



ANNUAL REPORT

For Year Ended

31 March 2020



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SOCIETY DETAILS

Date of Society Registration:	5 June 2008
Charity Registration Number:	T08SS0032L
ROS Registration Number:	ROS 1002/2008
Registered Address:	242 Yio Chu Kang Road, Yio Chu Kang Chapel, Singapore 545671
Auditor:	HLB Atrede LLP
Banker:	DBS Bank Ltd

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

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

Our Mission

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

Our Core Values

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

CHAIRMAN'S MESSAGE

We started the year with optimism, thankful for the steady stream of donations coming in to maximise the Bicentennial Community Fund. Members from our affiliate churches have been very supportive and generous. There were also generous donations received from the public. Likewise, our programmes went well and we were able to carry out most of the activities as planned. We are grateful to Mr Desmond Choo, Mayor of the Northeast district, who joined and stayed with us throughout our year-end Friends and Neighbours Dinner where we showed our appreciation to our volunteers. The event was very well attended.

With the support of both churches and MSF, we embarked on providing a Safe, Sound Sleeping Place (S3P) in our basement carpark to host rough sleepers who would otherwise have to rough it out in void decks and whatever open spaces to sleep. Our learning curve was steep. We were grateful for the opportunity to share our operating procedures and experience with many organizations who heard of our programme and were keen to try it out, particularly during the COVID-19 pandemic season.

Things were going smoothly. Then towards the end of the year, COVID-19 struck. And everything hasn't been the same since. Curtailment of activities in daily lives and businesses escalated quickly from DORSCON Orange to the recent Circuit Breaker Order. Except for Essential Service businesses, all other businesses had to be suspended with workers directed to work from home. The team worked hard to think out of the box to ensure we remained relevant to serve the community despite the new restrictions. But our options were very limited. However, we foresaw that the rough sleepers community would be greatly impacted due to the restriction on personal movement. We needed to expand our S3P service. With the gracious endorsement of our affiliate churches, we increased the S3P maximum capacity from 10 to 20 persons and started operating 24 hours. Our experience in the past two months albeit short, prepared us for this expansion. We also received a sponsorship of 2 giant ventilation fans to ventilate the basement shelter, defraying a large cost for this unforeseen expansion of service. Abundant donations of canned food and instant noodles were also received to meet the sudden need of the S3P. This is such an amazing story - especially in this time of calamity around us.

We are greatly encouraged and motivated at Bless Community Services to continue serving the community. We hope that you too, feel uplifted and inspired to serve the community together with us.

Shi Pau Soon
Chairman



April 2020

HIGHLIGHTS

OF THE YEAR

2019



APR

Befrienders' training in partnership with Tan Tock Seng Hospital Community Health Activation Team

Stretch Band workout commenced

MAY



JUN

Children's Reading Camp

Distributed reusable food containers to residents during Neighbourhood Visitation

JUL



AUG

Organised our first Active Aging cooking class

Organised study sessions for the tchoukball team

SEP



HIGHLIGHTS

OF THE YEAR



OCT

Received our second tuition student

Commenced Safe Sound Sleeping Place (S3P)

NOV



DEC

Received our first S3P stayer
Friends & Neighbours Dinner
cum Volunteers Appreciation
Night
First disbursement of bursary
award

2020

Pre-Lunar New Year
Neighbourhood Visitation

JAN



**COVID-19
OUTBREAK**



FEB

Coordinated encouragement
notes to frontline workers
Moved our Legal Clinic and
Counselling Service online
IPC status renewed until 21
Feb 2022

Installed hand sanitisers in
lifts in Serangoon North
Organised Blood Donation
Drive

