



ANNUAL REPORT 2019



A COMMUNITY SERVICE OF FAIRFIELD METHODIST CHURCH

Improving Lives, Impacting Communities

Updated 2 November 2021

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SECTION 1

About Us

Yong-en Care Centre

Our Centre was set up on 4 September 1996 as a Society. It was registered under the Charities Act on 21 October 1997.

Unique Entity Number (UEN) : S96SS0165G

Registered Address : 335A Smith Street, #03-57
Singapore 051335

Management Committee (April 2019 - April 2021)

<u>Name</u>	<u>Designation</u>	<u>Chairman Role in Offices</u>
Mrs Shermaine Tang	President	
Mr Loh Yew Chiong	Vice President	Family Support Services
Mr George Heng	Treasurer	Finance
Mr Paul Hui	Secretary	
Dr Tsai Kuo Tsing	Member	Elderly Services
Mr Elvin Lum	Member	Personnel
Ms Margaret Ngoi	Member	Governance
Mr Richard Wong	Member	Community Relations
Ms Mah Koon Sin	Member	
Dr Wee Shiou Liang	Member	
Mr Lawrence Che	Member	
Ms Daisy Lee	Member	
Ms Dorothy Lim	Member	
Mr Aaron Heng	Member	

Ex-Officios (April 2019 - April 2021)

<u>Name</u>	<u>Designation</u>	
Rev Daniel Tan	Ex-Officios	Pastor-in-charge, Fairfield Methodist Church
Mr Eric Quah	Ex-Officios	LCEC Chairman, Fairfield Methodist Church
Ms Beryl Ng	Ex-Officios	Executive Director

Banker : DBS Bank Ltd

Auditor : Tan & Teh Public Accountants of Singapore

Advisory Council (April 2019 - April 2021)

<u>Name</u>	<u>Designation</u>	<u>Previous Role in Charity</u>
Mr Tan Guan Seng	Adviser	Former President
Mr Benjamin Chan	Adviser	Former Executive Director
Dr Foo Fung Fong	Adviser	Former Deputy Executive Director
Ms Pearlie Ow	Adviser	-

Our Vision

Improving Lives, Impacting Communities.

Our Mission

Demonstrate God's love through value-added community services and support for needy individuals and families in Chinatown and beyond.

Our Services

As a community service of Fairfield Methodist Church, Yong-en Care Centre provides the following Core Services:

- Dementia Day Care
- Home Care
- Family Support Services
 - Centre based Services
 - Food Rations
- Community Relations

Policies:

Funding Sources

The Charity is financially supported by donations from members, government grants, corporate and individual partners.

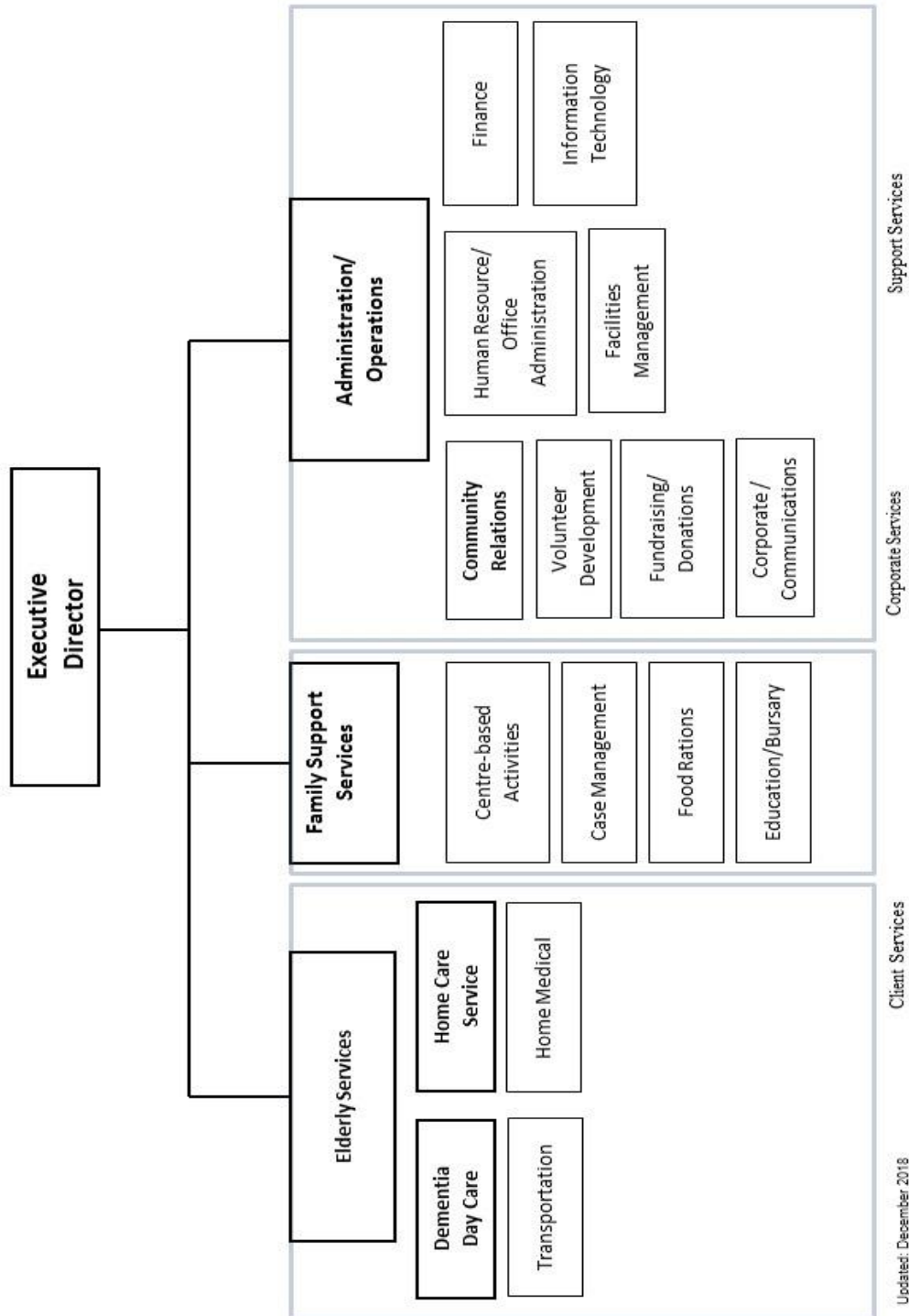
Review and Changes in the Policy

The Constitution of the Charity has been amended with approval from Commissioner of Charities and Registrar of societies in 2 June 2016.

Staffing as at 31 December 2019

<u>Name</u>	<u>Designation</u>	<u>Department</u>
Ms Beryl Ng	Executive Director	
Ms Wendy Ngeh	Manager, HR & Administration	Admin & Operations
Ms Lilian Chiew	Accountant (Part-Time)	Admin & Operations
Ms Ann Yeo	Executive	Admin & Operations
Ms Marie Chua	Executive	Community Relations
Ms Haley Loh	Community/Project Executive	Community Relations
Ms Alphra Tse	Manager	Family Support Services
Mr Gerald Tan	Programme Head	Active Aging
Mr Nicholas Ho	Social Worker	Family Support Services
Ms Pauline Loh	Programme Executive	Family Support Services
Mr Isaiah Tee	Programme Executive	Family Support Services
Ms Janice Choo	Administrative Assistant (Part-time)	Family Support Services
Ms Griselda Ong	Director (Part-time)	Elderly Services
Ms Lau Ley Yen	Manager (Part-time)	Elderly Services
Ms Ong Geok Lian	Administrative Executive	Elderly Services - Dementia Day Care
Ms Andrea Hia	Staff Nurse	Elderly Services - Dementia Day Care
Ms Mary Ng	Senior Care Associate	Elderly Services - Dementia Day Care
Ms Christina Law	Care Associate	Elderly Services - Dementia Day Care
Mr See Jen Kai	Care Associate	Elderly Services - Dementia Day Care
Ms Ho Miau Choo	Care Associate	Elderly Services - Dementia Day Care
Ms Wong Cheng Han	Care Associate (Part-time)	Elderly Services - Dementia Day Care
Mr Alfred Chia	Care Associate (Part-time)	Elderly Services - Dementia Day Care
Ms Jenny Tan	Administrative Executive	Elderly Services
Ms Karen Koh	Staff Nurse	Elderly Services – Home Care
Ms Shelley Soon	Staff Nurse	Elderly Services – Home Care

Yong-en Care Centre Organization Chart – 2018



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SECTION 2

President's Address

Mrs Shermaine Tang

MESSAGE FROM THE PRESIDENT

"For we are God's masterpiece. It is God Himself who has made us what we are and given us new lives from Christ Jesus; and long ages ago He planned that we should spend these lives in helping others.- Ephesians 2:10

As the community service arm of Fairfield Methodist Church, Yong-en Care Centre is grateful to God for His faithfulness and love to the community.

To each and every one of our dedicated volunteers, thank you so much for your commitment, compassion and conviction for seeing the need and responding with courage and generosity. Thank you for sharing your skills and knowledge to help those in need, to strengthen and lift communities, to make someone's day brighter, to lessen the load, to improve lives and build the capacity of those who have not had the same good fortune of opportunity and education. We are grateful for your patience, respect and perseverance, but most of all we are thankful for your kindness, care and love and for being the inspiration the community needs.

To Yong-en's staff and Management Committee team, you may be one person but to one person you may be the community. You may never know the profound effect that you may have made on a person's life. A kind word, a gentle touch or a listening ear can mean so much to someone who is sick, in pain or lonely. You generously give your gift of time to make contact, provide support and encouragement and perhaps provide humor to make someone's day a bit more bearable because you have taken the time to care and to listen. Our clients are much blessed by the different talents and gifts that each staff and Management Committee member bring to the service at Yong-en, sharing God's love with the needy, touching lives and impacting communities. I am so thankful for each and every one of you - for your acts of selflessness and kindness each day and for the love and care that you express to those who surround you. I pray you will always be filled with His joy and love as you continue to live out your passion and calling to serve the least and the last in the community.

Yong-en is very blessed to be able to start a new active ageing centre, YEAH!, at Bukit Merah this year, whilst upgrading our existing facilities in Chinatown to better cater to the needs of the elderly. It is a privilege to serve the ageing population as increasing support is needed for the elderly to progress into their senior years with grace. Family stability is also at the heart of our work as Yong-en explores innovative strategies to engage children, youths and parents purposefully and meaningfully in our volatile, uncertain, complex and ambiguous world. We look forward to building stronger family units with greater involvement of parents, grandparents and mature adults in mentoring the next generation by forging new and deepening existing partnerships.

We hope you will bring your friends and family to join us in giving back to the community in creative ways, engaging the heart, mind and soul of our clients and their families through friendships forged and lives shared in our befriending journey with them. May our sincere friendships help each of us live significant and fulfilled lives overflowing with joy, hope, peace and love that comes from our Creator; may many hearts be touched and lives transformed in His beautiful time.

Blessed to be a blessing. To God be the glory!

In the same way, let your light shine before others, so that they may see your good works and give glory to your Father who is in heaven.
- Matthew 5:16

Submitted by: Mrs Shermaine Tang
Date: 13 March 2020

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SECTION 3

Year in Brief

Year in Brief 2019



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SECTION 4

Family Support Services

FAMILY SUPPORT SERVICES (FSS)

1. Introduction

1.1. **Goals of Family Support Services**

- Provide support and empower clients to become self-reliant by taking appropriate actions to improve their lives.
- Assist clients with a better way to handle various life issues for an improved quality of life.
- Collaborate with other partners to serve the welfare ecosystem in Chinatown.



2. Highlights of the Year

2.1. **Programme Activities**

FSS is pleased to report that out of 651 (unique headcount) beneficiaries served, 94 beneficiaries have moved on with their lives and no longer required our support services. We are grateful for many precious lives helped and improved!

Yong-en Care Centre

FSS had various touchpoints with our beneficiaries at an average of 593 times per month over the year. The Food Rationing and Community Outreach programme had the widest reach in terms of beneficiary touchpoints as well as assistance from many individual and organization volunteers.

Beneficiaries in Attendance								
	Food Rationing/Community Outreach	School Holiday Programme	Nurture Programme	Children Tuition Programme	Rainbow Support Group Programme	Single Mothers Support Group	Hope Mentoring Programme	Total
Jan	534	-	-	158	4	16	11	723
Feb	256	-	-	84	4	21	15	380
Mar	377	32	48	146	5	17	28	653
Apr	353	-	24	210	4	12	17	620
May	441	-	29	210	7	17	12	716
Jun	390	71	22	-	10	23	10	526
Jul	400	-	24	212	10	10	5	661
Aug	376	-	33	210	4	17	33	690
Sep	467	29	21	106	12	14	13	662
Oct	328	-	29	207	7	21	2	594
Nov	450	-	31	-	2	12	9	504
Dec	303	65	-	-	4	19	1	392
Grand Total	4675	197	261	1543	73	199	156	7121

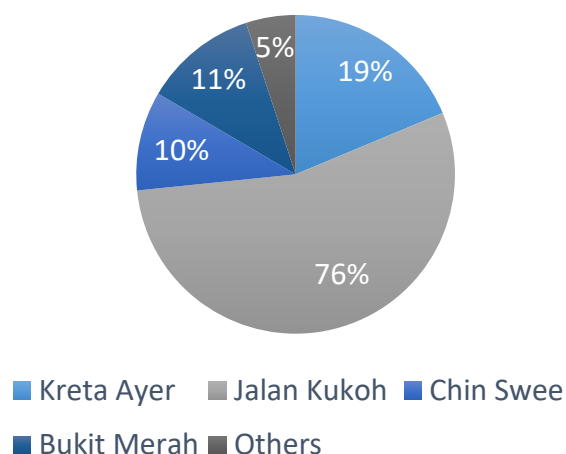
**Refer to Appendix B for a list of individuals and organizations who supported FSS's programmes in 2019.*

3. Counselling and Social Work Services

Year 2019	Active Cases	New Cases	Close Cases	Follow Up Sessions
Social Work	133	25	57	151
Counselling	4	4	10	1

Case workers conducted regular review of cases to ensure resources utilised for households were truly needed. A number of closed cases, especially among the monthly food rations, were due to such assessment measures in place. We are thankful to see families graduating from food ration programmes, especially those who have grown to be more self-sufficient, regaining employment and attaining financial stability after episodic challenges, etc.

