

Bartley
Community Care Services

TOUCHING HEARTS
BUILDING LIVES

2015

ANNUAL REPORT

EXTRACT FROM ANNUAL REPORT 2015



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Profile of BCCS

UEN	: T01SS0004H
Registered Address	: 8 New Industrial Road #05-01 LHK3 Building, Singapore 536200
Banker	: DBS
Auditor	: Nexia TS Public Accounting Corporation

Bartley Community Care Services (BCCS) now in its 16th year of operation has continued to serve the low income community in the Lorong Lew Lian/Upper Serangoon area regardless of race or religion, in an increasingly significant and deeper level.

BCCS' philosophy continues to be one of mobilising volunteers to provide its services because it believes that those who have, can be a blessing to those who have not, a calling of all Christians and of all major faiths. Hence, BCCS' activities are run on a skeletal salaried staff and recruitment of volunteers continues to be a key activity.

Our History:



First established in 2000 by Bartley Christian Church under the name **Wei-Ni Community Services Association** with the primary aim of helping the needy residents living in the Bartley Road vicinity, it had over the years extended its services to residents in the larger Serangoon area. It took on its present name, **Bartley Community Care Services** in 2010 and attained the status as an Institution of a Public Character (IPC) in December 2012.

Our Mission: TOUCHING HEARTS, BUILDING LIVES

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

Our Services: BCCS' family-based services and programs are founded on the belief that with appropriate help, many children from low income families caught in the vicious cycle of poverty will have a chance to break out of it to become economically independent members of the community and the elderly poor will find their days more comfortable and their lives more meaningful.

BCCS' core social services are aimed at equipping disadvantaged children with basic literacy and numeracy skills to take on Primary school education, help instil in them a love for reading and learning and for those in primary & secondary schools who are lagging behind their peers, the much needed help to progress.

As BCCS aims not only to raise the academic results of disadvantaged children but also to build healthy family relationships and conducive home environment, it adopts a holistic approach in its programs. Parents are included in many of these programs where they are being equipped for engagement in their child's learning journey and taught useful nurturing skills. Bursaries and family support services are also provided to give that little lift needed to get by and to get on.

BCCS' programs extend beyond providing inspirational, educational support for children and their parents. Its programs include practical support for families especially those with elderly or physically impaired from low income households.

Our Partners: BCCS has been partnering MacPherson Primary School to help troubled students from disadvantaged or challenging backgrounds identified by the school and South East Community Development Council, to offer practical help to needy households in this vicinity.

Website : <http://www.bccs.org.sg/>
Facebook : www.facebook.com/Bartleycare
Email : info@bccs.org.sg

The Board 2015



Together, Touching Hearts, Building Lives

Message by Chairman

My heart reverberates with joy and gratitude that hundreds of beneficiaries have been blessed because hundreds of volunteers who believe in the mission of BCCS banded together to touch their hearts and build their lives. My heartfelt thanks to all our volunteers and supporters.

Making A Difference with BCCS' programs

A recent report in the Straits Times highlighted that 91,093 beneficiaries in Singapore benefited from community aid. The number of beneficiaries BCCS reach out to may pale in comparison but each person, each family our Tuition, KidsAglow, CAPLE, KidsZone and Family Zone programs have reached out to have seen a difference in their lives as individuals and as a family. These beneficiaries are not mere digits in our national statistics but precious human beings deserving an out-stretched hand to lift them up to higher grounds. I am glad BCCS has been able to offer them that out-stretched hand.

The program reports here highlight how these programs made a difference in their schools grades, how youths who have graduated from MacPherson Primary School have learnt to give back to society by returning to help their juniors, and how the elderly are coming out of reclusive living to join in the Teochew porridge fellowship organized regularly by Bartley Christian Church.

