surfacing for the disadvantaged community that we could not turn a blind eye to.

The effects of the pandemic was felt no doubt by all but the impact on the haves and have-nots were by no means similar. Whilst work, study, meal time in a residence with ample space for all family members at home at the same time, fitted with air conditioning, stable internet access and devices to stay connected was possibly quite relaxing or perhaps, even a welcomed change for some, the situation for the have-nots however was not quite so bearable.

Whilst the government provided some financial relief, many who were already hard pressed pre-COVID-19 were now struggling with even more issues. We had to act positively to do the necessary to avert anyone falling into the crevices. Blessed with faithful staff, generous donors/volunteers who came forth readily to provide support, we managed to get the following projects off the ground.





## ‘LOVE, CARE, CONNECT’

The “Love, Care, Connect” project—after Circuit breaker in June as soon as was permitted. Care packages containing protection items like disposable masks, sanitisers, tissues and anti-septic wipes along with some snacks were organised and delivered to beneficiaries in various BCCS programmes.

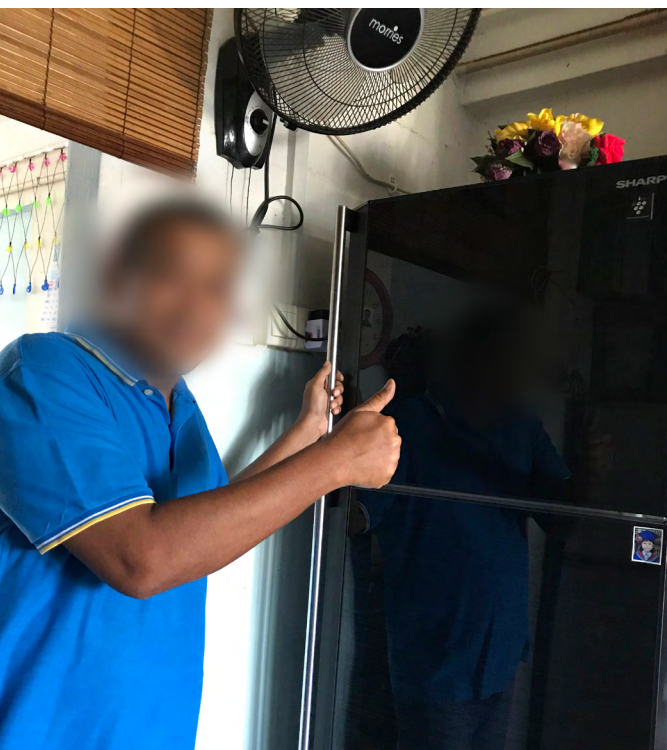
## FINANCIAL AID

Financial aid—help for cash strapped families whose breadwinners had lost their jobs and grocery packs for some families during period May to September. We reached out to present and also past beneficiaries of BCCS’ programmes.

## ‘MAKING IT HAPPEN’

The “Making IT Happen” project—the acquisition of 57 new tablets for distribution to children in the tuition and CAPLE programme in November and December co-funded by Temasek Trust’s oscar@sg fund. As there were still limits to the number of children in class at any one time for tuition and with online learning becoming the new norm, it was felt that the children and tutors needed the right tools to have effective online tuition/learning.





## A WHATSAPP BROADCAST PLATFORM

A WhatsApp Broadcast platform was set up end of July offering useful pre-owned appliances, furniture free of charge to beneficiaries with a need for them.

## iWALK—‘WALK APART, TOGETHER’

A unique fundraiser in November and December, “iWALK”, where participants took part in walking 4km or more on any day between 21 November and 6 December, 2020, either alone or in groups of not more than 5 and on routes as they pleased. The aim was to raise awareness of the plight of the disadvantaged and a call for solidarity with them by walking the distance and/or to make a donation to BCCS’ cause to provide assistance where needed. Higher online presence and word of mouth transmission by very supportive members of Bartley Christian Church helped raised around \$93,000.



We at BCCS recognise the divine favour enjoyed for all our endeavours in 2020 even though the year had been an especially tough one filled with uncertainties. We have been encouraged by the results.



