

A Journey of Service Together

Bishan Home for the Intellectually Disabled

**Annual Report
Financial Year ended 31st March 2011**



Our Vision

To make Bishan Home the Home of choice in providing outstanding holistic and compassionate Christian care in a conducive family environment that is reassuring and encouraging.

Our Mission

To shower Christian love in a wholesome Christian environment to enable the intellectually disabled residents and Day Activity Centre clients in Bishan Home to receive compassionate Christian care and to lead a quality life to the maximum of their capabilities

Our Quality Statement

Through continual improvement, Bishan Home strives to provide holistic care and to develop the life skills of our residents and Day Activity Centre clients in order for them to lead meaningful lives.



Chairman's Message

In the year under review, the Board and management continues to enhance our care ministry to the residents and day activity clients of the Home, improve the physical and administrative support facilities, and strengthen the capability and capacity of our staff to meet the growing and changing needs of the Home and the community.

On the physical facilities, the Home is completing its six –year upgrading programme. To improve safety and increase operational effectiveness, major works were carried out, including covering all our ramps with a more effective anti-slip material, installing awnings for indoor areas affected by rains, upgrading the electronics in the two ‘10 year old’ lifts; replacing laundry and kitchen equipment, and purchasing a new van with a wheel chairlift.

During the year, we also completed all works which resulted in giving our residents and day activity clients a more operationally effective, user-friendly, and a safer living and learning environment. This is especially important as our residents become older. Our Home was first opened in 1998, and many residents have been with us for more than ten years. Many are physically weaker and have new needs. The Home continues to upgrade its medical, nursing and other forms of care to meet these needs.

For example, we started activity hubs so as to provide a greater range of developmental and enrichment activities. This complements our other interesting projects like the Herbs & Spice Garden for which we were awarded Central Community Development Mayor's fund in 2008. This project also helped us to win the Gold (2009) and Platinum (2011) prizes in the Singapore Garden Festival community garden competition. To teach residents to cook simple one dish meals, we set up a cooking hub.

Chairman's Message

To encourage residents and staff to make use of computers, we set up a computer room with 10 computers. All these are useful and meaningful activities that enrich the residents' care and add to their personal development at a pace they can cope with.

The Home will do more to sustain a quality living for our residents and day care visitors. We will also not neglect the spiritual and emotional needs. As such a professional counselling service is being planned and implemented.

During the year, the Home's status as an Institution of Public Character (IPC) and Charity has been extended for a further period of three years. As regards to corporate administration, we successfully migrated to the new ISO 9001: 2008 standard. Our work processes have been ISO certified since 2007. In an audit report of our training processes, we are encouraged by the National Council of Social Services' compliments that the Home has a well-documented process with a clear and comprehensive set of Standard Operating Procedures which was "forward looking and focused on maximizing the potential of their clients". We will continue to keep up with the standards expected of the Home. We hope this will spur others to do well in the sector of community service. We also acknowledge God's providence. We give glory to God for blessing the Home with many volunteers drawn from our parent Churches and from the wider community.



Bishan Home for the Intellectually Disabled

Society Registration No: 2045/2007
Institution of Public Character (IPC) Number : 000210
Charity Registration Number : T07SS0102D
Unique Entity Number : T07SS0102D

ISO 9001:2008 Certificate No. CI/12030

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Year in retrospect

Bishan Home's Upgrading Program

We embarked on our first major equipment and building facilities upgrading program in 2006. To date we have built our Day Activity Center, up-graded our lifts, kitchen/laundry area, PABX and purchased two new vans.

In 2011 we completed the major phase of our building cyclical maintenance project which focused on making the Home safer and on creating spaces for more activity hubs for learning and enrichment.



Before and after renovation

Visit by Mr Ed Martinez

We were privileged that Mr. Ed Martinez the Director of Philanthropy and Corporate Relations of the UPS Foundation, made time to visit Bishan Home when he was in Singapore for an important meeting.



Ed Martinez celebrating with Bishan Home residents

He was briefed on the programs carried out in Bishan Home and the ageing profile of our clients. He later toured the Home and joined the residents monthly Birthday Celebrations

12th Anniversary

This was celebrated at Bishan Community Club with our patron, Associate Professor Ho Peng Kee as the Guest of Honour.