Many have noted that the strength of BCCS lies in our volunteers' genuine desire to extend love. Indeed, it is this genuine love they have to inject hope and confidence in our beneficiaries that forges strong relationship with them, drawing out their resolve to improve themselves. It was Mother Theresa who said, "We can do no great things, only small things with great love". Love is a powerful force that motivates change and we are thankful that love undergirds the deliveries of all our programs.



"As we labour on, tilling the ground, watering the soil, we believe we will see fruits of our labour – lives transformed and individuals reaching their potential, enjoying meaningful lives and contributing to society. Let's be found faithful in so doing for in due time we will surely reap. Finally, it leaves me to thank fellow board members, all our volunteers and supporters for your partnership in BCCS."

Michael Chay
Chairman

Building BCCS' capacity and capability

For a tree to grow to great height it needs to grow deep. This was the focus of the Board and staff in 2015 as we sought to build BCCS' capacity and capability for growth by capitalising on the dollar matching grant from the government for funds raised. To this end, we strengthened the staff team with a Director of Operations.

Work on enhancement of our IT infrastructure commenced in 2015 covering the refreshing of BCCS' website to make it more current and user-friendly and incorporating a CRM (Customer Relationship Management) system to help manage our databases of volunteers, beneficiaries and donors more efficiently.

Moving forward

On the program front, BCCS is looking at creative ways to reach out to the lonely elderly hanging out at void decks in Lorong Lew Lian as an extension of our Family Zone program.

MacPherson estate has been identified as one of the neediest communities in Singapore in terms of percentage of low income families. We are glad that the Residents' Committee in MacPherson has offered us the use of rooms in Block 31 and 33 for the KidsAglow Program.

To further engage this community, we signed a 2+1 year lease for a shophouse unit in Block 81 where the CAPLE program will be re-located. Under consideration for this location are a before and after school drop-in centre modeled after KidsZone@MPS and other family programs based on needs.

Conclusion

2016 will be an exciting year as we roll out new programs and create a physical presence in MacPherson.

Message by Director of Programs & Services

When we launched our first community outreach event in 1999 at Braddell Heights Lorong Lew Lian, we met a massive crowd that welcomed Bartley's presence simply because our members were willing to let go of the traditional idea of holding such programs within the walls of our church, and bringing the 'party' down to where they lived. Other resident engagement programs that followed later also took on a similar posture. Actively and intentionally engaging people where they live demonstrated our sincerity and brought us a certain degree of respect and favour.

Years later in 2008 when South East CDC brought to our attention the ongoing struggles of many children in families fighting against illiteracy, poverty and a lack of support, our hearts were moved. Our awareness of our own privileged backgrounds was heightened when we assessed the resources and opportunities we have had compared with these families. It was not difficult for us to realise that we need to journey with these families under the Learning Family Program (LFP). Little did we know that during this journey, our actions and words would lead them to open up their hearts and homes to us with much gratitude.

Shortly after the LFP program (since converted to CAPLE - Child And Parent Learning Experience) was launched, other needs of these children surfaced. Our volunteer teachers saw the need for many of these children to have structured and on-going help and this led to our free tuition service in 2010 which was extended not only to the LFP program beneficiaries but also to their siblings. Many of our volunteers came forward to help. The initial channel of help was suddenly widened to include many more beneficiaries.

Time spent tutoring the students led us to another discovery - the majority of these students lacked a basic foundation in their command of the English language, a situation quite challenging to correct when they are already midway in primary or secondary school. This led to the next decision to start a reading program in 2012 for those in the Primary One level with the objective of targeting them early to give them a good start to building good basic communication skills.

Subsequently, we made a conscious choice of moving into specific locations to operate our services. We called these satellite centres. This was done as we believed by doing so, our outreach can have a greater impact on the lives of the needy there. How true this turned out to be! Two operating satellites were established in 2014, one in MacPherson Primary School and another in Lorong Lew Lian. In the latter, our work with the elderly and other low income families had grown very significantly.

