



# A Journey in Faith

Two decades of community service and societal love  
Bishan Home Annual Report 2018

## **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.

### **BISHAN HOME FOR THE INTELLECTUALLY DISABLED**

Society Registration No: 2045/2007

Institution of Public Character (IPC) Number: IPC000210

Charity Registration Number: T07SS0102D

Unique Entity Number: T07SS0102D

Bishan Home was declared open by then Deputy Prime Minister Lee Hsien Loong on 25<sup>th</sup> September 1999 and started operations the following month. The Home is a joint effort between the Ministry of Social and Family Development (MSF) and Bible-Presbyterian Welfare Services.

When Bishan Home first started, the Home was registered under the Bible Presbyterian Welfare Services umbrella. In 2007 the Home was registered as a separate Society and obtained Charity and Institution of Public Character (IPC) status in its own right. Bishan Home is also a member of the National Council of Social Services. From an initial population of slightly over 20 residents, the Home is now near full capacity of 132 residents. In addition to our residential program, the Home also runs a Day Activity Centre (DAC).

The Home introduced its DAC program in 1999 as a social service in response to appeals from desperate parents in the surrounding neighbourhood for such a program. Initially, the program did not receive any government funding. It was only in 2005 that the Home applied to National Council of Social Services (NCSS) to fund both the DAC Program and its expansion. Expansion works to the DAC were completed in 2007 and as of 2018, the DAC has 25 clients.

# Chairman's Message

## Not to be served, but to serve



Twenty years ago, we began this journey, a journey to serve the intellectually disabled community in Singapore. What began as a collaboration between the Ministry of Social and Family Development and Bible- Presbyterian Welfare Services has now blossomed into a work that continues to this day; at the heart of this work is our commitment to enable our residents and DAC clients to live as independent and meaningful a life as possible.

Through the years, we have worked closely with various community partners; the Ministry of Social and Family Development in developing training programs to engage our residents; volunteers from all walks of life to bring joy and laughter to our residents. With the partnerships we have forged, we are able to provide holistic care for our residents, giving them opportunities that they would not have seen on their own. Our residents have participated in the Special Olympics as well as the Purple Parade; some of them have taken up painting as a way of expression. All of these we could not do without the help of our community partners.

I would also like to take the opportunity to recognize, and to thank the staff of Bishan Home. Our staff are the backbone of the organization; without them, the Home would not be able to function. But it is not merely a job for them; their love for our residents makes Bishan Home truly a Home for our residents. Some of our staff have served the home since its inception; others have served a few short years; all have contributed immensely to the running of the Home.

The Home will continue to see many challenges, with one of the key ones being the aging profile of our residents. As our residents age, their profile and care needs will change as well, bringing the Home greater challenges. The changing regulatory landscape also presents a different set of issues for the Home to face.

I am proud, as Chairman of the Home, to have witnessed what the Home has become over the last two decades, and I am confident that the Home will be able to navigate the challenges ahead. As the words on our logo state: "Not to be served, but to serve...", the Home will continue to serve the residents and DAC clients of Bishan Home with all of God's love.

# Caregiving Report

During the period April 2017 to March 2018, there were some Admissions into Residential & Day Activity Centre Program as well as Discharges:

## **Admissions:**

5 residents were admitted into the Residential Program

3 DAC clients were admitted into the DAC Program

## **Discharges from Residential Program:**

There were 5 residents who were discharged and transferred into Nursing Home placement due to the higher level of nursing care needed to manage their complex medical conditions and behavioural issues.

One resident, who had a severe stroke, passed away in May 2018. She had underlying medical condition of high blood pressure and brain aneurysm.

## **Discharge from DAC Program:**

There was 1 DAC client of high functioning ability who was discharged as her family members were able to look after her at home.

## **Current Resident Profile**

No. of residents below 50 years old	=	52
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Total no. of residents aged 50 years old & above	=	71
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Breakdown of residents above 50 years old is as below:

No. of residents aged 50 to 54 years old	=	18
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No. of residents aged 55 to 59 years old	=	30
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No. of residents aged 60 years old & above	=	23
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As more residents age beyond 55 years old, we face great challenges both in providing geriatric care to them as well as attending to their multiple medical appointments at the specialist clinics and polyclinics. We face challenges getting adequate support from residents' families to assist in medical escort as their parents have either passed on or are no longer able to assist. The elderly parents even find it difficult to visit the residents in the Home.

Family visits decline sharply as either parents have passed on, have aged, siblings' health deteriorate or they are usually busy with their own families and work commitment. Now, caregivers increasingly face the need to give more physical support to the residents' declining daily activities of living (particularly hygiene, toileting, feeding and ambulation) too, besides managing their medical and behavioural problems.