Assoc. Prof Ho Peng Kee viewing the activities during the anniversary

Our theme was "A tribute to our volunteers" and the anniversary showcased our collaborations with volunteers over the years. Volunteers play a critical role in helping us to enable and enrich the lives of our residents and clients.

Media Corp Project

We were chosen to be one of the beneficiaries of the Media Corp's project to help needy homes to upgrade.



DAC— on its way to being new and improved

Our residents, clients and even staff were naturally excited and happy at the chance of meeting up with their favorite artistes who will be coming to create a dance studio and install a traffic light for training purposes in our Day Activity Centre

Singapore Customs

We joined the Singapore Customs in a tree-planting ceremony in Bishan Park. Our residents were excited at being able to have a sneak preview of the recent upgrading and had fun helping out in tree planting.



Residents and volunteers helping prepare the ground

Training and Activities



Our Training Programs

An important focus of our training programs is on enriching the lives of our residents and clients to help them live as independently and meaningfully as they possibly can. We are therefore very encouraged when the National Council of Social Service in their audit report commended us on our training process and documentation.

Activities of Daily Living (ADL)

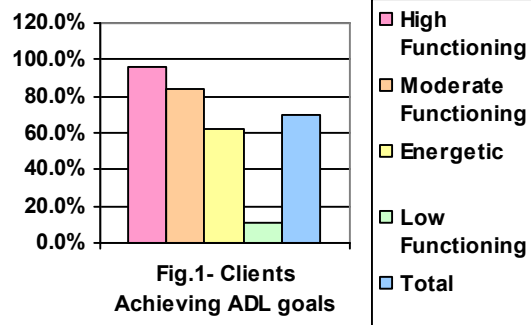
ADL skills are skills our residents use in their day-to-day living activities and involve simple skills ranging from hair combing, feeding, changing of clothes to tooth brushing.

Our ADL training outcomes (see Figure 1) show that over 70% have been able to gain independence in performing a new ADL skill with minimal verbal and/or physical prompts. As expected our training groups with better functional abilities performed better - our High Functioning group achieved 95% compared with 84% and 61% for the Moderate Functioning and Energetic groups respectively. The Low Functioning group achieved 10% partial independence in a new ADL skill.

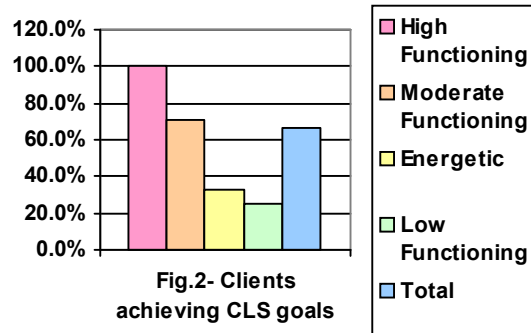
Community Living Skills (CLS)

In CLS our residents are taught social skills to facilitate their integration with the community at large by enabling meaningful interactions. Here our community outreach program plays an important role - by engaging community partners in our volunteer effort, our residents learn importance and benefit of CLS

Our CLS outcomes (see Figure 2) show that 67% of our residents were able to maintain partial independence in a newly learnt CLS skill. Again there were variations within the various functioning groups



Residents going through ADL and CLS training



Our High Function group was able to achieve 100% success rate and the outcomes of our Moderate, Energetic and Low Functioning groups were 70, 33 and 25% respectively.

Our Aim

Our challenge is to maintain the skills of those who have achieved their training goals. For residents and clients who are unable to do so, our objective is to reinforce the skills learnt by working closely with them.

Celebrating our volunteers

We are greatly indebted to our volunteers and community partners. Without them and their resources, we would not be able to provide the range of outings and activities which would enrich the experiences of our residents and clients and thereby encourage them to improve themselves.

From visiting iconic landmarks like the Marina Barrage, to viewing the Christmas lights or even building sand castles on the East Coast beach, volunteers provide not only logistical support, but also the warmth of friendship.



Residents viewing the Christmas lighting along Orchard Road

Day-to-Day activities

Our volunteers also play an important role in the Home's day to day activities for example guiding our residents in lessons; encouraging them to eat and in helping them to learn to use the computer

Equally important, our volunteers help out by undertaking periodic spring cleaning of the Home as well as periodically refreshing the pictures and murals on the Home's walls in the accommodation and living areas.