At the start of 2015, we envisioned and started planning other programs and services to expand our reach. One of these involved bringing life skills training and mentoring of a selected group of parents from low-income/disadvantaged backgrounds. Another is in the setting up of an after-school activity centre. The idea for these programs was birthed as a result of needs observed by our volunteers through their ongoing interaction and deep engagement with hundreds of beneficiaries.

The above journey highlights the long and winding road that BCCS has taken towards touching hearts and shaping lives for the better. It is also a journey of volunteers making sacrifices along the way as they chose to follow their heart to make another fellow human being's life better. Through their unity (which is strength) and selflessness (which is love in action), they have shown that the work of helping those in need as a team can be made lighter.



"Enjoy the following program reports and if your heart is moved and you like what we are doing at BCCS, I encourage you then to join us to help make this world a better place."

Kenneth Teo
Director of Programs & Services
Vice-Chairman

Child And Parent Learning Experience (CAPLE)

CAPLE 2015 was attended by 34 parents and grandparents, with 29 regulars whose attendance ranged from 72% to 100%. According to feedback from these parents, they looked forward to each Saturday afternoon as not only did they enjoy the activities but they also acquired new skills, in particular the different approaches to teach their children.

Each week saw parents actively engaging themselves in the Phonics and Mathematics sessions, eagerly participating in hands-on activities, practising teaching technique, trying the use of various teaching aids and materials, reciting rhyme and singing. For many of these parents it was “back to school” but with a difference – this time they were being trained to teach!



For Phonics, parents were introduced to the sounds of each letter in the alphabet and to words beginning with each of these letters. Learning the letters' respective sounds through songs and movements was fun and by the end of 18 weeks (duration of this course), these parents had gained knowledge not just of sounds of letters in the alphabet, vocabulary involving all the letters, songs and rhymes but more importantly confidence to fulfil their role as parents and teachers of their own children more effectively, supporting, equipping and enhancing their child's readiness for Primary 1.

For Mathematics, parents were given a wide range of materials to match and sort according to many attributes, skills that form the fundamental foundation for Numeracy. This was followed by rhymes and activities related to rote counting, counting proper, counting forward and backward. Many of these materials were given to parents to enable them to continue these hands-on activities with their children. Included in the curriculum were Comparison and the use of “more” and “less”, Number Bonds, Simple Addition & Subtraction and Time and Pictorial Graph.



Out of the classroom sessions included field trips to Underwater World in Sentosa, Labrador Park and the zoo. These trips not only promoted family bonding but were also topics for sharing and discussion as part of their assignment. For example, at Underwater World, parent and child teams have to observe a particular fish or sea creature, take note of its features, draw and write a short sentence or description for submission the following week.



Although CAPLE program was completed on 7 Nov 2015, a holiday enrichment program from 3-5 Dec 2015 was organized for the children and their parents as an added incentive to carry on the momentum of learning. Twelve children and their parents attended the program held at Bartley Christian Church. Eleven children and their siblings from this group eventually registered for the Tuition Program at BCC held on Saturdays.



On 19 Dec 2015, twenty K2 children officially “graduated” from the program and received their certificate of attendance at the Christmas Carnival held at Lorong Lew Lian.

We are thankful for the team of volunteers who served faithfully on the many Saturday afternoons and the resources available to facilitate the completion of another round of CAPLE Program in 2015.

Tuition @ Bartley

In 2015, 33 volunteers had been sacrificing their Saturday mornings to tutor 71 students (as at Nov 2015), from Primary 1 to Secondary 4 levels. The parents and older siblings in some cases too have shown great perseverance in sending these students week after week for tuition at Bartley Christian Church (BCC) despite having to wait at least two hours in the lobby each week for the session to end.



For the tutors, the greatest reward for their efforts is the joy of learning that the child they have tutored has achieved better than a mere pass. Thirteen of the students from the tuition program received the EduSave Awards offered by the Ministry of Education that include the categories Good Progress, Merit and Academic Achievements given to the top 10% to 25% of each cohort.