AREAS SERVED BY SOCIAL WORK



3.1. Counselling and Social Work Internship

FSS supervised the following Interns in 2019:

Ngee Ann Polytechnic – 2 Interns from Psychological Studies Diploma Programme

Singapore University of Social Sciences (SUSS) – 1 Practicum student from Social Work Degree Programme

Nanyang Polytechnic – 1 Intern from Social Work Diploma Programme

4. HOPE Family Support Group

Target beneficiaries: Low-income families.

Year 2019	Total Caseload	Active Cases	New Cases	Close Cases	Mentoring Sessions Conducted
HOPE	169	152	2	10	156

4.1. Outcome Incentives

In 2019, Yong-en served 169 clients under HOPE scheme and achieved 80% client satisfaction rate.

4.2. HOPE Family Support Group Events

HOPE scheme clients benefitted from one support group event organized in 2019. The support group event “Moving Forward” held on 3 August 2019 saw a turnout of 17 participants consisting of parents and children, and accounting for 6 families.

Through post-event survey, the objectives of career preparation through equipping clients with job search strategies and resume building were positively met. The children programme was aligned to the theme of career exploration, providing the children with some aspirations for their future.

5. Centre-Based Programmes

5.1. Children and Teen Programmes

Target beneficiaries: Children and Youths from low-income families.

5.1.1. Tuition

Yong-en's weekly tuition programme is in its 18th year. It aims to help children from lower-income families improve in their studies. This year, we helped 58 children, guiding them through their schoolwork and supplementary exercises. We thank God for our tutors and volunteers, who have dedicated their time each week to inspire and enrich the learning of our children beneficiaries.

5.1.2. GROW

Yong-en embarked on an English Literacy GROW (Gain Reading, Oral and Writing) programme with Calvary Community Care. This programme aims to help our younger students build their foundation in English and achieve literacy levels on par with their peers in the same age band. It proved to be a successful and beneficial programme for our children aged K1 to Primary 2. (More details in Point 7). We will continue to engage with Calvary Community Care on this programme in the year 2020.

5.1.3. Yong-en Education Awards

In our 13th year of the Yong-en Education Awards, 81 student bursaries were awarded to students who have placed efforts in their studies throughout the year. We have plans to increase the reach of our Education Awards to benefit more students in need, by working more closely with primary and secondary schools in our vicinity. We thank God for His provision of this donor-sponsored awards to provide a good start for our students in the new school year.

5.2. **Single Mother's Support Group**

Target beneficiaries: Single mothers and their children.

5.2.1. Single Mother's Support Group

Our counsellors and interns facilitated both the Chinese-speaking and English-speaking Single Mother's Support Group concurrently every 1st and 3rd Wednesday evenings of each month. We had joint sessions to enhance bonding for the group during special festive periods. We also organised an outing to a game of bowling to foster unity and team spirit amongst the mothers and their children.

A specific highlight for this year was the Blessing Project (bread distribution) ran by our single mothers. It was a good opportunity for the mothers to build self-confidence and be exposed to needs of the community. Through participating in the project, the mothers felt empowered to do their part in contributing back to the society.

5.2.2. Rainbow Support Group

Rainbow Support Group (RSG) runs concurrently with our Single Mother's Support Group. It aims to equip the children of single-parent families with life skills through practical activities in order to help build their emotional resilience. This year, we included sports as part of rapport building. On occasions when we organised special festive celebrations, the children participated in the joint sessions together with their mothers. As we had some new children who joined us this year, the outings also served to foster better friendships between the children, staff and volunteers.

5.3. **Bread Distribution Programme**

Target Beneficiaries: Underprivileged families and elderlies.

In 2019, we had 155 beneficiaries on our bread distribution programme. The distribution is conducted every 1st and 3rd Wednesday of each month. Over the year, 2,312 loaves of bread were distributed with the help of 344 volunteers.

Majority of the beneficiaries are living in rental flats, Block 5 and Block 333, along Kreta Ayer Road. The profile of beneficiaries living in Block 5 are mainly destitute elderly, while those in Block 333 are mainly lower income families. This programme also caters to beneficiaries with challenging

circumstances living in Block 335A/B. For example, we served a family unit housing a bedridden son with elderly parents.

We are grateful to have regular volunteers from Fairfield Methodist Church, who have established good bonds with our beneficiaries in the past five years. The programme also creates awareness of community needs to among the corporate volunteers who participated in the bread distribution. We are blessed to have some corporate volunteers becoming regular befrienders, who visited and chatted with the elderly folks every fortnight while distributing the bread.

5.4. **Food Ration Programme**

Target Beneficiaries: Underprivileged families and seniors living in Chinatown and Jalan Kukoh community.

Since 2009, Yong-en's Food Ration Programme has been supplementing the needs of the underprivileged families and elderlies in the community with monthly food ration pack containing \$60 worth of staple items. The programme is an effective entrance for our social workers to reach out to the underprivileged families, and in their work to facilitate appropriate life improvement goals. The beneficiaries on the programme, involving 131 families, were mostly referred from SSO and KAFS to supplement financial assistance. Our ongoing collaboration with YWCA for fresh food had also provided these families with fresh and nutritious food options once a month.

This year, apart from regular volunteer groups from fellow churches Redemption Hill Church and Solomon Porch, we also welcomed new volunteers from His Glorious Church to assist in rations delivery and befriending. These volunteers, along with the regulars, provided great support to us by helping us maintain a regular touch points with our beneficiaries and providing timely updates on their wellbeing.

Based on feedback survey conducted this year, 93% of our beneficiaries felt that the food ration programme has been helpful in meeting their needs.

5.5. **Parent Plus Children's Programme**

Target Beneficiaries: Parents with young children.

Yong-en embarked on a new initiative Parents Plus Children's Programme (PPCP), in collaboration with Filos Community Services. It is an evidence-based parenting course designed to support and empower parents to

manage parent-child communication, relationship building and behaviour management.

PPCP aims to assist parents to find ways to help their children by:

- Solving parenting problems in positive ways that help children learn
- Managing difficult behaviours and discipline issues
- Helping their children be more co-operative and to learn the importance of keeping to rules
- Helping their children learn and reach their full potential at school

In our inaugural run in April 2019, we conducted a series of 6 sessions with 8 parents. The parents learned parenting tips from our in-house trainers and facilitators. In the process, they also learned to support each other while exchanging experiences within the group.

6. Observations and Recommendations

- 6.1. In 2019, FSS focused on a strategic plan to empower clients to be more self-reliant. The main targeted group was the food ration beneficiaries. In efforts to help the clients to become financially stable, our case workers increased the frequency of case review sessions to assess the clients' financial situation. They also introduced various job opportunities and connected the clients to suitable recourses. At the end of 2019, almost 50% of the clients from closed cases grew to be self-sufficient, and were able to cease food ration support.
- 6.2. We observed positive social and emotional support developed between volunteers from the Redemption Hill Church and the families under financial assistance through regular home visits to these families. In the process of interacting with the families, they also provided guidance in parenting and relationship building. In addition, the volunteers updated Yong-en on concerns or issues to our case workers. FSS plans to encourage more volunteer groups to adopt individual clients/families so that we can apply a more holistic approach in caring for our clients.
- 6.3. Parents Plus Children's Programme (PPCP) – We followed up with the participants after the programme and were heartened to know that even months after the course, the parents were practising what they have learnt. While they recognised some struggles, they had continued to support each other even outside of the sessions, maintaining contact and reminding each other of what they had learnt. We plan to have another

run of the programme in the upcoming year to help more parents and children improve their communication.

- 6.4. HOPE Mentoring Scheme – After serving as a partner agency for three years with MSF’s HOPE Scheme, we made a decision not to renew our contract as clients served were from Jurong East district. These clients were not able to benefit from our core services, relationships with partners and volunteers, which are based mainly in Chinatown vicinity. It is also best for clients to be served by an agency closer to their homes, versus having to travel to Chinatown for their mentoring sessions.

7. Statistical Report

7.1. **FSS Key Performance Indicators**

Year 2019	Outcome	Target
Client Satisfaction Rate of Social Worker	91%	70%
Social Work Clients who achieved at least 1 goal	83%	50%
Client Satisfaction Rate of Food Ration Programme	93%	70%

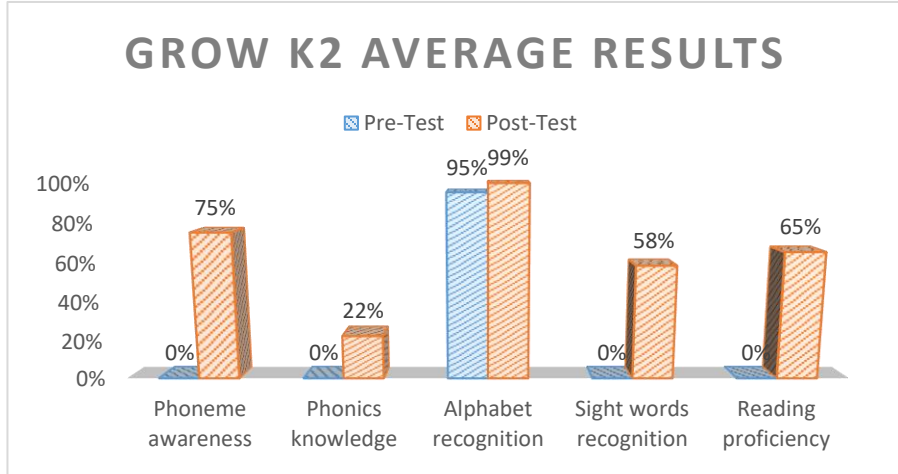
8. Highlights / Clients' Stories

8.1. **Children Tuition**

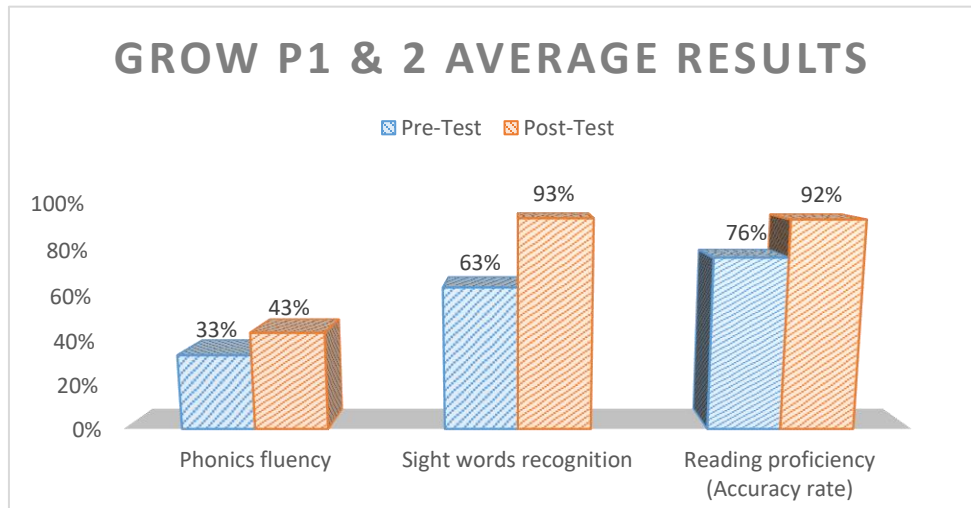
In order to track the effectiveness of the English Literacy GROW programme, a pre and post-test were conducted at the start and end of the programme to ascertain the student’s reading competency.

Of the 9 students whose tests were completed:

- Three who were doing the K2 level lessons made excellent progress. All three are now beginner readers and will continue develop their foundation in reading via the programme. They were encouraged to read simple stories at home so that they could improve reading fluency and word recognition skills. We are particularly proud of one girl who had made significant progress. During the pre-test stage, she was unable to recognise any sight words. However, at the end of GROW 2019, she was able to recognise 57 of the 100 sight words presented to her!



- The other 6 students had also made good to excellent progress. They started with P1 level readers focusing on word recognition, and built up towards P2 written comprehension level. One boy made the greatest progress from being a non-reader to reading at almost P2 level competency. We are very proud of him! The children were encouraged to read at least 20 minutes a day to develop their reading fluency and word recognition skills.



8.2. **Single Mother's Support Group**

Mdm N has been attending our Single Mother's Support Group for 4 years. She got to know about our support group through her church leader who was then a counselling intern at Yong-en. A year after attending the support group, the counsellors observed that Mdm N was capable to assist with the group's administrative duties. With that, Mdm N took on a volunteer role with Yong-en in the support group. In conversation with Mdm N, she commented that after receiving so much through the support group, she is happy to give back by making use of her skills and sharing her experiences. "I am able to conduct cooking classes!", she chirped happily.

Family Support Services (FSS) supported Mdm N and her grandmother financially through provision of monthly food ration packs and Supermarket vouchers. Through the workshops and outings organised by Yong-en, she also managed to pick up some handicraft skills and enjoyed good bonding time with her child.

A highlight during her time with the support group was a donor-sponsored trip to Johor Bahru. Mdm N recalled, "Many of us did not get a chance to go overseas. We were excited with the opportunity to travel. A lot of our passports were not renewed and we scrambled to get them renewed for the trip".

More importantly, through the support group, Mdm N became more joyful. She mentioned that as a single mother, she bore additional burden and stress. "FSS team has supported me a lot by finding a job for me and helping my granddaughter register a spot in a childcare centre". Mdm N also said, "The team had also arranged to replace my home's old ceiling fan when it has broken down". Mdm N is deeply grateful to Yong-en Care Centre's management and staff for the holistic care shown to her.