# OUR MISSION

*Touching hearts, building lives.*

# OUR VISION

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



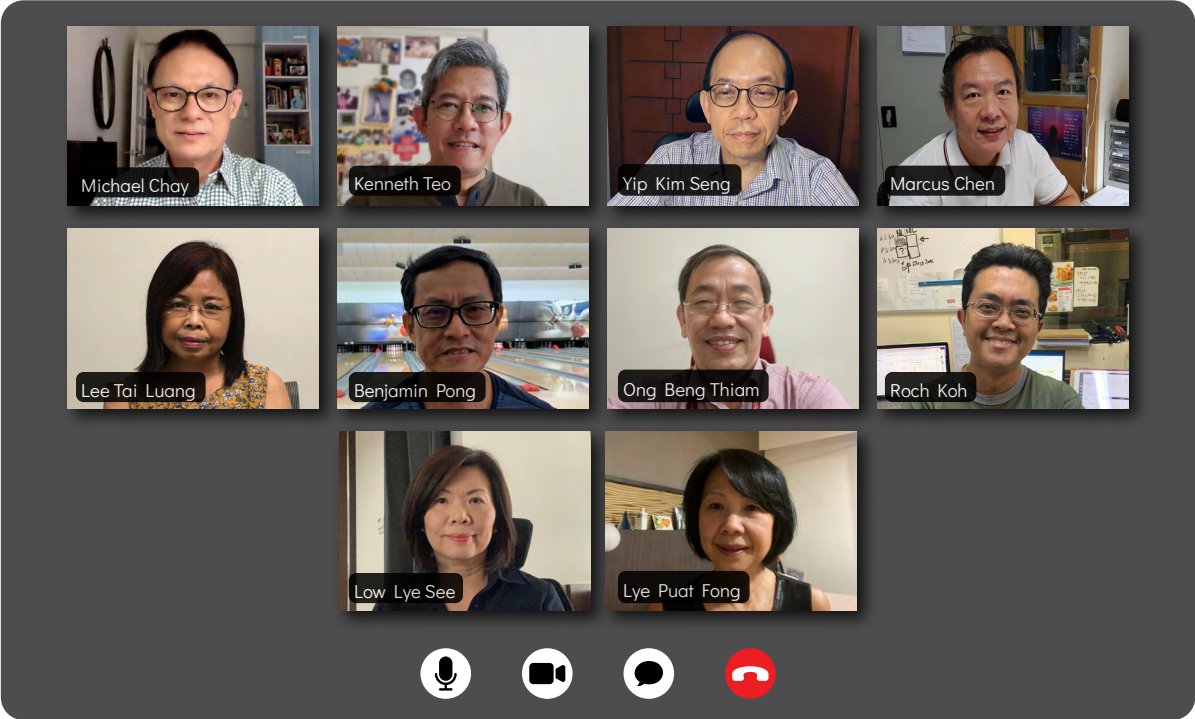


# OUR BOARD

Name/Office Position	Date first appointed	Previous Position(s) held/period	Attendance at Board Meetings	Appointments/ Organisation
Michael Chay Hong Kan Chairman	3/6/2012	Nil	6/6	Director, Snow Venture Pte Ltd Director, Asian Cross Cultural Training institute Lay Pastor, Bartley Christian Church
Kenneth Teo Meng Teck Vice-Chairman	3/6/2012	Nil	6/6	Director of Programmes & Services Bartley Community Care Services
Yip Kim Seng Secretary	26/3/2016	Treasurer/ 3/6/2012-25/3/2016	6/6	Associate Faculty, Singapore University of Social Sciences
Marcus Chen Joo San Treasurer	30/5/2020	Nil	3/3	Self-employed
Low Lye See Member	10/5/2013	Nil	6/6	
Lye Puat Fong Member	26/4/2014	Nil	6/6	
Ong Beng Thiam Member	21/3/2015	Nil	5/6	
Lee Tai Luang Member	10/5/2013	Treasurer 26/3/2016- 30/5/2020	6/6	
Roch Koh Soon Yao Member	30/5/2020	Nil	3/3	
Benjamin Pong Chee Kin Member	30/5/2020	Nil	3/3	

## RELATED ENTITY: BARTLEY CHRISTIAN CHURCH LTD (BCCL)

Name	Designation in BCCS	Designation in BCCL
Yip Kim Seng	Secretary	Board Member





# CORPORATE GOVERNANCE

Bartley Community Care Services is governed by its constitution and byelaws as the Board steers the organisation towards its mission and vision. Mindful of the need for transparency, accountability and effectiveness, several requisite committees are in place to support the Board in achieving its goals, operating in full compliance with legislations governing Charities and IPCs.

The committees, formed with clearly established terms of reference and spelt out in its byelaw, include the following:

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Appointment and Nomination

Audit

Funding Strategy

Finance

Human Resource

Programmes and Services

Publicity

Volunteer Management

## **CONFLICT OF INTEREST POLICY**

BCCS has in place a Conflict of Interest policy requiring an annual declaration of conflict of interest by board members, members and associates, staff and volunteers. All parties involved with BCCS are expected to act in the best 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 which is in compliance with all applicable laws and internal policies/procedures with the interests of the organisation and its beneficiaries at the forefront.

BCCS' 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.

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

## RESERVES POLICY

BCCS' target of keeping reserves at 2 years or more of its operating expenditure remained in 2020. The reserve ratio as at 31 December 2020 was 3.5. The Board reviews annually the amount of reserves required to support its current activities and those going forward.

## ANNUAL REMUNERATION DISCLOSURE

There is no paid staff who is a close member belonging to the family of its Executive Head or governing board member.

There is no staff with an annual remuneration exceeding \$100,000 in FY2020.

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)







# STAFF & VOLUNTEERS

## REGISTERED VOLUNTEER COUNT

As of December of Year	Active Volunteers	% Increase	Board/Committees	Total Volunteers	% Increase
2016	103	3%	23	126	-3%
2017	130	26%	27	157	25%
2018	133	2%	27	160	2%
2019	135	2%	26	161	1%
2020	72	-47%	28	100	-38%

## STAFF STRENGTH

	2016	2017	2018	2019	2020
Full-time	4	4	4	5	5
Part-time	3	3	4	3	4

BCCS is operated by a team of 5 full-time and 4 part-time personnel. This lean team is augmented by a large pool of volunteers serving in both the frontline community care work and the backend planning & operations.

With the COVID-19 pandemic curtailing many of the regular programmes in 2020, the number of active volunteers across the programmes was reduced by 38%, especially among the senior ones.

Yet, we saw about a hundred coming forward to help look out and care for the disadvantaged

individuals and families whose already difficult circumstances were made worse by the pandemic.

Together, about 430 beneficiaries covering young children, students, families and seniors were being served and cared for in ways befitting their circumstances. We are grateful for all our dedicated and compassionate volunteers partnering us in bringing cheer and hope to these beneficiaries.

BCCS continues to welcome all who share our vision and wish to make a difference in the lives of the needy.

