

ANNUAL REPORT 2020

Improving Lives,
Impacting Communities



A COMMUNITY SERVICE OF
FAIRFIELD METHODIST CHURCH



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SECTION 1

Corporate Information

Corporate Information

Yong-en Care 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
Banker: DBS Bank Ltd
Auditor: Tan & Teh Public Accountants of Singapore

Management Committee (31 March 2019 – 16 May 2021)

Name	Designation	Chairperson in Sub-committee
Mdm Shermaine Loh Wai Fun	President	
Mr Loh Yew Chiong	Vice President	Family Support Services
Mr Heng Hiong Cher	Treasurer	Finance
Mr Hui Tong Wah	Secretary	
Dr Tsai Kuo Tsing	Member	Elderly Services
Mr Lum Tuck Cheung Elvin	Member	Personnel
Ms Margaret Ngoi Ming Kin	Member	Governance
Mr Wong Liang Chwee Richard	Member	Community Relations
Ms Mah Koon Sin	Member	
Dr Wee Shiou Liang	Member	
Mr Lawrence Che Kok Ho	Member	
Ms Lee Daisy	Member	
Ms Lim Geok Tee Dorothy	Member	
Mr Heng Jin Heng Aaron	Member	

Ex-Officios (31 March 2019 – 16 May 2021)

Name	Designation	
Rev Wendy Tay-Sim Soek Mun	Ex-Officio	Pastor-in-charge, Fairfield Methodist Church (from 1 Aug 2020)
Rev Tan Boon Liat Daniel Cornilius	Ex-Officio	Pastor-in-charge, Fairfield Methodist Church (till 31 Jul 2020)
Mr Quah Chee Khim Eric	Ex-Officio	LCEC Chairman, Fairfield Methodist Church
Mr Lai Garchun, Nicholas	Ex-Officio	Executive Director (from 4 Dec 2020)
Ms Beryl Ng Whye Eng	Ex-Officio	Executive Director (till 23 Oct 2020)

Advisory Council (31 March 2019 – 16 May 2021)

Name	Designation	
Mr Tan Guan Seng	Adviser	Former President
Mr Benjamin Chan Chee Chew	Adviser	Former Executive Director
Dr Foo Fung Fong	Adviser	Former Deputy Executive Director
Ms Pearlie Ow	Adviser	Coach, Influencer, Nurturer

About Us

Our Vision

Improving Lives, Impacting Communities

Our Mission

To demonstrate God's love through person-centred care services to support the needs of the elderly, disadvantaged individuals and families in Chinatown and beyond.

Our Services

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

- Elderly Services
 - Dementia Day Care
 - Home Care
 - Active Ageing
- Family Support Services

Policies

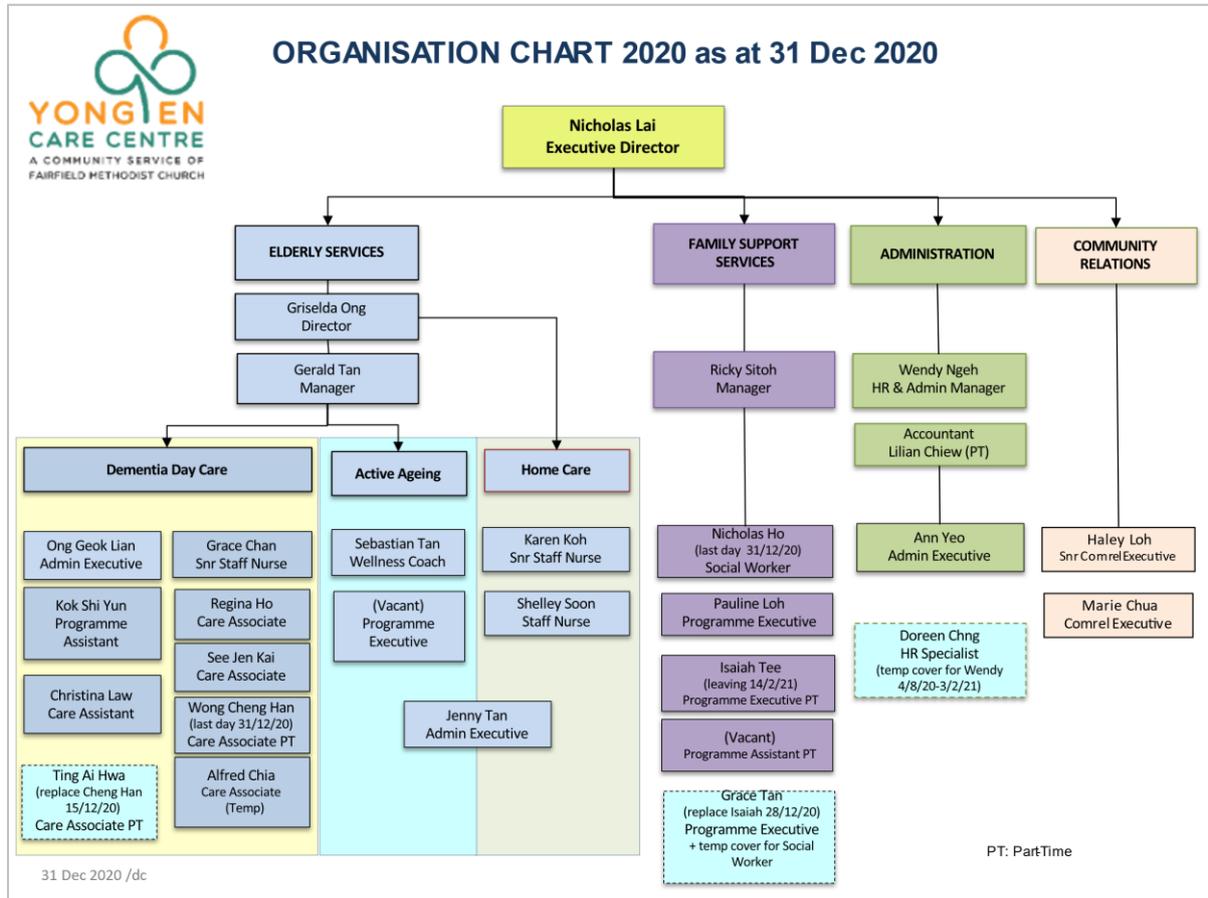
Funding Sources

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 was amended with approval from Commissioner of Charities and Registrar of Societies on 2 June 2016.

Organisational Chart



Staffing as at 31 December 2020

Name	Designation	Department
Mr Lai Garchun, Nicholas	Executive Director	
Ms Wendy Ngeh	Manager, HR & Administration	Admin & Operations
Ms Doreen Chng		Admin & Operations
Ms Lilian Chiew	Accountant (Part-Time)	Admin & Operations
Ms Ann Yeo	Executive	Admin & Operations
Ms Haley Loh	Senior Executive	Community Relations
Ms Marie Chua	Executive	Community Relations
Mr Ricky Sitoh	Manager	Family Support Services
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 Grace Tan	Programme Executive	Family Support Services
Ms Griselda Ong	Director	Elderly Services
Ms Ong Geok Lian	Administrative Executive	Elderly Services - Dementia Day Care
Ms Grace Chan	Senior Staff Nurse	Elderly Services - Dementia Day Care
Ms Kok Shi Yun	Programme Assistant	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 Miao Choo	Care Associate	Elderly Services - Dementia Day Care
Ms Ting Ai Hwa	Care Associate (Part-time)	Elderly Services - Dementia Day Care
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 Karen Koh	Senior Staff Nurse	Elderly Services - Home Care
Ms Shelley Soon	Staff Nurse	Elderly Services - Home Care
Mr Gerald Tan	Manager	Elderly Services - Active Ageing
Mr Sebastian Tan	Wellness Coach	Elderly Services - Active Ageing
Ms Jenny Tan	Administrative Executive	Elderly Services – Active Ageing / Home Care

SECTION 2

President's Address

President's Message

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

2020 was an extraordinary year – one that saw severe disruptions to our economy, livelihoods, and way of life brought about by the Covid-19 pandemic.

Although this crisis has caused many disruptions, it has also offered us opportunities to learn and grow as individuals and as an organisation. Staff had to work from home, work in split teams, replace in-person meetings with clients to telephone and digital communication. They were sometimes overwhelmed with client concerns - ranging from anxiety about the pandemic to unemployment and financial concerns, and difficulties with access to healthcare services for themselves and their loved ones. But these challenges of uncertainty and stress also presented many precious learning opportunities - opportunities to promote health, well-being, social justice, empowerment, and a stronger sense of community. I am heartened to see meaningful programmes that went virtual for clients and caregivers, communities that came together to help one another overcome difficulties with resilience, love and hope, and donors who generously supported our critical services. The new Yong-en Active Hub(YEAH!) that started operations and the completed renovations of existing Centre also bear testament to our commitment to the vision of *improving lives, impacting communities* to meet evolving needs amidst the myriad of challenges.

Lifelong learning – learning, unlearning, relearning will be a priority as we navigate through the uncertainties to remain relevant, nimble and responsive to our rapidly changing world. Yong-en must learn innovative methods to creatively equip, engage and empower our clients and caregivers. We must impart skills that will help them connect digitally and thrive holistically in times of crisis and transition. Beyond growing capacity and greater digitalisation, Yong-en needs to develop capabilities to collaborate strategically with intra- and inter-agency partners, volunteers, donors and the community. We aim to always provide more integrated, sustainable, moral and instrumental support, access to services, advocacy to address beneficiaries' needs, and quality programmes that deepen impact and transform lives, building on strong, healthy relationships.

Serving as your President has been an immense honor and joy. Each of you have helped shape Yong-en and taught me so much through your ingenuity, commitment to excellence, humility and passion for serving our community in His love and grace. I am thankful for God's constant protection, unfailing provisions and ever presence. I am also grateful to Fairfield Methodist Church and the many people – volunteers, partners, donors and supporters who have faithfully pressed on to bless Yong-en, fostering a strong spirit of care, cohesion and active citizenry as a community. To my wonderful Yong-en team and Management Committee who are driven not by fear of the pandemic but love for others - love for our neighbours, especially those who are more vulnerable, I am truly humbled and inspired by your dedication and sincere care for our elderly, disadvantaged individuals and families. A special thanks to Ms Beryl Ng Whye Eng for her past leadership and a warm welcome to Mr Lai Garchun, Nicholas who obeyed God's call to lead Yong-en forward with re-envisioning and strategic planning as its new Executive Director.

The overflowing goodness and blessings of our faithful God through all of you is overwhelming! Praise and thank God indeed for His steadfast love as Yong-en turns 25. To God be the glory!

SECTION 3

Year in Brief

Year in Brief 2020

ELDERLY SERVICES

- 123 seniors served by Home Care Services
- 33 seniors ageing meaningfully at our Dementia Day Care



FOOD DISTRIBUTION

- 116 households helped by food distribution programme (monthly)
- 155 beneficiaries on our bread distribution programme
- 2,007 Food Packs and 1,434 Bread Distributed



SOCIAL WORK/ COUNSELLING

- 27 active Social Work Cases



557
BENEFICIARIES SERVED

1,461 VOLUNTEERS purposefully engaged;
28 active* volunteers

Active volunteers = Volunteers engaged at least 24 hours of service, with a frequency of at least 4 times a year (from last 12 months).

FAMILIES

- 12 single mothers and 4 children in support groups (fortnightly)
- 15 families supported in Family Support Groups



ACTIVE SENIORS

- 63 seniors benefitting from our Active Ageing programme



CHILDREN/YOUTH

- 72 children benefitting from YCC Education Awards (annually)
- 48 children/youth benefitting from our online tuition programme (weekly)



SECTION 4

Year in Review

Year in Review

1. Introduction

The outbreak of the COVID-19 pandemic, the resultant loss of human lives, and the suffering brought by the economic and social dislocations inevitably feature heavily when one looks back to the Year 2020. The underprivileged individuals and families, and the seniors in our community were particularly vulnerable to the adverse impact brought by the pandemic to their lives.