# Caregiving Report (cont'd)

## **Challenging Issues faced by Caregivers:**

As residents age, they are facing issues that we also see in the general ageing population. This is contributed by poor general health, vision and judgement., together with lower limb weakness

## **Referrals to Emergency Dept for acute medical conditions increase.**

There was an increase in no. of residents referred to the Emergency Department of hospitals for various acute medical conditions – recurrence of fits, heart conditions, stroke, pneumonia and chest infections, swallowing difficulties, head injuries due to falls or residents' behavioural issues, and referrals were also made to IMH for severe violent behavioural problems.

Total no. of referrals made quarterly is shown below:

(This includes repeat referrals for the same resident for recurrence of the same medical condition)

From Apr 2017 to Jun 2017 = 25

From Jul 2017 to Sep 2017 = 34

From Oct 2017 to Dec 2018 = 35

From Jan 2018 to Mar 2018 = 35

From the figures above, an average of cases referred to Emergency Department has been rising steadily from 8 cases to 12 cases by end of the year.

## **Declining ADL ability and Motor Skills for Clients & Emotional Support for them**

More of the ageing residents needed more physical assistance in activities of daily living (ADL), including ambulation, feeding and hygiene care. They also required more emotional support as visits from families were reduced. We received donations to purchase mobility aids like the sara-steady and hygiene chair to aid caregivers in transferring them safely for their toileting needs.

## **Declining Cognitive Level in Clients**

Residents' cognitive level declined rapidly as they aged. They have more significant deficits in reasoning, understanding on safety and danger, functioning and adaptive skills as compared before. They develop slower learning abilities or do not show interest in learning now. They have more difficulty in comprehending and following instructions.

With this significant deficit, caregiving staff have to spend a longer time attending to their daily ADL and emotional needs. Even with procedures explained before engaging the residents, the caregivers still face a great challenge to get cooperation from the residents to complete a task within a specified time frame.



## Programs & Festive Activities for Clients

Residents participated in a diversified skills training program throughout the year. The programs were tailored to be engaging and meaningful and at the same time fun and fulfilling.

These included:

Art therapy – 2 classes (elementary & intermediate) could coach up to about 20 residents and another class for 6 day activity clients. Per class lasts 2 hours. Their art pieces were also sent for competition. We are proud to announce that one of the art pieces from a day activity client won the 3rd prize in a Young Adults category in VSA Art competition that is held annually for people with disabilities. His art piece was entitled “*I’m Possible*”.



Chinese Painting – 6 residents participate in this class. This class has been on-going for several years and is led by a regular volunteer and her dedicated team. Some of their final paintings were packaged and presented to volunteers as tokens of appreciation for their commitment and dedication for years of voluntary service.

Sewing – 10 residents participate in this weekly session. Each session lasts 2 hours. Their sewing craft pieces include cushions, bags, pouches.

Hydroponics – About 5-10 residents are involved in the harvesting and sale of vegetables.



## Computer Class



Activities of Daily Living Skills – Above 90% of the residents participate in ADL skills, mainly ambulation, personal hygiene like hand washing.



Social Skills - suitable clients are selected for community integration outings, learning to take public transport and learning to make simple purchases.

Learning how to weave with Volunteers



Hydro pool – clients are encouraged to participate in the hydro pool sessions. It is also fun time for them in hot weather.





All residents joined in the festive celebrations for Chinese New Year, National Day, Mid-Autumn Festival and Christmas. Staff performed their dance items to entertain the residents and DAC clients.



## Collaborations with Other Health Care Organizations

### **SATA - Doctor-On-Wheels**

A medical doctor comes in quarterly to assess the residents' conditions and prescribe treatment if needed. 60 residents participate in this program.

### **IMH - Telehealth Clinic**

This is held on a monthly basis and each 2 ½ hour session, is able to accommodate up to 10 patients. Medicines will be ready within the next 2 days for collection. For severe behavioural or uncontrolled psychiatric conditions, the residents will be referred to IMH clinic for evaluation of their conditions.

### **AWWA – Physiotherapy Support**

A registered physiotherapist comes in at least 3 full days to supervise the PT aides in their delivery of physiotherapy services to the residents and day activity centre clients.

There are plans to include occupational therapy service to the residents and day activity centre clients. The occupational therapist could also conduct sensory sessions for the residents with underlying issues.

### **Mt Alvernia Outreach Clinic (MAOC)**

MAOC is a community outreach initiative by Mt Alvernia Hospital. It provides medical service and dental service to them at a nominal cost. The residents with blue CHAS card or Medical Fee Exemption Card get to enjoy free medical services.

MAOC also provided free Influenza Vaccination for all the residents and the Southern Hemisphere vaccines were given out in April 2018.

## **Ling Kwang Home Dental Clinic – free weekly dental service for residents**

This dental service is extended to residents for many years. Dedicated volunteer dentists follow up with the residents' oral health. Simple procedures like assessing the oral health, scaling & polishing, extraction of teeth for non-complicated cases are done in the clinic.