- *(Interview report by Yong-en's Caseworker Nicholas Ho)*

Appendix A: 2019 FSS Programme Outcomes

Programme	Objective	No. of Beneficiaries	Indicators	Goals achievement/ Client's feedback reports
Food Ration & Community Outreach	<ul style="list-style-type: none"> - To complement the welfare ecosystem support for low-income families and individuals. - To aid them in achieving self-reliance. - To supplement family food ration packs. 	252 (Food Ration & Bread)	<ul style="list-style-type: none"> • Percentage of clients who achieved 1 goal (Target 50%). 	83% achieved 1 goal.
			<ul style="list-style-type: none"> • Percentage of clients who felt the food ration programme is helpful in meeting their needs (Target 70%). 	93% satisfaction rate achieved, with an average score of 4.69 out of 5.
Children & Youth Programmes	Tuition Programme <ul style="list-style-type: none"> - To engage students in low-income families to improve their pass rates in core subjects such as English, Math and Science at all levels. 	58	<ul style="list-style-type: none"> • Percentage of student's attendance (Target 70%). 	70% average attendance.
			<ul style="list-style-type: none"> • Percentage of students who achieved improvement in overall score (Target 50%). 	62.5% achieved improvement.
	School Holiday Programme <ul style="list-style-type: none"> - To provide positive engagements for our children and youth beneficiaries during holiday periods. 	61	<ul style="list-style-type: none"> • Percentage of children attendance (Target 50%). 	48% of the students attended 2 or more holiday programmes in a year.
			<ul style="list-style-type: none"> • Post-programme feedback to understand participants' preferences and satisfaction rate (Target 50%). 	90% satisfaction rate achieved.

Appendix A: 2019 FSS Programme Outcomes

Programme	Objective	No. of Beneficiaries	Indicators	Goals achievement/ Client's feedback reports
Children & Youth Programmes	Nurture Programme – To nurture low-income families' children to become confident communicators; acquire problem solving skills; strengthen academic foundation and interest in life-long learning.	11	<ul style="list-style-type: none"> Percentage of children's attendance every quarter (Target 70%). 	80% children's attendance every quarter.
			<ul style="list-style-type: none"> Feedback/debrief session with volunteers and teachers (Target 50%). 	50% goals achieved or improved.
Single mother's support group	– To provide support for single mothers from low-income family; emotional support and useful tips that will assist in strengthening themselves and their families.	12	<ul style="list-style-type: none"> Percentage of single mothers' attendance (Target 70%). 	95% average attendance.
			<ul style="list-style-type: none"> Percentage of achieving the goals per year (Target 50% at least 1 goal). 	50% (achieved 2 goals), 50% (achieved 1 goal).
HOPE	– To help low-income families (who wish to keep their families small) receive guidance of financial sustainability and enhance their family relationship regularly.	152	<ul style="list-style-type: none"> Number of mentoring sessions attended per couple (Target 100% at least 1 session). 	98% attended one session (of which 8% attended two sessions).
			<ul style="list-style-type: none"> Number of support group events for the clients (Target min 1). 	1 support group event in Aug 2019.
<p>*Scoring Legend: 1 – strongly disagree, 2 – Disagree, 3 – Neutral, 4 – Agree, 5 – Strongly agree</p> <p>** Outcomes/measurements of each FSS programme will be presented every 6 months or annually (depending on timing of survey for the programmes).</p>				

Appendix B: List of individuals/organisations who supported FSS's programmes in 2019

Month	Type	Activity	Individual/Organisation	Beneficiaries
Jan	Food Rationing & Community Outreach	Bread Distribution	Nanyang Girls	132
		Food Ration	Citibank Singapore Limited	143
		YWCA Fresh Food	YWCA	92
		Bread Distribution	On Cheong Jewellery	132
		Chinese New Year Blessings	Mdm Tang and family Cisco Systems (USA) Pte Ltd	164
Feb	Food Rationing & Community Outreach	Food Ration	DBS Bank Ltd	142
		YWCA Fresh Food	YWCA	78
		Bread Distribution	On Cheong Jewellery	115
	Single Mothers' Support Group	Chinese New Year celebration	Individuals	21
Children Programmes	Yong-en Bursary Ceremony	Individuals	102	
Mar	Food Rationing & Community Outreach	Bread Distribution	Cool 60s seniors & Individuals	130
		Food Ration	Credit Suisse AG	147
		Bread Distribution	Citibank Singapore Limited	130
		YWCA Fresh Food	YWCA	99
	School Holiday Programme	Creative writing workshop (P3, P4)	Jeanie and daughter	8
		Pizza making workshop	Ministry of Health	24
April	Food Rationing & Community Outreach	Bread Distribution	Cisco Systems (USA) Pte Ltd	129
		Food Ration	Rio Tinto	135
		YWCA Fresh Food	YWCA	100
		Bread Distribution	Credit Suisse AG	129
	Parents Programmes	ParentsPlus Programme	Filos Community Services	8
May	Food Rationing & Community Outreach	Food Ration	Credit Suisse AG	126
		Bread Distribution	Citibank Singapore Limited	130
		YWCA Fresh Food	YWCA	100
		Hari Raya	Macquarie Group	86
		Food Bank Distribution	UBS Group AG Food Bank Singapore	125
	Parents Programmes	ParentsPlus Programme	Filos Community Services	8
	Single Mothers' Support Group	Mother's Day Celebrations	Individuals	17

Yong-en Care Centre

Month	Type	Activity	Individual/Organisation	Beneficiaries
June	Food Rationing & Community Outreach	Food Ration	Visa Worldwide	128
		YWCA Fresh Food	YWCA	110
		Bread Distribution	Refinitiv	130
		Toiletries blessings	Credit Suisse AG	145
	Parents Programmes	ParentsPlus Programme	Filos Community Services	7
	School Holiday Programme	Creative writing workshop (P4, P5)	Jeanie and daughter	5
		Outing - SEA Aquarium	Citibank Singapore Limited	22
		EQ Workshop	Samsung Asia Pte Ltd	24
		Amazing Race	Big Heroes	20
		Outing - Super Park	Credit Suisse AG	22
Single Mothers' Support Group	Hari Raya Celebrations	Individuals	23	
July	Food Rationing & Community Outreach	Bread Distribution	Cisco Systems (USA) Pte Ltd	120
		Food Ration	ACS Teachers	122
		YWCA Fresh Food	YWCA	132
		Bread Distribution	Rio Tinto	120
		Food Bank Distribution	Bank of Singapore Food Bank Singapore	72
Aug	Food Rationing & Community Outreach	Bread Distribution	Singapore Prison Service	120
		Adhoc Blessings	Planetshakers Church Singapore	30
		Food Ration	RSVP	125
		YWCA Fresh Food	YWCA	125
		Bread Distribution	Credit Suisse AG	120
	HOPE Mentoring	HOPE Support Group Event	Maximus Asia	17
Sep	Food Rationing & Community Outreach	Bread Distribution	Credit Suisse AG	110
		Toiletries blessings	Yahoo! - Verizon Media	130
		Food Ration	Refinitiv	127
		YWCA Fresh Food	YWCA	110
		Bread Distribution	Credit Suisse AG	110

Yong-en Care Centre

Month	Type	Activity	Individual/Organisation	Beneficiaries
Sep	School Holiday Programme	Outing - RSG Movie	Individuals	5
		Outing - Kidzania	Credit Suisse AG	24
	Single Mothers' Support Group	SPSG & RSG Joint Session	Individuals	12
Oct	Food Rationing & Community Outreach	Bread Distribution	Cisco Systems (USA) Pte Ltd	110
		Food Ration	Citibank Singapore Limited	119
		YWCA Fresh Food	YWCA	100
		Bread Distribution	Rio Tinto	110
Nov	Food Rationing & Community Outreach	Bread Distribution	Cool 60 & Individuals	110
		Food Ration	Cisco	118
		Adhoc Blessings	Dads for Life - Kuo Chuan Presbyterian Primary School	77
		YWCA Fresh Food	YWCA	98
		Bread Distribution	UBS Legal team	110
		Adhoc Blessings	Living Praise Presbyterian Church	40
	Single Mothers' Support Group	SPSG & RSG Joint Session	Individuals	6
Dec	Food Rationing & Community Outreach	Bread Distribution	Credit Suisse	110
		Christmas Blessing	Hologic Inc.	96
		Food Ration	Golden Energy & Resources	112
		YWCA Fresh Food	YWCA	100
		Bread Distribution	Refinitiv	110
	School Holiday Programme	Build-A-House and 3D Printing	Republic Polytechnic	20
		Christmas celebrations	SAFRA	22
		Children's camp @ FFMC	Individuals	23
	Single Mothers' Support Group	SPSG & RSG Joint Session	Individuals	19

Submitted: by: Loh Yew Chiong
 Prepared by: Alpha Tse
 Date: 6 February 2020



SECTION 5

**Elderly Services -
Dementia Day Care**

DEMENTIA DAY CARE

1 Introduction

- 1.1. Dementia Day Care (DDC) was set up in 2002 to provide day care services for persons with dementia. Our vision is to make every client feel happy, special and loved.
- 1.2. The service aims to:
 - Provide effective dementia care by enhancing clients' physical, psychosocial & spiritual well-being.
 - Provide a therapeutic environment with meaningful & culturally appropriate activities that allow the clients to age with dignity.
 - Design specific & holistic programmes for the individual client and their caregivers in a multi-disciplinary team approach (nurse, occupational therapist, physiotherapist and social worker).
 - Provide respite care to caregivers.

2 Highlights of the Year

2.1. **Workplace Attachment and Internships**

NTU Psychology and Sociology Students	2
Temasek Polytechnic – Gerontological Management Studies	2

2.2. **Go Respite – Respite care services @ DDC**

With increased longevity and an ageing landscape, 1 in 4 people are projected to be aged 65 and above by 2030. The number of caregivers who are getting older with declining health, and spending longer caregiving hours without support from others, is likely to increase. Caregiving can cause financial, physical and psychological stress to the primary caregivers. Hence, more needs to be done to improve the primary caregivers' well-being and their capabilities to be the first line of support for the elderly. This is especially true in the area of dementia care where care demands are higher in view of cognitive implications.

In April 2019, Yong-en DDC launched the Go Respite programme under the initiatives of AIC. The respite care services allow caregivers to take time-off from caregiving by placing their loved ones at DDC on an ad-hoc basis, for a period ranging from a few hours to a full day care programme (up to 30 days a year).

2.3. **“Start Small Dream Big” intergeneration collaboration**

The Early Childhood Development Agency (ECDA) initiated the "Start Small Dream Big" project to encourage pre-schools create authentic platforms for children to innovate, problem-solve and use their unique strengths to help others. My First Skool @ Chin Swee was one of the participating preschools who launched their project in April 2019. DDC was honored to collaborate with them in this meaningful intergeneration project.

Over the period of June to August 2019, sprightly children from the nursery level engaged our clients at DDC with arts and crafts, sing-a-long sessions and games. The finale programme was a National Day celebration bash that ended with much cheer and festivity for both the young and old.

Observations and Recommendations

3.1. The in-house transport has served DDC adequately for the past years but was not void of limitations/challenges. The key issues presented were manpower constraints, unsuitability for clients with mobility issues, proximity and increased running cost. The Taxi scheme was introduced in July 2019 to replace the in-house transport for clients of DDC. This considered move aims to:

- Improve cost effectiveness and efficiency for both clients and the centre;
- Maximise the utilisation of transport subsidies benefitting the clients;
- Offer more flexible transport arrangements that caters to the needs of the clients and their caregivers.

Since implementation, the scheme has not only overcome the limitations/challenges of the in-house transport but also reported an overall cost savings for the centre. The scheme benefitted 50% of DDC clients (double the number of clients taking transport previously).

3.2 Behavioural and psychological symptoms of dementia (BPSD) are prevailing dementia syndromes. The symptoms include decline in emotional control, or a change in social behaviour manifesting as emotional lability, irritability, apathy and coarsening of social behaviour. BPSD may increase in manifestations as dementia progresses. 80% of our DDC clients are in the "enhanced group" based on FAST assessment, which means they require more care and may have increased BPSD manifestations. BPSD increases the burden of care and decreases the

quality of life for the seniors, as well as their caregivers. It is therefore integral to explore possible interventions and management strategies.

It is proven in many literatures and studies that Multi-sensory interventions are effective in improving overall behaviour and mental well-being, while reducing agitation and disruptive behaviours. According to literature reviews done across 30 studies, it was found that these forms of interventions were helpful in improving a number of dementia-specific behaviours i.e. wandering, exit-seeking, pacing, verbal agitation and poor eating habits. Benefits were not only confined to dementia-specific symptoms. There were also decreased feelings of depression, loneliness and boredom, along with a sense of purpose and calmness.

To include this beneficial therapy as part of our therapeutic programme, we will be installing and creating a Multi-sensory therapy room for the purpose of engaging clients in multi-sensory interventions and activities. The room will be fitted with specialist sensory equipment, special lightings and curtains to create an immersive environment that develops the user's senses. It will be used to stimulate the client's mental activity, provide a relaxing environment and promote interactions.

4 **Statistical Report**

4.1. **DDCS Indicators**

As of 31st December 2019, the total enrolment was 34 clients - ranging from early to advance stages of Dementia/Alzheimer's disease.

4.1.1

Year	2019	2018
Total number of clients served	39	45
Total attendance	4218	4738
Average daily attendance	17	19

- General level – 20%
- Enhanced level – 80%

4.1.2

Year 2019	Outcome	Target
Care goals Achievement rate	96%	85%
Caregiver Satisfaction rate	100%	75%
Maintenance/Improve Cognitive Status (MMSE score)	88%	75%

5 Client's story

Distraught struck Mr Chua when he learned that Jessie's condition is progressive and would deteriorate overtime. Jessie, his beloved wife, was diagnosed with Alzheimer's Disease in December 2011. To help slow down her deterioration, Jessie was recommended to attend a Dementia Day Care Centre for cognitive stimulation and activities engagement.