Yong-en's immediate concern, upon the outbreak of the pandemic, was for the well-being of our beneficiaries' and of the community. Similar to the situation encountered by many social service agencies, Yong-en faced challenges in providing our services without disruption when the staff had to work from home and in split teams. This was not helped by the immediate reduction in the number of volunteers due to the necessary imposition of the COVID-19 safe management measures. There was also the loss of income from suspended services rendered to beneficiaries and from cancelled fundraising events such as our Charity Golf tournament.

Amidst the gloom, we were encouraged by the resilience shown by many of our beneficiaries to soldier on in coping with the adversity and the commitment of the staff to live up to our Vision, Mission and Values in serving our beneficiaries despite many constraints. We were also grateful for the generous support from so many in response to our appeal for help, allowing us to pull through, and do more, in this unprecedented year.

2. Yong-en's Community Services During COVID-19 "Circuit Breaker"

When stricter safe management measures and Circuit Breaker (CB) kicked in, a number of our programmes and services were suspended. Finding alternative means to maintain contact and having to quickly adapt and digitalise our services and processes became a huge challenge. On a positive note, progressive investment in our IT system allowed our team to operate a number of functions remotely. Yong-en provided continuous services with some adaptation and extended our help to include financial assistance to our beneficiaries throughout the COVID-19 pandemic period.

2.1 Continued Services Throughout COVID-19

Meal & Food Distribution and Community Outreach

When CB measures were announced, Yong-en's staff sprang into action over the weekend, 3 days ahead of CB implementation, to ensure that our beneficiaries had adequate provisions during that period. In addition to distributing our stock of food ration, we also purchased supermarket vouchers to supplement the needs of beneficiaries on the Food Ration programme, should the CB be extended. Consideration was given to

select supermarkets which were the nearest to the beneficiaries' residences, especially for the vulnerable seniors. The Family Support Service's team of 5 staff, 2 interns and a volunteer made the delivery personally just a day before CB. The team also made it a point to remind beneficiaries to practice good hygiene and stay safe.



During the CB, our collaboration with partners and ground-up initiatives such as Food Bank, City Sprouts, Kampung Kakis, and with individual volunteers within the community allowed us to check on our beneficiaries' wellbeing and ensured that their basic needs were covered with the provision of cooked meals.

Delivery of cooked meals were particularly helpful at that time as it reduced the need for vulnerable seniors to leave their homes for food and reduced the risk of exposure to infection. In the later part of CB, we utilised NTUC delivery services to deliver monthly groceries to our beneficiaries.



Essential Services During COVID-19 Circuit Breaker

Home Care was classified as an Essential Service during the CB. The team continued operations with heightened preventive measures, in compliance with MOH advisories. During the CB, when majority of the centre-based senior services and befriending activities were suspended, home-bound seniors were even more reliant on the indispensable help from our two Home Care nurses for their care and maintenance.

We also experienced an increased demand in the form of new cases as well as a need to increase the frequency of visits to ensure adequate care/monitoring of seniors living alone. These visits also allowed an avenue for our staff to allay the seniors' anxieties and loneliness during this period.



Individualised Dementia Day Care Packs

Dementia Day Care (DDC) service was suspended during the CB from April through June 2020. To support the continuity of care at home, the DDC team prepared customised home-based activity kits to each senior's individual needs and personally delivered these kits to them. In addition, our helpline remained open throughout CB to provide support when required. Our staff team also made regular calls to check in on the seniors. Updates on the latest governmental advisories were communicated with caregivers via mails and/or WhatsApp messages.



Family "Bingo"

To promote family cohesion and stimulate conversations at home amidst the pandemic, our Social Worker curated various activities as part of our Family Support Group programme. One of the activities curated for the group was "Family Bingo", where

families received daily tasks via WhatsApp to complete as a family. When the family completed a task, they would send an update by picture to our Social Worker. This simple engagement helped to provide something fun that the family can do together. Apart from helping the family with bonding and bringing some cheer, it also provided an informal platform for our Social Worker to stay in touch with the family.



2.2 Use of Technology

Virtual Platforms for Active Ageing

Yong-en Active Hub (YEAH!) swiftly suspended all the programmes under Active Ageing to minimise risks of COVID-19 infection to our seniors. It was helpful that YEAH! and its seniors had already been engaged in Digital Literacy workshops prior to the pandemic outbreak. This proved useful in unexpected times like the CB. After social distancing measures were introduced, our seniors were invited to virtual platforms (Zoom) for continued engagement and enrichment during the CB and the Phase One period. They even caught up with the much-hyped Dalgona Coffee trend in one of the virtual classes. We appreciate kind volunteers from all walks of life such as Art Therapists, Psychologists, Counsellors, Musicians, Chefs, Corporate volunteers and our English class teachers for rendering their support to host programmes over Zoom for the seniors.



Virtual Tuition and Holiday activities

Our tuition programme moved to a home-based approach since 25 April 2020. As with all initiatives to move online, the challenge at the beginning was that there were still some children who were not equipped for home-based learning. We ran a crowd funding campaign and received encouraging responses from donors – with one particularly generous donor that donated 10 laptops to Yong-en’s efforts to bridge the gap.

Apart from the technical hurdles, a huge challenge remained in the competencies of the children and their parents to support them in manoeuvring these virtual tools. For big families, the environment could also be noisy and distracting for learning. We appreciate our conscientious tutors, faithful volunteers, partnership with C3 Calvary Community Care and funding from Yeo Family Foundation and CDC for enabling us to take on these challenges. A special mention to Singapore Chinese Girls School (SCGS) who hosted some virtual workshops for our children during the school holidays as well.



2.3 Financial Assistance Programme

On top of the above-mentioned services, Yong-en provided financial assistance to households whose breadwinner(s) were impacted directly by COVID-19 or the beneficiaries were unable to work due to health conditions. Our data showed that:

- 15% of our beneficiaries lost their jobs. Our social workers supported them in their job search and provided psychological support to cope with the trying circumstances.
- 20% increase in beneficiaries seeking additional help. We supported them with our Financial Assistance Programme on top of their regular Food Rations support, e.g. major areas of financial needs such as food, medical expenses for family members, needs for young children like buying of diapers and milk powder, etc.

This programme helped selected beneficiaries to tide over the harsh economic environment while they sought alternative employment. Based on Yong-en’s Needs Assessment conducted by our social workers, beneficiaries were given additional

financial support as required on top of assisting them to tap on governmental support.

Under this programme, households were supported with amounts between \$500 to \$1000 per month, for 3 months, before a review was conducted to assess the need for extension. In some cases, this support could be longer especially if the breadwinner(s) was able to upskill or has undergone training to be better equipped for new norms. We also considered hardship cases where the beneficiaries were afflicted with ill health that rendered them unavailable for immediate employment. What we hope for is not just to meet immediate needs, but also to support their resilience for the future.

3. What lies ahead

Yong-en has faithfully served our community in Chinatown and beyond over the last 25 years, rain or shine. While the worst of the COVID-19 pandemic appears to be over, the new normal still requires social distancing and many of our beneficiaries are still suffering from the impact of the unprecedented event.

The government has also tapered the broad-based financial assistance it rendered in 2020. The recent government budget has more targeted schemes aimed at segments of society and sectors of the economy that have not recovered as well.

We will continue helping with our beneficiaries' bread and butter issues as well as building closer engagements with our pool of beneficiaries in Chinatown, and around the Bukit Merah area to promote socio-psychological wellness. We continue to walk alongside our beneficiaries amidst increasing "pandemic-fatigue" by enhancing our programmes and establishing innovative partnerships in order to empower our beneficiaries to forge ahead with hope.

SECTION 5

Family Support Services

Family Support Services

1. Introduction

1.1. Goals of Family Support Services (FSS)

- Provide support and empower beneficiaries to become self-reliant by taking appropriate actions to improve their lives.
- Assist beneficiaries 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.

1.2. The new normal amid COVID-19 pandemic

Our world changed dramatically in a flash of a few months. Although our services and programmes were inevitably affected by safety measures announced by the government in response to the COVID-19 situation, Yong-en remained committed to deliver services, with some adaptations, to many children, families and seniors in need.

2. Highlights of the Year

2.1. Programme Activities

FSS had various touchpoints with our beneficiaries at an average of 345 times per month over the year. The Food Ration and Community Outreach programme through bread distribution had the widest reach in terms of beneficiary touchpoints as well as assistance from many individuals and organisation volunteers.

	Food Rationing / Community Outreach	School Holiday Programme	Children & Youth Programs	Family Support Group	Single Mothers Support Group	Total
Jan	411	-				411
Feb	234	-				234
Mar	119	-				119
Apr	230	-	21			251
May	118	-	36			154
Jun	120	16	36	15	12	199
Jul	203	-	42	15	12	272
Aug	418	-	47	15	12	492
Sep	415	-	47	15	12	489
Oct	422	-	47	15	12	496
Nov	427	-	47	15	12	501
Dec	424	-	72	15	12	523
Grand Total	3541	16	395	105	84	4141

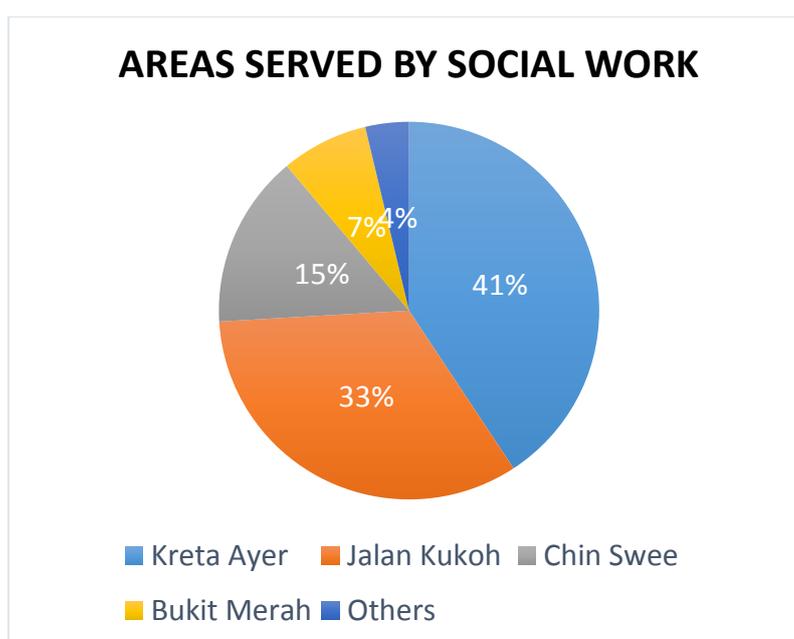
**Please refer to Section 8 – Partnerships, for a list of volunteer organizations who supported FSS's programmes in 2020.*

3. Social Work – Case Management

3.1. Caseload

Year 2020	Active Cases	New Cases	Close Cases	Follow Up Cases
Social Work	27	3	3	151

- Active cases refer to cases that require close intervention and follow-up, leading to beneficiaries achieving resilience during case management process.
- Follow-up cases consist of beneficiaries who are under food/bread programme and do not require other services or intervention.



4. Centre-based Programmes

4.1. Children and Youth Programmes

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

4.1.1. Tuition

Yong-en’s weekly tuition programme is in its 19th year. It aims to help children from lower-income families improve in their studies. This year, we helped 48 children and youths, guiding them online through their schoolwork and supplementary exercises even in the COVID-19 pandemic. We thank our tutors and volunteers, who dedicated their time each week to inspire and to enrich the learning of our children beneficiaries, as well as for their flexibility and adaptability in shifting to online means for tuition in the COVID-19 period.

4.1.2. GROW

Yong-en continued its partnership in providing and running 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 beneficial for our children in level K1 to Primary 2. This year, we saw 6 students through the GROW syllabus, with our volunteers conducting all lessons online.