### **Influenza Vaccination:**

Influenza vaccination is recommended to all residents and staff. This is an annual exercise to prevent or reduce cases of influenza. The percentage of the residents who received the Influenza vaccination was about 80% and most of the direct caregivers received the influenza vaccination too.



### **Behaviour Management Program:**

- The behaviour management team members work together to analyse the function of the different behaviours displayed by the residents. They work out a strategic plan and monitor the results of the behaviour intervention plans.

Below are the team members in the Behaviour Management Program for the year 2017. Since then, there have been additional members into the program



## Staff Training & Workshop:

### Standard First Aid Certification (SFA)



No of caregivers who have obtained the SFA cert = 60%

### CPR + AED Certification

No of caregivers who have obtained the CPR+AED cert = 30%

### Food Hygiene

All kitchen cooks and kitchen helpers have obtained the Food Hygiene certification

### Patient Safety

We encourage caregivers to attend courses on Patient Safety conducted by internal professionals or courses provided by external healthcare organizations

### Infection Control

Infection Control Nurse shared their knowledge with the nurses and caregivers on Infection Control, proper use of disinfectants, hand hygiene, use of Personal Protective Equipment and on Multi-resistant Organisms.





## Introduction to Intellectual Disability (for newly joined staff)

Newly joined staff are briefed on understanding about Intellectual disability and communication with them.

### **Audits:**

There are continual audits throughout the year to ensure that the minimum standards of care are delivered to the residents. These include:

#### Board of Visitors (BOV) from MSF

Regular visits from the BOV to Bishan Home look into the residents' needs, facilities, environment. Operational problems are highlighted to them and they will give the relevant advice accordingly.

#### Licence audit from MSF

This is a yearly audit and the audit covers several domains to ensure the minimum standards of care is delivered to the residents. The domains include Resident Well-being, Management of the Home, Resident Management, Protection of Residents, Incident Management, Staff Management, Volunteer Management and Physical Management.

#### ISO

The ISO certification is to ensure that we comply to the ISO quality management standards. It also serves as a check on our organisation's processes through constant feedback and continual improvement.

# Training

**Training Outcome for the period from April 2017 to March 2018 for Residential and DAC services.**



Figure 1

Activities in Daily Living (ADL) training outcomes have (see figure 1) shown that 73% of residential clients and 69% of DAC clients gain independence in performing at least one new activity in an ADL domain respectively.

Community Living Skills (CLS) training outcomes have (see figure 1) shown that 56% of residential clients and 65% of DAC clients gain independence in performing at least one new activity in a CLS domain respectively





## Community Living skills



Afternoon stroll at Bishan Canal



Shopping at a bookstore



Taking public transport & a trip to the library



Computer lessons for DAC clients

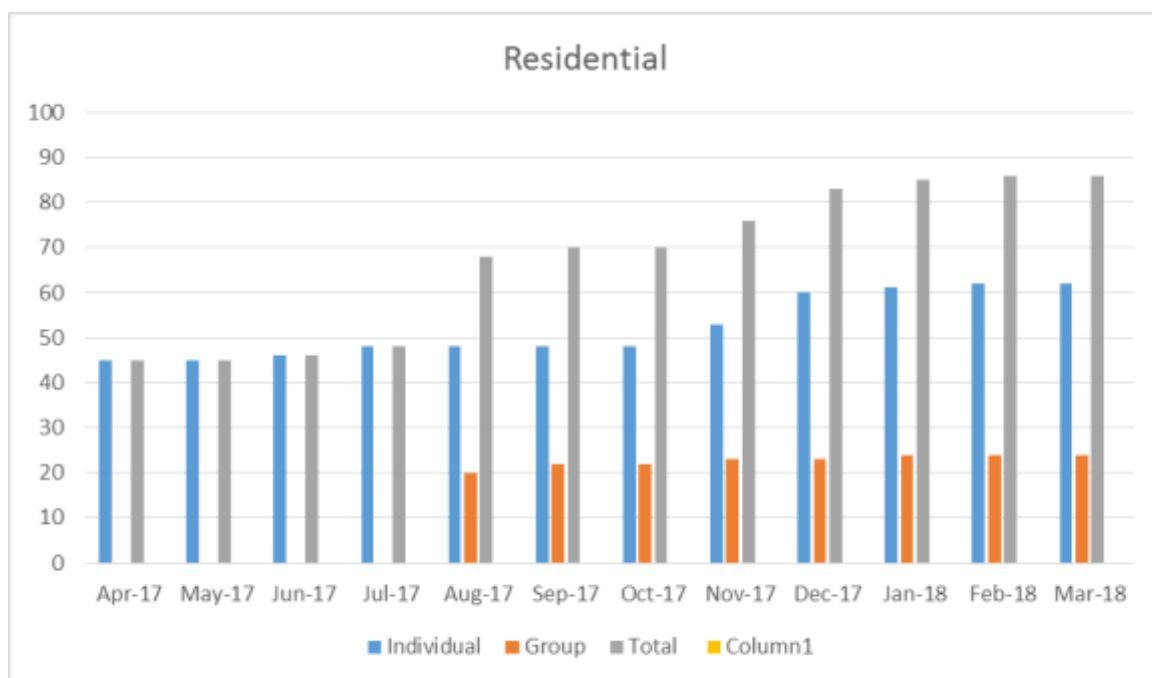


# Physiotherapy Department

Our primary role in Bishan Home is to keep the residents engaged in activities that will keep them physically active, mentally alert and help them to be independent in their activities of daily living.