#### Full-time Staff

Kenneth Teo (seconded) | Executive Director/ Director of Programmes & Services

Anne Yee | Executive, Accounts & Administration

Janice Leola Ong | Executive, Fund Strategy & Corporate Communication

Peter Tan | Programme Executive, FamilyZone

Tiffany Yong | Programme Executive, FamilyZone

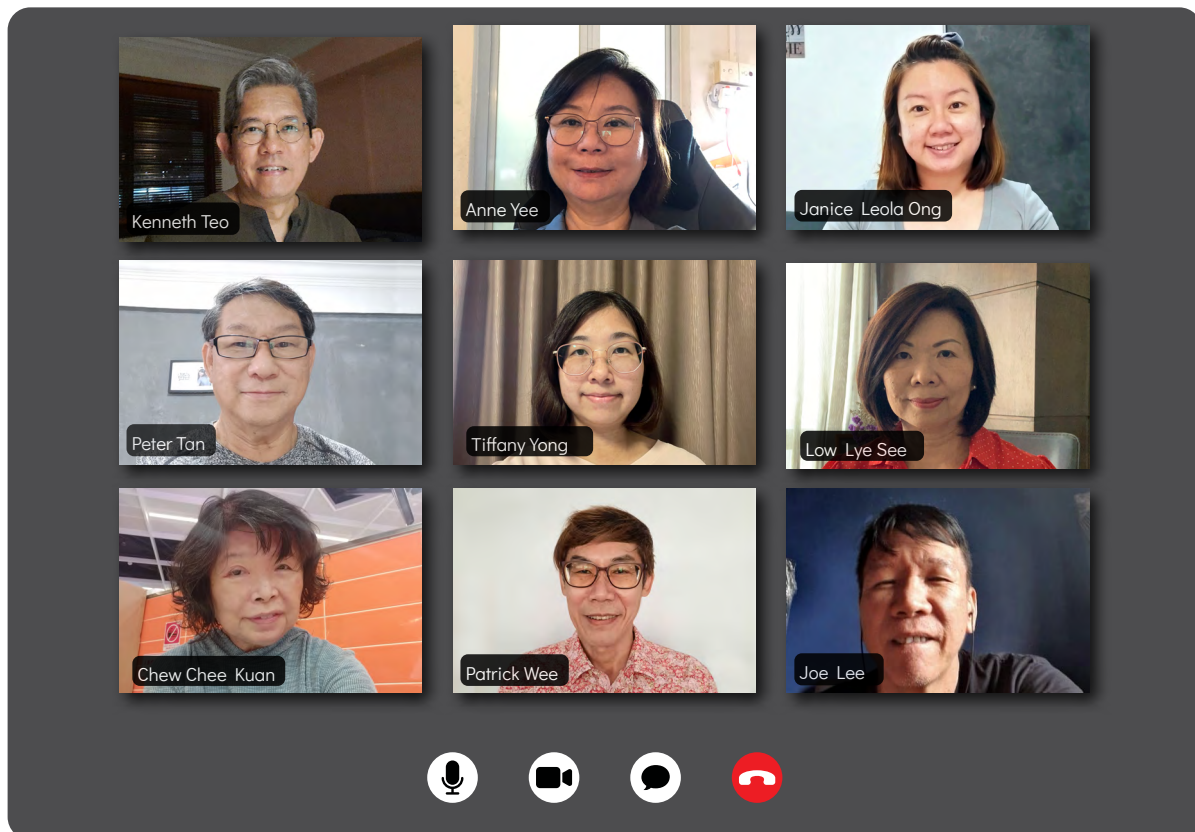
#### Part-time Staff

Low Lye See | Director of Operations

Chew Chee Kuan | Programme Coordinator, HOPE

Patrick Wee | Programme Coordinator, KidsAglow@ZhongHua

Joe Lee | Programme Coordinator, KidsAglow@ZhongHua



# OUR COMMUNITY PARTNERS



Braddell Heights Zone B  
Residents' Committee  
Balam Residents'  
Committee



Agency for  
Integrated Care (AIC)



MacPherson  
Community Club



Bartley  
Christian Church



Sparkletots  
PAP Community  
Foundation (PCF)



Zhong Hua  
Primary School



Cedar  
Primary School

We are thankful to our community partners for the opportunity and support given to serve the disadvantaged in our community. We believe together, we can reach out to more and to provide the assistance they need more efficiently.

# OUR PROGRAMMES & SERVICES

## IMPACT OF COVID-19 PANDEMIC ON PROGRAMMES

The COVID-19 pandemic had wreaked havoc around the world in 2020 causing many activities to come to a halt. BCCS' programmes were not spared either from its devastating impact. The programmes, KidsZone@Cedar, HangoutPlace@Zhonghua, YouthZone could not resume in 2020 because of the nature of the activities in these programmes which rendered implementation of safe distancing management impossible.

The following five programmes managed to take off or resumed after the circuit breaker ended with some restrictions lifted.



Apart from running the structured programmes under strict safe management procedures, BCCS focused on alleviating the plight of those trapped in loneliness, financial difficulties, family issues and other pandemic related problems. This, it did by keeping close to the ground with phone calls and even visits to the homes where and when permitted.





BCCS



CHILD AND PARENT  
LEARNING EXPERIENCE

Programme aims to prepare and/or better equip pre-schoolers from disadvantaged background for the commencement of Primary school education with a carefully curated curriculum covering phonics and basic numeracy concepts. Parents of children enrolled are expected to participate in activities encompassing simple teaching methodology, preparation of teaching materials which will empower them to be the home tutor for their respective child.

## HIGHLIGHTS

As a result of restrictions imposed due to the COVID-19 pandemic, commencement of CAPLE programme was delayed from the usual June timing to August. Programme was conducted in full compliance with the prescribed safety management measures like temperature taking prior to entry, wearing of masks throughout the session, social distancing and regular washing of hands as needed. Unfortunately, no field trip was permitted for the 2020 run of CAPLE.

A simple graduation ceremony with the presentation of certificates by Ms Patricia Low, principal of PCF Sparkletots Kindergarten at Block 31 was held at Balam RC Centre. This was followed by an 'Airplane flying' competition where children and their respective parents first joined forces to fold and fly their paper planes. The parent-child teams were then pitted against one another for longest distance 'flown' by their planes. BCCS' Director of Programmes and Services, Mr. Kenneth Teo presented prizes to the triumphant top three winners.

Pandemic restrictions notwithstanding, there was no disruption to the planned curriculum. The weekly literacy activities focused on children vocalising the sound of the letters, reciting rhymes with finger action, body movements, listening to stories and answering questions, expressing their thoughts and practising writing with proper spacing.



## AT A GLANCE

### PROGRAMME CORE TEAM

Deborah Pay  
(coordinator)  
Chew Wee Pin

### NO. OF VOLUNTEERS

12

### ENROLMENT # OF PARTICIPANTS

15 pairs of parent(s)  
and child

### VENUE

Balam RC Centre  
Block 31

### FREQUENCY/TIMING

Weekly, Saturdays,  
2:00pm to 4:30pm  
(August 22–November  
21 2020)

The weekly numeracy concepts learning sessions were fun playtime. Children hopped within a hopscotch frame matching numerals to number words, learnt to count enticed by colourful paper-clips they could 'fish' with magnets. More thrills and spills as they took turns to roll marbles on a tilted board, watching them roll into two containers and then to ascertain the container with more marbles. Instead of using counters and fingers to count and add, children discovered they could add by counting forward from a number on a ruler.