Initially, Mr Chua was hesitant about placing his wife in a Day Care as he had heard stories about elder abuse in centres and was worried about Jessie's quality of life. However, he decided to enrol Jessie into Yong-en Dementia Day Care Centre, as it resonates with their Christian values. Jessie adjusted well to her new routine at the centre, participating in activities and befriending not only the staff, but other clients at the centre. Mr Chua's initial concerns were eased after seeing the staff's kindness and care shown towards his wife. Mr Chua has Ankylosing Spondylitis that affects his spine, joints and pelvis. Despite his challenges, Mr Chua would accompany Jessie from Bukit Batok to our centre in Chinatown twice a week. With Jessie attending Day Care, Mr Chua gets some respite to meet up with his friends.

Submitted by: Dr Tsai Kuo Tsing
 Prepared by: Griselda Ong
 Date: 6 February 2020

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SECTION 6

**Elderly Services -
Home Care Service**

HOME CARE SERVICE

1 **Introduction**

- 1.1. Home Care Service has been operational since July 2012 and aims to provide the following:
- Maintain and restore physical health and psychosocial well-being of the elder person with the appropriate healthcare intervention;
 - Provide transitional and continuity of medical and nursing needs to the elderly after discharge from hospital;
 - Ensure continuity and compliance to prescribed medication regime.
- 1.2. The home-based services cater to the needs of home bound and frail elderly. Our range of services include:

Home Nursing

- Regular home visits by nurses;
- Regular screening for general health and vital signs;
- Health education & guidance;
- Basic caregivers' training to caregivers;
- Medication packing and medication compliance monitoring;
- Being an advocate for seniors during their medical review;
- Skill/procedure based nursing needs:
 - Wound management
 - Indwelling urinary catheter care & management
 - Nasogastric/feeding tube care & management
 - Ostomy care & management
 - Others – list is non-exhaustive

Home Medical

- Regular and/or ad-hoc home visits by Doctors (with/without nurses);
- Medical review;
- Medication review & prescription;
- Referral to other healthcare services.

Senior Mobility Fund (SMF) – Consumables

- Coordinate purchase of subsidized consumables (such as diapers, milk feeds and dressing materials) for Home Care clients.

1.3. **Clients' profile:**

Frail and home-bound elderly above 55 years needing medical and/or nursing care.

Service boundary includes the following areas:

- Banda Street
- Kreta Ayer Road
- Upper Cross Street
- Everton / Neil Road;
- Tanjong Pagar Road/Cantonment;
- Chin Swee Road
- Pearl Hill Road
- Jalan Kukoh
- Jalan Minyak
- York Hill
- Kim Tian / Jln Membina
- Tiong Bahru
- Beach Road / Lavendar area

2 Highlights of the Year

2.1. Home Care Client Satisfaction Survey 2018

As part of our continuous efforts to improve Home Care services, we embarked on the Home Care Client Satisfaction Survey to find out how satisfied our clients and/or their caregivers are with our services. This biennial survey was conducted in collaboration with the Agency for Integrated Care (AIC) and QS-First Pte Ltd (QSF) from November 2018 to February 2019.

The survey results were encouraging, 92% overall satisfaction compared to 83% in 2016. We did well in all 3 domains – Service, Staff and Fees. The two areas of high satisfaction were in the Staff and Fees domains. We are grateful for the kind feedback given by our clients and will endeavour for continuous improvement in our services and standard of care.

3 Observations and Recommendations

3.1. Age-related functional decline and decreasing physical performance are common phenomenon of ageing. Regular physical exercise can lead to significant improvements in strength, balance, functional mobility, and quality of life. However, access to

facilities and/or resources to such therapeutic activity may be limited for seniors who are home-bound.

About 40% of our clients are frail and living alone. Majority of our clients do not engage in any form of physical exercise or perform minimal exercise due to different reasons. The most common reasons cited were 1) difficulty in accessing gym facilities due to lower limbs weakness and/or proximity issue; 2) do not know how and what exercise to do; and 3) prefer to stay at home (do not like crowd). To complement and enhance care management for this group of clients, we will be exploring the feasibility of a home-based exercise programme. Curating appropriate and safe exercise regimes that can be done at the comfort of their homes may encourage healthier ageing behaviours.

4 Statistical Report

4.1. Home Care Indicators

4.1.1	Year	2019	2018
	Total number of visits	2065	2082
	Average monthly visits	172	174
	Total clients served	119	138

- Home Medical – 15%
- Home Nursing – 85%

4.1.2	Year 2019	Outcome	Target
	Hospital re-admission rate	20%	< 30%
	Customer Satisfaction rate	92%	75%

5 **Client's story**

Bound by a heart condition, Mr Fan suffered breathlessness with the slightest exertion and was not able to carry on a proper conversation without stopping to catch his breath. Although cheerful and welcoming, his low energy level could not keep him up. He often dozes off during the medication packing process. Mr Fan was estranged from his family after falling ill to a heart attack. Lamenting about his limited physical activities and familial loss due to his heart problem, he expressed sadness and hopelessness, and was at risk of depression. This was our first home visit to Mr Fan in May 2016.

The journey of care was an upheaval one. Mr Fan was not motivated with the slow health improvement and started to be non-compliant to medication - often skipping doses and omitting certain medication. As a result, he was re-admitted to the hospital quite frequently at the end of 2016.

To promote medication compliance and facilitate closer monitoring of his medical condition, we increased the frequency of home visits from once every 2 weeks to once a week. In addition to the nursing visits, we introduced befrienders from our Friends of Yong-en programme to visit him once a month to promote social interactions and psychosocial well-being. Over time, his medication compliance improved so did his physical condition.

Today, Mr Fan is able to move around the community without suffering breathlessness and is able to carry on a long and hearty conversation with us during the weekly visits. He has also taken short holiday trips to Thailand to visit his daughter who is working there. Although he still experiences episodic shortness of breath occasionally, he feels happier and more in control of his life.

Submitted by: Dr Tsai Kuo Tsing
Prepared by: Griselda Ong
Date: 6 February 2020

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SECTION 7

**Elderly Services -
Active Ageing**

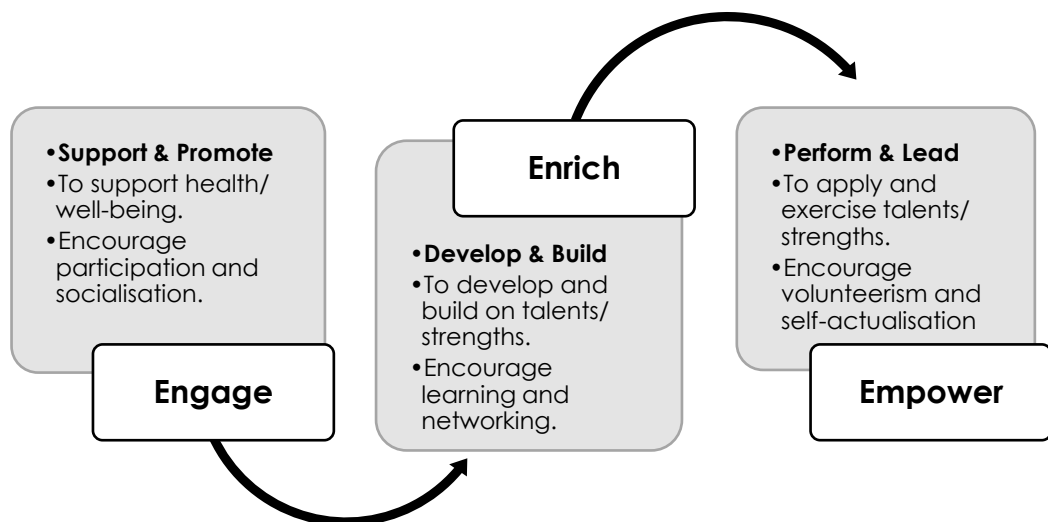
ACTIVE AGEING

1 Introduction

1.1. With more than two decades of experience working with the senior population in the Chinatown/Outram area, our Elderly Services is committed to provide value added services and support to seniors in the community. Beyond the Dementia Day Care and Home Care programmes, we see value in doing upstream and proactive work that provides preventive health services, as well as enhanced opportunities for personal enrichment and social engagement.

1.2. The objective of our Active Ageing Programme is to promote active and healthy ageing, using a holistic approach, via our E³ model - which focuses on Engaging, Enriching, and Empowering our senior participants.

Our E³ Model:



Programme focus:

- Engagement in physical, mental and social activities.
- Enrichment activities e.g. health and social wellness education, new skills training, talents and interests development, life improvement, life experience enhancement etc.
- Empowerment activities e.g. community volunteerism; programme facilitation; mentoring; experience sharing etc.

- 1.3. The new Centre for our Active Ageing programme, YEAH! (Yong-en Active Hub), will be located at 3779 Jalan Bukit Merah (the former Bukit Merah library). The thoughtfully designed Centre will be a vibrant environment for hosting activities to encourage active ageing, as well as promote health and wellness in seniors.

2 Key Partners and Activities

Activities to promote physical health and wellness will be conducted on regular schedule via:

2.1. GYM Tonic – Lien Foundation

- Exercise-As-Medicine strength training to improve the functional abilities of seniors.
- Utilises state of the art gym machines, measuring equipment, evidence based assessment protocols, and advanced software to offer smart strength training to seniors.

2.2. Share A Pot – Khoo Teck Puat Hospital

- Community-based project that aims to improve the nutrition and health of community-dwelling seniors.
- Marries both good nutrition and physical activity together in a comfortable social environment.
- Herbal soup matched with an exercise programme.

Activities curated based on **E³ Model** to promote psychosocial and/or cognitive health and wellness will be conducted on regular schedule throughout the year via:

- 2.3.
 - Short-term workshops
 - Single-session talks/activities

3 Current Activities and Highlights

3.1. We have been engaging seniors in our active ageing activities in Chinatown since 2008. Our list of ongoing regular activities and number of participants are listed below:

Active Ageing Programmes - Regular	Total number of Participants
Cool 60s (1 st & 3 rd Wednesdays of the month)	97
Language Literacy Class – English (Every Friday)	34
Language Literacy Class – Chinese (Every Monday)	31
Silver Volunteers – Art & Crafts (2 nd Thursdays of the month)	30
HAPPY Programme *Collaboration with FFMC's Glowing Years' Ministry (GYM)	71

3.2. In addition to regular activities, we also collaborate with various partners to include a variety of ad-hoc workshops and beneficial programmes.

Active Ageing Programmes - Adhoc	Partners
Chinese Art Painting	National Art Council *Sponsored by WeCare Art Fund
Digital Literacy Workshop: Tablet Apps	Empact / IMDA & NCSS
Home Maintenance Services	SAGE Counselling Centre
Smartphone - Smart Nation Apps Training	Ngee Ann Polytechnic, School of Engineering
MemoryWorks - A Dementia Prevention Programme	GERI, Holmusk, Neeuro, ProAge
Functional Power Training (FPT)	GERI and ProAge

3.3 Joy Club

Joy Club, which signifies delight and happiness, is formed by a group of active seniors and volunteers who were brought together by their interest in song and dance. The Club made its debut performance, bringing cheer to many, at the Advance Care Planning (ACP) "Living Well, Leaving Well" outreach event held at Chinatown Point in May 2019. Since then, their repertoire has expanded to bring joy to many more at Senior Activity Centres and Nursing Homes in our little red dot.

Encouraging Silver Volunteerism is a part of Yong-en's Active Ageing aim. We motivate them to not only age well but also meaningfully. In giving and doing good, seniors from the Joy Club also feel uplifted and fulfilled after each event. Our appreciation to enthusiastic volunteers, Doris, Kym and Terrance, who spend every Thursday afternoon choreographing and practicing with our seniors. It is a fun time that the seniors look forward to every week.

4 Clients' stories

Tuesday afternoons were eagerly anticipated by our active seniors, during a special 11-weeks art workshop curated by Art Therapist, Ms Vanessa Tong. Seniors who attended the active ageing programme had the opportunity to create beautiful pieces of Batik Art. The class radiated positive energy constantly.

Recounted by participant Mdm Goh, it was an enjoyable experience as she was "able to relive her good memories of the ocean" through the process of creating her art piece.

Another senior, Mdm Phang, also expressed that she was able to "fulfill her interest in drawing and painting through the class" and was "delighted and surprised to see the end product" after two months of hard work in class.

The class not only gave the seniors something memorable to bring home, it also helped them in making new friends. Their confidence also grew through learning and creating the new works of art.

We would like to convey our thanks to WeCare Arts by Central Singapore (CDC) and National Art Council for the funding received to sponsor this art workshop - allowing our seniors to gain enriching experiences.

Submitted by: Dr Tsai Kuo Tsing
Prepared by: Griselda Ong
Date: 6 February 2020

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SECTION 8

**Community Relations
& Fundraising**

COMMUNITY RELATIONS

Volunteer Development/Community Relations

1. Introduction

Yong-en provides multiple opportunities for individual and corporate volunteers to make a difference in the lives of our diverse beneficiaries. With the support of volunteers, Yong-en is enabled to reach out to more disadvantaged individuals and families in the community.

2. Objectives

Yong-en's Volunteer Development Programme aims to:

- a. Recruit and place volunteers to support Yong-en's programmes and services in the community.
- b. Engage volunteers to provide meaningful contributions to the community by utilizing their time and talents.
- c. Provide exposure of community needs to those who are previously unaware.
- d. Provide opportunities for skill-based volunteerism, where relevant.

3. Volunteer Statistics

The following are Yong-en's volunteer numbers for 2018 and 2019:

	2019	2018
No. of Volunteer Hours	9,294	9,100
No. of Volunteers	2243	2,165
No. of Active Volunteers*	141	209
No. of New Volunteers	60	47
No. of Student VIA	16	3

*Active volunteers - refers to volunteers involved in programmes at Yong-en, 2 times and above, in a year.

Services/Programmes	Average Volunteers Per Month (2019)	Average Volunteers Per Month (2018)
Dementia Day Care	26	27
Family Support Services	151	253
Active Ageing Programme	87	-
Average Total	264	280

*Active Ageing Programme was transferred to Elderly Services in 2019.

Individual Volunteers	2019
No. of volunteers applied	78
No. of volunteers placed	60

Student Volunteers	2019	Details
No. of Schools engaged	5	Refer to Point 5.3

Corporate Volunteers	2019	Details
No. of Corporates engaged	18	Refer to Point 5.3

We engaged with 5 new corporates in 2019.