MAR

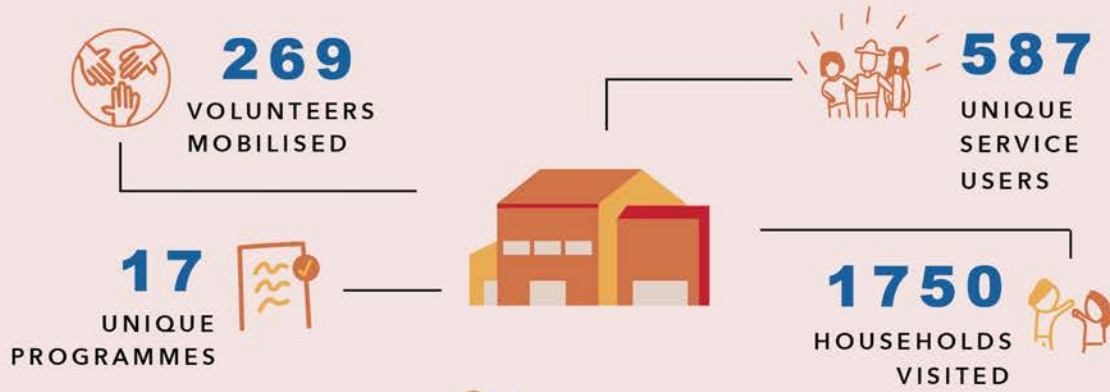




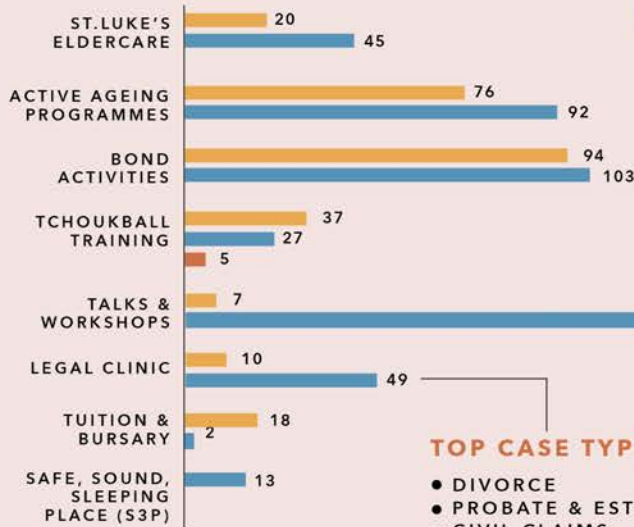
BLESSINGS REPORT 2020

YEAR ENDING MAR 2020

OVERVIEW



DEVELOPING THE POTENTIAL OF INDIVIDUALS



- TOP CASE TYPES**
- DIVORCE
 - PROBATE & ESTATE
 - CIVIL CLAIMS

STRENGTHENING FAMILIES



COUNSELLING

67 SESSIONS
12 UNIQUE SERVICE USERS

- TOP CASE TYPES**
- Family Relationships
 - Marital Work
 - Stress/Anxiety

TOP TOPICS

- DEMENTIA
- DIABETES
- MANAGING FAMILY CONFLICT

- no. of sessions
- no. of attendees
- no. of related activities

FOSTERING COMMUNAL BONDS



OTHER EVENTS

- Christmas Line dance potluck
- Christmas Tchoukball team gathering
- Kopi sessions after line dance and stretch band exercises
- Lunch after BOND Nature Walks

THE BOARD

The administration of the Society is entrusted to a Board consisting of nine members. The term of office of the Board is two (2) years.

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

Roles of the Board

- Chairman

The Chairman shall chair all General and Board Meetings. He shall also represent the Society in its dealings with outside persons.

- Vice-Chairman

The Vice-Chairman shall assist the Chairman and deputise for him in his absence.

- Honorary Secretary

The Honorary Secretary shall keep all records, except financial, of the Society and shall be responsible for their correctness. He/She will prepare and keep minutes of all meetings of the Board and General Meetings of the Society and maintain an up-to-date Register of the Members of the Society.

- Honorary Treasurer

The Honorary Treasurer shall be the custodian of the Society's funds and shall collect and disburse all monies on behalf of the Society under the direction of the Board. He/She shall keep an account of all monetary transactions and shall be responsible for their correctness.

- Ordinary Board Members

Ordinary Board Members shall assist in the general administration of the Society and perform duties assigned by the Board from time to time.

Board Members

The current Board comprises of the following:

Name	Role	Date Appointed	Meeting attendance 2019-2020
Mr Shi Pau Soon (Age: 65) <ul style="list-style-type: none"> Occupation: Senior Advisor, Service Business Group, Fujitec Singapore Corporation Ltd. Board of Directors, Yio Chu Kang Chapel 	Chairman	Appointed on 24 Jun 2018 <i>Board member since Jun 2017</i>	6/6
Mr Toh Tze Keong (Age: 48) <ul style="list-style-type: none"> Occupation: Lead Pastor, Yio Chu Kang Chapel Board of Directors, Yio Chu Kang Chapel 	Vice-Chairman & Acting CEO	Appointed on 24 Jun 2018 <i>Board member since Jan 2014</i>	5/6
Ms Sylvia Kam Pei-Rong (Age: 29) <ul style="list-style-type: none"> Occupation: Genetic Counsellor, KK Women's and Children's Hospital 	Honorary Secretary	Appointed on 24 Jun 2018 <i>Board member since Jun 2017</i>	5/6
Mr Quek Siew Ping (Age: 67) <ul style="list-style-type: none"> Occupation: Freelance Accountant 	Honorary Treasurer	Appointed on 24 Jun 2018 <i>Board Member since Jun 2018</i>	6/6
Mr Lum Weng Kiong (Age: 60) <ul style="list-style-type: none"> Occupation: Group Accountant, Prima Ltd 	Member	Appointed on 24 Jun 2018 <i>Board member since Oct 2008</i>	5/6
Ms Ng Ai Zhen (Age: 28) <ul style="list-style-type: none"> Occupation: Social Worker, MWS Family Service Centre - Yishun 	Member	Re-appointed on 24 Jun 2018 <i>Board member since Jun 2016</i>	5/6

Name	Role	Date Appointed	Meeting attendance 2019-2020
Mr Ronald Wong Jian Jie (Age: 33) <ul style="list-style-type: none"> • Occupation: Lawyer, Covenant Chambers LLC 	Member	Appointed on 24 Jun 2018 <i>Board Member since Jun 2018</i>	3/6
Mr Sun Peisen (Age: 46) <ul style="list-style-type: none"> • Occupation: Lead Pastor, Yio Chu Kang Gospel Hall • Board of Directors, Yio Chu Kang Gospel Hall 	Member	Re-appointed on 24 Jun 2018 <i>Board member since Jan 2014</i>	4/6
Mdm Yap Soo Ten (Age: 72) <ul style="list-style-type: none"> • Occupation: Retiree 	Member	Re-appointed on 24 Jun 2018 <i>Board member since Jan 2014</i>	4/6

Board Meetings

The Board met six times during the financial year 01 April 2019 to 31 March 2020 on the following dates:

- 08 April 2019
- 03 June 2019
- 05 August 2019
- 07 October 2019
- 02 December 2019
- 10 February 2020

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

POLICIES

Membership

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

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

Funding Sources

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

Financial Policy

BCS is accountable for all funds received and has the responsibility to ensure that the funds are used for the objects for which it has been formed, as contained in its Constitution.

Financial policy and procedures have been established to govern the financial management of the society, to safeguard its assets and to ensure transparency and accountability in all its financial dealings.

Reserves Policy

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

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

Whistleblowing

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

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

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

PDPA

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

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

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

REVIEW OF THE YEAR:

01 April 2019 – 31 March 2020

Seniors' Connect

Seniors Connect programmes were initiated to engage the elderly through befriending and helping them to feel good about themselves, socialize with others, and start new friendships.

Active Ageing Programmes

Active Ageing Programmes are a key part of our work in the community because of the large number of seniors in the nearby vicinity. Among the activities conducted, snack making class, cooking class and line dancing were particularly popular with the seniors. Seniors who joined line dancing and stretch band exercise had the opportunity to showcase their skills during Friends and Neighbours' Dinners. These seniors who joined line dance and stretch band exercise also formed closer friendships by staying back for "kopi sessions" and organizing potluck gatherings. Active Aging Programmes were started in March 2019 and continued through to February 2020, where they were put on hold due to COVID-19.



Total No. of Active Ageing Class & Workshop Sessions

11

Total No. of Line Dance & Stretch Band Exercise

65

No. of Unique Service Users Across Active Ageing Programmes

92

No. of Volunteers

8

BOND Community Activities (Exercises, Nature Walks and Outings)

The BOND community activities were launched in February 2017 to help foster communal bonding with a focus in the neighbourhood covering Serangoon North Serangoon Central and Hougang. These activities include outings, weekly light aerobic exercise and nature walks. Over time, we found that most of the participants were 50 years old and above, hence we have considered this umbrella of activities under Senior Connect.



The Stretching and Light Aerobic Workout was held twice a week at the hardcourt in front of Block 116 Serangoon North Avenue 2. An average of 25 participants turn up for the exercise regularly. BOND Exercise was put on hold at end November 2019 as it overlapped with physical wellness activities under Active Aging Activities.