While the children were immersed in learning the fun way, the parents too were having a great time learning to be creative using various materials to make teaching resources and testing them out through role playing among themselves. This new found skill gave them a great sense of achievement as it boosted their confidence to teach/guide their children in their early learning.



## EVALUATION

Pre and Post Programme scores were used to monitor the children's progress in phonics awareness, reading of common words and understanding of basic numeracy concepts.

BEGINNING OF PROGRAMME	END OF PROGRAMME
K2 (4 students) 18% to 94%	27.5% to 99%
K2 (3 students) 40% to 67.9%	absent
K1 (5 students) 0% to 62.2%	24.3% to 78.4%
K1 (2 students) 19% and 60%	absent

One child who started in the second week missed the pre-programme test while 5 students missed their end of programme assessment as they were absent for three consecutive weeks at the end of programme. Sadly, reasons for absenteeism included 'heavy rain', 'no one to send', to 'not feeling well'.

A notable improvement in their score was observed for all students with a K1 student scoring 24.3% at the end of the 14 week programme from a zero base. This is an affirmation of the effectiveness of

the programme and the teachers' efforts but the team is not resting on their laurels and continues to look for improvement.

When surveyed, parents fed back that the teaching materials/resources were 'helpful' or even 'very useful'. They were glad to have observed noticeable progress in their children's performance in naming letters at random, recognising letters and numbers, reading more words and writing with proper spacing.



## CHALLENGES & GOING FORWARD

Some parents though keen on having their children in the CAPLE programme were unable to achieve regular attendance due to the nature of their work and/or fatigue having to juggle between work and domestic responsibilities. BCCS will continue to engage such families with a view to render relevant support and assistance.

Statistics show more children are being enrolled in childcare centres (ECDA, May 2020) than in kindergartens. Take up rate for CAPLE may be at risk of falling as longer hours spent in childcare centres gives the perception that these children in childcare centres will be adequately prepared for main stream education. The challenge will be to target pre-schoolers not only from kindergarten but also those from childcare centres.





## BCCS Tuition @Bartley

BCCS' Tuition@Bartley offers tuition to students from Primary 1 to Secondary 5 in English and Mathematics.

The programme aims to guide and support academically weak students from disadvantaged families in their studies. Our tutors also work towards motivating and instilling confidence in these students, by giving them a better footing in their learning journey. Additional assistance or guidance is rendered to those who may fall through the cracks of our education system.

### HIGHLIGHTS

When Singapore confirmed its first few cases of COVID-19 at the start of 2020, Tuition@Bartley was not disrupted. It continued through Term 1 albeit with safety measures in place. Temperature taking, compulsory wearing of masks & social distancing were enforced in accordance with government guidelines.

Tuition@Bartley was suspended however, after a week in Term 2 as Singapore went into lockdown to combat the COVID-19 outbreak. During the mandatory lockdown, tutors made efforts to engage the students by checking in on their progress weekly via WhatsApp calls and Zoom meetings, supporting them in their HBL (Home-based Learning) assignments as well as providing additional materials for some levels.

All annual events such as Chinese New Year Celebration, Overnight Camp and Christmas Celebration had to be cancelled with the COVID-19 pandemic not letting up.

By God's grace, Tuition@Bartley resumed its operation on 27 June 2020. Split class arrangements (into Team A and B) were implemented. This was to comply with government's regulations of having not more than 50 persons on the same premises and to facilitate safe distancing. This continued through Term 3 and 4.



### AT A GLANCE

PROGRAMME CORE TEAM	NO. OF VOLUNTEERS	# OF STUDENTS ENROLLED	VENUE	FREQUENCY/TIMING
Deborah Pay (Programme Coordinator) Angie Tan and Jeremiah Cheong	17	61	Bartley Tuition Centre, 4 How Sun Drive	Saturday, 10am to 12 noon during school term.







#### VOLUNTEER SPEAKS

"I have been volunteering with Tuition@Bartley for more than 8 years and found it meaningful as we can help and guide needy children academically and morally. It also promotes racial and religious harmony."

Tuition@Bartley, PETER HUNG

Under the split class arrangements, tutors not taking any class that week took on the role of Social Distancing Ambassador (SDA) and helped with temperature taking.

A workshop on online learning was held on 21 November 2020 for students and tutors with the objective of introducing students to online learning via Zoom. Each student was issued a portable tablet to have hands-on experience using Zoom. They were taught how to set up a Zoom account using their email address and tried out the different features of Zoom required for online learning. This was part of preparations for online learning/ tutoring in the foreseeable future.

## RESULTS AND EVALUATION

### PSLE

7 students from the P6 cohort sat for the PSLE.

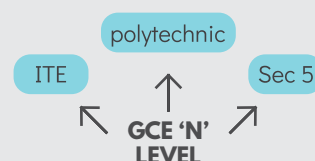
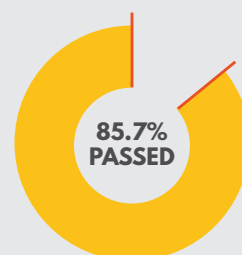
85.7% of students passed the examination and were eligible for the Express, Normal (Academic) or the Normal (Technical) streams.

### GCE 'N' LEVEL

3 students sat for the national GCE 'N' Level Examination.

All passed and one has opted to study film and TV production in a polytechnic, another to do video production in ITE and the third will be moving on to Secondary 5.

Overall result was satisfactory with aggregate score for these students ranging between 8 points to 15 points for best 5 subjects. One of them scored As in both Computer Applications and Mobile Robotics.





## CHALLENGES AND GOING FORWARD

The year 2020 has been an extra challenging year for Tuition@Bartley, operating under COVID-19 pandemic circumstances. Tutors played a critical role in adapting to “new normal” changes to better engage students during the lockdown period

In this digital age, it is imperative for students and tutors to be equipped with the necessary knowledge, and skillsets to thrive in a rapidly-changing world. Hence, BCCS’ ‘Making IT Happen’ project was initiated to address such concern—to be digitally ready for online learning

whenever onsite learning is disrupted. However, BCCS is mindful that no technology can replace the intentional and personal interaction with the students.