Of the seven who sat for the Primary School Leaving Examination, six are known to have passed the examination with individual aggregate score ranging from 145 to 210. The 7th child was not contactable after the school holidays hence his results unknown.



The year climaxed with an overnight holiday camp held within the premises of BCC. The 21 participants from Primary 3 to Secondary 4 levels had a truly enjoyable time as it was fun, fun, fun all the way. There were craft works with recycled materials to games with lots of prizes, followed by a stroll along Singapore River with an ice-cream treat thrown in and a bus ride along Orchard Road to enjoy the Christmas light-up before returning to BCC for a movie screening. Excitement was in the air right up to bedtime, at almost 2am, not before supper and more bonding time!



The late night of the first day did not stop them from waking up as early as 6am for the second day's activities which took them to Telok Blangah Height Park to trek across the Henderson Wave to Mt Faber. Final destination was Labrador Park where they rested and had lunch. The trekking did not deplete the high level of energy of these children who were not going to miss the opportunity to play and enjoy the facilities at the park. Blessed with fine weather, it was a truly unforgettable time for the group. Their parting words, "Next year have some more camp. At Bartley OK because we like Bartley." One of the two parents who had helped out during the camp also had this to say "Next year... but in Bartley", reason being she felt very at home in Bartley.

The rapport and bond our volunteers have forged with these children and their families is priceless. Our volunteers have clearly gone beyond tutoring. The patience, care and kindness they have shown have certainly made a difference in the lives of these children – this we know, judging by the many positive comments from these beneficiaries.

Challenges of 2015 began with the change of administration at MacPherson Primary School at the close of 2014. With the out-posting of the incumbent principal, a vice-principal was promoted to this position. As would be expected with change, the uncertainty led to publicity for the KidsAglow program starting later than usual, resulting in only a few responses by the close of registration.

Enrolment Trend of Past 3 Years

2013: 19 children from 17 families

2014: 22 children from 21 families

2015: 12 children from 12 families

Sign-ups for 2015 were allowed till end of the first semester. Many of the registrants came from the CAPLE program as parents were already aware of this program.

2015 also saw many changes implemented within the KidsAglow program team resulting in a more robust and effective operating platform.

First, we were especially glad to have had the expertise of Mrs Aow Meow Kiang whose experience and knowledge of childhood development is invaluable, to help enhance the effectiveness of the KidsAglow enrichment program.

Secondly, we would like to thank Ann Chay and Katherine Koh for stepping up to the key roles of co-program heads thus releasing Matthew Teo to concentrate on the role of guiding the parents group together with Elsie Lim. Parents' session has since taken on a project-based learning approach with reduced emphasis on talks and lectures.

On the volunteer front, we were pleased to have had three new ones, Eunice and Nemil, a couple from Philippines and Fiona Ng, a young adult from Bartley Christian Church. Their contributions to the program have already been felt, with Fiona assuming a very demanding role in running the June Camp.

In 2015, we also welcomed Matthew Lim and Amos Wie to the logistics team. The duo has graciously taken on the registration and logistics portfolios.

Although the 2015 program proceeded at a slower pace, the group's response was none less enthusiastic.

The outings to the museum, Gardens by the Bay, book buying schemes, and the camp were run very successfully and we closed the year with an impressive Family Showcase again, this time graced by the two vice-principals of MacPherson Primary School, Mr CH Chong and Ms Sharon Lee.

Eleven families in total completed the KidsAglow program which ended on 14 Nov 2015.



Our curriculum director, Ms Chew Ing Lim besides successfully implementing the modified curriculum, also managed to introduce a tracking system to monitor the participants' progress.

At the close of the program, notes of encouragement were written and handed out by all the reading coaches to their respective charges affirming their good progress. This has no doubt left a very positive and indelible mark on these children's journey of learning.



Participants registered in 2015 included 7 boys and 5 girls from 7 Malay families, 3 from Chinese families and 2 from Indian families.