Nature Walks are held on Tuesday mornings. A team of volunteers ferry senior citizens residing in Serangoon North to nature walks at MacRitchie Reservoir mostly, and occasionally to other nature reserves. An average of 30 senior citizens turn up for the weekly nature walk. After the walk, they would proceed for lunch and chit chat.

We organize both local and overseas outings for the senior citizens in the community. We took the seniors on a day tour to Yong Peng and Batu Pahat and 1 Day Chinese New Year Shopping Trip to Johor Bahru, Malaysia.

<p>No. of Exercise Sessions</p> <p>59</p>	<p>No. of Nature Walk Sessions</p> <p>33</p>	<p>No. of Outings</p> <p>2</p>
<p>No. of Unique Service Users Across BOND Community Activities</p> <p>103</p>		<p>No. of Volunteers</p> <p>13</p>

Partnering with St Luke's Eldercare



We commenced a partnership with St Luke's ElderCare (SLEC) in 2008 to set up an Elder Care Centre in the Serangoon vicinity. The Serangoon Centre, located at Block 217 Serangoon Avenue 4, began operations in 2010. BCS contributed toward the setup of the Centre and continues to be engaged as a partner. The level of engagement includes representation on the Centre's Management Committee, organizing of volunteers to visit the Centre three times a month to conduct

wholesome activities for the well-being of the elderly in the Centre. The volunteers have built a good rapport with the clients through their regular interactions.

No. of Sessions	No. of Unique Service Users	No. of Volunteers
20	45	26

Community Connect

Volunteers knocked on doors of residents of Serangoon North and Hougang Avenues 8 and 9 to learn more about their needs in 2015. Our heart for the residents grew, and we started finding ways to meet the needs of residents and to foster communal bonding through community programmes, which are broadly known as Community Connect.

Legal Clinic

Recognising we had a pool of law-trained volunteers, we held our first legal clinic on 4 March 2015. The clinic is held once a month. On average, 8 to 12 applicants attend each session. The most common case types seen are divorce, probate and estate, and civil claims.



No. of Sessions	No. of Unique Service Users	No. of Volunteers	Top 3 Case Types Seen
10	49	22	Divorce Probate and Estate Civil Claims

Counselling

We started our counselling services in March 2015, with the intention of providing expertise support for individuals in the public who are serious in seeking help to cope with their concerns. A team of counselling-trained volunteers support this service to the community.



No. of Sessions	No. of Unique Service Users	No. of Volunteers	Top 3 Case Types Seen
67	12	6	Family Relationships Marital Work Stress/Anxiety

Neighbourhood Visitation

Volunteers visited residents living in Serangoon North, Serangoon Central and Hougang Avenues 8 and 9 from April 2019 to March 2020. These times of dropping by to say “hi” to residents, while blessing them with small practical gifts are valuable moments for us to know our residents and their needs better. We partnered with Tan Tock Seng Community Health Activation team to equip our volunteers with basic knowledge of chronic health conditions, which come in useful when interacting with residents who are isolated or elderly.

Story from the Community

During July’s Neighbourhood Visitation, volunteers visited the residents and gave out a BCS foldable food container. As to be expected, some residents were not home and volunteers could only leave a flyer invitation to the upcoming programmes. One resident, by the name of Cynthia*, saw the flyer and signed up for the smartphone workshop and the Friends & Neighbours dinner. During the dinner, a befriender spoke to Cynthia and was introduced to her sons. The befriender shared about BCS’ Tchoukball programme. The 2 elder boys, aged 14 and 15, gamely joined the following week. They not only got to enjoy the physical exercise but also benefitted when the team conducted peer study sessions during the examination period. That event led to Cynthia eventually connecting with another volunteer. The latter took time out of her busy schedule to meet up with Cynthia the following week and the two had a pleasant time, sharing life stories.



**Resident’s name has been changed to protect her identity.*

No. of Visits	No. of Households Visited	No. of Volunteers
4	1750	150

Friends & Neighbours Dinner

Friends & Neighbours Dinner was started to provide residents living in Serangoon North and Hougang a chance to mingle with other residents and befrienders. This financial year, we made our dinners more meaningful by adding a different theme to each dinner, such as Parents' Day, National Day and Volunteers' Appreciation. Our line dancers and stretch band workout participants also had a chance to share their items with residents who came for the dinners.