Volunteer helping to feed residents during meal time

Hydroponics Gardening

Bishan Home runs a hydroponics garden, in collaboration with the students of Kuo Chuan Presbyterian Primary. Vegetables grown in garden are sold families in the neighbourhood.



One of our residents and volunteers with a fresh harvest of kang kong

Our volunteer program

Our volunteer program is an important part of our service delivery. Its aim is to actively and meaningfully engage our volunteers so as to encourage them to continue with their volunteering effort to help the needy and people with special needs.. And by doing so set an example through their efforts and commitment to encourage others to volunteer.

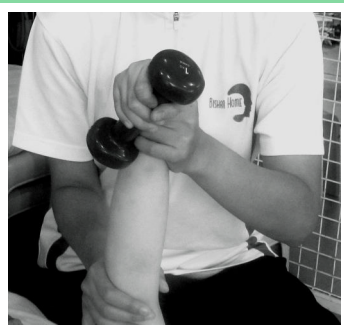


Cooking class: a new activity for residents and volunteers alike

We believe that with education and regular community interaction and integration, there will be a greater awareness and increased understanding of people with special needs.



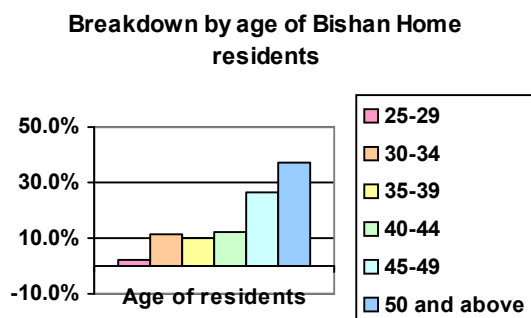
Volunteer Activities



Physiotherapy & Rehabilitative Exercise

The Ageing Challenge

The average age of our residents is now 46 years old and we are now beginning to see signs of the ageing process—see chart below



Staff helping one of our clients

We are finding more cases of difficulties in movements, in motive actions and general weakness of muscles and bone.

Collaboration

We are working with Singapore Polytechnic Centre for Rehabilitative Engineering to develop the Ultimate Exerciser. This is a wheelchair based exercise machine with overhead pulleys that uses resistance to help its users to tone their upper and lower limbs muscles.

Future plans

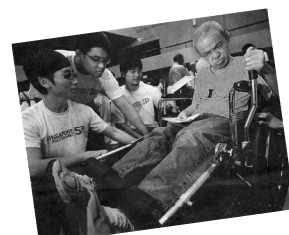
We intend to continue our collaboration with the Singapore Polytechnic to further develop and improve our exercise facilities. This will enable us to more accurately target areas of concern and plan appropriate exercises.

We are also planning to seek funding for a accredited and established therapy services provider to undertake a review and audit of our rehabilitative exercise program. Based on its assessment and audit, the study should make recommendations on how our therapy exercise programs can be improved in terms of approach and practice. It should also provide training manuals to guide our therapy exercise staff.

Support

The various generous donations given by the public have helped us to equip our therapy exercise facilities with much needed exercise equipment for use by our residents and clients

We have received for example generous donations of stationary bikes, power riders, and other assistive devices. We would like to say a big thank you to all our donors.



Our clients enjoying their exercise bikes



Sok May



Nana

Sok May and Nana, who both suffered from ankle fracture, are now walking with ease and confidence after few months of physiotherapy. Their moods and behavior has changed as well :-))

Our Exercise Programs

The various exercise programs that we carry out for our residents and clients can be divided into two categories

1. Group Therapy– Here we carry out general exercises for residents and DAC clients without health or physical disabilities conditions. These include:

a. Endurance exercises- involving pedal and arm bikes, arm skates, steppers, games, walking. They are aimed at promoting healthy lungs, heart, and blood vessels.

b. Strengthening exercises- use dumb bells, weights and closed chain exercises to increase muscle strength.



c. Stretching exercises- increase muscle control, flexibility and range of motion.

d. Balance exercises- develop the sense of balance which improves joint stabilization and help prevent falls.

Occasionally, volunteers are deployed to help our in simple exercises to help our clients.