4.1.3. Yong-en Education Awards

In our 14th year of the Yong-en Education Awards, 72 student bursaries were awarded to students who have demonstrated efforts in their studies throughout the year. This year, we also extended our awards to low-income students from Cantonment Primary School and Outram Secondary School, who are new to our education awards.

4.1.4. Children Holiday Programme

Yong-en curated different fun and enriching holiday activities to provide a holistic holiday experience for our children beneficiaries together with our corporate partners. However, with the onset of COVID-19 and safety regulations, the regular holiday outings had to be shelved for the time being.

On a positive note, the pandemic did not stop a group of student volunteers from Singapore Chinese Girls' School to bring holiday cheer to our children beneficiaries during the May/June 2020 school holidays! Thanks to the students, our children beneficiaries were able to learn how to fold origami animals, while also learning practical skills like first-aid. The children also learned about animal conservation and endangered animals, while also having an element of quick physical exercise to keep bodies in shape during the holidays!

4.2. Single Mothers Support Group

Target beneficiaries: Single mothers.

4.2.1. The focus of our Single Mothers Support Group was to help the single mothers build self-confidence and to learn from each other different coping methods through peer sharing. From the sharing, the mothers were able to build connections with and provide support for one another.

4.3. Family Support Group

Target beneficiaries: Families receiving Food Rations from Yong-en.

4.3.1. The objective of Family Support Group is to build a caring and supportive community of families, and to support character and values development in children and youth. The desired outcomes were resilient families, improved parent-child relationships and greater sense of purpose and identity as individuals of the society.

Families under this Support Group programme were identified from those beneficiaries in our Food Ration Distribution Programme. FSS staff and volunteers helped to facilitate the Family Support Group in 2020.

During the CB, Zoom sessions were conducted to cover emotional support and psychoeducation on late-childhood and adolescent development; education on self-care for clients in order to care for their families; and identifying stressors of the children and recommended coping skills.

4.4. Community Outreach/ Bread Distribution Programme

Target beneficiaries: Underprivileged families and seniors.

4.4.1 The bread programme aims to provide some relief to underprivileged families and seniors. It is also a means for Yong-en staff and volunteers to reach out to the community. In 2020, we had 155 beneficiaries on our bread distribution programme. Distributions are held every 1st and 3rd Wednesday of each month.

The programme created opportunities for Yong-en to better understand and support recipients with greater needs. It also helped to create greater awareness of community needs amongst individual and the corporate volunteers who participated in the bread distribution. Most of the beneficiaries lived in rental flats at Block 5 and Block 333, along Kreta Ayer Road. The profile of beneficiaries living in Block 5 are mainly destitute seniors, while those in Block 333 are mainly lower income families.

4.5. Food Ration Programme

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

4.5.1. Since 2009, Yong-en's Food Ration Programme has been supplementing the needs of the underprivileged families and seniors in the community with monthly food ration pack containing staple items. The beneficiaries on the programme, involving 116 families, were mostly referred from SSO and Kreta Ayer Family Service Centre for short to medium term support.

With the onset of COVID-19, we turned to alternatives for our usual food ration packing and delivery methods. These included the giving of vouchers in lieu of food packs, and the use of NTUC's packing and delivery services for our beneficiaries' food ration needs. This ensured the beneficiaries continued to get their supplies while complying with the safe management measures imposed during that period.

5. Beneficiaries Story

5.1. Disrupted plans

Mr Chan was referred to Yong-en in 2019 for food ration interim support. Mr Chan and his wife have two young children, aged 2 years, and another who is just shy of turning one. In the hope of better prospects, Mr Chan took up courses to upgrade his security skills while doing a logistics job. Yong-en came alongside the family to support as income was tight for the family. The support also included appliances replacement such as refrigerator, washing machine and cupboard, from Yong-en's sponsors, for a better living environment for the family.

Yong-en's caseworker worked with Mr Chan toward the goal of paying off his debts. It was heartening to see Mr Chan's determination in strictly abiding to the instalment plans in place to pay off his debts. Nearer to January 2020, Mr Chan completed his training and secured a full-time security job. With better pay, things seemed to have taken a better turn and Mr Chan was more confident of fully paying off his debts within the year or so. We could not be any happier for the family for this development.

However, when COVID-19 struck, Mr Chan's job came to a halt during the Circuit Breaker period, leaving him with no income. To help lighten the family's burden further, Yong-en placed him on an additional meal delivery programme and distributed some grocery vouchers – thereby ensuring that at least food for the family is supported.

Yong-en started COVID-19 financial assistance to households where breadwinners have lost their jobs and/or income impacted. After the social worker's assessment, a monthly interim financial support is provided. This support is complemented with initiatives for upskilling and seeking alternative employment options. We are deeply appreciative of donors, partnering agencies and volunteers coming alongside so that people in need will not walk alone.

5.2. Finding Hope

Mr Haris, a hardworking father of a family of 5, was informed that he would not be required to report for his cleaning job when COVID-19 struck. This loss of income and routine left Mr Haris in emotional distraught as he faced pressure from staying home without earnings. Yong-en's social worker kept close contact with Mr Haris via phone and provided support in job searching. Thankfully, he managed to find a part-time job and his spirits lifted with some earnings. Yong-en continued to provide him and his family with food rations, additional hot meals, grocery vouchers, and much needed emotional support during this time.

6. Reflection

Despite the many challenges during the heights of the COVID pandemic in 2020, the FSS team had responded in their best efforts to serve Yong-en's clients, rendering the necessary help to relieve the pains and difficulties of people brought to their attention. Looking beyond

2020, the FSS team will enhance its efforts to provide holistic family support to the community in Chinatown and Jalan Kukoh in collaboration with community partners and volunteers to fulfil its mission of demonstrating God's love through value-added community services & support for underprivileged individuals and families in Chinatown and beyond.

Submitted by: Loh Yew Chiong
Prepared by: Ricky Sitoh
Date: 22 February 2021

SECTION 6

Elderly Services

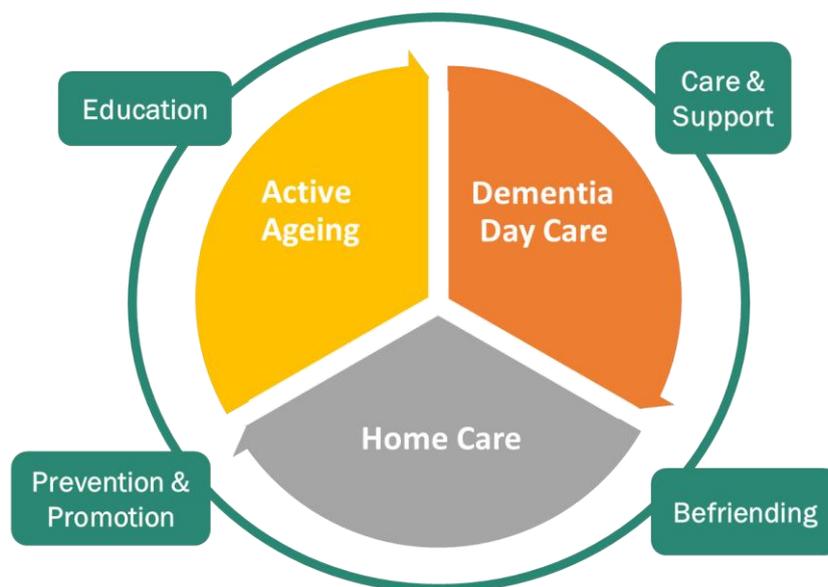
Elderly Services

1. Introduction

1.1. Care Framework

Elderly Services has more than a decade of experience working with the senior population in the Chinatown/Outram area and is committed to provide personable and authentic services to support ageing in place.

Our care framework:



With the 3 core programmes – Dementia Day Care, Home Care and Active Ageing, we aspire to provide comprehensive services supporting the needs of our senior beneficiaries as they traverse through the continuum of care.

2. Core Programmes

2.1. Dementia Day Care

The Dementia Day Care (DDC) was set up in 2002 to provide centre-based therapeutic programme for people living with dementia/Alzheimer's disease. We adopt a person-centred approach, curating meaningful and culturally appropriate activities that allow the beneficiaries to age with dignity. Our vision is to make every client feel happy, special and loved.

We served 33 people living with dementia in 2020, ranging from early to advance stages of Dementia/Alzheimer's disease.

2.2. Home Care

Home Care Service has been operational since July 2012 and provides home-based medical and nursing services for seniors who are homebound due to health conditions/frailty. Our value-added services include application of Senior Mobility Fund (SMF) – Consumables offered by AIC and coordination to purchase subsidized consumables (such as diapers, milk feeds and dressing materials). Our vision is to provide Care that is Affordable, Safe and Excellent.

We served 123 homebound beneficiaries, making a total of 2208 home visits in 2020.

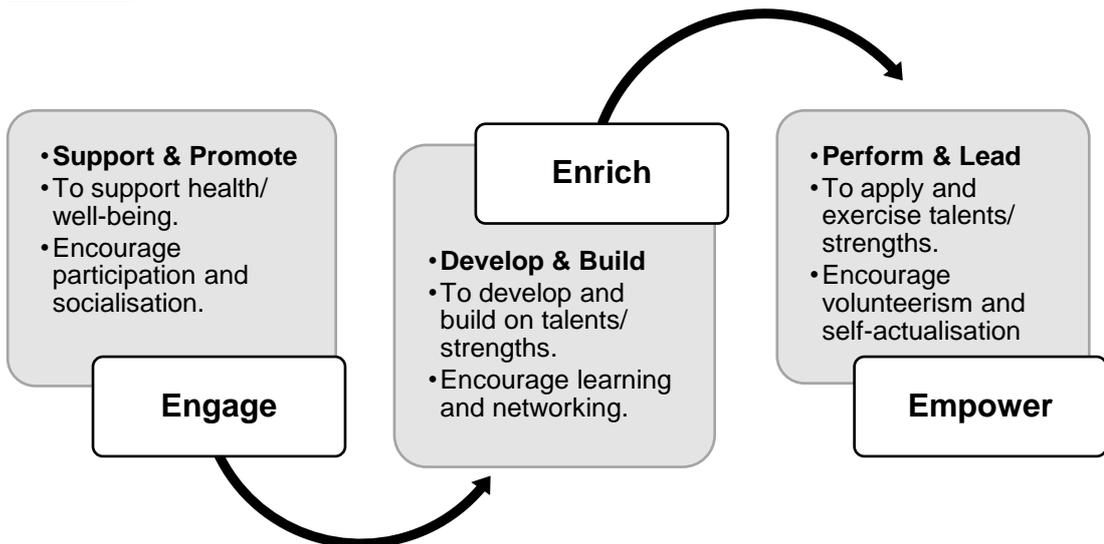
2.3. Active Ageing

The Active Ageing programme was established in 2019, a strategic expansion and formalisation of the active seniors programme which has been engaging seniors in Chinatown since 2008. The programme is developed and structured for more ‘upstream’ type of work to meet the evolving needs of the senior community, increasing their health competencies to be healthy and stay healthy.

The programme aims to promote positive and healthy ageing, using a holistic approach, via our E³ model - which focuses on Engaging, Enriching, and Empowering our senior participants. Our vision is to Inspire Boundless Age - #BoundlessAge.

We outreached to engage about 63 senior beneficiaries in the community in 2020.

E³ model:



3. COVID-19 and the New Norm

The evolving COVID-19 situation and suspension of all senior-centric activities have disrupted and impacted the lives of many community dwelling seniors to different extents. The precipitated change did not allow time for both the seniors and our services to be prepared for adequate care continuity. Thankfully, months into Phase Two re-opening, the seniors have

been keeping well and adjusting their lives to the new normal.