No. of Dinners	Average No. of Attendees Per Dinner	No. of Volunteers Per Dinner
5	90	20

Community Talks & Workshops

We launched our first community talk in November 2015 and since then, we have been holding it on a bi-monthly basis. We curate topics that contribute to the well-being of individuals and the community, covering aspects such as health, mental wellness, legal and practical skills such as resume writing and using a smartphone.



No. of Talks and Workshops	No. of Unique Service Users	No. of Volunteers	Top 3 Most Popular Talk Topics
7	239	30	Dementia Diabetes Managing Family Conflict

Youth Connect

Tchoukball

A tchoukball team was formed in February 2017 to meaningfully engage youths living in the Serangoon North area and youths whose parents are known to BCS through other services. The training sessions are held at the basketball court near Block 135 Serangoon North Avenue 2. As part of holistically developing tchoukball members, the tchoukball team also organizes study sessions during exam periods and gatherings for members to mingle and have fun. Due to the impact of COVID-19, tchoukball sessions were put on hold from 8 March 2020.



No. of Tchoukball Training Sessions	No. of Study Sessions	No. of Gatherings
37	4	1

No. of Unique Service Users	No. of Volunteers
27	5

Tuition and Bursary Programme

Our tuition and bursary programme started in February 2019. The objective of the tuition programme is to help students from low-income to low middle-income households improve academically by providing good coaches who can enhance students' academic abilities through various means and not restricted to academic coaching. We have since received two students into our tuition programme since its commencement.

A bursary was awarded to one student from the upper primary level.



No. of Unique Service Users	Total No. of Tuition Sessions	No. of Volunteers
2	18	2

On 28 and 29 June 2019, we held a Children's Reading Camp for children aged 5 to 8 years old. It was filled with fun and educational activities such as speech and drama exercises and learning how to write their stories and present it using a puppet show. 10 children attended the camp.



No. of Unique Service Users	No. of Volunteers
10	6

Story from the Community

Our first student, whom we received in March 2019, continued with English tuition until May 2019. The student and her mother were very appreciative of the help given which helped her prepare for an entrance exam into a local school.

We came to know of our second student through Neighbourhood Visitation in July 2019. While going door to door, a volunteer got to know a resident when he gave the family reusable lunchboxes. The resident was a foreigner who married a Singaporean. She felt that she was limited in helping her children with schoolwork due to her command of English and that her daughter, who was in upper primary, could benefit from the subsidised tuition programme.

Safe, Sound, Sleeping Place

Our Safe Sound Sleeping Place (S3P) was launched in November 2019 and has been operational since then. This came about after knowing more about the needs of rough sleepers whom we got in touch with through walk-ins to our centre, newspaper reports and dialogues with the Ministry of Social and Family Development representatives. Our S3P offers male rough sleepers a place to stay from 9.00pm to 7.00am daily. We are also glad we could do our part to provide shelter for a few Singaporeans and Malaysians who did not have a place to stay due to COVID-19. As of the end of the financial year, our S3P has received 13 stayers.



No. of Unique Service Users	Total No. of Volunteers Involved	No. of Volunteers that Help Out Per Night
13	33	2

Responding to COVID-19

On January 23, 2020, Singapore received her first confirmed case of COVID-19. The situation brought about uncertainty and impacted the lives of many. It also had an impact on the way BCS met the needs of people in the community. We had to meet new needs with service users, volunteers and staff safety in mind.



21 & 28 FEBRUARY 2020

We coordinated notes of Encouragement to frontline workers from Sengkang General Hospital and Certis Cisco.



17 MARCH 2020

We worked with the town council to install hand sanitisers in 41 residential lifts of 15 blocks in Serangoon North.



21 MARCH 2020

In partnership with the Singapore Red Cross Society, we organized a Blood Donation Drive for residents living in Serangoon which was held at our premises. 65 donors came forward to donate blood.



25 MARCH 2020

We started bringing our active aging programmes online, starting with a video on Stretch Band Exercise on YouTube.



Bless Wellness Centre at 242



Bless Wellness Centre at 242



Community Talk at Capernaum Room



Tchoukball Youths Training Session



Line Dance Class at 242



Stretch Band Workout at 242



Legal Clinic at BWC



Friends & Neighbours Meal @ 242



BOND Walk



Floral Arrangement Class @ BWC



Neighbourhood Visitation



S3P@YCK Chapel



SLEC Carnival @ OCBC Square Singapore Sports Hub