As it is our goal that residents stay functionally mobile as possible the Therapy Department conducts various interventions.

## RESIDENTIAL



### Some milestones

> August 2017 = commencement of Mass exercise program for 20-25 selected high function residents to participate in ROM/stretching/walking exercise in MPH. Divided into two groups and each group is scheduled to participate twice a week.

> Individual therapy program for residents requiring therapy intervention. A one on one therapy session that focuses on a residents' physical dysfunction. Their exercise goal may be for strengthening, range of motion, stretching, ambulation, balance and coordination.

Or it may be a sensory session for those residents that have been found during their assessment that would benefit with this intervention.

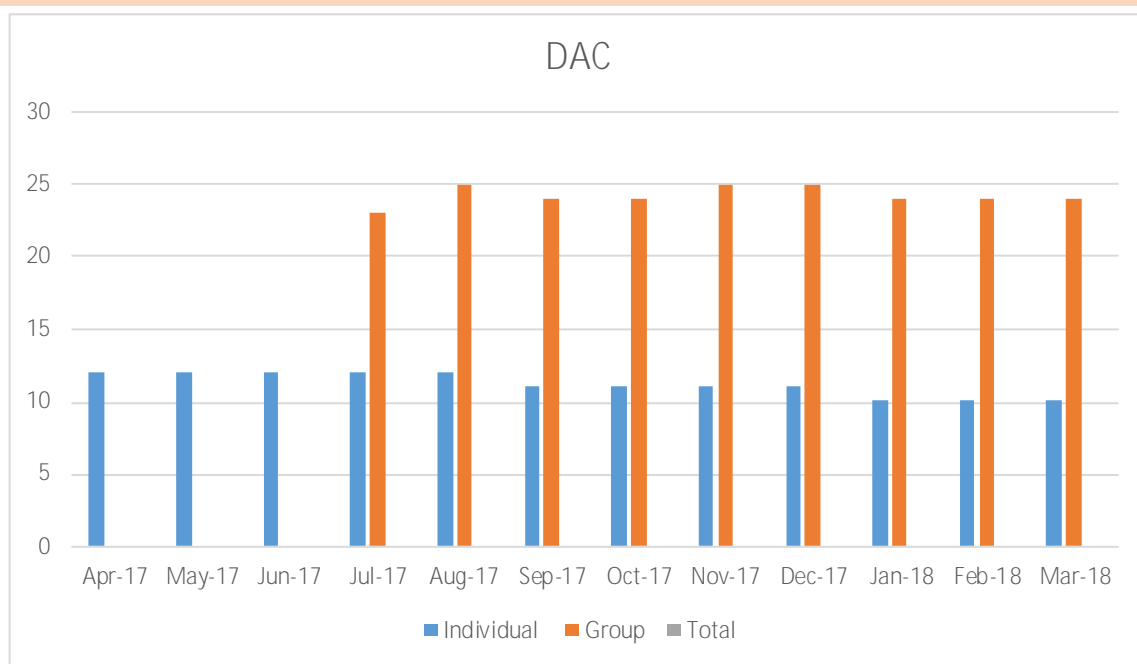
> A total of 86 residents are seen and treated for both individual and group therapy.

> Acute cases such as muscle pain, swelling and fracture were also referred to PT Department and treated accordingly.

# DAC

> July 2017 = commencement of new Group therapy activities for DAC clients planned by PT Gowri.

> DAC Clients were able to participate in Group and Endurance activity.



> Total of 10 DAC clients were seen and treated for individual therapy.

January 2018= in an agreement to engage the DAC clients in more physical activity, the Therapy Department and DAC staff started an Endurance activity out to Bishan Canal.

The DAC clients are able to go to the exercise park and enjoy a leisurely walk and have social interaction with the people and pets walking past.



# Social Work

The VWO Transport Subsidies aims to benefit PWDs attending our Day Activity Centre. Transport subsidies for 14 DAC clients were processed on a monthly basis.

CHAS cards help to ease part of the medical expenses incurred with medical follow-ups at GPs. To date, a total of 93 CHAS cards (blue and orange) has been successfully processed.

Staff from Social Work Office also assisted families with Medical Fee Exemption Card (MFEC) applications. To date, we have a total of 104 residents with MFEC cards. 16 residents do not meet the criteria of MFEC application.