The last three years have seen the KidsAglow program evolve into one that is truly of community care in essence. With the announcement of the closing of Saturday afternoon operations in all schools beginning 2016, we have been 'forced' to find a new venue to house the KidsAglow program in 2016. Undaunted, we saw this as an opportunity to relocate our program to where it should belong, amidst the dwellings of the community we serve. A new site in Balam Road within the MacPherson Estate has been identified and subject to approval by the authorities, KidsAglow is all set to start a brand new chapter in 2016.

KidsZone @ MacPherson Primary School

KidsZone's objectives to provide a safe and secure environment for students after school and extend support to their parents and families remained unchanged.

2015 saw Ms Koh Li Ling taking over the helm from Madam Rostinah as the new principal at MacPherson Primary School (MPS). With this change also came transformation to the school's layout and operations. KidsZone's operation was moved to a new classroom located at Block B, ground floor. This turned out to be a blessing as this classroom was more spacious and came with air-conditioning. The move was indeed a welcomed one for the students who got to meet and play in a very comfortable environment.



With a KidsZone' banner prominently displayed at the parents' waiting area (permission given by the school's management), parents were being informed and/or constantly reminded of the presence of a KidsZone in the school.

In addition, a teacher, Mr Jeffrey Tan (the Disciplinary Coordinator) was appointed as the "go to" person for all KidsZone related matters. We enjoyed a good working relationship with Mr Tan from the start and managed to forge a strong partnership with him in tackling the students' needs as well as discipline issues throughout the year.

For the after school engagement programs, many games continued to be organized, the old tried and tested ones plus new ones to add variety which kept the children coming back. The children were kept informed of the activities planned for the week through the screen projection of the activities in PowerPoint slides on a daily basis.

Regular activities offered at KidsZone included the board/card games like Scrabble, Monopoly, Game of Life, UNO, Snap which were played indoors and sporting activities like Captain's Ball, Badminton and Chateh were played outdoors. In addition to the non-competitive activities, children had their adrenalin surging when they got the chance to challenge each other in quizzes and even in exam excellence. These activities were not only fun but brought out the best in them.

In collaboration with the school's management, a new **June school holiday program** was introduced. This was particularly helpful for the children taking their PSLE end of the year as 10-year series exam papers were brought in for them to practise and different teachers came around to do extra coaching for the various subjects. Of course, what would a school holiday be if the element of fun was missing. So throughout the June school holidays, KidsZone continued to entertain the kids with wholesome activities like Art expression, Word games, Musical Chairs, Frisbee, Captain's Ball and a variety of computer games.





A total of 493 students registered with KidsZone with a total of 11,151 visits clocked from Jan to Nov 2015. The data extracted from the daily attendance register shows that attendance continued to rise in terms of number of students as well as number of visits over the months with August, September and October averaging over 80 students per day.

This shows the effectiveness of the KidsZone programs in engaging the children.



As part of the on-going character building and leadership training, **Peer Support Group (PSG)**, a group of students identified to have leadership potential were coached on one-on-one basis to assume designated roles and responsibilities in the KidsZone programs.

This concept which had its origins in the Student Leadership Development Program (SLDP) introduced in 2014 underwent a name change to better reflect its roles. Besides support for their peers, the PSG students were also taught basic leadership skills to groom them to become youth volunteers after they have graduated from MPS.



A group of 9 ex-MPS students from the first batch of SLDP in 2014 had been returning as **Youth Volunteers (YV)** of their own accord, to play with and help their juniors with homework – their way of giving back to society. They were well accepted and highly regarded by their juniors.

As part of leadership development opportunities for these YVs, besides volunteering in MPS, activities had also been specially organised for these youths. They included the following:

- Mar – YV Conference
- Jun – YV Appreciation
- Nov – Year End Reflection & Celebration



Dads for Life activities were interrupted during the year as the jurisdiction over roles and responsibilities was being ironed out by the school's new management.