- 3.1.** “Put on your masks” and “Wash your hands” are the most frequently heard phrases at the day care since service resumption in July 2020. Assisting our seniors to perform SafeEntry check-in/out became part of the daily norm. Those were the daily challenges, over and above the constant reminders given to our seniors to maintain safe distancing.

Weeks leading up to the Centre’s safe re-opening, the care team was already busy with planning and preparation. From beneficiaries’ attendance schedule, seating and transport arrangements to programme activities, we had to ensure our seniors’ safe return to the day care. Programme activities had to be re-designed and curated as sharing of items and group activities were to be avoided. We even included proper handwashing technique and mask wearing in our usual morning orientation cum exercise regime to help our seniors cultivate these personal hygiene habits in the new norm.

- 3.2.** In the entire Circuit Breaker and Phase One period, majority of the centre-based senior services and befriending services were suspended. Hence, seniors who were more frail and needed care support were referred to home nursing for care continuity. An average of 189 home visits per month were conducted from May to December 2020, a 15% increment from the same period in 2019. On top of that, our nurses increased the frequency of ¹“pop-by” visits to check on their well-being and medication compliance. Education and reminders on measures to safeguard against COVID-19 also become part of the routine during home visits.

- 3.3.** Our active agers who have been leading active social lives were confined to their homes most parts of the day, while those who are aspiring to live active lives were deprived of the opportunities to do so. In our efforts to help our seniors tide over this period of mobility restrictions, engagement activities via virtual platforms such as Zoom were introduced in April 2020 when circuit breaker kicked in. A variety of activities were planned and conducted on a regular basis – 3 sessions per week.

We are grateful to our valuable² key partners and collaborators who have helped enriched the virtual programme for our senior beneficiaries.

¹ “pop-by” are unscheduled/unrecorded visits by nurses to check on vulnerable beneficiaries at the doorstep. These beneficiaries generally have no other means of contact and have no/limited familial support.

² Refer Section 8 – Partnerships for Key Partners & Collaborators of virtual programme.

4. The Next Lap

Under the rubric of population ageing, the need for community care and support services is expected to increase. The scope of these services also widen as the profiles of the seniors and their caregivers change with times. Moving forward, we will strive to support the senior beneficiaries as well as their caregivers to age in place to the best of our abilities by increasing our competencies and expanding our range of services.

4.1. Sessional therapy programmes and workshop-based programmes

Dementia is a long-term progressive disorder with the intensity of care and support needed growing in tandem. The experience of dementia differs between individuals and their needs will continue to evolve as they traverse through the progressive stages of dementia. In cognizance, moving beyond day care and expanding the variety of our dementia services is eminent. In the next few years, sessional therapy programme and workshop-based programmes for both people living with dementia and their caregivers will be introduced gradually.

4.2. Newly renovated space

The newly renovated day care space is purposefully designed to provide a supportive environment for strength focussed and empowering therapeutic care for people living with dementia. It offers – (1) open concept activity area that allows creativity and flexibility for layout changes to suit the different types of activities, (2) an outdoor space for gardening/horticulture as well as an avenue for safe roaming/wandering and (3) a therapy room with acoustic walls where a multi-sensory therapy room will be installed for the purpose of engaging beneficiaries in multi-sensory interventions and activities. The room will be fitted with specialist sensory equipment, special lightings and curtains to create an immersive and relaxing environment that develops the user's senses.

4.3. Increase demand for Home Care

Demand for Home Care Service is expected to increase as most seniors wish to age in place. In a 2016 survey commissioned by Lien Foundation and NTUC Income, eight in ten Singaporeans prefer to grow old in their homes. This is consistent with the government's push to encourage Singaporeans to "age in place", or spend their twilight years in their homes. Likewise, the senior beneficiaries whom we serve in Chinatown and vicinity also have a strong desire to age in place versus spending their later years in an institution. In Yong-en Home Care, the total number of home visits for 2020 is almost 3 times more in 2015 when the service formally started and it is still steadily increasing.

Keeping in pace and relevant to the needs, we will enhance our competencies and keep abreast with new treatments/practices so as to provide wider scope of services. These would include Advanced Care Planning (ACP) and technology to aid care management. Another focal area is to build our volunteer capabilities for the Friends of Yong-en programme – structured befriending programme to help combat social isolation and loneliness amongst our homebound senior beneficiaries.

4.4. New Yong-en Active Hub

In December 2020, we welcomed our long awaited new centre –³Yong-en Active Hub, YEAH! in short. The hub is specifically designed to encourage active ageing through activities in a vibrant environment to promote health and wellness. It is well-furnished with a fully equipped gym as well as a multi-purpose space that can be flexibly laid out for workshops/events.

With the launch of YEAH! at Bukit Merah, we are expecting a wider outreach to more seniors at both Chinatown and Bukit Merah regions. The programmes offered include:

GYM Tonic – a programme by Lien Foundation

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

A variety of workshops/ learning programme to promote psychosocial and/or cognitive health and wellness conducted on regular schedule throughout the year.

4.5. Embracing the Digital Age

Working towards active and healthy ageing through YEAH!'s ³E³ model, one of the key programmes that will be introduced is “Virtual YEAH!” which aims to Engage/ encourage seniors in meaningful use of digital technology as a form of life skills and lifestyle enhancement; Enrich/develop seniors to be competent and proficient users of digital technology; and Empower seniors to encourage one another towards embracing the digital age.

Digital technologies have become an integral part of our society with increasing access to information/services through the internet. Learning to use technology can help seniors to be included in the nation's move towards digital readiness. This need becomes even more evident with the evolving COVID-19 situation and suspension of all senior-centric activities. Studies have also found that the use of digital technology can help seniors improve their quality of life and slow down cognitive decline. When we rolled out engagement activities via virtual platforms such as Zoom in April 2020 during the circuit breaker, we achieved a relatively low participation rate of 24% of our total members' enrolment. This is largely due to no/limited access to digital devices and internet as well as current seniors' competency when it comes to usage of digital technology. We hope to mitigate these disruptions and constraints through early preparation and empowerment of the seniors by running YEAH! programmes in hybrid mode (virtual and physical concurrently). Should there be a future suspension of senior-centric activities, the transition to virtual access would be smoother.

³ Located within Bukit Merah Community Hub, 3779 Jalan Bukit Merah, Singapore 015946

5. Beneficiaries story

5.1. A disruption in routine

Mondays and Wednesdays were special for Alan. Those were the days that he would be at our Dementia Day Care (DDC), where he participated in a myriad of activities. More than a mere participant, Alan acts like one of the care team members. He would co-facilitate some activities, help with setting up and arranging for activities and even assisted other seniors when needed (in line with Montessori care approach for seniors with dementia, where seniors are empowered to co-lead according to their functionality). With the implementation of CB and temporary closure of the day care, Alan was said to be missing this routine during a check-in call with his wife. He would be reminded about the temporary closure each time and be disappointed to learn that he could not be at the centre.

Many of our beneficiaries' life routine were disrupted due to the COVID-19 situation. Routine that provides a sense of familiarity and meaningful engagements are important to the psychosocial well-being of people with dementia. To help our seniors and their caregivers cope with staying at home during the circuit breaker period, we connected with caregivers through regular phone calls and sent activity resources that they can tap on to engage seniors at home. Our hot-line remained opened during circuit breaker, for care support assistance and/or information.

5.2. All hands on deck

Mr Pang lives alone and copes well with help from different community care agencies especially with his physical health needs. Aged 89, he is frail and has mild cognitive impairment. On a typical day, a kind senior volunteer who lives near him would help take him to a day care in the morning where he will spend the day until late afternoon. Aside from social activities and exercise, he would have his meals and medications served at the day care.

Yong-en Home Care takes care of medication packing and health monitoring for Mr Pang who also gets his home cleaned by another community partner. However, things changed with the implementation of the circuit breaker where the day care was temporarily closed. During a fortnightly visit by our Home Care nurse, Mr Pang was found to be in a needy state. He was not taking his medications and meals adequately; his home was cluttered with a few safety concerns. We alerted AIC for assistance and additional care support to help Mr Pang tide over the circuit breaker period. We increased our home nursing visits to once a week with the rest of the week filled by other community partners. With all hands on deck, Mr Pang then had someone checking on him almost every day.

The COVID-19 situation affected many of our home care beneficiaries in different ways. With circuit breaker, seniors were advised to stay at home, with some experiencing challenges when they go out to get food. With the help of kind community partners and

volunteers, a number of our home care beneficiaries received hot meals delivery to their homes that warm their hearts.

5.3. Adapting to technology

Upon the outbreak of COVID-19, Yong-en took a painful but swift decision to suspend all centre-based programmes even before circuit breaker (CB), to prioritise the health of our seniors and our staff. We stayed connected through Whatsapp Chatgroup. However, when it became apparent that what we were dealing with is a longer-term pandemic situation, we quickly transformed our usual face-to-face activities into a virtual platform (via Zoom). Yong-en was grateful that our English volunteer teachers were game to spearhead virtual classes for seniors at Yong-en. Soon after, other partners and volunteers came forward to share their skills and expertise too. Our once a week meet-up morphed into three times a week over sessions of art therapy, fitness activities, health talks, cookery lessons and much more.

Here's what some of our senior participants have to say...

"My life-style has changed due to the restrictions. I used to cook on weekends only, but now I need to cook lunch and dinner every day. As I do not have interest in cooking, I feel very irritable and frustrated. Thankfully, I am invited to workshops on zoom by Yong-en. We even had students from Singapore Chinese Girl's School to teach us exercise and to play games. Every Wednesday, teachers Doris and Kym also show us how to cook delicious food and snacks. On Fridays, there's English classes with teachers Liz and Bernard. Also, a psychologist taught us how to take care of our emotions. I feel more relieved after attending these workshops." - Emily Tan Siew Cheng, Member, Active Ageing

"I have attended English class and Chinese-ink painting at Yong-en. I enjoyed these classes which was conducted on-site and now all switched to Zoom. I am grateful! I am very happy to know there is a place like Yong-en where I am able to learn. Thank you for your love! When I have time, I would love to contribute too." - Sandy Lim, Member, Active Ageing

Submitted by: Tsai Kuo Tsing
Prepared by: Griselda Ong
Date: 22 February 2021

SECTION 7

Community Relations

Community Relations – Volunteer Development

1. Introduction

Volunteers are an essential part of our organisation's capability to fulfil our mission. We encourage the involvement of volunteers to make a difference. The support of volunteers enables Yong-en to reach out to more underprivileged individuals and families in our diverse communities in need.

2. Objectives

Yong-en's Volunteer Development Programme aims to:

- Provide exposure and increase awareness of the community's needs;
- Engage volunteer time, skills and talent from diverse stakeholder groups and sources to meet Yong-en's strategic needs;
- Create cohesive, meaningful and sustainable volunteer experience;
- Develop the vital role of volunteers in a dynamic philanthropic landscape.

3. Volunteer Statistics

There was a marked decline in volunteer numbers and hours due to strict restrictions in the gathering of volunteers amidst COVID-19 pandemic. Volunteer activities were suspended during circuit breaker and only essential volunteer activities, in restricted numbers, were resumed post circuit breaker. There was a significant shift in the mode of volunteer engagement towards delivering programmes and services virtually.

	2020	2019
No. of Volunteer Hours	3979	9294
No. of Volunteers	1461	2243
No. of Active Volunteers* (including organisations)	28	141
No. of New Volunteers	56	60
No. of Student VIA	1	16

*Active volunteers definition 2019 = Volunteers engaged, 2 times and above, in a year.

*Active volunteers definition 2020 = (NCSS) Volunteers engaged at least 24 hours of service, with a frequency of at least 4 times a year (from last 12 months).

Services/Programmes	Average Volunteers Per Month (2020)	Average Volunteers Per Month (2019)
Dementia Day Care	4	26
Family Support Services	66	151
Active Ageing	80	87
Average Total	150	264

Individual Volunteers	2020
No. of volunteers applied	78
No. of volunteers placed	43

Student Volunteers	2020	Details
No. of Schools engaged	9	Refer to Section 8

Corporate Volunteers	2020	Notes
No. of Corporates engaged	14	Refer to Section 8

We engaged 5 new corporates in 2020.