The recruitment of volunteers remains a great challenge as tutors are required to serve on a medium to long term basis. The reluctance to commit to at least 1 full school semester (about 20 weeks) is understandable.

Nevertheless, we believe each year, a team of dedicated tutors will rise to the occasion to help students reach greater heights and it will be no different in 2021.



This programme was set up with the aim of enhancing the physical, social and emotional well-being of elderly residents who are often lonely and vulnerable. Through regular active aging activities, festivals celebrated together as a community, regular visits and lunch pack distribution, occasional outings, the programme hopes to draw them out of their homes/monotony to find comfort and contentment in company of others.

## HIGHLIGHTS

The outing to the Chinese New Year bazaar at Chinatown has become a much awaited annual affair for the seniors and fortunately, it did take place early in 2020 before the circuit breaker was in force. From sampling goodies to admiring Lunar New Year decorations with familiar lively festive songs playing in the background, it was a time of nostalgia and high spirits for many. While some turned up with the main purpose to shop, many joined simply to soak in the festive atmosphere. To add to their delight, each of the participants was given a bottle of a Lunar New Year favourite, love letter rolls and a pair of mandarin oranges, symbolic of blessings for the New Year.

Besides the monthly active-ageing events, plans to launch weekly drop-in activity sessions had

also to be put on hold. During the circuit breaker, volunteers and staff managed to keep in contact with the seniors through phone calls. The seniors were obviously thrilled to receive these calls as some could not stop chatting as reported by our volunteers and staff.

As we entered Phase One with safe re-opening in June after the circuit breaker, teams of volunteers distributed care packages comprising various essential items (masks, sanitisers, tissues, anti-septic wipes and snacks) for staying safe to the seniors under a **'Love, Care, Connect'** project. These visits to the beneficiaries' homes were greeted with happy smiles from the seniors who were surprised and visibly uplifted to see BCCS volunteers delivering these packages to them personally. The visits to the seniors continued on a regular basis in the second half of the year so as to stay in touch with them since group activities were still prohibited.

The weekly lunch pack distribution to needy families by our faithful volunteers resumed in October.

The last activity for the year was the distribution of Christmas goodie bag to the seniors to celebrate the season of hope.

## AT A GLANCE PROGRAMME COORDINATORS Peter Tan, Tiffany Yong

PROGRAMME CORE TEAM	NO. OF VOLUNTEERS	# OF PARTICIPANTS ENROLLED	VENUE	FREQUENCY/TIMING*
Peter Tan, Tiffany Yong, Alice Tan, Sally Ang, Katherine Chia & Gary Tan	35	114	Block 1-8, Lorong Lew Lian	Lunch packs distribution: Weekly (Saturdays)

\*Active-ageing programmes: monthly activities, community celebrations for major festivals, outings—most of these were suspended



## VOLUNTEER SPEAKS

“Through FamilyZone outreach, I got to befriend the senior residents at Lorong Lew Lian. I was able to engage them face to face during my regular visits, to understand their needs and challenges and to extend assistance to the best of my ability. FamilyZone volunteers are vessels of God’s love and compassion to the Lorong Lew Lian seniors.”

FamilyZone volunteer, KATHERINE CHIA

## EVALUATION

Strong relationship built with the seniors at Lorong Lew Lian through our past engagement with them is evident during the home visits. There were frequent enquiries regarding the resumption of our active-ageing programmes made by many of our beneficiaries. The eagerness of these seniors to participate in BCCS activities bears proof of effectiveness of the programme. The fact that some of them had invited BCCS visitors into their homes for a drink, welcoming and treating them as friends is evident of the rapport built that is so essential for the success of the Family Zone programme. It has been reported that life during the COVID-19 pandemic has been especially tough for the elderly and BCCS is glad to have been there for them when it mattered most.





## CHALLENGES & GOING FORWARD

Although there are 114 seniors registered with BCCS, we believe there are still many more vulnerable ones unreached out there in the community. The challenge is to identify these and to be able to reach out to them quickly to provide the necessary support. Connecting with seniors through house visits though requires much manpower, planning and commitment especially when many of them are new to our volunteers.

We moved into 2021, still in Phase Three of COVID-19 pandemic control where group size for gathering is still very restricted. So group events of size anywhere near those in pre-COVID-19 days will unlikely be happening any time soon. This can be viewed positively though as an opportunity to organise small-group activities catering to seniors grouped according to their level of physical

and cognitive abilities. The more able-bodied participants will be able to enjoy more ambulant activities whilst those with poorer physical or cognitive abilities can still enjoy activities curated specially for them.

With the above in mind, the number of activities for small groups is expected to increase in 2021. This would mean a bigger pool of volunteers will be needed to run them. Volunteer recruitment and retention has always been particularly critical for FamilyZone. As many of these activities will have to be run on weekdays, the availability of volunteers on an on-going basis will pose an even greater challenge. We are ever thankful for a small group of volunteers for their faithful service in FamilyZone on week days and hope more who are able will come forth.





Programme aims to bring stability to and/or to improve the well-being of disadvantaged families. It offers these families practical assistance in times of acute needs, provides skills training to equip individuals with skills necessary for better chances of acquiring a job or doing a home-based business. Counselling and guidance is provided for resolution of critical situations in the family matters. For their children, tuition is provided to help in their studies and 'big brother' or 'big sister' is assigned to mentor children assessed to be at risk.

## HIGHLIGHTS

As a result of the circuit breaker and subsequent anti-pandemic measures, many of the breadwinners of families lost their regular jobs. Close to \$14,000 was disbursed to 46 families during the period May to September to help them tide over this difficult period.

Food packages consisting of rice, canned food, cooking oil, instant noodles and Milo drink were given to 28 families and care packs with face masks, hand sanitizers, tissues and anti-septic wipes were also given to about 60 households.