Activities that were rolled out included a Telematch in February, the "Lego" movie in March and "Home" movie in November.





All activities under this program were targeted at driving home the message of the importance of the father's involvement in their children's physical and academic developments. It was also a time for fathers to take a break from their busy schedule to have some fun with their children.

Overall, we believe BCCS has achieved KidsZone's 2015 objectives with the school's management and teachers acknowledging KidsZone's ability to complement the teachers' efforts in improving the students' academic performance as well as in managing students' discipline issues.

Going forward into 2016, KidsZone@MPS aims to:

- Develop even better rapport and communication with the school's teachers to give the students the best possible support
- Groom another batch of PSG students to support the activities of KidsZone
- Give Youth Volunteers opportunities to run some activities as part of their leadership training

Family Zone @ Braddell Heights Zone B

After many months of surveying the needs of the residents in 2014, BCCS started in 2015 to provide the much needed attention and care to the low income families, especially those elderly from the Lorong Lew Lian area. Volunteers from BCCS and Braddell Heights Zone B Residents Committee (RC) came forward to help.

BCCS' Outreach & Befrienders Program for 11 needy elderly & their families was the core activity in 2015 under Family Zone (FZ).

Since August, some 4–9 volunteers from Bartley Christian Church Young Adults Fellowship had been doing the rounds along with 2-5 of the regular volunteers and core team members to distribute lunch packs on Saturdays on a bi-weekly basis.

Another group had also in August started to bring fresh fruits for these families once a month during the lunch packs distribution.



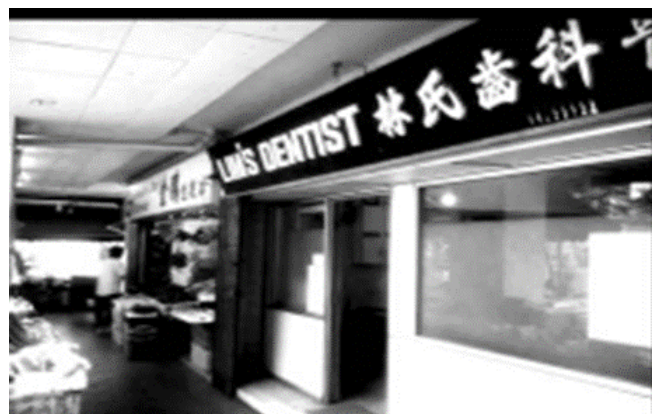
Spending more time with the beneficiaries during the lunch pack distribution visit was a conscious effort to befriend the beneficiaries.

FZ hopes to build trust by listening to them and helping them in practical ways like following up on their health issues or simply befriending them beyond the delivery of lunch packs.

On week days, house visits to 5-7 selected needy families with elderly were made to follow-up or to provide assistance relating to their health and other household challenges.

Twice a month, the elderly beneficiaries were ferried by a rented passenger van accompanied by 2-4 volunteers to a Teochew Porridge/Elderly Fellowship Session cum dental check-up.

After the porridge session at Bartley Christian Church, they were ferried to Lim's Dental Clinic in Still Road, where Dr Lee Kok Siong provided dental services including denture fitting free of charge. The outing started at 10am and ended around 3pm, with the van sending them home. Four sessions had been held since June 2015 and were well received by the beneficiaries.



All I Want For Christmas Project

This project was initiated in December 2014 with two out of six wishes made fulfilled by 1st Quarter of 2015. The third wish by Madam Santhi for a Deepavali family dinner with her sister and grandson at Muthu's Curry was fulfilled in November 2015. The other three wishes would likely be fulfilled by June 2016.

Community events

BCCS continues to work closely with Braddell Heights Zone B RC to serve the Lorong Lew Lian/MacPherson community partnering the RC in planning and organizing community events throughout 2015.