Interns

Yong-en provided opportunities for internship as part of our contribution to invest in the next generation of Social Work and Community workers. We observed positive feedback from some interns that they became more certain about contributing in the social sector as a result of their internship experience at Yong-en. In the last five years, Yong-en benefitted from two interns-turn-staff from this programme. We recently also engaged one ex-intern on a part-time contract role. Seeing past interns returning to contribute as volunteers was another huge encouragement.

In 2020, we supervised 9 interns from the following: Diploma in Social Work from Nanyang Polytechnic; Diploma in Psychology Studies from Ngee Ann Polytechnic; Diploma in Gerontological Management Studies from Temasek Polytechnic; Diploma in Mass Communication from Ngee Ann Polytechnic; and Diploma in Health Management and Promotion from Republic Polytechnic. Evaluations were conducted through the Intern's project completion report.

We would like to thank the Tan Chin Tuan Foundation for their multi-year sponsorship of Internship Allowance, partnering us in building capacity for the social sector.

4. Highlights and Observations

Yong-en's small team of more than 20 staff is able to touch the lives of more than 500 beneficiaries in 2020 due to volunteers playing a key role in extending our reach. Despite a challenging year, many in the community stepped forward to show care and concern for our community in each of their own unique ways. We received offers from volunteers to cook, sponsor and distribute meals during the circuit breaker period, volunteers who offered to fundraise with handmade crafts, volunteers who helped make masks, volunteers who did portrait drawings as gifts for our seniors, volunteers who led virtual classes etc. Our team engaged with 1,461 volunteers in the year, including 28 regular volunteers. There were also many new volunteers reaching out to enquire on ways they can contribute.

4.1. Smart Nation Apps Workshop

As part of a new initiative by the Smart Nation and Digital Government Office to equip seniors in the community with knowledge of using eight beneficial governmental apps.

Lecturers and students from Ngee Ann Polytechnic collaborated with Yong-en's programme in Active Ageing through a 12-session digital workshop for seniors. We also observed great inter-generational bonding between students and the seniors during these sessions.

4.2. Circuit Breaker delivery

During the Circuit Breaker, we were thankful to be able to partner a few ground-up initiatives and businesses to assist with provision of meals and connection to befriender volunteers to support our beneficiaries.

4.3. Baking session led by seniors from Active Ageing

In efforts to encourage seniors from our Active Ageing to give back to the community by volunteering, they were invited to lead and guide seniors from our Dementia Day Care in a Christmas Gingerbread cookies baking session. Not only did our seniors enjoy the therapeutic process, everyone also got treated to yummy cookies at the end of the session.

4.4. Project Cheer 2020

This annual inter-generational project, in collaboration with Tan Chin Tuan Foundation and Anglo-Chinese Junior College, was executed virtually in this unique year amid COVID-19 pandemic. Despite the restrictions, it did not deter the students who enthusiastically curated 10 sessions of engaging activities for seniors from Active Ageing.

4.5. Masterpieces of our seniors, for our seniors

We had two volunteer artists, Ms Chui Lee and Ms Henrietta, who devoted their time during the circuit breaker, to painstakingly draw portraits for 25 of our seniors. What started out as an art project encouraged conversations, bonding and the sharing of the personal stories from 25 seniors.

4.6. Volunteering starts young

An 8-year old child and mother from Fairfield Methodist Church invited their friends to donate to Yong-en by crafting handmade plushies as a token of appreciation to those who donated. We were truly warmed by the big heart at such a young age.

4.7. Handmade masks for a cause

With everyone on board wearing masks, a faithful volunteer initiated a fundraising drive for our beneficiaries by making hand sewn fabric masks and selling them over a virtual platform. We were touched by this sincere act to help.

4.8. Visit from Minister, Mrs Josephine Teo, 4 December 2020

Minister for Manpower & Second Minister for Home Affairs, Grassroots Adviser to Jalan Besar GRC GROs (Kreta Ayer-Kim Seng), Mrs Josephine Teo, visited Yong-en to learn how Yong-en has been serving the community over the last 24 years. We were encouraged by the Minister's deep interest in the needs of our beneficiaries, especially the details of how we serve those needs in the Kreta Ayer-Kim Seng community.

5. Volunteer Services

5.1. Volunteer opportunities

Volunteer activities listed are subject to COVID-19 related safe management advisories released by AIC and NCSS.

Dementia Day Care

- Befriending beneficiaries at our Centre;
- Facilitate activities i.e. Karaoke, Craftwork, Calligraphy, Bible Study;
- Support and assist beneficiaries to participate in centre activities;
- Organise and/or sponsor parties, activities or outings for beneficiaries;
- Escort beneficiaries on excursions;
- Assist with kitchen related work at the Centre

Home Care

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

Active Ageing

- Assist in logistics and admin work;
- Organise and/or sponsor parties, activities or outings for seniors;
- Escort seniors on excursions;
- Curate and facilitate meaningful activities and workshops for seniors;
- Assist in creative work and content creation for promotional materials and social media.

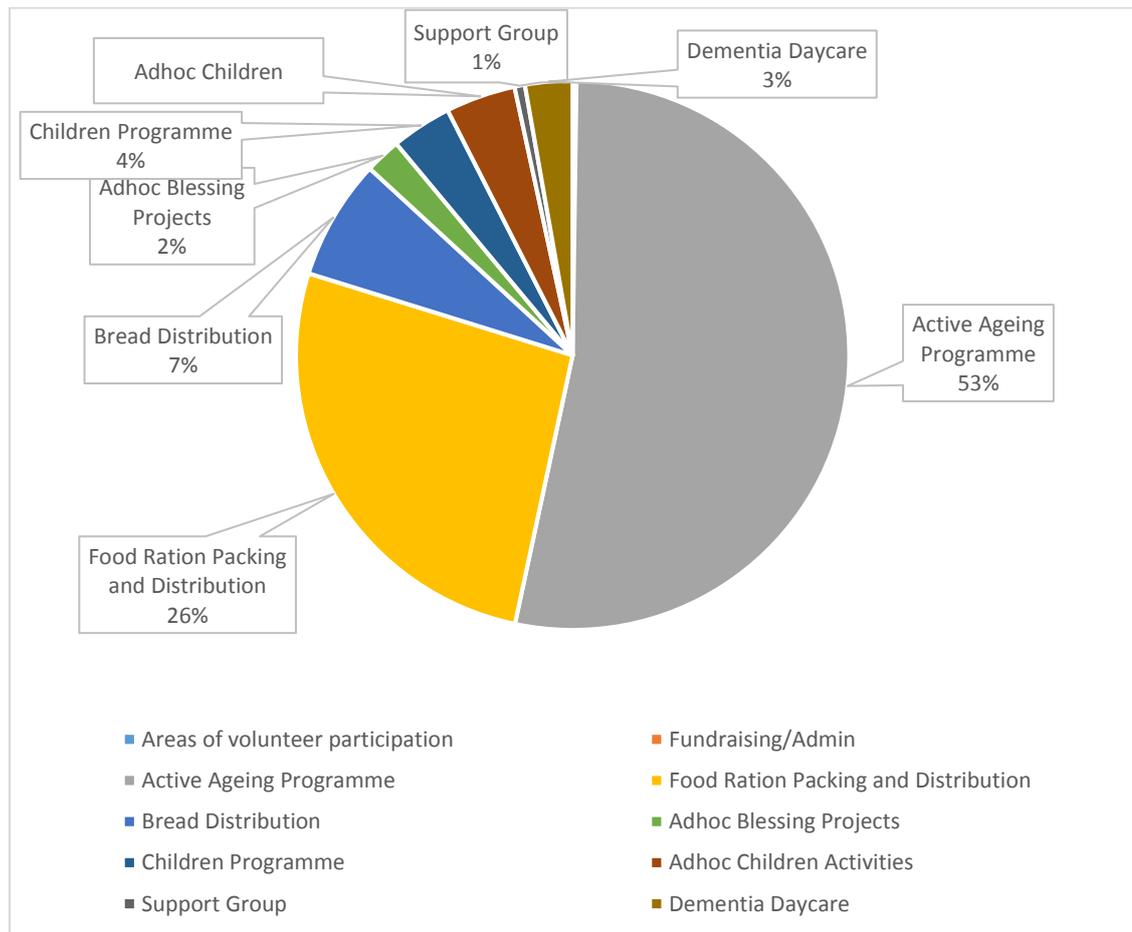
Family Support Services

- Assist in logistics and administration of programmes;
- Pack and distribute food packs and bread for beneficiaries;
- Befriending seniors who would otherwise face isolation, and low-income families (for emotional support);
- Curate practical workshops to equip beneficiaries with useful skills, better resilience and improve overall outlook in life;
- Refurbishment of beneficiaries' homes;
- Involvement in event execution i.e. Family bonding day and Bursary award event;
- 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
- Champion fundraising activities for Yong-en

5.2. Areas of volunteer participation in 2020



5.3. Volunteer satisfaction score

An average rating of 8.95 (out of 10) was achieved in Yong-en’s volunteer satisfaction survey. Out of 99 respondents, 98.4% of volunteers rated the volunteer experience at Yong-en with a score of 7 and above.

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

- *The opportunity to give back and to engage with the elderly, albeit briefly. (Volunteer, Equinix Singapore Pte Ltd)*
- *Seeing the elderly’s happy faces. (Individual volunteer)*
- *1st experience in volunteering and helping out. Good experience. Mingle with residents and the volunteers. (Volunteer, Credit Suisse)*
- *Able to do a small part to contribute to society. Well-organised process. (Volunteer, Citibank)*

- *Authentic experiences in social work setting (Student Volunteer)*
- *Very enriching. (Volunteer, RSVP)*
- *Happy recipients. (Volunteer, NetApp)*
- *Really meaningful and sincere staff. (Volunteer, Golden Energy and Resources Limited)*
- *It was a delight to engage with the seniors. Their positivity is infectious and their thirst to learn is inspiring. (Volunteer, The Therapy Room)*
- *When Yong-en first raised the idea of teaching English online, I was a bit hesitant. It was something new for me, and I too, wasn't sure how to go about using Zoom. I was glad that we took the plunge. Our seniors have a great sense of adventure – they readily embraced the new technology, and our English lessons took off! (Volunteer Teacher)*

5.4. The Next Lap

The acceleration in digitisation brought by COVID-19 translated to a need to adapt to virtual volunteerism and a need to re-think volunteer engagement creatively and safely. We will place more focus on using technology to engage with volunteers, as well as redesign volunteers' roles to support Yong-en's vision to improve our beneficiaries' lives and to impact the community.

Community Relations – Fundraising

1. Introduction

We encountered challenges at the beginning of the year in the face of cancelled fundraising events and sponsorship activities. However, our subsequent fundraising through virtual platforms and our appeal to the public were met with encouraging responses.