BCCS reached out to past and present beneficiaries of BCCS' various programmes (Tuition@Bartley and CAPLE), being mindful of the hardship the COVID-19 pandemic has brought on especially for people who were already struggling

with their finances. Assistance rendered provided some quick reprieve to these families who were hard pressed in every way during much of 2020.

We are grateful to the various donors who responded with little hesitation to make the much needed assistance available to affected families in good time.

Big brother/sister mentoring scheme for children at risk was disrupted in 2020 but the need for this still exists especially for those from single parent families.



## AT A GLANCE

### PROGRAMME COORDINATOR

Chew Chee Kuan

### NO. OF VOLUNTEERS

8-3 for Care pack distribution, 2 for skills training, 3 for tuition

### # OF BENEFICIARIES

55 families (increase is due to more facing difficulties arising from the impact of the COVID-19 pandemic)

### VENUE

Hope Centre, Block 81, MacPherson Lane (closed in mid-October)  
Balam RC Centre (for tuition thereafter)



#### VOLUNTEER SPEAKS

“The process of matching me to the right student was a good start to our learning journey together. The place provided for our weekly tuition was conducive, complete with snacks. The staff at the centre is friendly and always made us feel welcomed. There was regular follow up on the progress and checks if any problems encountered. I strongly believe the programmes benefitted both the volunteers and the beneficiaries. Keep it up BCCS and hope to have another chance to be in the programme again.”

HOPE Centre tutor, KAREN POH

In the area of skills training however, we managed to conduct a couple of practical courses listed here below.

#### ENGLISH LESSONS FOR FOREIGN SPOUSES

These lessons were conducted to enable them to communicate better with locals especially at work. 10 weekly classes (September to November) with 3 students under 1 volunteer teacher, at Hope Centre.

Due to major differences between the Vietnamese language's and the English language's pronunciation, learning the English language was an uphill task for the Vietnamese. Many more lessons will be needed before they can achieve the desired proficiency in spoken English.

#### MAKING OF MASK POUCHES

With the wearing of masks becoming the new norm, a convenient form of safe keeping of mask in between use was designed by a friend of BCCS. Beneficiaries were taught how to make them for sale over 6 sessions in October to gain a little supplementary income. This skill suited those not in full time jobs well.

It was heartening to see a wheelchair bound lady wheeling herself to the class from her home in Geylang East, about 2 km away from Hope Centre. The ladies were paid for each pouch they made whilst BCCS looked for avenues to sell them. A total of 550 pouches were made by the end of December. The designer cum teacher not only gave of her time to teach but also donated 2 sewing machines and various tools making it possible for beneficiaries to continue making the pouches at home.



In the midst of the doom and gloom of the lingering COVID-19 pandemic, BCCS was pleased to be able to offer some very practical help to beneficiaries through the following initiatives:

#### WHATSAPP BROADCAST

A WhatsApp Broadcast platform was started to offer to beneficiaries pre-owned household appliances (fridges, washing machines, ovens, TVs) and furniture (sofa sets, book shelves, dining sets, bedroom sets) as and when they were available.

BCCS took care of the arrangement and the transportation costs for the delivery to beneficiary's home, knowing that this will be a burden for them. In 2020, 8 families had benefited from this initiative.

#### ENGINEERING GOOD

Refurbished laptops were obtained from Engineering Good, a non-profit organisation, for families needing them for their children's HBL (home based learning).

3 families had received them so far. For long term use however, they have been encouraged to apply for new ones from IMDA but a limit of 2 per household applies. Some refurbished ones malfunctioned needing repairs now and then causing disruption to their HBL.

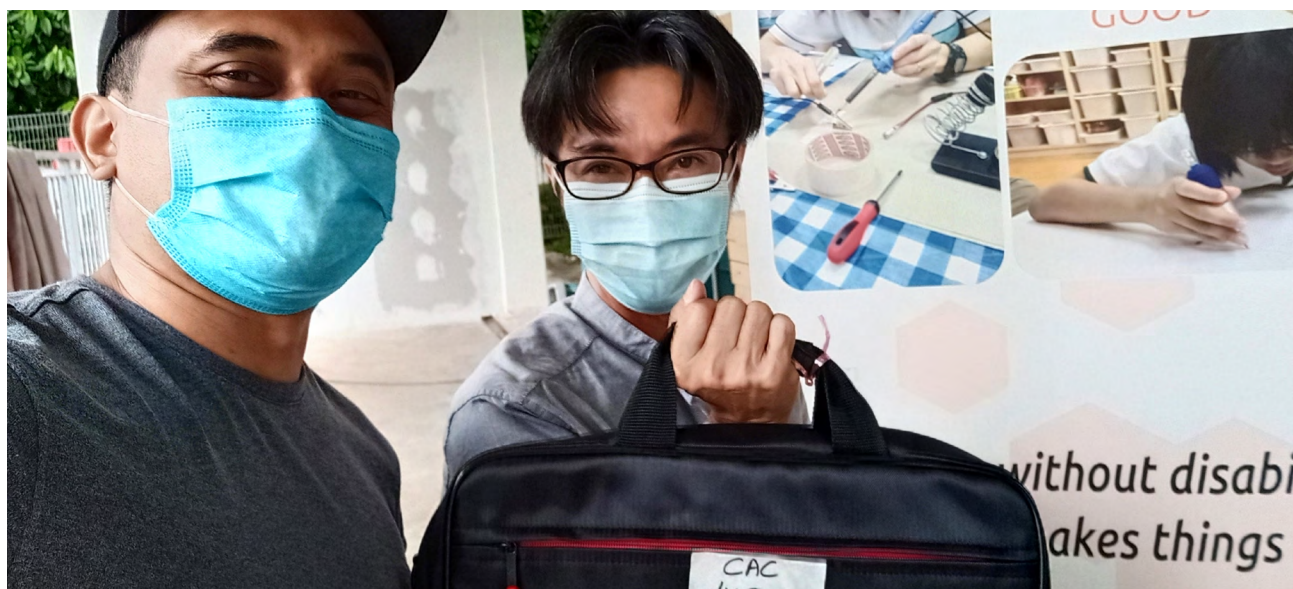
#### AD-HOC ASSISTANCE

Other ad-hoc assistance rendered included getting free dental treatment (by Dr Lee Kok Siong) for a single mother, not of Singapore citizenship.