BCCS had a part in the following in 2015:

- **Multi-cultural mid-autumn celebration**

Although this is a ticketed event opened to the public, BCCS sponsored the tickets for the beneficiaries. A total of 20 beneficiaries from 8 needy families from Lorong Lew Lian & about 50 beneficiaries from MacPherson area together with 20 volunteers from Bartley Christian Church (BCC) joined in the celebration where they were entertained with stage game, Old Chang Kee snacks and of course moon cakes. 11 boxes of mooncakes sponsored by a BCC church member were presented to the 11 needy families that BCCS had been attending to.

- **Annual Senior Citizens Appreciation Dinner**

8 needy elderly from Lorong Lew Lian & 6 volunteers from BCCS attended the dinner.

- **Christmas Carnival**

BCCS took charge of the game stalls by garnering the support of 8 cell groups and Young Adult groups from BCC, resulting in more than 50 volunteers rising to the occasion. To encourage participation from the beneficiaries, complimentary tickets were extended to beneficiaries and their family members from CAPLE & Family Zone programs. All in, 60 families of beneficiaries, 20 volunteers from the CAPLE program, along with some 20 members from the 11 needy families with elderly and 8 volunteers from Family Zone turned up to soak in the carnival atmosphere. Participants were treated to a wide array of activities from food to funfair style games, interactive activities like drum circle, special montage, as well as magic show and a sing along session with a band from Bartley Christian Church (BCC). Gracing the occasion was guest of honour, Mr Seah Kian Peng, MP for Marine Parade GRC. A video montage was played to express appreciation to Mr Seah for his constant support for this community.



Going forward...

The Family Zone core team plans to do profiling of beneficiaries and their family background and together with feedback through the Befrienders Program proceed to craft out clear directions for 2016. The team will tap the creativity of young adult volunteers for effective ways to reach out to the lonely elderly hanging out at void decks daily. A trial project is slated to start by June 2016. The profiles and the feedback from all quarters will highlight the support needed from the RC as well as the resources needed to move forward. FZ will be engaging the BCC Chinese Ministry and the Young Adults groups.

It is envisaged that to engage these elderly effectively, more volunteers will be needed at the elderly fellowship/Teochew Porridge session cum Dental visit outings. FZ is also looking at the feasibility of a health check for the 11 elderly under the care of BCCS by first quarter of 2016.

To continue to build on the good rapport with Braddell Heights Zone B RC, BCCS FZ will continue to work with the RC on at least two key community activities that can reach out to the elderly & needy families in the second half of 2016. For good team work amongst volunteers and core team members, more bonding activities will be planned in 2016.

Volunteer Management

What motivated volunteers to provide their services through BCCS in 2015?

For many, we believe it is the knowledge that he/she can make a difference in the lives of the low income/disadvantaged people. At BCCS, the volunteers know that they are indeed touching hearts and are part of the process of building lives. They persevere week after week with dedication and compassion just to be rewarded with the smiles on the faces and hope in the eyes of the people they are helping.

Indeed we are thankful for our pool of volunteers which grew 10% overall vs prior year. Despite this being lower than the growth in the number of beneficiaries (around 24%), especially for CAPLE and Family Zone programs, it is heartening to note that none of the services rendered in all the various programs were compromised, this because of the dedication of our volunteers.



100 active program Volunteers, invested >8500 hours, benefitting close to 250 beneficiaries

Recruitment

What was done in 2015 to draw people to volunteer with BCCS?

Step-up efforts to create greater awareness of BCCS have indeed drawn more to BCCS' vision, 'to touch hearts and build lives' of the disadvantaged people in our community. We believe the tangible results and positive impact of BCCS' work has also been a major pull towards our cause.

In May 2015, an event was held in Bartley Christian Church to widen our reach within the congregation of Bartley Christian Church for volunteer sign ups and donations. Our vision, mission and programs were publicised through talks, audio-visual presentations, posters, banners and brochures. Mr Jeffrey Tan, the key liaison officer from MacPherson Primary School (MPS), a head of department and disciplinary master was invited and he testified to the good work BCCS is doing in MPS. MPS is on the list of schools in Singapore with the highest density of low income families.