Interns

Yong-en's mission includes investing in the next generation through the supervision of interns. A number of social work interns, who were previously unclear of their future aspiration, were more certain of staying in the social sector as a result of their internship experience. In the last five years, Yong-en has benefitted from two interns-turn-staff from this programme. Many past interns became our volunteers in key events too.

In 2019, we supervised 9 interns from the following: Degree in Psychology from NTU; Diploma in Gerontological Management Studies from Temasek Polytechnic; Diploma in Psychology from Ngee Ann and Nanyang Polytechnic respectively. Evaluations were conducted through Intern's project completion discussion and report.

Our grateful thanks to Tan Chin Tuan Foundation for multi-year sponsorship of Internship Allowance, partnering us in building capacity for the social sector.

4. Highlights and observations

Yong-en's team of 16 programme staff are enabled to touch the lives of more than 1,000 beneficiaries in 2019 - due to volunteers playing a key role in extending our reach. Our team engaged with 2,243 volunteers in the year, including 141 active volunteers (i.e. volunteered at least twice in the year). There were many first time volunteers exposed to the needs in the community.

4.1 Student Award Event, 23rd February 2019

Yong-en awarded 102 Student Award to low-income student beneficiaries. Dr Lily Neo, MP of Jalan Besar GRC (Kreta Ayer-Kim Seng) was Guest of Honour for the event.

4.2 Advance Care Planning Week, 11th and 12th May 2019

Yong-en set up a booth and participated in an Advance Care Planning (ACP) event at Chinatown Point foyer, 11th and 12th May 2019. Our seniors and volunteers brought cheer through their high-energy song and dance performance.

The event was organized jointly by partners in the community - Life Point and Montfort Care. Through stage performances, talks, and interactive activities, seniors learned how to keep fit through fun and interesting workouts, learned about fall prevention, and learned about ACP in a fun and light-hearted way. We are proud to have Joy Club (Yong-en Active Seniors) model living well through their vibrant performance. A privileged to play a part in our nation's effort to raise public awareness of planning for future health and personal care.

4.3 Integrated System Project

Thanks to Care and Share Funding, Yong-en was able to embark on an Integrated System Project that would provide better management of volunteer, donor and selected programmes data. By end 2019, FSS, Donor and Volunteer segments are completed. Benefits from this two-year project: Automation, Improved Accuracy, Retention of organization-wide data, Better Insights, Tracking, etc.

5. Volunteer Services

5.1. Volunteer opportunities:

Dementia Day Care

- Facilitate activities i.e. Karaoke, Craftwork, Calligraphy, Bible Study
- Assist clients to participate in cognitive activities
- Organise and/or sponsor activities and outings for clients
- Escort clients on excursions or outings
- Organise parties and luncheons for clients
- Assist with kitchen related work at the Centre

Home Care

'Friends of Yong-en' Befriending initiative for Home bound clients was launched in 2016. Volunteers are engaged to visit these clients to provide relief to isolation and loneliness. The interaction from this befriending facilitates a regular touchpoint and bring improvement to seniors' day-to-day living.

Active Ageing

- Assist in logistics and miscellaneous work
- Organise and/or sponsor activities and outings for senior participants
- Escort seniors on excursions
- Curate and facilitate meaningful activities and workshops for seniors

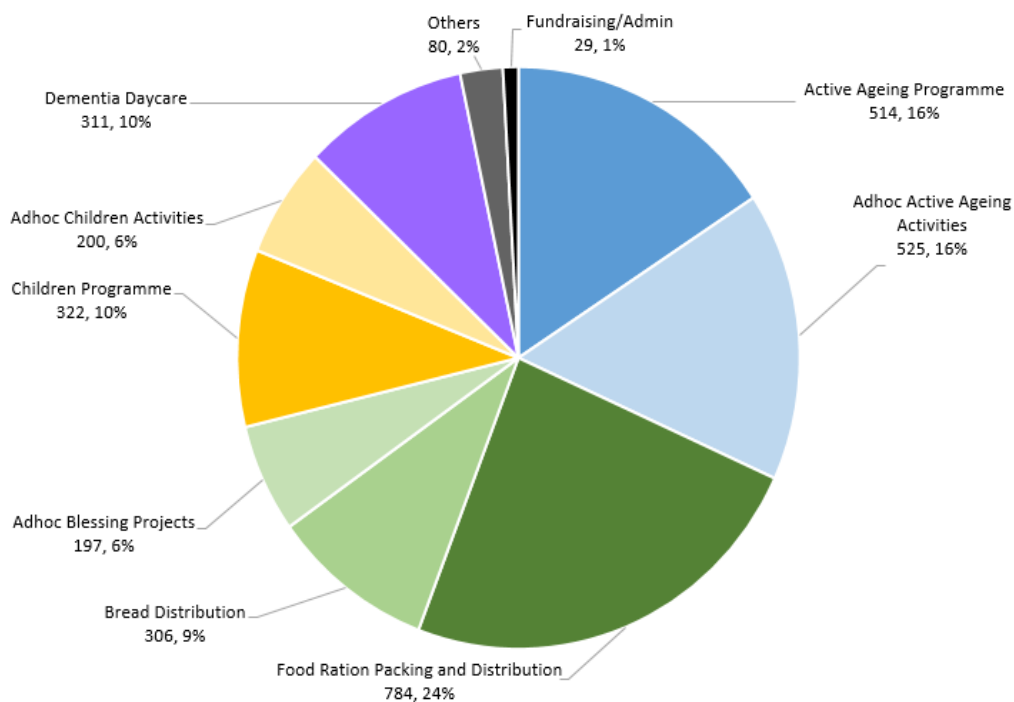
Family Support Services

- Assist in logistics and administration of programmes
- Pack and distribute food bundles and bread for beneficiaries
- Visit beneficiaries and distribute gifts during festive season
- Curate practical workshops to equip clients with better skills, stronger resilience and improve their overall outlook in life.
- Refurbishment of clients' homes
- Involvement in family bonding and bursary award events
- Support Tuition programme for children and youth
- Organise and/or sponsor activities and outings for beneficiaries

Working Committees/Fund Raising

- Management Committee and sub-committees
- Charity Golf Committee

5.2. Areas of volunteer participation in 2019:



5.3. Volunteer – Organisation partners in 2019:

Corporates

- Bank of Singapore
- CISCO Systems (USA) Pte Ltd
- Citibank Singapore Ltd
- Credit Suisse AG Singapore
- DBS Bank Ltd
- Deutsche Bank AG
- Golden Energy & Resources Ltd
- Hologic Inc.
- Macquarie Capital Securities
- Maximus Asia
- Moody's Corporation
- On Cheong Jewellery
- Refinitiv
- Rio Tinto
- Samsung Asia Pte Ltd
- UBS Group AG (Legal Team)
- Visa Worldwide
- Yahoo! Asia Pacific Pte Ltd

Government / Statutory Boards & Services

- MOH - Ministry of Health
- Safra Singapore
- Singapore Prison Service

Non-Profit Organisations

- Barker Road Methodist Church
- Empact Pte Ltd
- Fairfield Methodist Church
- Foodbank Singapore
- His Glorious Church
- Living Praise Presbyterian Church (Dads for Life)
- NUSS – The National University of Singapore Society
- Planetshakers Church
- Redemption Hill Church
- RSVP – The organisation of Senior Volunteers
- Solomon's Porch Singapore
- The Esplanade
- Zhou Shen Singapore Fanclub

Schools & Educational Institutions

- Anglo-Chinese School (Primary)
- KuoChuan Presbyterian Primary
- Nanyang Junior College
- Ngee Ann Polytechnic
- Republic Polytechnic

Yong-en is the community service arm of Fairfield Methodist Church (FFMC). We are grateful that the church continues to be a key partner, supporting through volunteers, financial and fiduciary oversight.

5.4. Volunteer Satisfaction Score:

An overall score of 90% was achieved in our volunteer satisfaction survey participated by 307 respondents.

Highlights from volunteer comments to the question: *What is the best experience you have had while volunteering with us?*

- *Learning about Dementia and interacting with the clients. (Volunteer, ACS(Primary))*
- *Good opportunity in volunteering.. feel happy being associated with Yong-en (Volunteer, Credit Suisse)*
- *Excellent when the recipients recognised "Yong-en" with delight when we introduce ourselves. Shows that the Yong-en is doing a good work with the residents. (Volunteer, Credit Suisse)*
- *Sincerity of the staff to help the beneficiaries. (Volunteer, Cisco Systems)*
- *Helping the aunties and uncles. And I get to practice my Mandarin! (Volunteer, Cisco Systems)*
- *To realize how fortunate I am. (Volunteer, Visa Worldwide)*
- *Seeing the gratitude on the face of those benefiting from the supplies. (Volunteer, Citibank)*
- *Brilliant. Would love to keep coming. (Volunteer, Rio Tinto)*
- *I really like the staff in Yong-en. So helpful and so caring towards the clients. (Individual volunteer)*
- *To get a better understanding of care giving and to be more appreciative. (Volunteer, Deutsche Bank)*
- *Staff is clear and helpful. (Volunteer, Hologic)*
- *I'm a social work graduate myself. It is good to see VWOs being proactive in conjunction with the SSOs to help with the vulnerable in this cluster. (Volunteer, Singapore Prison Service)*

Donations and Fundraising

1. Donors - Organisations

Corporates

- 101 Fruits Trading
- ASL Aviation Group Pte Ltd
- Cool Link & Marketing Pte Ltd
- Credit Suisse AG
- Da You (Chinatown) Departmental Store Pte Ltd
- Deutsche Bank AG
- D-Tech Controls Pte Ltd
- Edrington Singapore Pte Ltd
- Entrepot Marketing Pte Ltd
- Fong Yit Kaya Pte Ltd
- Golden Energy and Resources Limited
- Golden Sun Of California Trading Co
- Gunvor Singapore Pte Ltd
- Hua Siah Construction Pte Ltd
- HY Building & Maintenance Services Pte Ltd
- Kele & Associates Pte Ltd
- Mitsubishi Electric Asia Pte Ltd
- Netapp, Inc
- Precision technologies Pte Ltd
- Refinitiv
- RNC Engineering Pte Ltd
- SBS Transit Ltd
- Singapore Pools (Private) Limited
- SJS Holding (S) Pte Ltd
- Sumifru Singapore Pte Ltd
- SWTS Pte Ltd
- The Affinity World
- Weldonpower Enterprises & Engineering Services Pte Ltd
- Willy Insurance Brokers Pte Ltd
- Winston Engineering Corporation Pte Ltd
- Yahoo! Asia Pacific Pte Ltd

Foundations

- Charities Aid Foundation America (Cisco)
- Lee Foundation
- Lien Foundation
- Ng Kim Suan Foundation
- NTUC Fairprice Foundation Limited
- Padma & Topan Foundation
- Singapore Press Holdings Foundation
- The Community Foundation Of Singapore
- Thomson Reuters Foundation
- UK Online Giving Foundation (Macquarie)

Government / Statutory Boards & Services

- Central Singapore Community Development Council
- NCSS National Council Of Social Services
- Singapore Prison Service
- TOTE BOARD (Singapore Totalisator Board)

Non-Profit Organisations

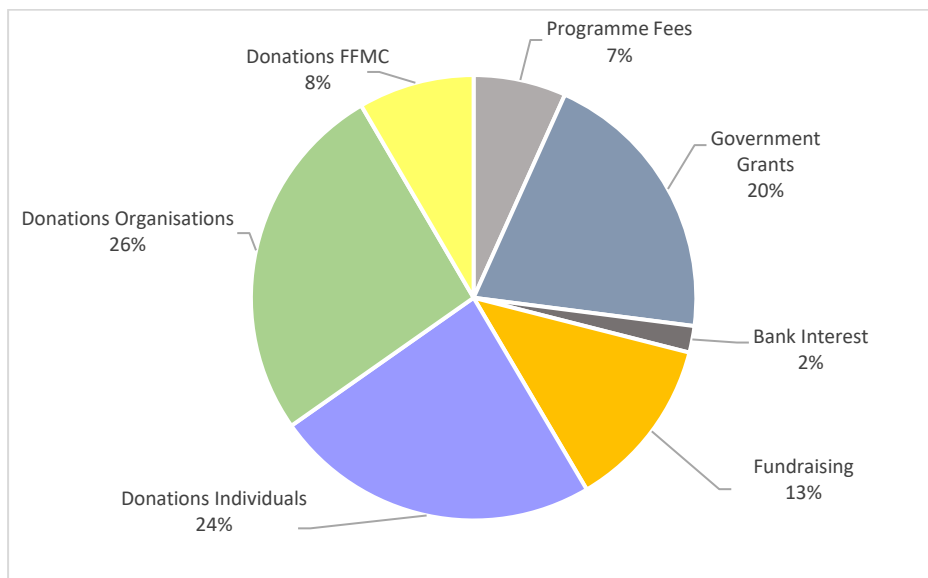
- Akaraka Limited
- Boys' Brigade Singapore
- Christ Methodist Church
- Christalite Methodist Chapel
- Fairfield Methodist Church
- Filos Community Services Limited
- Foodbank Singapore
- Gospel Light Christian Church
- His Glorious Church
- Redemption Hill Church
- YMCA, YWCA
- Zhou Shen Singapore Fan Club

Schools and Educational Institutions

- ACS Anglo-Chinese School (Primary) Barker
- NUS Project Brillare
- South View Primary School
- The Children's Place Pte Ltd

2. Overview

2.1. **Income Sources 2019**



Yong-en is dependent on public donations to sustain majority of its work in the community. 63% of Yong-en's income sources is derived from donations and fund-raising activities in 2019.

Dementia Day Care and Home Care services receives subvention from Ministry of Health. Majority of Family Support Services are funded by public donations.

Fairfield Methodist Church (FFMC)'s annual donation of \$200,000 helps to cover majority of our administrative expenses. Apart from FFMC's annual gift, a core group of FFMC members are involved in organizing and supporting Yong-en's main fund-raiser Charity Golf. Others contribute faithfully through individual donations.