## Employment of Psychologist

There are plans to hire a psychologist in Bishan Home. A Psychologist at Bishan Home would serve the primary goal of decreasing the frequency and severity of challenging behaviours, ultimately increasing the Quality of Life of the residents/clients at our Home.

In addition, the Psychologist would also be able to provide skills training and professional support to help our staff in developing effective behaviour management plans.

## 19<sup>th</sup> Anniversary 2017

An annual major event of BHID, Bishan Home celebrated our 19<sup>th</sup> Anniversary Day on 14<sup>th</sup> October 2017 at the multi-purpose hall at Bishan Home.

The theme for this event was “Appreciation of Volunteers” where we took the opportunity to celebrate and thank our volunteers for their continuous support to Bishan Home and our residents for the past 19 long years! A crowd of about 200 people turned up for this event which included our residents, guests, volunteers and staff.





Our guests enjoyed the musical performance by The Right Angle, a busking group of 3 performers who entertained the crowd with their eclectic and wide set of repertoire of songs.

There was also a live band performances by Cactus Rose Band, which was a 7 piece mixed disability band comprising of a drummer with Developmental Disabilities, a bassist with Multiple Disabilities, a keyboardist with Visual Impairment, a second keyboardist with Autism, a percussionist with intellectual disability and a guitarist and a vocalist with Visual Impairment.



It was indeed a successful event through the joint-effort of the Organizing Committee and the effort of every staff at Bishan Home.



# Community Partnership

## 4155

**Volunteers**  
Served residents of  
Bishan Home and  
DAC Clients

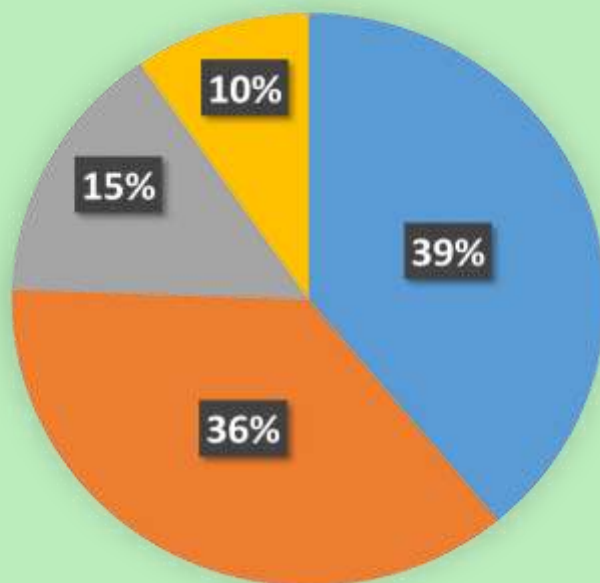


## 9136.5

**Hours**  
Time spent by volunteers  
in Bishan Home



## GROUP VOLUNTEERS



- Interest Group
- School
- Corporate
- Organisation/ Society

Bishan Home is grateful to host volunteers from all walks of life, serving both our residents and DAC clients with their precious time. Apart from the staff, volunteers have always been one of the key supporting pillars for the Home, bringing joy and laughter constantly to our residents and DAC clients. From feeding our residents, to befriending them, to taking care of our garden and to the creation of beautiful murals to liven up the Home, we appreciate the service and treasure this relationship with all our volunteers.

Since November 2015, Bishan Home has been supporting and collaborating with the MSF's Community Service Order (CSO) program to engage CSO youths. The program aims to inculcate a sense of responsibility and service by allowing them to volunteer and serve those less fortunate. These youths are placed in our Home where they assist our nursing aides with our training programs, help our housekeepers in keeping the home clean and befriend our residents.

A total of 4 CSO youths were placed with BHID.

## **HIGHLIGHTS OF COMMUNITY PARTNERSHIP**

Event: **Performance by Faith Music**

Date: **4 April 2017**

On 4<sup>th</sup> April 2017, we had a mini concert from the VIB Band from Faith Music Centre. The band had prepared a series of our residents' favorite tunes to perform at Bishan Home.

During the programme, the members of the VIB Band were very interactive and engaging. They had mini tambourines given out to the audience and encouraged them to sing along to the songs. Our residents and staffs had a lot of fun singing and moving along to the songs.

As a member of the Singapore Centre for Social Enterprise (raiSE), one of Faith Music Centre's social mission is to equip Persons with Disabilities (PWDs) learners with music proficiencies so that they are able to earn an income and allowances through corporate, social and public performances. VIB Band is supported by the Lifelong Learning Council to propagate through music that it is never too old to learn and never too late to start learning!



