

# Christian Outreach to the Handicapped (COH)

*Annual Report 2011*



*Building Acceptance, Offering Hope!*

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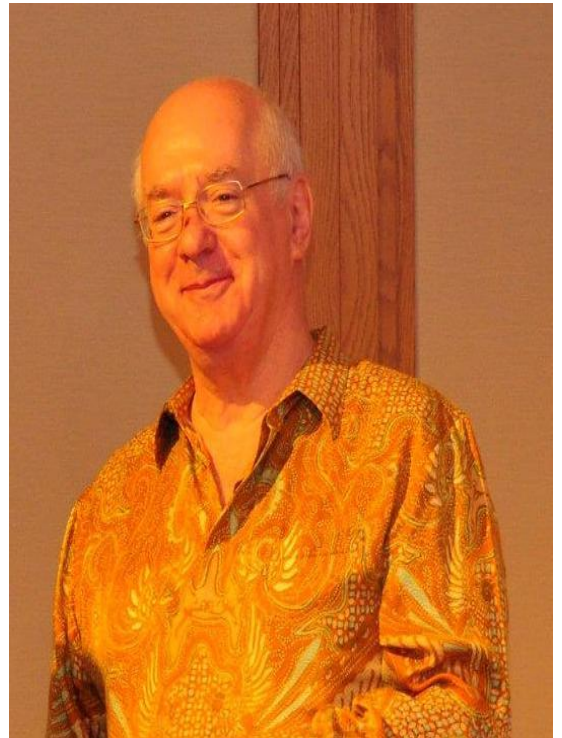
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# COH Executive Committee & Management

Advisor Mrs. Patricia Eunice Sabapathy



President Mr. Brian Paul Jenner



## **COH Executive Committee & Management**

Vice-President Mrs. Lois  
Goh Mee Ing



Hon. Secretary Mdm.  
Elizabeth Tan



## COH Executive Committee & Management

Hon. Treasurer  
Goh Hui Li

Ms. Ivy

Hon. Chaplain  
K. Steven

Rev. Dr.



## **COH Executive Committee & Management**

Centre Head for Emmanuel  
Activity Centre @ Toa Payoh  
Ms. Ting Ai Hwa



Centre Head for Emmanuel  
Activity Centre @ Tampines  
Ms. Adelyn Tan



## COH Executive Committee & Management

Head of Social Work  
Department  
Ms. Giselle Cheok



Head of Physiotherapy  
Department  
Ms. Maricar Alamon  
Lorenzo



# COH Executive Committee & Management

Head of Administration &  
Human Resource Department

Ms. Christabelle Ng



Executive Director Mr.  
Samuel Koh





# Our Vision & Mission

*To be  
outstanding  
in providing  
acceptance  
and hope for  
people with  
special needs  
in Singapore  
through  
God's love*



# Our Philosophy

*Recognising and Appreciating the  
unique God given worth in  
Everyone;*

*Identifying, Nurturing and  
Developing the Potential within  
each One!*

## **Our Core Values**



*Embracing the attributes of love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self-control, justice, mercy and humility;*

*Emphasizing organizational effectiveness through teamwork, professionalism, quality and cost-effectiveness;*

*Expressing hope with determination to create a better future for our beneficiaries.*

## Our Services

COH serves individuals:

- who have an intellectual disability of IQ 70 and below
- who are between 16 and 55 years old
- regardless of **race, religion and financial background.**



## Our Pioneers



- **Reverend Alice Shae**,  
an American Baptist  
missionary who  
taught at Trinity Theological  
College.

- **Ms Felicity Foster  
Carter**,  
from Anglican Welfare Social  
Services  
(*now known as Anglican Community  
Services*)  
who responded to help steer  
the organization.

- **Mrs Lorrenne Gurley**,  
from American Baptist  
International Ministries  
who was trained in special  
education.



# President's Message

## **CHRISTIAN OUTREACH TO THE HANDICAPPED PRESIDENT'S REPORT FOR 2011/ 2012**

As usual at this time, I would like to thank all Clients, Donors, Caregivers and Staff for their support and effort during the year.