Yong-en was selected by Deutsche Bank (DB) to be one of four beneficiary charities in DB's 2019 Donate One Day initiative.

Yong-en's Elderly Services fee paying programmes are linked to financial assistance option for those who cannot afford (even with government subsidized fees). In 2019, \$18,000 of Home Care fees are waived (50%); mostly for destitute seniors living on their own.

3. Fundraising

A total of \$448,800 was raised from the following activities:

Activity	Amount Raised
19 th Yong-en Charity Golf Tournament, 20 August 2019	\$283,512
20km for a Purpose Walk (by YCC Staff Team via on-line portal), 25 Oct – 31 Dec 2019	\$9,315
Birthday Party Donation by Joshua Ho (on-line portal), October 2019	\$2,100
Macquarie Pastries Sales, 21 Oct – 25 Oct 2019	\$5,503
Craft Sales (Ernst & Young), 5 December 2019	\$1,160
Craft Sales (Deutsche Bank), 6 December 2019	\$1,455
Craft Sales – Others	\$973
Newsletter - March, July, December 2019	\$144,782

3.1. Yong-en Charity Golf Tournament

Yong-en's 19th Charity Golf Tournament was held on 20 August 2019 at Singapore Island Country Club. This year's funding remained consistent with 2018's (which was considered an exceptional year) – thanks to Golf Committee members making special efforts to reach out to their network for support. Our thanks to Golf Committee members, golfers and sponsors for a fruitful year.

3.2. Macquarie Pastries Sales

A Macquarie volunteer was so moved with what Yong-en is doing on the ground that she utilised her talents and network to fund-raise for the charity. Leveraging on Macquarie's Charity Day, she and her team baked pastries for good – taking orders via social media and doing deliveries in the business district. The proceeds from the sales will be matched 1-for-1 by Macquarie Foundation; doubling their impact.

3.3. 20km for a Purpose Walk

Staff-initiated activity that resulted in \$9,315 raised for Yong-en. The camaraderie that resulted from staff walking and fund-raising together was particularly heart-warming.

4. Partnerships

Our heartfelt thanks especially to long-term partners, such as Anglo Chinese School (Barker), Cisco Systems (USA) Pte Ltd, Community Foundation of Singapore, Cool Link Marketing Pte Ltd, Credit Suisse, Deutsche Bank, Fairfield Methodist Church, Redemption Hill Church, Ng Kim Suan Foundation, South View Primary School, Tan Chin Tuan Foundation, Refinitiv and YMCA. Their contributions not only help to sustain services in the community, but also allowed us to engage our children and seniors in several events, sponsored outings and activities. We were also given opportunities to fund-raise, by selling our volunteers' crafts to support our cause.

Special thanks to:

- Deutsche Bank (DB) and employees for selecting us for DB's 'Donate One Day (2018)' CSR initiative. Their generous gift of time and financial support enabled us to benefit more low-income households, including seniors and children.
- Lien Foundation for their partnership and generous sponsorship in Gym Tonic Partnership for Yong-en's Active Hub (YEAH!) at Bukit Merah. YEAH! is slated to start operations in Q2 2020.
- Ng Kim Suan Foundation for multi-year \$140,000 gifts (2018-2019) to Yong-en's Elderly Services, enabling us to serve the aged and poor in our midst in practical and tangible ways.
- Padma and Topan Foundation for their \$30,000 gift towards Home Care, ensuring home-bound seniors can age from home without compromising on their medical/nursing needs.

Fairfield Methodist Church's (FFMC) annual donation of \$200,000 ensured that majority of our administrative cost are covered year on year. Our grateful thanks to FFMC members for:

- Faithful supporters for standing with Yong-en for the past 23 years
- Charity Golf Committee members for organising our annual Charity Golf event – our main fund-raiser of the year.

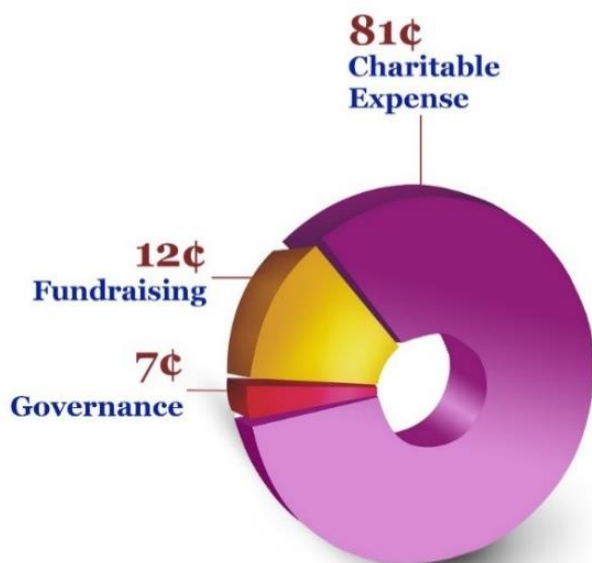
Due to privacy protection, individual donors are not listed. However, we would like to express our thanks to every individual who has given faithfully to our cause.

	2019	2018
Corporate Donors	52	43
Individual Donors	799	740

**The figures for individual donors are inclusive of anonymous donors*

5. 2019 Breakdown of Charity Dollar

For financial year 2019, out of every \$1 spent, 81 cents went directly to fund



programmes and activities that benefitted our clients. Refer to chart above.

Yong-en's cost of governance and majority of overheads are covered by annual support from Fairfield Methodist Church and church members.

6. Heartfelt Thanks

Yong-en's work on the ground is largely supported and funded by corporate and individual donors/volunteers. Yong-en Management Committee and staff are grateful for donations and donations in-kind made by all institutions, corporates and individual well-wishes.

Thank you our friends and supporters for partnering us in improving lives and impacting communities!

Submitted by: Richard Wong (for Community Relations)
Prepared by: Beryl Ng, Marie Chua, Haley Loh
Date: 6 February 2020



SECTION 9

**Report on
Code of Governance
Compliance Progress**

Code of Governance for Charities & Institutions of a Public Character (IPCs)

Report on Yong-en Care Centre's Progress in Compliance

1.	<u>DISCLOSURE OF SPECIFIC REQUIRED INFORMATION</u>																
1.1	Management Committee Members Receiving Remuneration																
	None of Yong-en Management Committee member received any form of remuneration for his or her work contributed to the organisation in the past year, or any time in the past.																
	There is no intention to engage any of our Management Committee members in any paid-for services.																
1.2	Paid Staff Annual Remuneration exceeding \$100,000																
	It is required that the 3 highest paid staff receiving annual remuneration exceeding \$100,000 be disclosed in the Annual Report, in bands of \$100,000.																
	The table below shows staff receiving remuneration exceeding \$100,000 for 2019:																
	<table border="1"> <thead> <tr> <th>Annual remuneration salary band</th> <th>FY 2018</th> <th>FY 2019</th> </tr> </thead> <tbody> <tr> <td>\$100,001 to \$150,000</td> <td>1</td> <td>1</td> </tr> </tbody> </table>		Annual remuneration salary band	FY 2018	FY 2019	\$100,001 to \$150,000	1	1									
Annual remuneration salary band	FY 2018	FY 2019															
\$100,001 to \$150,000	1	1															
	There are 25 persons in Yong-en employment @ 31 December 2019. The annual remuneration amounts include a 2.75 to 3.00 months' bonus declared and paid out to all eligible staff members in 2019.																
1.3	Key Executive & Office Holders																
	<table border="1"> <thead> <tr> <th>Name</th> <th>Designation</th> <th>Appointment Date</th> </tr> </thead> <tbody> <tr> <td>Beryl Ng Whye Eng</td> <td>Executive Director</td> <td>11 March 2015</td> </tr> </tbody> </table>		Name	Designation	Appointment Date	Beryl Ng Whye Eng	Executive Director	11 March 2015									
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	Vice President	24 Mar 2013 – 29 Mar 2015															
Loh Yew Chiong	Vice President	31 Mar 2019 – Apr 2021															

	Senior Director, Engineering Cluster, Singapore Polytechnic	Vice President	9 Apr 2017 – 31 Mar 2019
		Vice President	29 Mar 2015 – 9 Apr 2017
	Tsai Kuo Tsing Retiree; Formerly Company Director	Vice President	9 Apr 2017 – 31 Mar 2019
		Vice President	29 Mar 2015 – 9 Apr 2017
		President	24 Mar 2013 – 29 Mar 2015
		President	20 Mar 2011 – 24 Mar 2013
	Paul Hui Tong Wah Retiree; Formerly General Manager- Finance	President	29 Mar 2009 – 20 Mar 2011
		Secretary	31 Mar 2019 – Apr 2021
		Secretary	9 Apr 2017 – 31 Mar 2019
		Treasurer	29 Mar 2015 – 9 Apr 2017
		Treasurer	24 Mar 2013 – 29 Mar 2015
		Secretary	20 Mar 2011 – 24 Mar 2013
	George Heng Hiong Cher Vice President, Providence Solutions Pte Ltd	Treasurer	29 Mar 2009 – 20 Mar 2011
		Secretary	18 Mar 2007 – 29 Mar 2009
Treasurer		31 Mar 2019 – Apr 2021	
		Treasurer	9 Apr 2017 – 31 Mar 2019

2. ASSET MANAGEMENT – RESERVES POLICY

The Management Committee deliberated and decided that Yong-en would be financially stable and viable (given that it is maintaining its current strategies and programmes/services) to set a reserves fund, capped at 2 times our Annual Total Operating Expenditure (TOE). Please refer to the audited Financial Statements for current reserve fund as at 31 December 2019.

3. CONFLICT OF INTEREST POLICY

*Updated 2 November 2021

A system of checks and accountability is in place to ensure corporate governance. Yong-en Care Centre has a conflict-of-interest policy that applies to the Management Committee, sub-committees and staff.

Members of the Management Committee and sub-committees, as well as Yong-en's staff have to complete the conflict-of-interest declaration form annually. Management Committee and sub-committee members, and staff must inform Yong-en's Secretary of the Management Committee any changes to their interests during the year, while staff should inform Human Resource.

At Management Committee meetings, members are reminded to declare

	<p>conflicts of interest especially in discussions on financial transactions of the charity. Those who declare conflicts of interest will refrain from voting and participating in the discussion.</p> <p>Declaration of any vested interests in business transactions or contracts are to be made to the Secretary in the Management Committee, with a copy to the President or to the relevant Chairperson of the sub-committee, where applicable. In instances involving the Secretary to the Management Committee, the declaration is to be made to the President. Upon declaration, members may participate in any quotation/tender exercise, but must not be involved in the administration, evaluation and award of offer. The Management Committee reserves the right to determine whether such persons may participate in the exercise.</p>																																															
4.	CODE OF GOVERNANCE																																															
	<p>Based on the evaluation carried out on 16 March 2020, the charity has complied fully with the guidelines of the Code of Governance Evaluation Checklist for Institutions of a Public Character (IPCs). Full checklist is available at www.charities.gov.sg.</p>																																															
5.	5.1	ATTENDANCE OF MANAGEMENT COMMITTEE FOR JAN-MAR 2019: TWO MEETINGS																																														
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	Margaret Ngoi Min Kin	Member	4/4
	Richard Wong Liang Chwee	Member	3/4
	Tsai Kuo Tsing	Member	4/4
	Wee Shiou Liang	Member	1/4

6. MANAGEMENT COMMITTEE MEMBER WITH 10 CONSECUTIVE YEARS OR MORE SERVICE

Name	Years of service	Reasons for extensions
Shermaine Tang	14	Shermaine has the relevant experience in counselling, social work and family care that Yong-en needs. We also want to give her more time to build on her excellent four years as President. She is a good role model of dedication and professionalism to the staff and volunteers of Yong-en. Given that only 4 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.
Tsai Kuo Tsing	12	Kuo Tsing has the relevant experience in elderly care that Yong-en needs. This is especially so during this period when we are continuing to build up our elderly services. Given that only 4 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.
Paul Hui Tong Wah	14	Paul has the relevant experience in finance and secretariat matters that Yong-en needs. We also want to give him more time to mentor the new Management Committee

Yong-en Care Centre

			<p>Members, particularly in finance governance.</p> <p>Given that only 4 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.</p>
	Wee Shiou Liang	12	<p>Shiou Liang has the relevant experience in elderly care that Yong-en needs. This is especially so during this period when we are continuing to build up our elderly services.</p> <p>Given that only 4 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.</p>

Submitted by: Margaret Ngoi
 Prepared by: Wendy Ngeh
 Date: 4 March 2020

SECTION 10

Auditor's Report

Submitted by: Tan & Teh
Public Accountants of Singapore

YONG-EN CARE CENTRE

(Registered in Singapore under the Societies Act, Cap. 311)

(UEN S96SS0165G)

AUDITED FINANCIAL STATEMENTS

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

TAN & TEH

Public Accountants and Chartered Accountants Singapore

YONG-EN CARE CENTRE

AUDITED FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

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Independent Auditor's Report	2 - 4
Statement of Financial Position	5
Statement of Financial Activities	6
Statement of Cash Flows	7
Notes to Financial Statements	8 - 23

YONG-EN CARE CENTRE

MANAGEMENT COMMITTEE'S STATEMENT

For the financial year ended 31 December 2019

In the opinion of the Management Committee:

- a) the financial statements of Yong-En Care Centre ("the Centre") are drawn up in accordance with the provisions of the Charities Act, Chapter 37 and other relevant regulations (the "Charities Act and Regulations") and Charities Accounting Standards in Singapore ("CAS") so as to give a true and fair view of the state of affairs of the Centre as at 31 December 2019 and the results and cash flows of the Centre for the financial year then ended;
- b) at the date of this statement, there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they fall due;
- c) the accounting and other records required by the Centre have been properly kept in accordance with the provisions of the Societies Regulations enacted under the Societies Act and the Charities Act and Regulations;
- d) the use of the donation money is in accordance with the objectives of the Centre as required under Regulation 11 (Use of donations) of the Charities (Institution of Public Character) Regulations;
- e) the fundraising appeals conducted by the Centre during the financial year ended 31 December 2019 have been carried out in accordance with Regulation 6 (Fund-raising appeal records) of the Societies Regulations issued under the Societies Act and proper accounts and other records have been kept of the fund raising appeal; and
- f) the Centre has complied with the requirements of Regulation 15 (Fund-raising expenses) of the Charities (Institution of Public Character) Regulations.