Event: **Gardens by the Bay outing with Ngee Ann Polytechnic Lecturers/Students**

Date: **11 May 2017**

A group of teachers and students from Ngee Ann Polytechnic organised an outing trip for our residents to Gardens by the Bay. Upon arrival, our residents were treated to tasty muffins and bananas brought by the volunteers. After having their fill, our residents along with the volunteers then proceeded on to tour the Flower Dome and Cloud Dome

The theme during our visit was Tulipmania Inspired *by Van Gogh*. The flower dome was fully decorated with endless tulips of different colours, the sight was indeed breath-taking. Our residents, so intrigued by the tulips, were constantly exclaiming, “beautiful” and “pretty” while pointing to the tulips. Many of the residents would even initiate and asked the volunteers to take photos of them. When taking the photos, they would also pull the volunteers in for a shot as well.

Next, our residents and volunteers headed off to the Cloud Dome where they were greeted by the magnificent waterfall at the entrance. Some of our residents even reached out their arms to try and catch the water droplets that splattered off the waterfall. When they felt the droplets landed on their arms, they would then excitedly show it off to their volunteer partners while laughing and brushing the moisture off.

Despite having to walk long distances to cover the attractions, our residents were too busy immersing themselves in the beauty of the flowers to feel tired from walking. Our residents just could not stop smiling at the beautiful and colourful flowers there.



Event: **Taiwanese volunteers from IACW**

Date: **2-3 August 2017**

IAVE Taiwan was founded in 2001 as the representative Organization of International Association for Volunteer Effort (IAVE) in Taiwan.

From 2 – 3 August 2017, a group of 6 Taiwanese youth volunteers from IAVE Taiwan volunteered at Bishan Home. These volunteers were on their first overseas volunteering expedition to Indonesia and Singapore. Their first stop was a children’s home in Batam, Indonesia before coming to Bishan Home.

During the two days of volunteering, the youth volunteers joined our DAC clients in their daily morning class. They lent their hands in cooking class where they air-fried some handmade dumplings. After that, they did some simple exercises with our clients by passing around big gym balls. After getting to know our clients better, the volunteers prepared some simple and fun activities for our clients. They played games like throwing hoops and knocking down of tins.



The smiles on our clients' faces were proof that it was definitely an enjoyable session with the volunteers. Although the volunteers were young, the patience and compassion they showed towards our clients was definitely admirable and commendable!



Event: **Qian Hu Fish Farm with Singapore Customs**

Date: **30 August 2017**

On 30 August 2017, our residents went on a field trip to Qian Hu Fish Farm with volunteers from Singapore Customs!

Upon reaching the fish farm, our residents were first treated to delicious mini chocolate cakes and mini tubs of smooth creamy ice cream. After that, they were each given a mini fish tank which they decorated with the volunteers. Arming themselves with the decorated mini fish tanks on their left and mini handy fish nets on their right, our residents and volunteers proceeded to the specially designed Long Kang in the fish farm for a fishing session.

It was a feat catching the agile fishes in the pond, they had to practice patience and endurance while they waited to net the quick fishes. Loud cheers and laughter resounded each time a fish was caught! After the short but rewarding fishing session, we were brought around Qian Hu Fish Farm for a short tour which showcased many different types of fishes in all shapes and sizes.



The fun filled day ended with huge smiles hung upon our residents' faces as they held onto their very own mini fish tanks while they left the fish farm as souvenirs from this wonderful trip.

**Event: Upper Pierce Reservoir Outing with UPS volunteers**

**Date: 22 September 2017**

On 22<sup>nd</sup> September 2017, our Residents buddied up with the volunteers from UPS on a leisure trip to the scenic Upper Pierce Reservoir.

Upon arrival, we found a nice cosy picnic spot for ourselves. Settling down on the grass patch and facing the peaceful waters, our residents and volunteers enjoyed a delicious tea-break together. The volunteers took part in helping to feed our residents with their tea-break. After finishing the scrumptious snacks, they took some time to explore the area before coming back together to play some mini games.

They played “passing the parcel” where they had to pass the parcel until the music stops. If the music were to stop, the resident where the parcel stops at will have to do a small forfeit together with the volunteers. The forfeit involves the volunteer introducing the resident.

After that, they took a short walk down the reservoir where they enjoyed the cool breeze and the breath-taking scenery.



**Event: Singapore Customs Wall Painting Project 2017**

**Date: 30 September 2017**

On 30 September 2017, 10 Singapore Customs volunteers were involved in a Mural painting project from 8.30 – 1.30pm. Prior the painting day, Artist Sha from FYRE FLAME and Singapore Customs organizers came to Bishan Home for brainstorming on the possible mural designs.

4 Walls were selected for the mural painting: Level 1 Ramp Area, NB1, 2 & 3 Entrance respectively. Eventually, Sunflower design was decided as it represented happiness. In addition, Bishan Home's slogan “Serving with Faith, A Journey Together” was painted on Level 1 Ramp wall.



On the actual event day, with the guidance of the Artist Sha, our Customs' volunteers painted beautiful Sunflower Murals on the respective walls. Many residents, staff and visitors feedback that the mural painting was well-done as it beautified and brightened the whole Home.