2011 has been a year of continued introspection and maturing as an organisation.

During the year, we have trusted God to support us financially and we have been blessed again. Not only does God bless us with money, His Spirit enables (and reminds us) to use our God-given gifts to outreach in Love to our Clients, Caregivers, the Community around us, Volunteers and Staff.

Last but not least, we are very grateful to our Government for providing ample funding - and more importantly – a forward looking and caring social service policy, which includes ample training opportunities, understanding, assistance and support.

This year, our focus has remained on three areas - our clients, organizational matters and the community around us. Significant external pressure remains on us to excel and improve service to our clients.

We are in the process of developing a Service Manual. The purpose of this is to consolidate our policies and objectives and cement them into a positive and meaningful program for our clients. Not only will it facilitate programmes for our clients but it will consolidate the many years of experience of our valuable Staff Members, in providing guidelines and rules for providing services to our Clients. This Service Manual follows on from our completed H R Manual, which is focused on nurturing of our Staff.

We are aware of our role of stewardship on behalf of those who have donated funds. At this time we have significant funds, which have been designated for various purposes. In order to be suitably equipped to make important decisions about the use and maintenance of these funds, we have formed a funding sub-committee and developed guidelines on funding. To be more focused in our stewardship - we have designated a funding structure and defined the purpose and use of each fund. On similar lines, there is a God-given opportunity in our Government's new initiative called "COMMUNITY SILVER TRUST FUND". This helps VWOs by putting aside 1 Billion Dollars to fund initiatives to widen the range, scale and quality of services across the socio-healthcare continuum.

We have done well and achieved significantly this year. Let us continue to seek and identify more Opportunities and continue, with utmost humility, to serve our Clients and their Caregivers.

Brian Jenner  
Singapore, May 2012

# Highlights of the Year

## ➤ Collaborations with YMCA



➤ **Y – Nature Walk**, organized by YMCA for our clients with volunteers from NTUC FairPrice.



➤ **Y – Chorus** programme having enthusiastic students from Swiss Cottage Secondary School engaging and teaching our clients to sing.

**Y- Prom** at the Botanic Gardens, a great picnic time for our clients with volunteers from YMCA.



**Y – Visit** to our centre by students from Swiss Cottage Secondary School making simple food preparation with our clients.

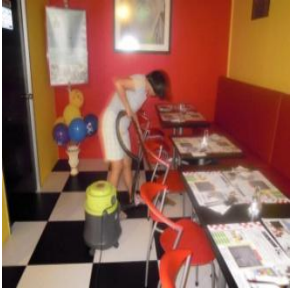


➤ **Y – Camp**, with student volunteers from SMU guiding our clients to taste the vigorous outdoor activities.



# Highlights of the Year

## ➤ Collaborations with *Sady's Diner*



**Community Integration Programme**  
training for our clients at Sady's Diner located at the Toa Payoh Central Community Centre.



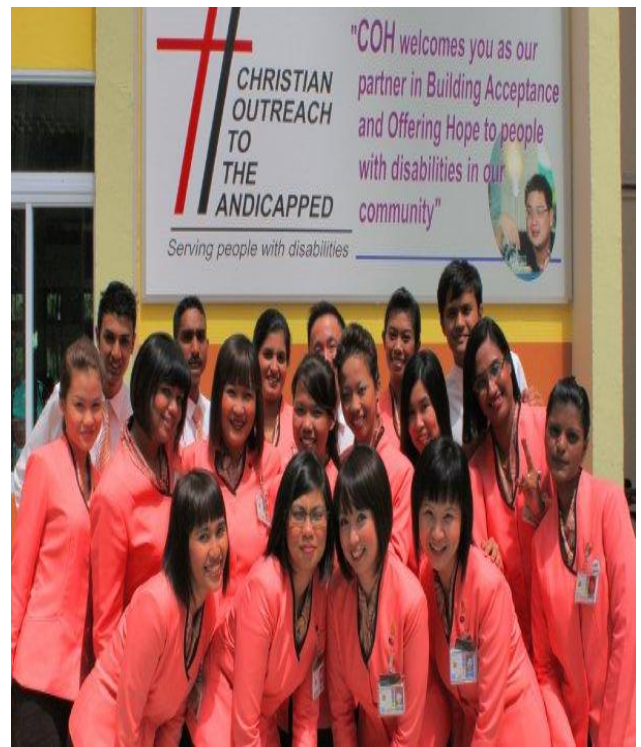
Our clients celebrating their birthdays at Sady's Diner, the special birthday cake and sumptuous foods all fully sponsored by the owner to bless our clients and staff.