On behalf of the Management Committee:



Shermaine Loh Wai Fun
President



Heng Hiong Cher
Treasurer

Date: 6 April 2020

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF YONG-EN CARE CENTRE

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Yong-en Care Centre. (the "Centre"), which comprise the statement of financial position as at 31 December 2019, and the statement of financial activities and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Societies Act, Chapter 311 (the Societies Act), the Charities Act, Chapter 37 and other relevant regulations (the Charities Act and Regulations) and Charities Accounting Standards (CAS) so as to present fairly, in all material respects, the state of affairs of the Centre as at 31 December 2019 and the results, changes in funds and cash flows of the Centre for the year ended on that date.

Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing (SSAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Centre in accordance with the Accounting and Corporate Regulatory Authority (ACRA) Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities (ACRA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other matter

The financial statements of the Centre for the year ended 31 December 2018 were audited by another firm of auditors who expressed an unmodified opinion on those statements on 13 March 2019.

Other Information

Management is responsible for the other information. The other information comprises the Statement by the Management Committee as set out on pages 1.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF YONG-EN CARE CENTRE (CONTINUED)

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Societies Act, the Charities Act and Regulations and CASs, and for such internal control as Management Committee determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, Management Committee is responsible for assessing the Centre's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Centre or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Centre's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Centre's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management committee.
- Conclude on the appropriateness of management committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Centre's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Centre to cease to continue as a going concern.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF YONG-EN CARE CENTRE (CONTINUED)

Auditor's Responsibilities for the Audit of the Financial Statements (Continued)

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

In our opinion,

- (a) the accounting and other records required to be kept by the Centre have been properly kept in accordance with the provisions of the Societies Regulations enacted under the Societies Act, the Charities Act and Regulations; and
- (b) the fund-raising appeals held during the period have been carried out in accordance with Regulation 6 of the Societies Regulations issued under the Societies Act and proper accounts and other records have been kept of the fund-raising appeal.

During the course of our audit, nothing has come to our attention that causes us to believe that during the reporting year:

- (a) the Centre has not used the donation monies in accordance with its objectives as required under Regulation 11 of the Charities (Institutions of a Public Character) Regulations; and
- (b) the Centre has not complied with the requirements of Regulations 15 of the Charities (Institutions of a Public Character) Regulations.



TAN & TEH
Public Accountants and Chartered Accountants
Singapore

Partner-in-charge: Teh Kwang Hwee

Date: 6 April 2020

YONG-EN CARE CENTRE

STATEMENT OF FINANCIAL POSITION

As at 31 December 2019

	Note	2019 S\$	2018 S\$
ASSETS			
<u>Non-current assets</u>			
Plant and equipment	13	493,238	51,468
<u>Current assets</u>			
Other receivables	14	108,233	192,231
Cash and cash equivalents	15	3,966,201	2,509,616
		<u>4,074,434</u>	<u>2,701,847</u>
LIABILITIES			
<u>Current liabilities</u>			
Other payables	16	465,925	198,260
<u>Non-current liabilities</u>			
Deferred capital grants	18	490,938	44,459
		<u>956,863</u>	<u>242,719</u>
NET ASSETS			
		<u>3,610,809</u>	<u>2,510,596</u>
FUNDS			
Unrestricted fund		2,190,646	2,134,542
Restricted fund	17	1,420,163	376,054
TOTAL FUNDS		<u>3,610,809</u>	<u>2,510,596</u>

YONG-EN CARE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2019

	Note	Restricted funds					Total		
		S\$					S\$		
		Unrestricted fund	YCC Education Fund	Corporate Donors Fund	Care & Share Grant Fund	Comm Silver Trust Grant	Designated - YEAH	2019	2018
Income									
<i>Income from generated fund</i>									
Voluntary Income	4	1,672,123	-	212,014	762,154	548,638	392,800	3,587,729	1,811,942
Activities for generating funds	5	3,824	-	-	-	-	-	3,824	2,113
Investment Income	6	28,090	2,425	-	-	-	-	30,515	22,935
<i>Income from charitable activities</i>									
Fees for services	7	163,294	-	-	-	-	-	163,294	176,021
Total income		1,867,331	2,425	212,014	762,154	548,638	392,800	3,785,362	2,013,011
Expenditure									
<i>Costs of generating funds</i>									
Cost of generating voluntary income	8	241,025	-	-	16,281	-	-	257,306	231,510
Funds raising trading:									
Cost of goods sold and other costs	10	-	-	-	-	-	-	-	12
<i>Charitable activities</i>									
Governance costs	9	1,422,065	43,467	120,372	166,405	-	-	1,752,309	1,689,631
Total expenditure		1,811,227	43,467	120,372	197,904	-	-	2,172,970	2,091,489
Net income/(expenditure) for the year		56,104	(41,042)	91,642	564,250	548,638	392,800	1,612,392	(78,478)
Transfer of funds	18	-	-	-	(512,179)	-	-	(512,179)	(13,148)
Net movements in funds		56,104	(41,042)	91,642	52,071	548,638	392,800	1,100,213	(91,626)
Reconciliation of funds									
Total funds at beginning of the financial year		2,134,542	153,330	129,738	92,986	-	-	2,510,596	2,602,222
Total funds carried forward		2,190,646	112,288	221,380	145,057	548,638	392,800	3,610,809	2,510,596

The accompanying notes form an integral part of these financial statements

YONG-EN CARE CENTRE

STATEMENT OF CASH FLOWS

For the financial year ended 31 December 2019

	Note	2019 S\$	2018 S\$
Cash flow from operating activities			
Net income / (expenditure) for the year		1,612,392	(78,478)
Adjustments for:			
Amortisation of deferred capital donation	18	(65,700)	(27,625)
Depreciation of plant and equipment	13	70,409	36,161
Gain on disposal of plant and equipment		(3,400)	-
Interest income		(30,515)	(22,935)
Operating income / (loss) before changes in working capital		<u>1,583,186</u>	<u>(92,877)</u>
Changes in working capital:			
Other receivables		83,998	(149,704)
Other payables		<u>267,665</u>	<u>17,816</u>
Net cash flows generated from / (used in) operating activities		<u><u>1,934,849</u></u>	<u><u>(224,765)</u></u>
Cash flows from investing activities			
Interest received		30,515	22,935
Purchase of plant and equipment	13	(512,179)	(16,701)
Proceeds from disposal of plant and equipment		3,400	-
Net cash flows (used in) / generated from investing activities		<u><u>(478,264)</u></u>	<u><u>6,234</u></u>
Net increase / (decrease) in cash and cash equivalents		1,456,585	(218,531)
Cash and cash equivalents at beginning of the year		<u>2,509,616</u>	<u>2,728,147</u>
Cash and cash equivalents at end of the year	15	<u><u>3,966,201</u></u>	<u><u>2,509,616</u></u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

These notes form an integral part and should be read in conjunction with the accompanying financial statements.

1. General

Yong-en Care Centre (the "Centre") is constituted under the provisions of the Societies Act, Cap 311 and also registered as a charity under the Charities Act, Cap 37. It has been accorded the status of an Institution of Public Character ("IPC") for the period from 1 July 2019 to 31 December 2021.

The Centre is domiciled in Singapore with its registered office and principal place of activities is at Blk 335A Smith Street #03-57 Singapore 051336.

The principal activities of the Centre are those relating to furtherance of its objective. The objectives as set out in its constitution are:-

- (a) to promote or participate in the welfare of mankind based on charitable, benevolent and such other principles which the Management Committee deems fit, such as granting relief and aid in whatsoever manner to the sick, poor and needy;
- (b) to promote education or to participate in educational schemes which have a moral or ethical emphases, to conduct conventions, conferences, seminars to meet the spiritual needs of people;
- (c) to demonstrate God's love by providing value-added community based services and support focused on the needs of individuals and families regardless of race, language or religion.

The financial statements of the Centre for the financial year ended 31 December 2019 were authorised for issue by the Management Committee on the date of the Management Committee's Statement.

2. Summary of significant accounting policies

2.1 Basis of preparation

The financial statements of the Centre have been drawn up in accordance with the provisions of the Societies Act, Chapter 311, the Charities Act, Cap 37 (the "Act") and Charities Accounting Standards (CAS).

The accounting policies of the Centre are consistent with the requirement of the CAS and are applied consistently to similar transactions, other events and conditions. The financial statements have been prepared under the historical cost convention, except as disclosed in the accounting policies below.

The financial statements are presented in Singapore Dollar (S\$), which is the Centre's functional and presentation currency.

2.2 Funds

The Centre maintains unrestricted and restricted funds.

Funds balances restricted by outside sources are so indicated and are distinguished from unrestricted funds allocated to restricted purposes if any by action of the management. Externally restricted funds may only be utilised in accordance with the purposes established by the source of such funds and are in contrast with unrestricted funds over which management retains full control to use in achieving any of its institutional purposes. An expense resulting from the operating activities of a fund that is directly attributable to the fund is charged to that fund.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

2. Summary of significant accounting policies (continued)

2.3 Plant and equipment

All items of plant and equipment are initially recorded at cost. Subsequent to recognition, plant and equipment are measured at cost less accumulated depreciation. The cost of plant and equipment includes its purchase price and any costs directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. Dismantlement, removal or restoration costs are included as part of the cost of plant and equipment if the obligation for dismantlement, removal or restoration is incurred as a consequence of acquiring or using the plant and equipment.

Depreciation is calculated using the straight-line method to allocate depreciable amounts over their estimated useful lives. The estimated useful lives are as follows:

	Years
Air conditioners	5
Equipment	5
Furniture and fittings	5
Motor Vehicles	5
Renovation	5
IT equipment & software	3
Office equipment	5

The residual value, useful lives and depreciation method are reviewed at the end of each reporting period, and adjusted prospectively, if appropriate.

Asset in progress

The cost of assets (renovation) that are in-progress as at year end are reported as asset in progress until such time when the asset is completed. All costs incurred for the asset as certified by the contractor as at year end should be recognised. Depreciation is not applicable when the asset is in progress, however when the asset is completed, it should be capitalised to the appropriate asset categories and depreciated.

De-recognition

An item of plant and equipment is de-recognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss on de-recognition of the asset is included in profit or loss in the year the asset is de-recognised.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

2. Summary of significant accounting policies (continued)

2.4 Receivables

Receivables excluding prepayments shall be measured initially at their transaction price excluding transaction costs, if any. Transaction costs shall be recognised as expenditure immediately in the statement of financial activities as incurred.

Prepayments shall be initially recognised at the amount paid in advance for the economies resources expected to be received in the future.

After initial recognition, receivables excluding prepayments shall be measured at cost less any accumulated impairment losses. Prepayment shall be measured at the amount paid less the economic resources received or consumed during the financial period.

2.5 Payables

Payables excluding accruals shall be recognised at their transaction price, excluding transaction costs, if any, both at initial recognition and at subsequent measurement. Transaction costs shall be recognised as expenditure in the statement of financial activities as incurred. Accruals shall be recognised at the best estimate of the amount payable.

2.6 Cash and cash equivalents

Cash and cash equivalents comprise cash at banks and on hand which are subject to an insignificant risk of changes in value.

2.7 Provisions

General

Provisions are recognised when the Centre has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and the amount of obligation can be estimated reliably.

Provisions are reviewed at the end of each reporting period and adjusted to reflect the current best estimate. If it is no longer probable that an outflow of economic resources will be required to settle the obligation, the provision is reversed. If the effect of the time value of money is material, provisions are discounted using a current pre-tax rate that reflect, where appropriate, the risks specific to the liability. When discounting is used, the increase in the provision due to the passage of time is recognised as a finance cost.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

2. Summary of significant accounting policies (continued)

2.8 Government grants

Government grants are recognised when there is reasonable assurance that the grant will be received and all attaching conditions will be complied with. Where the grant relates to an asset, the fair value is recognised as deferred capital grant on the statement of financial position and is amortised to profit or loss over the expected useful life of the relevant asset by equal annual instalments.

2.9 Employee benefits

(a) Defined contribution plans

The Centre makes contributions to the Central Provident Fund (CPF) scheme in Singapore, a defined contribution pension scheme. Contributions to defined contribution pension schemes are recognised as an expense in the period in which the related service is performed.

(b) Short-term employee benefits

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided. A liability is recognised for the amount expected to be paid if the Centre has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee, and the obligation can be estimated reliably.

2.10 Leases as leasee

Leases of office copier where substantially all risks and rewards incidental to ownership are retained by the lessor are classified as operating leases. Operating lease payments are recognised as an expense in profit or loss on a straight-line basis over the lease term. The aggregate benefit of incentives provided by the lessor is recognised as a reduction of rental expense over the lease term on a straight-line basis.

When an operating lease is terminated before the lease period has expired, any payment required to be made to the lessor by way of penalty is recognised as an expense in the financial year in which termination takes place.

2.11 Recognition of Income

Income is recognised in the statement of financial activities when the effect of a transaction or other event results in an increase in the Centre's net assets.

The following factors must also be met before income is recognised:

(a) Entitlement

The Centre has control over the rights or other access to the resources, enabling the Centre to determine its future application;

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

2. Summary of significant accounting policies (continued)

2.11 Recognition of Income (continued)

(b) Certainty

It is probable that the income will be received; and

(c) Measurement

The amount of the income can be measured by the Centre with sufficient reliability.

The following specific recognition criteria must also be met before income is recognised:

(a) Donations

Donations are recognised when received. Such income is only deferred when the donor specifies that the grant or donation must only be used in future accounting periods or the donor has imposed conditions which must be met before the Centre has unconditional entitlement.

(b) Grants

Grants are not recognised until there is reasonable assurance that the grants will be received and all conditions attached to it have been met. Grants for capital expenditures are recognised in the statement of financial activities when the Centre have entitlement to the income and not deferred over the useful life of the asset.