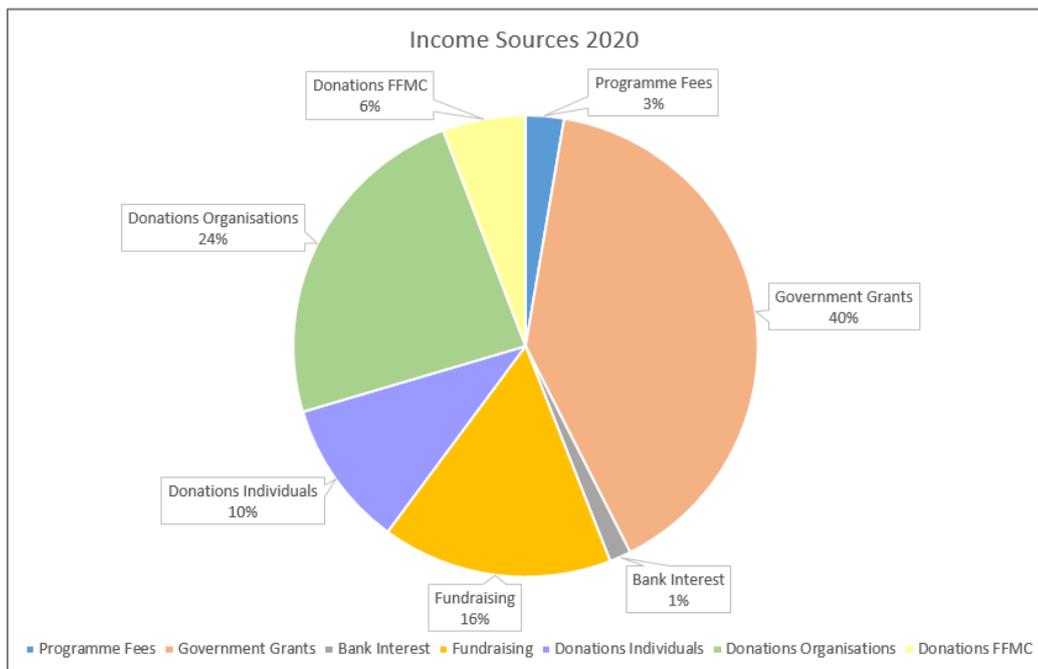
2. Number of Donors (Cash donations)

	2020	2019
Account Donors	40	52
Individual Donors	1231	799

There was 23% drop in number of corporate donors due to loss of some donors who regularly supported our annual Charity Golf Tournament, which was aborted amid COVID-19 restrictions. A 54% increase in individual donors was due to an increase of variable donors via online fundraising campaigns.

3. Overview

3.1. Income Sources 2020



Yong-en is dependent on public donations to sustain majority of its work in the community. About 56% of Yong-en's income sources were derived from donations and fund-raising activities in 2020. The percentage of Government Grants doubled as compared to year 2020 due to increased donation matching by TOTEBOARD and Bicentennial Fund Matching for

year 2020.

Dementia Day Care and Home Care Service receives subvention from Ministry of Health. The majority of the programmes under the Family Support Services and Active Ageing are funded by public donations.

Yong-en's Elderly Services' fee-paying programmes are linked to financial assistance options for those who cannot afford (even with government subsidised fees). In 2020, \$21,318 of Home Care fees were waived (66%); mostly for destitute seniors living on their own.

4. Fundraising

A total of \$564,427 was raised from the following activities:

Activity	Campaign period	Platforms	Amount Raised
YEAH! (Yong-en Active Hub @ Bukit Merah)	1 October 2019 to 30 June 2020	Traditional appeal	\$48,750.00
Deutsche Bank CNY Marketplace 2020	23 January 2020 to 23 January 2020	Booth	\$488.00
Help Seniors and the Poor Campaign #SGUnited	18 February 2020 to 17 May 2020	Giving.sg	\$34,565.00
Help equip children for home-based tuition #SGUnited	23 April 2020 to 14 June 2020	Giving.sg	\$5,703.00
They do not walk alone #SGUnited	24 April 2020 to 30 June 2020	Giving.sg	\$3,660.00
Support Yong-en's COVID-19 response #SGUnited	13 May 2020 to 24 July 2020	Giving.sg	\$8,475.00
Golf Appeal 2020	13 May 2020 to 31 August 2020	Traditional appeal	\$245,200.00
Help to rekindle hope amid COVID-19 pandemic	2 June 2020 to 24 July 2020	Give.asia	\$2,820.00
Yong-en COVID-19 II: Leave No One Behind	1 November 2020 to 31 December 2020	Giving.sg	\$85,940.00
Newsletters	March, August, December 2020	Traditional appeal	\$128,826.00

There was 25% increase in fundraising proceeds (as compared to FY2019-\$448,800). Fundraising effort was focussed on the urgent needs for our COVID-19 pandemic response. We are grateful for the strong community support in response to our COVID-19 relief efforts.

4.1. Golf Appeal 2020

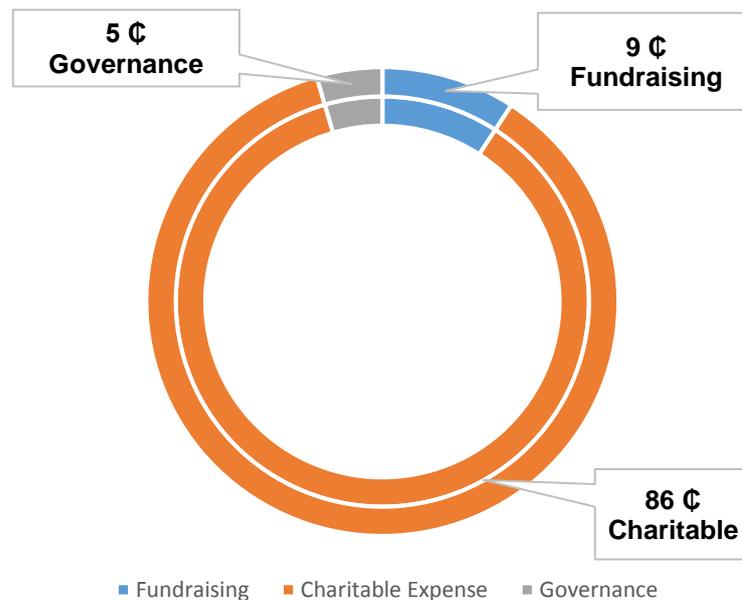
The Annual Charity Golf Tournament was aborted in view of restrictions amid COVID-19 pandemic. Yong-en appealed to golf supporters for their continued support in direct donations. We thank all Golf Committee members for making special efforts to reach out to their network despite the cancellation and for their faithful support.

4.2. Online campaigns

With restriction on physical fundraising events, Yong-en initiated a series of virtual fundraising through Commissioner of Charity’s approved platforms such as Giving.sg and Give.asia. Under the Enhanced Fundraising Programme supported by Tote Board and Singapore Government, fundraising proceeds will be matched dollar-to-dollar up to a cap of \$250,000 per SSA. A total amount of \$248,099 was submitted for this matching.

5. 2020 Breakdown of Charity Dollar

For financial year 2020, out of every \$1 spent, 86 cents went directly to fund programmes and activities that benefitted our beneficiaries. Most of Yong-en’s cost of governance and of overheads are covered by the annual giving from Fairfield Methodist Church and church members.



Submitted by: Wong Liang Chwee Richard (for Community Relations)
Prepared by: Haley Loh
Date: 22/2/2021

SECTION 8

Partnerships

Partnerships

1. Introduction

Many helping hands, from individuals, organisations and ground-up initiatives, stepped up to support us in various ways - sponsoring and delivering meals to beneficiaries during the Circuit Breaker, befriending seniors who would otherwise face the risk of social isolation, sponsoring laptops for children to facilitate home-based learning, sponsoring essential items such as masks, thermometers and sanitisers, supporting our seniors to adapt to and access digital resources.

2. Special Acknowledgements

We appreciate long-term partners, such as Cisco Systems (USA) Pte Ltd, Community Foundation of Singapore, Da You (Chinatown) Departmental Store Pte Ltd, Deutsche Bank, Edrington Singapore Pte Ltd, Fairfield Methodist Church, Fong Yit Kaya Pte Ltd, Golden Energy and Resources Limited, Kele & Associates Pte Ltd, Lien Foundation, Macquarie Group, Redemption Hill Church, Rio Tinto, Tan Chin Tuan Foundation, and Thomson Reuters Foundation.

Their contributions not only help to sustain our services in the community, but they also allowed us to provide timely support to cater to urgent needs in the community when COVID-19 pandemic hit. We also appreciate opportunities to fund-raise by selling our volunteers' crafts at corporate events organised by Deutsche Bank and Ernst and Young.

Our special appreciation to:

- Deutsche Bank (DB) and employees for selecting us to be one of four beneficiary charities in DB's 2019 Donate One Day initiative. Their generous gift of time and financial support enable us to benefit more low-income households, including seniors and children. Yong-en staff also benefitted from a series of workshops curated by DB Skill Plus to improve our capabilities in fundraising, digital outreach and stakeholder management. We appreciate this practical help from DB team.
- C Plus V Foundation for their time and generous gift of \$70,000 towards Yong-en's work amongst the aged and poor in the Chinatown community.
- Illumina for naming us as charity of choice to receive their generous gift to support response efforts towards COVID-19.
- Lien Foundation for their partnership and generous support in empowering our seniors to stay engaged, healthy and digitally ready.
- Redemption Hill Church (RHC) for their generous gift and support towards the low-income and vulnerable families/individuals whom Yong-en serves. Apart from financial support, RHC faithfully volunteers in our food ration distribution and befriending programmes, bringing intangible and meaningful benefits to our programmes.
- ST Telemedia, its Board and employees for their generous gift towards our COVID-19 response campaign. This timely gift allowed us to provide immediate and recovery needs to affected senior persons, children/youths and families.

- Yeo Family Foundation for their generous gift of \$100,000 in support of our programmes catered for low-income and vulnerable families/individuals.
- Fairfield Methodist Church's (FFMC) annual donation of \$200,000 ensured that majority of our administrative cost were sustained year on year. Our grateful thanks to FFMC members for:
 - Faithful supporters standing with Yong-en for the past 25 years
 - Charity Golf Committee members for the continued support despite not being able to execute our annual Charity Golf Tournament fundraiser, due to COVID-19 safety measures
 - All who contributed faithfully through prayers, donations and time to volunteer.

3. Donor Organisations (Year 2020)

- Individual donors are not listed due to our compliance to the personal data protection act. However, we would like to express our appreciation to every individual who has given to our cause. Every dollar goes a long way.

Corporates

- Cisco Systems (USA) Pte Ltd
- Cool Link & Marketing Pte Ltd
- Da You (Chinatown) Departmental Store Pte Ltd
- Dale Enterprise
- Deutsche Bank
- Edrington Singapore Pte Ltd
- Equinix Singapore Pte Ltd
- Entrepot Marketing Pte Ltd
- Fleeting Years
- Fong Yit Kaya Pte Ltd
- GIC Private Limited
- Golden Energy and Resources Limited
- Guest Supply Singapore Pte Ltd
- Hisamitsu Pharmaceutical Co., Inc.
- illumina
- Kele & Associates Pte Ltd
- LMS HR Consultancy (S) Pte Ltd
- Macquarie Group
- Microsoft Operations Pte Ltd
- Precept investments Pte Ltd
- Rio Tinto
- Saint Games
- Sparkbox Pte Ltd
- ST Telemedia
- Tan Insurance Brokers Pte Ltd
- Unilever Singapore Pte Ltd

Foundations

- Charities Aid Foundation America
- The Community Foundation Of Singapore
- C Plus V Foundation
- The Hokkien Foundation
- Lee Foundation
- NTUC Fairprice Foundation Limited
- The Shaw Foundation Pte
- Tan Chin Tuan Foundation
- Thomson Reuters Foundation
- UBS AG Fund

- Lien Foundation
- MICE Matters Outreach Foundation
- Mind The Gap 200 Intergenerational Fund
- UK Online Giving Foundation
- Yeo Family Foundation

Government / Statutory Boards & Services

- Central Singapore CDC
- Tote Board (Singapore Totalisator Board)

Non-Profit Organisations

- Contribute.SG
- Fairfield Methodist Church
- Fairfield Methodist Church (W.S.C.S)
- His Glorious Church
- Holland Village Methodist Church
- New Hope Community Services
- Redemption Hill Church
- RSVP The Organisation of Senior Volunteers Singapore
- Trinity Methodist Church

Schools and Educational Institutions

- ACS Anglo-Chinese School (Primary) Barker

4. Volunteer Organisations (Year 2020)

- As Yong-en is the community service arm of Fairfield Methodist Church (FFMC), the church continues to be a key partner, providing support in volunteer activities, and financial and fiduciary oversight.