# Highlights of the Year

## ➤ Collaborations with Singapore Airport Terminal Services (SATS)



Senior training staff from SATS brought batches of trainees to visit our centres at Toa Payoh and Tampines. While here, these trainees and their supervisors will spend time interacting with our clients. The main purpose is to orientate and educate the trainees to the profile of our clients so they will know how to serve passengers who have intellectual disability in their line of work. In return, our clients are blessed by their show of care, love and concern. The activities include taking our clients for walks in the park, singing and dancing, arts and crafts, playing games and celebrating our clients birthdays! The trainees (local and international) and their supervisors always bring joy, laughter and smiles to our clients and staff. They brighten up our day! For this we at COH says a Big Thank You!



# Highlights of the Year

## ➤ Collaborations with Ngee Ann Polytechnic



Students from the polytechnic’s business school and studying the course in events management & tourism planned and executed an open house event for Toa Payoh Centre. It was part of the students’ final year service learning project carried out in a real environment.



Outing to Sentosa Board Walk organized by Ngee Ann Polytechnic students for our clients.



# Highlights of the Year

## ➤ Collaborations with Toa Payoh Methodist Church



Our clients from needy families were invited to Community Day organized by Toa Payoh Methodist Church where they received NTUC vouchers.

Selected clients from Toa Payoh Centre were engaged by the church to do some cleaning tasks on Community Day and were paid for their services. Also giving our clients the opportunity to practice the skills taught to them at our Emmanuel Day Activity Centre.

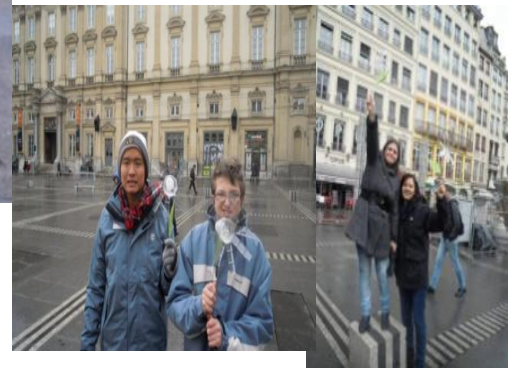


# ➤ Tree of Life Project @ Lyon/France

## Highlights of the Year

*The Zenith of Tree of Life Project @ La Fete Des Lumieres Festival of Light in Lyon/France 2011.*

COH beneficiaries were invited as special artists by The Living! Project team to go to the *La Fete Des Lumieres Festival of Light*. At this event, the synergy of corporations, community and social service organizations combining their resources and energy to carry through a project in a sustainable way were put on display. Over four million visitors descended on the festival venue in Lyon/ France.

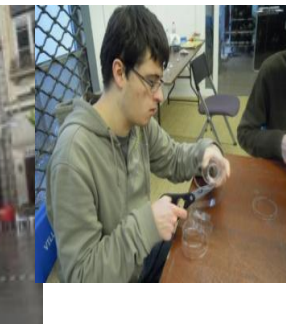


# Highlights of the Year

## ➤ Tree of Life Project @ Lyon/France



Our Clients Shaun & Valerie demonstrating how to make a recyclable windmill to a group of youth students with autism and teachers from the Premier Film School in Lyon. This was done over two days.



These students are fast learners at recycle art.