And for a family in the throes of depression dealing with abandonment by a family member, a surprise birthday cake and NTUC FairPrice voucher for a birthday celebration sparked some joy in their lives.

Counselling offered by BCCS starts with home visits to get to know families better and to identify specific needs that BCCS could attend to. Follow-up 'kopi' sessions at nearby coffee shops or at the Hope Centre served to journey with those going through crisis. Whilst many are willing to just sit and chat informally, few would care to attend formal counselling sessions recommended. We believe the informal sessions with them have been useful in helping them to sort out their thoughts on their thorny issues, to come out less confused, less troubled and to be able to move on.

Weekly Tuition at Hope Centre for 10 students from families under the care of HOPE programme was disrupted during the Circuit Breaker. Whilst the secondary school children switched to tuition online after 3 months, tuition for the others resumed only in July. 3 volunteer teachers, one covering Mathematics and Science for Primary 6 and Science for Secondary school, another for Mathematics and English for other levels of Primary school and the third covering Chinese for Primary 6 provided the tuition to these children.



## EVALUATION

The assistance and the practical help offered to these disadvantaged families during these very trying times due to loss of jobs/income, lack of appliances/stable internet services and cramped home conditions for HBL was indeed like a breath of fresh air for many receiving it. Many of these families were pleasantly surprised with the support shown. Cash credited to their accounts just before the festive Hari Raya season really gladdened their hearts. Most who lost their jobs during the Circuit Breaker quickly found jobs when the Circuit Breaker was lifted, a good sign of their resolve to be independent. The provision of common appliances and furniture which many of us take for granted afforded them some convenience/comfort they could ill afford on their own. Skills training and tuition offered gave them a sense of hope and they are looking forward to learning more. Though many of the usual activities had to be put on hold, BCCS' prompt response in terms of genuine concern and practical help has definitely had a very positive impact on their well-being.

## CHALLENGES & GOING FORWARD

Many help agencies across Singapore have reported increase in requests for food aid and financial assistance during this period and we foresee this trend continuing in 2021. At the new Hope Centre to be set up in 2021, we hope to be able to deploy some space as a collection centre for donation and distribution of food besides making it a place where those in need can drop in for help.

Our interaction with the foreign spouses of this community who have not been granted permanent residence/citizenship has revealed that medical attention when they fall ill is not easily available as they can't afford it without government subsidy. The challenge for BCCS is to gather a pool of doctors and dental surgeons who are willing to provide medical treatment pro bono or at subsidised rates when needed.

BCCS plans also to organise talks on health, relationships enhancement, anger management,

financial planning and management which are of direct relevance to this disadvantaged community. The challenge here is to find willing professionals with the requisite skill sets to guide our beneficiaries.

For tuition, one of the perennial problems we face is the mismatch of time availability of volunteer teacher and students. It is not easy to recruit willing and committed volunteers who are available as needed.

For those who have acquired skills in making handicrafts through BCCS skills training, BCCS' challenge is to find avenues to showcase and to sell their crafts for a steady source of income.

Until the new HOPE centre is ready, some of the activities under HOPE programme may have to be put on hold but the work to bring hope to these disadvantaged families will certainly not be.





# BCCS KidsAglow @Zhonghua

This programme aims to create an interest in reading through story books and fun activities related to the stories and to improve vocabulary for students in Zhonghua Primary School who are weak in their command of the English language. The 2020 run though is a stepped down version of BCCS' KidsAglow programme which normally incorporates singing of nursery rhyme songs with words from the stories added, show and tell, group games, arts and crafts, and excursions for outdoor learning into its sessions.

## HIGHLIGHTS

The KidsAglow programme at Zhonghua in 2020 kicked off only on 11 August as schools had put on hold most after school activities in line with government guidelines. These twice weekly 1-hour sessions ended on 30 September 2020 to make way for other school activities. Over the 7 weeks, the sessions managed to cover 7 books, 2 poems using an array of teaching methods and activities linked to the stories and poems.

### THE STORIES READ INCLUDED

- The Bird Who Was Afraid of Heights
- One Smart Goose
- The Lion Inside
- Brontorina
- That's What Friends Are For
- Calvin Can't Fly
- Stop, Look And Listen.

### THE TWO POEMS REVIEWED WERE

- Stop It!
- Plasters.



## AT A GLANCE

Programme Coordinator(s)	Programme Core Team	No of participants	VENUE	FREQUENCY/TIMING
Patrick Wee and Joe Lee	Patrick Wee and Joe Lee	8 (referred by the school)	Zhonghua Primary School	Tuesday & Wednesday, 2 to 3pm

There are no volunteers in this programme





Through guided reading and review of these very interesting stories, the children's interest in the books was ignited, leading to discovery that reading is actually fun, entertaining and beneficial for them. The children progressed from listening to reading of the stories, to parroting the reading and eventually forging ahead to read full sentences with little help. Their reading ability was likely enhanced with the coaches' emphasis on the phonemics and phonology of the English language.

Questions relating to the stories read were asked to stretch the children's imagination. As they explored other possibilities in events/outcomes of the stories, their enthusiasm increased and so also their confidence. Seeing the students so focused and confident in their involvement in the story was most encouraging.

Intake of students was limited to 8 and activities like singing had to be avoided. Minimizing contact and maintaining safe distancing was of utmost importance and activities had to be carefully thought through and executed to ensure they were

safe, yet not compromising on the fun element for the children as they learn.

Visual, auditory, tactile and kinaesthetic senses were engaged to optimise children's learning capacity. Apart from reading, this programme lets them watch and read aloud the subtitles on short video clips. Games played included the unscrambling of words to form sentences with coaches explaining meaning of words and correct sentence structure. Other activities encouraged them to be creative as they express themselves drawing from memory and doing origami relating to the stories read.

An incentive scheme based on a point system was introduced to encourage participation in answering questions, offering inputs and putting effort into the activities and assignments. The points awarded and accumulated were used for redemption of gifts. Class monitors were appointed to give students an opportunity to take on a leadership and class management role.