Corporates

- CISCO Systems (USA) Pte Ltd
- Citibank Singapore Ltd
- Credit Suisse AG
- Deutsche Bank
- Equinix Singapore Pte Ltd
- Golden Energy and Resources Ltd
- Google Singapore
- Holmusk
- Macquarie Group
- NetApp, Inc
- New Life International
- On Cheong Jewellery
- Rotary Club of Suntec City
- The Therapy Room

Government / Statutory Boards & Services

- Lakeside FSC
- National Heritage Board
- Singapore Police Force

Non-Profit Organisations

- Barker Road Methodist Church
- Fairfield Methodist Church
- His Glorious Church
- Lien Foundation
- National Art Council
- National Gallery of Singapore
- Redemption Hill Church
- RSVP – The organisation of Senior Volunteers
- SAGE Counselling Centre
- Solomon's Porch Singapore
- Tan Chin Tuan Foundation
- Touch Community Services Ltd
- TSAO Foundation
- YWCA – Young Women's Christian Association

Schools & Educational Institutions

- Anglo-Chinese School (Primary)
- Anglo-Chinese Junior College
- Geriatric Education and Research Institute (GERI)
- Institute of Technical Education – ITE College West
- Ngee Ann Polytechnic
- National University of Singapore
- Singapore Chinese Girls' School
- Singapore Institute of Technology
- Singapore University of Technology and Design

5. Key Partners and Collaborators for Active Ageing Virtual Programmes

Organisations

- Anglo-Chinese School (Primary)
- Anglo-Chinese Junior College – Project CHEER
- Artiz Neighbourhood
- Central Singapore CDC
- CISCO Systems (USA) Pte Ltd
- Lien Foundation
- Macquarie Group
- National Arts Council
- National Gallery
- National Heritage Board
- Ngee Ann Polytechnic
- SAGE Counselling Centre
- Singapore Chinese Girls' School
- Singapore Polytechnic
- Tan Chin Tuan Foundation
- Touch Community Services
- TSAO Foundation - ComSA

Individuals

- Mr Chong Teng Kok
- Dr Peter Chow, CGH
- Ms Doris Fun, Mr Danny Chan and Ms Kym Ma
- Ms Grace Anna, Holmusk
- Dr Lau Tang Ching, NUH/NUS Yong Loo Lin School of Medicine
- Mdm Lee Chai Hoon
- Mr Tony Lim, Lakeside FSC
- Ms Lydia Ling
- Mr Bernard Mesenas
- Ms Elizabeth Mesenas
- Ms Serene Nai, GERI
- Ms Sim Bee Hong
- Ms Shirley Soon
- Dr Geraldine Tan, The Therapy Room
- Mr Shawn Lee

6. Closing

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 support, donations and donations in-kind made by all agencies, community partners, sponsors, donors, volunteers and individual well-wishes.

It is your generosity that allows us to continue improving lives and impacting communities. We thank you sincerely.

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. DISCLOSURE OF SPECIFIC REQUIRED INFORMATION

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 2020:

Annual remuneration salary band	FY 2019	FY 2020
\$100,001 to \$150,000	1	1

There are 25 staff in Yong-en employment at 31 December 2020.

1.3. Key Executive & Office Holders

Name	Designation	Appointment Term
Beryl Ng Whye Eng	Executive Director	11 Mar 2015 – 23 Oct 2020
Lai Garchun, Nicholas	Executive Director	4 Dec 2020

Name	Role in Board	Appointment Term
Shermaine Loh Wai Fun	President	31 Mar 2019 -16 May 2021
	President	9 Apr 2017 - 31 Mar 2019
	President	29 Mar 2015 - 9 Apr 2017
	Vice President	24 Mar 2013 - 29 Mar 2015
Loh Yew Chiong	Vice President	31 Mar 2019- 16 May 2021
	Vice President	9 Apr 2017 - 31 Mar 2019
	Vice President	29 Mar 2015 - 9 Apr 2017
Tsai Kuo Tsing	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
	President	29 Mar 2009 - 20 Mar 2011
Hui Tong Wah	Secretary	31 Mar 2019 - 16 May 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
	Treasurer	29 Mar 2009 - 20 Mar 2011
	Secretary	18 Mar 2007 - 29 Mar 2009
Heng Hiong Cher	Treasurer	31 Mar 2019 - 16 May 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 2020.

3. CODE OF GOVERNANCE

Based on the evaluation carried out on 15 March 2021, 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.

4. ATTENDANCE OF MANAGEMENT COMMITTEE

4.1. Attendance of Management Committee for Jan-Mar 2020: Two Meetings

Name	Title	Attendance
Shermaine Loh Wai Fun	President	2/2
Loh Yew Chiong	Vice President	2/2
Tsai Kuo Tsing	Vice President	2/2
Hui Tong Wah	Secretary	2/2
Heng Hiong Cher	Treasurer	1/2
Heng Jin Heng Aaron	Member	0/2
Lee Daisy	Member	2/2
Lim Geok Tee Dorothy	Member	2/2
Lum Tuck Cheung Elvin	Member	1/2
Lawrence Che Kok Ho	Member	2/2
Mah Koon Sin	Member	1/2
Margaret Ngoi Ming Kin	Member	2/2
Wong Liang Chwee Richard	Member	2/2
Wee Shiou Liang	Member	1/2

4.2. Attendance of Management Committee for Apr-Dec 2020: Four Meetings

Name	Title	Attendance
Shermaine Loh Wai Fun	President	4/4
Loh Yew Chiong	Vice President	4/4
Hui Tong Wah	Secretary	3/4
Heng Hiong Cher	Treasurer	3/4
Heng Jin Heng Aaron	Member	2/4
Lee Daisy	Member	4/4
Lim Geok Tee Dorothy	Member	4/4

Lum Tuck Cheung Elvin	Member	4/4
Lawrence Che Kok Ho	Member	3/4
Mah Koon Sin	Member	4/4
Margaret Ngoi Ming Kin	Member	4/4
Wong Liang Chwee Richard	Member	3/4
Tsai Kuo Tsing	Member	4/4
Wee Shiou Liang	Member	2/4

5. MANAGEMENT COMMITTEE MEMBERS WITH 10 CONSECUTIVE YEARS OR MORE SERVICE

Name	Years of service	Reasons for extensions
Shermaine Loh Wai Fun	15	<p>Shermaine has the relevant experience in counselling, social work and family care that Yong-en needs. Shermaine is currently leading a review of Vision, Mission and Values and the strategic direction for the centre. Her leadership will be required for continuity.</p> <p>She is a good role model of dedication and professionalism to the staff and volunteers of Yong-en.</p> <p>Given that only 5 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.</p>
Tsai Kuo Tsing	13	<p>Kuo Tsing has the relevant experience in eldercare that Yong-en needs, especially in this period when we are expanding our elderly services.</p> <p>Given that only 5 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.</p>
Hui Tong Wah	15	<p>Paul has the relevant experience in finance and secretariat matters to help guide and mentor the new Management Committee Members.</p> <p>Given that only 5 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	13	<p>Shiou Liang has the relevant experience in elderly care that Yong-en needs in order to continue to guide service in this area.</p>

		Given that only 5 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.
Wong Liang Chwee Richard	11	Richard has the relevant experience in fund-raising that Yong-en needs, especially during this period when we are raising funds for our various services. Given that only 5 out of 14 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.

Submitted by: Margaret Ngoi Ming Kin
 Prepared by: Doreen Chng
 Date: 16 March 2021

SECTION 10

Auditors Report

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 2020

TAN & TEH

Public Accountants and Chartered Accountants Singapore

YONG-EN CARE CENTRE

AUDITED FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

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YONG-EN CARE CENTRE

MANAGEMENT COMMITTEE'S STATEMENT

For the financial year ended 31 December 2020

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 2020 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 2020 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: 05 April 2021

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 2020, 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 2020 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 Information

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

Date: 9 April 2021

YONG-EN CARE CENTRE

STATEMENT OF FINANCIAL POSITION

As at 31 December 2020

	Note	2020 S\$	2019 S\$
ASSETS			
<u>Non-current assets</u>			
Plant and equipment	11	1,487,368	493,238
<u>Current assets</u>			
Other receivables	12	1,262,645	108,233
Cash and cash equivalents	13	4,142,772	3,966,201
		<u>5,405,417</u>	<u>4,074,434</u>
LIABILITIES			
<u>Current liabilities</u>			
Other payables	14	569,047	465,925
<u>Non-current liabilities</u>			
Deferred capital grants and donations	16	1,483,707	490,938
		<u>2,052,754</u>	<u>956,863</u>
NET ASSETS		<u>4,840,031</u>	<u>3,610,809</u>
FUNDS			
Unrestricted fund		4,138,439	2,583,446
Restricted fund	15	701,592	1,027,363
TOTAL FUNDS		<u>4,840,031</u>	<u>3,610,809</u>

The accompanying notes form an integral part of these financial statements

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YONG-EN CARE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES

For the financial year ended 31 December 2020

	Note	Unrestricted fund		Restricted funds					Total		
		General	Designated - YEAH	YCC Education Fund	Corporate Donors Fund	Care & Share Grant Fund	Comm Silver Trust Grant	Invictus Fund	2020	2019	
											\$
Income											
<i>Income from generated fund</i>											
Voluntary Income	4	3,402,332	47,650	-	-	762,154	-	50,000	4,262,136	3,591,553	
Investment Income	5	51,242	-	1,337	-	-	-	-	52,579	30,515	
<i>Income from charitable activities</i>											
Fees for services	6	93,609	-	-	-	-	-	-	93,609	163,294	
Total income		3,547,183	47,650	1,337	-	762,154	-	50,000	4,408,324	3,785,362	
Expenditure											
<i>Costs of generating funds</i>											
Cost of generating voluntary income	7	152,533	-	-	35,946	2,086	-	-	190,565	257,306	
		152,533	-	-	35,946	2,086	-	-	190,565	257,306	
Charitable activities	8	1,464,115	-	23,400	135,484	13,611	137,322	21,500	1,795,432	1,752,309	
Governance costs	9	60,440	-	-	17,584	15,022	-	-	93,046	163,355	
Total expenditure		1,677,088	-	23,400	189,014	30,719	137,322	21,500	2,079,043	2,172,970	
Net income/(expenditure) for the year		1,870,095	47,650	(22,063)	(189,014)	731,435	(137,322)	28,500	2,329,281	1,612,392	
Transfer of funds	16	-	(362,752)	-	-	(737,307)	-	-	(1,100,059)	(512,179)	
Net movements in funds		1,870,095	(315,102)	(22,063)	(189,014)	(5,872)	(137,322)	28,500	1,229,222	1,100,213	
Reconciliation of funds											
Total funds at beginning of the financial year		2,190,646	392,800	112,288	221,380	145,057	548,638	-	3,610,809	2,510,596	
Total funds carried forward		4,060,741	77,698	90,225	32,366	139,185	411,316	28,500	4,840,031	3,610,809	

The accompanying notes form an integral part of these financial statement

YONG-EN CARE CENTRE
STATEMENT OF CASH FLOWS
For the financial year ended 31 December 2020

	2020	2019
Note	S\$	S\$
Cash flow from operating activities		
Net income for the year	2,329,281	1,612,392
Adjustments for:		
Amortisation of deferred capital donation	16 (107,290)	(65,700)
Depreciation of plant and equipment	11 107,524	70,409
Gain/(loss) on disposal of plant and equipment	768	(3,400)
Interest income	(52,579)	(30,515)
Operating income / (loss) before changes in working capital	<u>2,277,704</u>	<u>1,583,186</u>
Changes in working capital:		
Other receivables	(1,154,412)	83,998
Other payables	103,122	267,665
Net cash flows generated from operating activities	<u>1,226,413</u>	<u>1,934,849</u>
Cash flows from investing activities		
Interest received	52,579	30,515
Purchase of plant and equipment	11 (1,104,722)	(512,179)
Proceeds from disposal of plant and equipment	2,300	3,400
Net cash flows used in investing activities	<u>(1,049,843)</u>	<u>(478,264)</u>
Net increase in cash and cash equivalents	176,571	1,456,585
Cash and cash equivalents at beginning of the year	3,966,201	2,509,616
Cash and cash equivalents at end of the year	13 <u>4,142,772</u>	<u>3,966,201</u>

The accompanying notes form an integral part of these financial statements

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YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

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 2020 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 2020*

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.