Many existing volunteers and beneficiaries were also on-hand to give their testimonies, to showcase their work & handicrafts, and to interact with interested parties. An added attraction was the treat to delicious home-cooked food and local delicacies specially prepared by our grateful beneficiaries (courtesy of BCCS) for all at the booths.

Another recruitment session targeted at young adults for the tuition program was held in November 2015. Not only does BCCS recognise the quick adaptability of young adults to current school syllabus, it was BCCS' aim to encourage volunteerism at a younger age. With more young adults volunteering, a better balance of volunteers from different age groups will emerge, an outcome to be desired.

Other recruitment activities in the year included monthly pop-up BCCS volunteer-recruitment stand, the arrangement of trial sessions for undecided parties. Volunteering was also made more convenient through online applications and one-on-one recruitment by existing volunteers.

Training & Supervision

How has BCCS programs remained relevant and in demand?

The quality of BCCS' services has been consistently of a high standard as BCCS makes it a point to look at needs of beneficiaries/volunteers and adapt as necessary the program content and skills development for our volunteers.

Board members, staff and volunteers are both encouraged and sponsored to attend courses relevant to their areas of service, many of these are run by Social Service Institute of Singapore (SSI) or conducted in-house by invited trainers. They included the following:

- a. Understanding the Regulations and the Code of Governance for Charities & IPCs (for Board Members, staff and key volunteers)
- b. Who is my Neighbour? (for Board Members, staff and key volunteers)
- c. Plan and Strategise for an Effective Volunteer Engagement Program (for Volunteer Manager)

Program volunteers are put through training sessions on storytelling, pronunciation, phonics, mathematical concepts and creative art & crafts. They included the following:

- a. Tuition Teachers' Induction by Deborah Pay
- b. KidsAglow Training & Induction by Chew Ing Lim/Matthew Teo
- c. CAPLE Training & Induction by Deborah Pay/Chew Wee Pin



On an on-going basis, new volunteers are being familiarized with the key policies & expectations governing the community service programs & volunteering with BCCS. It is BCCS' policy to uphold the reputed quality service levels of its programs to deliver the best it can offer to the beneficiaries at any one time.

Retention

How does BCCS keep her volunteers?

Whilst the positive difference seen in the lives of the beneficiaries they have impacted is fuel to keep the passion aglow, BCCS strives to create an environment where mutual support and encouragement from fellow volunteers is nurtured for that added impetus. BCCS organises events during the year for volunteers to mingle and to engage them as partners in running/improving these programs besides offering some fun and entertainment.

"Volunteer Night" was organized twice, once in April and another in December 2015 during which volunteers were brought up to date on current & upcoming programs and events, where feedback was sought but most importantly appreciation expressed for their invaluable service and their achievements recognised and celebrated.

To refresh and energize our volunteers, a team-building session was organised in November 2015. As volunteers' feedback was very positive, more will be done in the future.





Operation Support

An education for volunteers at Bollywood Veggies

With the increase in number of beneficiaries and volunteers, a robust database management system has become more critical. In the second half of 2015, we sought to further strengthen our operations by enhancing our systems, policies and processes.

Work on a customer relationship management (CRM) system to help us manage our databases for volunteers and beneficiaries more holistically and efficiently was initiated. This system is targeted to be completed in the first quarter of 2016.

Concurrently, works on the website revamp to incorporate new features and more up to date information was undertaken. A new-look website is targeted to go live in Feb 2016.

Updates on our programs, policies and BCCS in general, had been captured in BCCS' new corporate brochure and handbook.

Going Forward

In 2016, no effort will be spared to cope with the increasing complexities of volunteer management to ensure we are poised for growth in the depth and width of BCCS' programs and services.

EXTRACT FROM

BCCS Annual Report 2015

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