## EVALUATION

Initially, these students were easily distracted but the coaches' creative style of engagement and funny ways soon caught their attention. The smaller class size worked well as it allowed coaches to move around making eye contact as they engaged them through questions. The points/rewards system was very effective in encouraging positive behaviour during the sessions. Items like stationery, game sets, and educational toys available for redemption at the end of term were huge incentive for them to cooperate and behave. After the first redemption exercise, children couldn't wait for the next opportunity to use their points again. With time, they became much at ease with the coaches, chatting and opening up to ask questions, make comments and share their thoughts about the stories read. This marked improvement in confidence, we believe, is most valuable towards meeting the objectives of the programme.



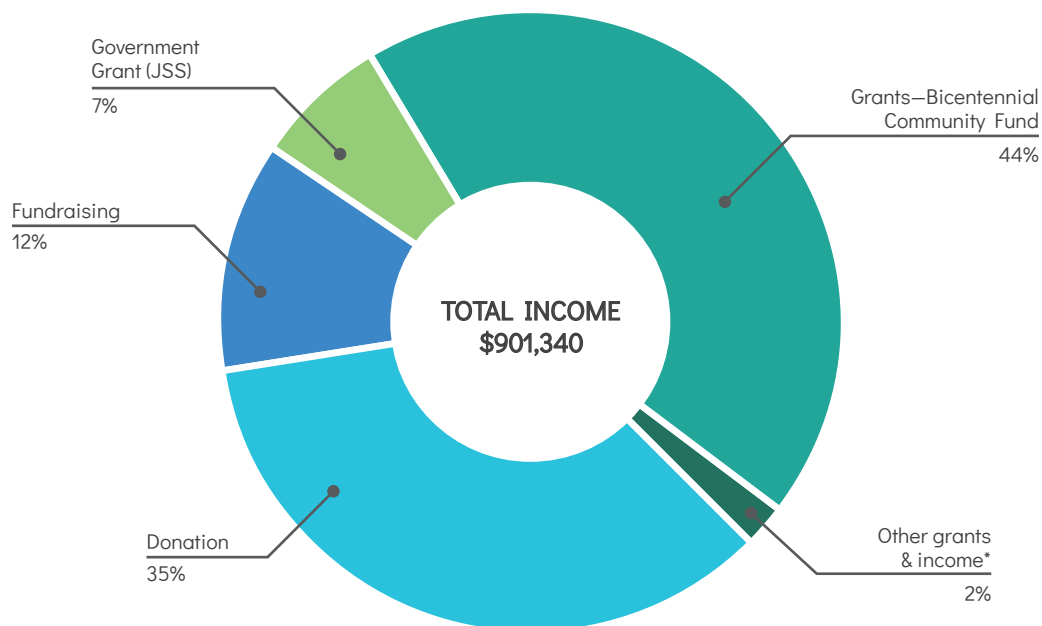
## CHALLENGES & GOING FORWARD

The reduced number of sessions and the curtailed time allotted for each session had limited what coaches could have done for the children. Going forward, with COVID-19 safe management measures still deemed necessary, the number selected for the programme will remain small but hopefully there will be more sessions to allow coaches to do more with the children enrolled in the programme.



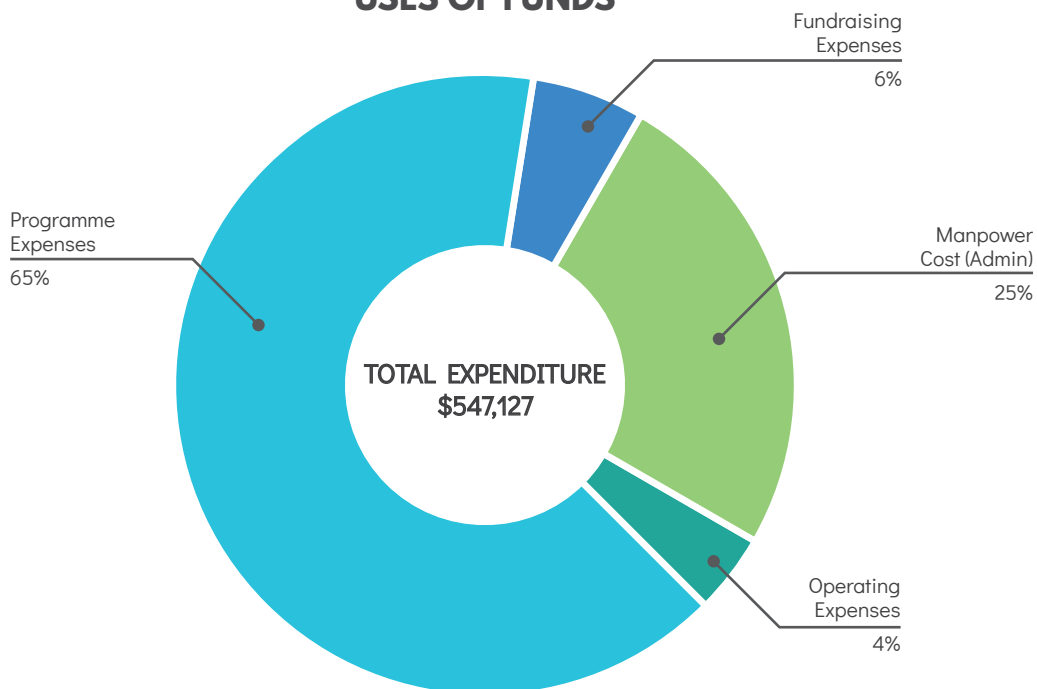
# SOURCES & USES OF FUNDS

## SOURCES OF FUNDS



\*Other grants include Care & Share, VCF IPG - Adoption of Video-Conferencing Technology Grant and Temasek Trust's oscar@sg Fund

## USES OF FUNDS



**UEN**

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**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

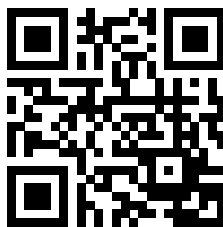
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