2. Individual Therapy– this program is targeted at the specific health condition that our residents and client have been diagnosed to have eg Parkinson's , osteoarthritis, pain syndromes, stroke, spasticity, fracture, These include:

a. Gait training– to help residents and clients after an injury or with walking disabilities walk safely & comfortably.

b. Heat therapy– makes use of hot moist packs to improve blood circulation, pain relief and muscle relaxation.



c. Hand and finger exercises– to enhance hand strength, coordination, finger independence and fine motor response.

d. Parallel bars exercises- help our clients regain their strength, balance, range of motion, and independence.

e. Stairs training-helps our clients to ascend and descend the stairs safely.

f. Range of motion exercises- to preserve joint flexibility and mobility.

Physiotherapy & Rehabilitative Exercise



Care giving



Holistic care giving

We assess our residents and clients profile and needs to determine their Individual Care Plans (ICP). Based on these assessments the ICP sets out the short and long term care objectives. The set objectives are used to determine the individual resident or client care giving and behaviour modification program.

In general our care giving extends to all aspects of their well being, including

- Assisting our clients and residents with their basic needs in their activities of daily living - bathing, feeding, grooming and toileting
- serving medications
- monitoring vital signs and physical condition
- ensuring all medical consultations are properly monitored and any changes in medication and treatment followed up.



Grooming: you just cant do it alone



Medicine time

Ageing Issues

We are carrying out a comprehensive review of how the Home can best manage ageing issues by focusing its rehabilitative exercise program to best assist residents and clients to cope with the physical effects of the ageing process. The review will also include the type of assistive equipment which we would need to address ageing issues.

Recreation

We encourage our residents and clients to keep active by taking part in recreational and sporting activities. This can come in the form of participating in games, interaction with volunteers, outings, holding monthly birthday celebrations.



A birthday celebration for residents

A Place To Call Home

Our residents rooms are grouped into neighbourhoods which have 4 clusters each. Each cluster leader is responsible for the welfare of residents in her cluster thereby providing sense of belonging with its comfort and warmth. This is reflected in the way residents address the nursing staff—jie jie (sister). They are also made to feel responsible through work therapy simple housekeeping work like cleaning chairs and folding clothes



We actively promote a fun environment to give joy. Here we are indeed blessed by our volunteers efforts to make each day different for them. To make them feel recognized, we have monthly birthday celebrations for those who are born in that month. The look on their faces make the effort all worthwhile.

Donations (Cash)

Adnan Saifuddin Goolamabbas	Lim Jia Rui Yvonne
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Far East Management (Pte) Ltd	Poh Beng Wee
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Korea Association of the Welfare Institutes for The Disabled	Ellen Chua
KT Transport Services	Foo Meng Chuan
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Lau Kong Hui	Indra Mary
Lee Hsiu Tien	Oh Thay Lee (from Far East Organization)
Lee Wei Kheng Edward	Simon Ree
	Society of St Vincent De Paul

Donations (Cash)

Church of St Mary of the Angels

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Tan Jun Qi

Tan Kim Chwee

Tan Kim Huat

Tanglin Police Division

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Zion Bible-Presbyterian Church

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曾太太

黃玉仙

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Chan Jim Keow	Jennifer Teo
Charles Kang	Jessica Au
Charmine Yee- Temasek Junior College	Joan Lee- C.F.Sharp Shipping Agencies Pte Ltd
Chia See Thian (Richest)	June Ng-J's Salon
Chocolat N Spice	Kenneth Ang
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Chua	Koh
Daniel Li Jianliang	Koh Bee Leng-Community Services, Com-care Local Network-CSCDC
Darrick Goh-Managing Director Red Auto Pte Ltd	Kwok Mei Yin
Dennis Tay & Friends	Lee & Donor (Joint)
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Esther Tay Yan Peng	Lee Man San (Bakers World)
Eva Lee	
Florence Lee	
Fok Yin Leng	
Florence Lee	

Donations (In kind)

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Leong Choi Lin	Ow Yong Chark Keem
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Ng Bee Lim	Simon Teo K.S-Huat Soon Lee Engineering Pte. Ltd
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Ng E.J.	
Ong Boon Cheng (Senior Marketing Executive)- Sarika Connoisseur Café Pte.Ltd	

Donations (In kind)

Soh Nui Chin

Soon

Staff DBS Bank Treasury & Marketing c/o
Mrs. Flora See

Stephen Tay AVA Insurance Brokers Pte.
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Tan

Tan Lee Chye

Sembawang Tian Ho Keng

Tay Siew Gek

Temple-7th.Month Prayers 2010

Teo C.S.

Teo Chwee Soon

Teo Poh Hong

Teo Poh Poh

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