(c) Income from Centre's Activities

Income from Centre's activities represent income from rendering of services which are mainly from Home Care and Day Care Dementia Centre. Such fees are recognised as income once the services are rendered.

(d) Interest income

Interest income is recognised using the effective interest method.

(e) Sale of handicraft

Income from sale of handicraft is recognised when the goods have been sold to the customer.

2.12 Recognition of expenditures

Expenditures are recognised in the statement of financial activities once the goods or services have been received unless the expenditure qualifies for capitalisation as assets such as plant and equipment. Expenditure on performance-related grants are recognised to the extent the specified service or goods have provided. Expenditures in the statement of financial activities are classified under the cost of generating funds, cost of charitable activities and governance costs.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

2. Summary of significant accounting policies (continued)

2.12 Recognition of expenditures (continued)

(a) Classification

(i) Cost of generating funds

All cost associated with generating income from all sources other than from undertaking charitable activities are included under cost of generating funds.

(ii) Charitable activities

All resources applied in undertaking activities to meet the Centre's charitable objectives are classified under cost of charitable activities.

(iii) Governance costs

This include costs of governance arrangements that relate to the general running of the Centre as opposed to the direct management functions inherent in generating funds, service delivery and programme or project work. These activities provide the governance infrastructure, which allows the charity to operate, and to generate the information required for public accountability. They include the strategic planning processes that contribute to future development of the Centre.

(b) Allocation of costs

Where appropriate, expenditures that are specifically identifiable to each cost classification are allocated directly to the type of costs incurred. Where apportionment between each costs classification is necessary, the following apportionment bases are applied:

- Usage;
- Head count i.e. on the number of people employed within an activity;
- Floor area occupied by an activity;
- On time basis; and
- Expenditure total.

2.13 Taxes

Income tax

The Centre is registered as a Charity under the Charities Act and its income is exempted from income tax under the provisions of the Singapore Income Tax Act.

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

3. Significant accounting judgments and estimates

The preparation of the Centre's financial statements requires management to make judgments, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities at the end of each reporting period. Uncertainty about these assumptions and estimates could result in outcomes that require a material adjustment to the carrying amount of the asset or liability affected in the future periods.

3.1 Judgments made in applying accounting policies

Determination of functional currency

In determining the functional currency of the Centre, judgment is used by the Centre to determine the currency of the primary economic environment in which the Centre operates. Consideration factors include the currency in which receipt from operating activities are usually retained.

3.2 Key sources of estimation uncertainty

There were no key assumptions concerning the future and other key sources of estimation uncertainty at the end of the reporting period are discussed below. The Centre based its assumptions and estimates on parameters available when the financial statements were prepared. Existing circumstances and assumptions about future developments, however, may change due to market changes or circumstances arising beyond the control of the Centre. Such changes are reflected in the assumptions when they occur.

Useful life of plant and equipment

Management estimates the useful lives of plant and equipment to be 5 years. Changes in the expected level of usage and technological developments could impacts the economics useful lives and residual values of these assets, therefore, future depreciation charges could be revised.

The carrying amount of the Centre's plant and equipment at end of reporting year is disclosed in Note 13 to the financial statements.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

4 Voluntary income

	2019 S\$	2018 S\$
Unrestricted fund		
Donations - Individual & corporate	497,916	497,706
Donation drive	134,106	82,425
Deferred capital donation amortised (Note 18)	65,700	27,625
Fairfield Methodist Church contributions	200,000	203,451
Fundraising donation	-	4,714
Golf tournament	282,812	326,138
Grant from MOH - Dementia Day Care Service	156,693	171,789
Grant from MOH - Home Care	217,872	209,086
Grant from MOH - Home Care SMF	18,260	25,748
Grant from AIC - DDCS SMF Transport	-	12,657
Grant from AIC - HOPE Project	65,230	85,960
Other grants	11,838	13,398
Wage credit	21,696	31,507
	<u>1,672,123</u>	<u>1,692,204</u>
Restricted funds		
Corporate Donors	212,014	119,738
Care and Share Grant	762,154	-
Comm Silver Trust Grant	548,638	-
Designated - YEAH Fund	392,800	-
	<u>1,915,606</u>	<u>119,738</u>
	<u>3,587,729</u>	<u>1,811,942</u>

5 Activities for generating funds

	2019 S\$	2018 S\$
Unrestricted fund		
Sale of Handicrafts	3,824	2,113
	<u>3,824</u>	<u>2,113</u>

6 Investment income

	2019 S\$	2018 S\$
Unrestricted fund		
Interest income	28,090	20,719
Restricted funds		
Interest income	2,425	2,216
	<u>30,515</u>	<u>22,935</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

7 Fees for services

	2019 S\$	2018 S\$
Unrestricted fund		
DDCS fees	137,062	142,997
Home care fees	10,057	14,842
Other programme fees	16,175	18,182
	<u>163,294</u>	<u>176,021</u>

8 Costs of generating voluntary income

	2019 S\$	2018 S\$
Unrestricted fund		
Comrel	3,772	4,533
Depreciation	13,921	3,098
Gain on disposal of plant and equipment	(263)	-
General	11,947	8,763
Maintenance	8,546	4,696
Other projects expenses	49,054	65,832
Programme	479	499
Salaries and bonuses	147,445	123,900
Staff welfare and benefits	6,124	4,905
	<u>241,025</u>	<u>216,226</u>
Restricted funds		
Expenses - Care and Share Grant	16,281	15,284
	<u>257,306</u>	<u>231,510</u>

9 Expenditure on charitable activities

	2019 S\$	2018 S\$
Unrestricted fund		
Audit fee	2,760	960
Comrel	432	514
Depreciation	55,927	31,327
Gain on disposal of plant and equipment	(2,897)	-
General	17,146	22,324
Maintenance	101,911	96,098
Programme	175,842	166,868
Salaries and bonuses	1,044,697	1,070,852
Staff welfare and benefits	26,247	23,792
	<u>1,422,065</u>	<u>1,412,735</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

9 Expenditure on charitable activities (continued)

Restricted funds

Expenses - YCC Education Fund	43,467	8,121
- Care and Share Grant	120,372	140,318
- Corporate Donors	166,405	128,457
	<u>330,244</u>	<u>276,896</u>
	<u>1,752,309</u>	<u>1,689,631</u>

10 Expenditure on fundraising trading

	2019 S\$	2018 S\$
Restricted funds		
Fund-raising expense	-	12
	<u>-</u>	<u>12</u>

11 Governance costs

	2019 S\$	2018 S\$
Unrestricted fund		
Audit fee	7,250	5,800
Comrel	312	634
Depreciation	561	1,736
Gain on disposal of plant and equipment	(241)	-
General	456	1,534
Maintenance	5,416	5,068
Programme	372	473
Salaries and bonuses	130,011	134,154
Staff welfare and benefits	4,000	3,938
	<u>148,137</u>	<u>153,337</u>
Restricted funds		
Expenses - Care and Share Grant	15,218	16,999
	<u>163,355</u>	<u>170,336</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

12 Employee benefits expenses

	2019	2018
	S\$	S\$
Salaries, bonuses and allowance		
- Governance staff	127,652	121,629
- Included in manpower programmes	1,137,314	1,029,027
CPF/SDF contributions		
- Governance staff	12,358	12,525
- Included in manpower programmes	126,020	112,600
Staff benefits	36,371	32,634
	<u>1,439,715</u>	<u>1,308,415</u>
Less: Staff costs funded by		
- Corporate Donors	(73,025)	(70,809)
- Care and Share Grant	(100,000)	-
	<u>1,266,690</u>	<u>1,237,606</u>

As at 31 December 2019, the number of staff employed by the Centre was 25 (2018: 26).

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

13 Plant and equipment

	Unrestricted fund				Restricted Fund				Total	
	Air conditioners	Equipment	Furniture & Fittings	Motor Vehicles	Renovation	Air conditioners	Furniture & Fittings	IT equipment & software		Office Equipment
	S\$	S\$	S\$	S\$	S\$	S\$	S\$	S\$	S\$	S\$
Cost										
At 1 January 2018	15,577	60,348	86,166	120,552	923,326	27,878	12,799	36,546	3,167	-
Additions	-	-	3,553	-	-	3,296	-	8,140	1,712	-
Written-off	(522)	-	-	-	-	-	-	-	-	-
At 31 December 2018	15,055	60,348	89,719	120,552	923,326	31,174	12,799	44,686	4,879	-
Additions	-	-	-	-	-	-	-	242,831	-	269,348
Disposal	-	-	-	(48,406)	-	-	-	-	-	-
Written-off	-	(24,814)	-	-	-	-	-	-	-	-
At 31 December 2019	15,055	35,534	89,719	72,146	923,326	31,174	12,799	287,517	4,879	269,348
Accumulated Depreciation										
At 1 January 2018	14,412	52,403	83,284	120,552	923,326	2,433	4,957	13,276	788	-
Depreciation for the year	990	5,541	2,005	-	-	5,960	2,560	18,376	729	-
Written-off	(522)	-	-	-	-	-	-	-	-	-
At 31 December 2018	14,880	57,944	85,289	120,552	923,326	8,393	7,517	31,652	1,517	-
Depreciation for the year	175	1,249	1,285	-	-	6,235	2,560	57,929	976	-
Disposal	-	-	-	(48,406)	-	-	-	-	-	-
Written-off	-	(24,814)	-	-	-	-	-	-	-	-
At 31 December 2019	15,055	34,379	86,574	72,146	923,326	14,628	10,077	89,581	2,493	-
Carrying Amount										
At 31 December 2019	-	1,155	3,145	-	-	16,546	2,722	197,936	2,386	269,348
At 31 December 2018	175	2,404	4,430	-	-	22,781	5,282	13,034	3,362	-

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

14 Other receivables

	2019	2018
	S\$	S\$
Deposits	2,148	907
Prepayments	23,133	151,649
Grant receivables	44,461	38,349
Sundry receivables	38,491	1,326
	<u>108,233</u>	<u>192,231</u>

15 Cash and cash equivalents

	2019	2018
	S\$	S\$
Cash on hand and in transit	204	11,280
Cash in bank	895,301	585,661
Fixed deposits	3,070,696	1,912,675
	<u>3,966,201</u>	<u>2,509,616</u>

The fixed deposits have maturity periods within 3 to 12 months (2018: 12 months) and bear an effective interest rates ranging from 1.25% to 2% (2018: 0.35% to 1.70%) per annum.

16 Other payables

	2019	2018
	S\$	S\$
Accrued liabilities and other payables	257,739	15,140
CPF payable	44,725	40,980
Advance fees and deposits received	7,218	7,278
Provision for bonuses	156,243	134,862
	<u>465,925</u>	<u>198,260</u>

17 Restricted funds

	2019	2018
	S\$	S\$
YCC Education Fund	112,288	153,330
Corporate Donors	221,380	129,738
Care and Share Grant	145,057	92,986
Comm Silver Trust Grant	548,638	-
Designated - YEAH Fund	392,800	-
	<u>1,420,163</u>	<u>376,054</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

17 Restricted funds (continued)

YCC Education Fund

The YCC Education Fund is a restricted fund and it was established in August 2006. Its main objective is to provide financial support for the education of needy students from low income families.

Corporate Donors

Restricted funds donated by corporates to the Centre to be used specifically for children and families, single mothers and active seniors for tuition, food rations, financial assistance for the low income community and activities for active ageing and including elderly care services.

Care and Share Grant

These are grants from the Government to show care and concern for the needy and to recognize the contributions made by voluntary welfare organizations (VWOs). This restricted fund is to be used specifically for developing social service related VWOs and programmes in order to serve beneficiaries.

Comm Silver Trust Grant

The Community Silver Trust is managed by Ministry of Health on behalf of Trustees. The main objective of the trust is to encourage donations and provide additional resources for the service providers in the Intermediate and Long-Term Care sector to enhance their capabilities provide value-added services to achieve higher quality care, and enhance affordability of step-down care for service users and patients. The grant is specifically used for developing active ageing program.

Designated – YEAH Fund

Restricted fund donated by individual and corporate to the Centre to be used specifically for building and setting up active ageing program at Bukit Merah site.

18 Deferred capital grants

	2019	2018
	S\$	S\$
At beginning of the year	44,459	58,936
Transfer from Care & Share Grant	512,179	13,148
Deferred capital grants amortised (Note 4)	(65,700)	(27,625)
At end of the year	<u>490,938</u>	<u>44,459</u>

Grants from the Care and Share Fund used for the acquisition of fixed assets during the year are transferred to the deferred capital grants account. The grant is credited to the statement of financial activities in the form of amortization to match the depreciation of the plant and equipment acquired.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

19 Significant related party transactions

Donation income

In addition to the related party information disclosed elsewhere in the financial statements, the following transactions with related parties took place at terms agreed between the parties during the financial year:

	2019	2018
	S\$	S\$
Donations	<u>67,335</u>	<u>56,732</u>

Key management personnel compensation

	2019	2018
	S\$	S\$
Salaries and other short-term employee benefits	<u>225,064</u>	<u>215,868</u>

Key executive remuneration is disclosed in the following band:

Remuneration bands:

S\$100,001 to S\$200,000

Less than S\$100,000

	2019	2018
	Head count	Head count
S\$100,001 to S\$200,000	1	1
Less than S\$100,000	<u>1</u>	<u>1</u>

Management Committee members were not paid any remuneration during the financial year.

20 Commitments

Capital commitments

The Centre had commitments of S\$ 634,021 (2018: NIL) relating to the renovation of existing elderly care centre.

Operating lease commitments -- as a lessee

The Centre leases its office copier under non-cancellable operating lease agreement. The lease has a tenure of five years with an option to renew the lease after that date included in the contracts.

The future minimum rental payable under non-cancellable operating lease contracted for at the reporting date but not recognised as liabilities, are as follows:

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2019

20 Commitments (continued)

	2019	2018
	S\$	S\$
Within one year	7,011	7,011
Between two to five years	2,184	9,195
	<u>9,195</u>	<u>16,206</u>

Minimum lease payments recognised as an expense in the statement of financial activities for the financial year ended 31 December 2019 amounted to S\$ 7,011 (2018: S\$7,011).