After working hard on their windmills, they took their recyclable works of art out into Place des Terreaux for a spin! Despite the dreary weather, the youth had a great time running about the plaza with their windmills, with bright smiles and warm laughter filling the cool air.

# ➤ Tree of Life Project @ Lyon/France

## Highlights of the Year



Even the staff at the hotel (where our clients and staff were staying in) got interested in learning to make recycled art from plastic bottles. A special workshop was arranged at the hotel for our clients to show them how this is done.



And they made it!  
A beautiful chandelier!



Ms. Vellachi, a team member of the Living Project! and Mr. Munwar Basha (Singaporean, who is the manager for the hotel) putting the finishing touch to the chandelier.

# ➤ Tree of Life Project @ Catholic High School

## Highlights of the Year



We were invited back to the Catholic High School for their Earth Day Celebrations. The chandeliers that were made were unveiled in front of the entire school. COH thanks Catholic High School for their warm hospitality and generous donation to our clients.



# Highlights of the Year

# ➤ Tree of Life Project @ CHIJ Katong Convent

Tree of Life Workshop at CHIJ Katong Convent. Six Clients meeting Three Hundred Students!!!



Students enjoying recycle art!

Valerie who is deaf and mute demonstrating recycle art while on a live feed...





# Highlights of the Year

# Outings

Volunteers from Leng Kwang Baptist Church organized an outing to the Marina Barrage for our clients and taught them how to fly a kite.



Volunteers from YouthReach Care Centre with our clients @ Bollywood Vegetable Farm in Kranji (Above).



Small Group outings @ Chinese Garden during Lantern Festival for clients.



# Highlights of the Year

## ➤ Visits to Emmanuel Activity Centre @ Tampines



Temasek Secondary School ➤



Telok Kurau Primary School

Singapore Polytechnic ➤



Ping Yi Secondary School (Left)



City Harvest Church Cell Group



# Highlights of the Year

## ➤ Visits to Emmanuel Activity Centre @ Toa Payoh



Staff from DBS Bank volunteered their time through planning of activities to engage our clients.

This event and effort was made possible through our networking with SG Cares of NVPC who actively cultivates relationship with the Corporate world to raise volunteer help for us.



A team of five from the ship Logos Hope came to interact and bring cheer to our clients (Above).

Staff from the Hong Kong Po Leung Kuk, a not-for-profit organization (looking after people with disabilities) came to interact and familiarise with our programmes and services (Above).

# Highlights of the Year

## ➤ Collaborations with Toa Payoh Methodist Church as part of IRCC Event @ Toa Payoh Central



An IRCC event at Toa Payoh Central

## COH Staff & Clients showing and explaining Recycle Art to Guests & Members of the Community.



Members of the community, young & old, eagerly learning about recycle art!



# Highlights of the Year

# ➤ Staff Dinner



In Celebration & Appreciation of Staff including Family and Volunteers!



# Staff, Family and Volunteers

# Having Fun & Good Laughter!



# Highlights of the Year



**Birthday Celebrations for our Precious Clients!**

# Highlights of the Year

# Collaborations with Central Singapore CDC

COH was invited to participate in Central Singapore CDC's annual district meeting showcasing our work in a fun and lively environment at Scape @ Orchard. It was another good opportunity for COH as community partner to raise awareness for our beneficiaries.



Our guests & visitors complimented on our booth and for putting up a fantastic display of our work; especially on recycle art and our organization. This is one of the many on-going collaborations between Central Singapore CDC and COH to benefit our community together.



## Highlights of the Year

## Collaborations with CEL



COH was invited by CEL (Centre for Enabled Living) to participate in the LivEnabled showcase at the Singapore Expo. We were there to showcase our organization and services to the public and to support the national vision of having an Enabled Society; to be part of the catalyst towards achieving enabled living for everyone.





# Future Plans

## OUR FOCUS NEXT YEAR AND BEYOND

1. To aim higher on quality care and service delivery for our precious clients;
2. Increase in level of support to our embattled but tenacious caregivers (parents) at home;
3. Building on staff performance capability, enhancing their career with COH.