**Event: Visit from Singapore Police Force, Bishan NPC Tanglin Division**

**Date: 12 December 2017**

As part of Bishan NPC's continuous effort in discharging societal responsibility, the police officers organized a talk for our residents and staff to inculcate awareness of online scams.

After the talk, the police officers also took some time to have a short interaction session with our residents. Our residents had an enjoyable time chatting and colouring with the police officers. Special thanks to those officers involved in the housekeeping chores that put in all the hard work to keep all our fans in the dining area super clean.

The entire session ended with our residents enjoying a delicious lunch treat from Bishan NPC.



Event: **Visit by chefs from PARKROYAL**

Date: **14 December 2017**

Executive Chef Mr Kelvin Cheah and his team from PARKROYAL came to Bishan Home on 14 December 2017 to celebrate Christmas early.

We were told that Executive Chef Mr Kelvin and his team had to start working as early as 4am to prepare all the yummylicious buffet that was delivered to Bishan Home. In addition, all the volunteers took their initiative to help our nurses in distributing the food and feeding our residents.

The highlight of the event was when the SANTA CLAUS mascot appeared! Our residents and staff clapped and cheered loudly to welcome Santa and they were enthusiastically taking candid shots with Santa.

The event ended with an Apron Presentation by Executive Assistant Manager, Ms Belinda Quek. Aprons were presented to our Kitchen staff as a token of appreciation for all their hard work in the kitchen. Overall, it was indeed a memorable afternoon.



Event: **Wee Nam Kee Chicken Rice with BHID nurses and staff**

Wee Nam Kee Chicken Rice sponsored our residents and staff to dinner treat at Marina Square Wee Nam Kee for Christmas festive season last year December 2017 on four different occasions:

- 7 December 2017 – 19 pax
- 11 December 2017 – 18 pax
- 13 December 2017 – 23 pax
- 20 December 2017 – 19 pax

This was the 2<sup>nd</sup> year we were invited to Wee Nam Kee Chicken Rice restaurant by Mr Wee Liang Lian (Director). Our residents and staff enjoyed the chicken rice and barley drink served to them. After a nice meal, our residents and staff went to the shopping mall's atrium to take photographs with the Christmas decorations.



They also enjoyed the MacDonald French fries, apple pie and ice cream at the Waterfront nearby Esplanade mall. The event ended with a group photo of the iconic Marina Bay Sands building.



Event: **Free hair-cut by Mr Toshiyuki Yanaka**

Date: **Every Friday afternoons (on-going)**

A group of volunteers from Aderans Singapore Pte Ltd has recently volunteered at Bishan Home to provide weekly professional haircuts for our residents and staff. The haircuts are done by Japanese volunteer, Mr Toshiyuki Yanaka, who was trained professionally in USA, with the rest of the volunteers provided assistance to him and clearing up the place after the haircut sessions.

During the haircut sessions, Mr Toshiyuki Yanaka is always very patient and gentle to our residents. This gained him much popularity amongst our residents and they always look forward to see him coming down every Friday. Apart from his gentleness, our residents and staff were full of praise for Mr Toshiyuki Yanaka for his fantastic haircutting skills as well.



Event: **Volunteers from Land Transport Authority- Spring Cleaning at DAC**

Date: **19 January 2018**

On 19<sup>th</sup> January 2018, volunteers from Land Transport Authority (LTA) came down and lent a hand in spring cleaning our Day Activity Centre in preparation of the upcoming Lunar New Year. Armed with face masks and gloves, the volunteers were not afraid to get dirty while cleaning up. They were very careful and detailed in cleaning every single corner of our DAC. They made sure that not a spot was missed. After hours of sweat and hard work, our DAC was finally dusted and dirt-free!



Event: **SAFRA CSC and MINDS Youth Group Chinese New Year Celebration**

Date: **18 February 2018**

On the third day of Lunar New Year, volunteers from SAFRA Community Service Club and MINDS Youth Group took a break from visiting their relatives to bring cheer to our residents.

It was an amazing Sunday morning where the volunteers sang many songs of the festive season and jammed out with our residents. After which, the volunteers prepared and taught our residents to make New Year lanterns to spruce up our place. They also did some colouring of the Lunar New Year themed drawings before ending off the session. The heartwarming session and the festive joy shared with our residents would not have been possible without these dedicated volunteers.





**Event: Singapore Polytechnic Staff Chinese New Year Celebration**

**Date: 27 February 2018**

Before the end of Lunar New Year, we were joined by student and staff volunteers from Singapore Polytechnic and Singapore Polytechnic Lion Dance!

The team performed an exciting lion dance performance for our residents where they showcased some impressive tricks and stunts. They also presented to our Head of Home a plate of oranges plated as 旺. The word “旺” signifies prosperity and also homophonic to the sound of dog barking for the year of dog!