YONG-EN CARE CENTRE**NOTES TO THE FINANCIAL STATEMENTS***For the financial year ended 31 December 2020*

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 2020*

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 2020

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 2020

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.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

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 11 to the financial statements.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

4 Voluntary income

	2020 S\$	2019 S\$
Unrestricted fund		
Designated - YEAH Fund	47,650	392,800
Donations - Individual & corporate	1,490,200	497,916
Donation drive	91,161	134,106
Deferred capital donation amortised (Note 16)	107,290	65,700
Fairfield Methodist Church contributions	203,039	200,000
Fundraising donation	168,075	-
Grant from Bicentennial Fund	400,000	-
Golf tournament	-	235,560
Grant from MOH	467,044	374,565
Grant from AIC	17,521	18,260
Grant from MSF	32,038	65,230
Other grants	30,273	11,838
Sale of Handicrafts	488	3,824
Singapore Totalisator Board	64,484	47,252
Wage credit and job support scheme	330,719	21,696
	<u>3,449,982</u>	<u>2,068,747</u>
Restricted funds		
Corporate Donors	-	212,014
Care and Share Grant	762,154	762,154
Comm Silver Trust Grant	-	548,638
Invictus Fund	50,000	-
	<u>812,154</u>	<u>1,522,806</u>
	<u>4,262,136</u>	<u>3,591,553</u>

Total tax-exempt receipts in respect of donations received during the year amounted to S\$1,324,382 (2019: S\$1,385,091).

5 Investment income

	2020 S\$	2019 S\$
Unrestricted fund		
Interest income	51,242	28,090
Restricted funds		
Interest income	1,337	2,425
	<u>52,579</u>	<u>30,515</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

6 Fees for services

	2020	2019
	S\$	S\$
Unrestricted fund		
DDCS fees	73,333	137,062
Home care fees	10,977	10,057
Other programme fees	9,299	16,175
	<u>93,609</u>	<u>163,294</u>

7 Costs of generating voluntary income

	2020	2019
	S\$	S\$
Unrestricted fund		
Comrel	5,497	3,772
Depreciation	17,677	13,921
Gain/(loss) on disposal of plant and equipment	59	(263)
General	7,610	11,947
Maintenance	13,350	8,546
Other projects expenses	-	49,054
Programme	243	479
Salaries and bonuses	104,515	147,445
Staff welfare and benefits	3,582	6,124
	<u>152,533</u>	<u>241,025</u>
Restricted funds		
Expenses - Care and Share Grant	2,086	16,281
Expenses - Corporate Donors Fund	35,946	-
	<u>190,565</u>	<u>257,306</u>

8 Expenditure on charitable activities

	2020	2019
	S\$	S\$
Unrestricted fund		
Audit fee	4,700	2,760
Comrel	88	432
Depreciation	89,637	55,927
Gain/(loss) on disposal of plant and equipment	683	(2,897)
General	16,767	17,146
Maintenance	110,866	101,911
Programme	243,453	175,842
Salaries and bonuses	973,652	1,044,697
Staff welfare and benefits	24,269	26,247
	<u>1,464,115</u>	<u>1,422,065</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

8 Expenditure on charitable activities (continued)

Restricted funds

Expenses - YCC Education Fund	23,400	43,467
- Corporate Donors	135,484	120,372
- Care and Share Grant	13,611	166,405
- Comm Silver Trust Grant	137,322	-
- Invictus Fund	21,500	-
	<u>331,317</u>	<u>330,244</u>
	<u>1,795,432</u>	<u>1,752,309</u>

9 Governance costs

	2020 S\$	2019 S\$
Unrestricted fund		
Audit fee	5,000	7,250
Comrel	130	312
Depreciation	209	561
Gain/(loss) on disposal of plant and equipment	26	(241)
General	571	456
Maintenance	2,798	5,416
Programme	89	372
Salaries and bonuses	51,127	130,011
Staff welfare and benefits	490	4,000
	<u>60,440</u>	<u>148,137</u>
Restricted funds		
Expenses - Corporate Donors Fund	17,584	-
Expenses - Care and Share Grant	15,022	15,218
	<u>93,046</u>	<u>148,137</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2020

10 Employee benefits expenses

	2020 S\$	2019 S\$
Salaries, bonuses and allowance		
- Governance staff	62,594	127,652
- Included in manpower programmes	1,141,470	1,137,314
CPF/SDF contributions		
- Governance staff	6,117	12,358
- Included in manpower programmes	145,195	126,020
Staff benefits	28,341	36,371
	<u>1,383,717</u>	<u>1,439,715</u>
Less: Staff costs funded by		
- Corporate Donors	(172,507)	(73,025)
- Comm Silver Trust Grant	(102,800)	(100,000)
	<u>1,108,410</u>	<u>1,266,690</u>

As at 31 December 2020, the number of staff employed by the Centre was 26 (2019: 25).

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS
For the financial year ended 31 December 2020

11 Plant and equipment

	Unrestricted fund						Restricted Fund					Total
	Air conditioners	IT equipment	Equipment	Furniture & Fittings	Motor Vehicles	Renovation	Air conditioners	Furniture & Fittings	IT equipment & software	Office Equipment	Renovation in progress	
Cost												
At 1 January 2019	15,055	-	60,348	89,719	120,552	923,326	31,174	12,799	44,686	4,879	-	1,302,538
Additions	-	-	-	-	-	-	-	-	242,831	-	269,348	512,179
Disposal	-	-	-	-	(48,406)	-	-	-	-	-	-	(48,406)
Written-off	-	-	(24,814)	-	-	-	-	-	-	-	-	(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	1,741,497
Additions	-	4,663	153,438	-	-	389,314	-	-	14,967	-	542,340	1,104,722
Disposal	-	-	-	-	(72,146)	-	-	-	-	-	-	(72,146)
Written-off	(15,055)	-	(20,428)	(89,719)	-	(923,326)	-	-	-	(2,279)	-	(1,050,807)
At 31 December 2020	-	4,663	168,544	-	-	389,314	31,174	12,799	302,484	2,600	811,688	1,723,266
Accumulated Depreciation												
At 1 January 2019	14,880	-	57,944	85,289	120,552	923,326	8,393	7,517	31,652	1,517	-	1,251,070
Depreciation for the year	175	-	1,249	1,285	-	-	6,235	2,560	57,929	976	-	70,409
Disposal	-	-	-	-	(48,406)	-	-	-	-	-	-	(48,406)
Written-off	-	-	(24,814)	-	-	-	-	-	-	-	-	(24,814)
At 31 December 2019	15,055	-	34,379	86,574	72,146	923,326	14,628	10,077	89,581	2,493	-	1,248,259
Depreciation for the year	-	1,002	3,409	910	-	6,489	6,235	2,560	86,247	672	-	107,524
Disposal	-	-	-	-	(72,146)	-	-	-	-	-	-	(72,146)
Written-off	(15,055)	-	(20,126)	(87,484)	-	(923,326)	-	-	-	(1,748)	-	(1,047,739)
At 31 December 2020	-	1,002	17,662	-	-	6,489	20,863	12,637	175,828	1,417	-	235,898
Carrying Amount												
At 31 December 2020	-	3,661	150,882	-	-	382,825	10,311	162	126,656	1,183	811,688	1,487,368
At 31 December 2019	-	-	1,155	3,145	-	-	16,546	2,722	197,936	2,386	269,348	493,238

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

12 Other receivables

	2020 S\$	2019 S\$
Deposits	9,653	2,148
Prepayments	8,920	23,133
Grant receivables	57,092	44,461
Sundry receivables	1,186,980	38,491
	<u>1,262,645</u>	<u>108,233</u>

13 Cash and cash equivalents

	2020 S\$	2019 S\$
Cash on hand and in transit	271	204
Cash in bank	1,023,983	895,301
Fixed deposits	3,118,518	3,070,696
	<u>4,142,772</u>	<u>3,966,201</u>

The fixed deposits have maturity periods within 3 to 12 months (2019: 3 to 12 months) and bear an effective interest rates ranging from 0.05% to 1.55% (2019: 1.25% to 2.00%) per annum.

14 Other payables

	2020 S\$	2019 S\$
Accrued liabilities and other payables	387,785	257,739
CPF payable	44,536	44,725
Advance fees and deposits received	8,307	7,218
Provision for bonuses	128,419	156,243
	<u>569,047</u>	<u>465,925</u>

15 Restricted funds

	S\$	S\$
YCC Education Fund	90,225	112,288
Corporate Donors	32,366	221,380
Care and Share Grant	139,185	145,057
Comm Silver Trust Grant	411,316	548,638
Invictus Fund	28,500	-
	<u>701,592</u>	<u>1,027,363</u>

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

15 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 needy 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.

Invictus Fund

The Invictus fund is a funding support from National Council of Social Service to the Centre to strengthen existing programmes and service delivery to develop greater capacity, deeper capabilities and stronger organisation for the future.

Designated – YEAH Fund

Designated 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. YEAH Fund has been reclassified from Restricted Fund to Unrestricted Fund during the year as it has met the definition to set aside for designated purposes based on the governing board members discretion.

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

16 Deferred capital grants and donations

	2020	2019
	S\$	S\$
At beginning of the year	490,938	44,459
Transfer from Care & Share Grant	737,307	512,179
Transfer from Designated fund - YEAH	362,752	-
Deferred capital grants and donation amortised (Note 4)	<u>(107,290)</u>	<u>(65,700)</u>
At end of the year	<u>1,483,707</u>	<u>490,938</u>

Grants from the Care and Share Fund and donation from Designated Fund – YEAH used for the acquisition of fixed assets during the year are transferred to the deferred capital grants and donation 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.

17 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:

	2020	2019
	S\$	S\$
Donations	87,910	67,335
Other income	<u>200,000</u>	<u>200,000</u>

Key management personnel compensation

	2020	2019
	S\$	S\$
Salaries and other short-term employee benefits	<u>234,963</u>	<u>225,064</u>

	2020	2019
	Head count	Head count
Key executive remuneration is disclosed in the following band:		
Remuneration bands:		
S\$100,001 to S\$200,000	1	1
Less than S\$100,000	<u>2</u>	<u>1</u>

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

YONG-EN CARE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 December 2020

18 Commitments

Capital commitments

The Centre had commitments of S\$ 300,000 (2019: S\$ 634,021) 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:

	2020 S\$	2019 S\$
Within one year	8,834	7,011
Between two to five years	39,505	2,184
	<u>48,339</u>	<u>9,195</u>

Minimum lease payments recognised as an expense in the statement of financial activities for the financial year ended 31 December 2020 amounted to S\$ 7,163 (2018: S\$7,011).

19 Reclassification and Comparative figures

Certain reclassification has been made to the prior year's financial statements to enhance comparability with the current year's financial statement.

As a result certain line items have been amended in the statement of financial position and statement of financial activities and the related notes to the financial statements. Comparative figures have been adjusted to conform to the current year's presentation.

The item reclassified as follows:

	Previously Reported S\$	After Reclassification 2019 S\$
Unrestricted fund		
Designated fund - YEAH	-	392,800
Restricted fund		
Designated fund - YEAH	392,800	-
	<u>392,800</u>	<u>-</u>