## Our Reserves Policy

For better financial stability to run our programmes effectively, we continue to aim at building up our unrestricted reserves to achieve a ratio of unrestricted reserves to annual operating expenditure equal to 2.

COH is dependent heavily on public donations to run our programmes and services; so we need this minimum level of reserves to cushion us against periods of prolonged economic downturn.

Our reserves will be used in the following manner:

1. To cover any deficit in the current year of operation
2. And to top up shortfalls in the various funds under the restricted/designated funds.

The Executive Committee will review the amount of reserves regularly at least once a year to ensure that they are adequate to fulfill our continuing obligations.

# Governance Evaluation Checklist

<u>Annual Report</u> S/No.	Code Description	Code ID	Compliance	Explanation (if the Code guideline is not complied to or not applicable)
	BOARD GOVERNANCE			
A	Are there Board members holding staff appointments? (Skip items 1 and 2 if "No")		No	
1	If the governing instrument permits staff to become Board members, they should comprise not more than one-third of the Board.	1.1.2		Not Applicable
2	Staff does not chair the Board.	1.1.2		Not Applicable
3	There is a maximum limit of four consecutive years for the Treasurer position ( <u>or equivalent, e.g. Finance Committee Chairman</u> ).	1.1.6	Not Complied	Unable to recruit a suitably qualified Board member to take over the Treasurer position. Will comply before the next submission.
4	The Board has an audit committee (or designated Board members) with documented terms of reference.	1.2.1	Not Applicable	The responsibilities of the audit committee are carried out by the Board.

5	The Board meets regularly with a quorum of at least one-third or at least three members, whichever is greater (or as required by the governing instrument).	1.3.1	Complied	
	<b>CONFLICT OF INTEREST</b>			
6	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Not Applicable	Actual or potential conflicts of interest are disclosed and recorded at Board meetings.
7	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied	
B	Does the charity invest its reserves? (Skip item 16 if "No")		No	

	<b>STRATEGIC PLANNING</b>			
8	The Board reviews and approves the vision and mission of the charity. They are documented and communicated to its members and the public.	3.1.1	Complied	
9	The Board approves and reviews a strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied	
	<b>HUMAN RESOURCE MANAGEMENT</b>			
10	The Board approves documented human resource policies for staff.	5.1	Complied	

11	There are systems for regular supervision, appraisal and professional development of staff.	5.6	Complied	And being reviewed periodically.
	<b>FINANCIAL MANAGEMENT AND CONTROLS</b>			
12	The Board ensures internal control systems for financial matters are in place with documented procedures.	6.1.2	Complied	
13	The Board ensures reviews on the charity's controls, processes, key programmes and events.	6.1.3	Complied	And being reviewed periodically
14	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied	
15	The charity discloses its reserves policy in the annual report.	6.4.1	Complied	

16	The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board.	6.4.3		Not Applicable
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	<b>FUNDRAISING PRACTICES</b>			
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17	Donations collected are properly recorded and promptly deposited by the charity.	7.2.2	Complied	
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	<b>DISCLOSURE AND TRANSPARENCY</b>			
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18	The charity makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Board members and executive management.	8.1	Complied	
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C	Are Board members remunerated for their Board services? (Skip items 19 and 20 if "No")	No
19	No Board member 2.2 is involved in setting his or her own remuneration.	
20	The charity 8.2 discloses the exact remuneration and benefits received by each Board member in the annual report.	
D	Does the charity employ paid staff? (Skip items 21 and 22 if "No")	Yes
21	No staff is involved 2.2 in setting his or her own remuneration.	Complied
22	The charity 8.3 discloses in its annual report the annual remuneration of its three highest paid staff who each receives remuneration exceeding \$100,000, in bands of \$100,000. If none of its top three highest paid staff receives more than \$100,000 in annual remuneration each, the charity discloses this fact.	Complied

## **PUBLIC IMAGE**

23	The charity accurately portrays its image to its members, donors and the public.	9.1	Complied
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