After the lion dance performance, the staff volunteers proceeded on with many fun activities with our residents. They prepared a photo booth where the volunteers helped our residents put on makeup and dressed in traditional costumes before taking a Polaroid photo. Other than that, they also made many Lunar New Year “Ang Bao fishes” with our residents which later adorned our hall.

The amazing session to end off the celebrations for the Lunar New Year would not have been possible without the efforts from the student and staff volunteers from Singapore Polytechnic and Singapore Polytechnic Lion Dance Team!



# Financial Highlights

For the financial year ended 31 March 2018 (“FY2018”), Bishan Home for the Intellectually Disabled (“the Home”) reported income of S\$4.26m and expenditure of S\$3.41m from its operations, resulting in a net operating surplus of \$0.84m.

The net operating surplus for FY2017 was a marginal 3.75% lower than that of the previous financial year. This was due to a small 4% increase in operating expenses compared a slightly lower increase of 2.4% in operating income.

Operating income was affected by changes in the following income sources:

A 90.32% increase in donations received as the Home was one of the beneficiaries of the charity golf tournament organized by the National Service Resort and Country Club. In addition, the Home received some donations for specific capital expenditure as well as to offset increasing nursing supplies expenditure.

Investment income earned in FY2018 decreased by 39.21% compared to that earned in FY2017 as the Home held its Fixed Deposits for tenures extending beyond 12 months in order to earn higher interest rates. These Fixed Deposits will mature in FY2019.

All other income sources held steady in FY2018.

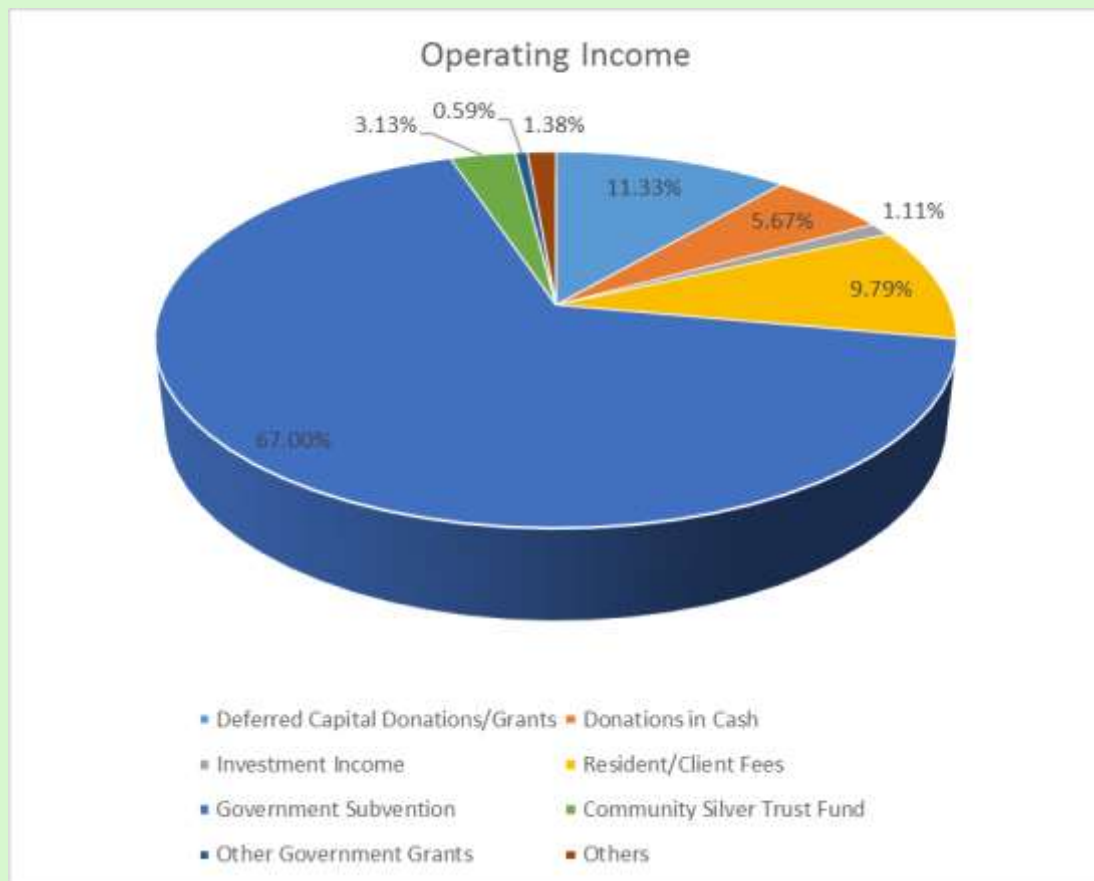
With regard to the operating expenditure of the Home, the Home continued to exercise tight control over its expenses. Nevertheless, the following expenses increased in FY2018:

Staff costs increased by 7.11% as the care duties of the Home are now more labour-intensive due to the increasing care needs of ageing beneficiaries.

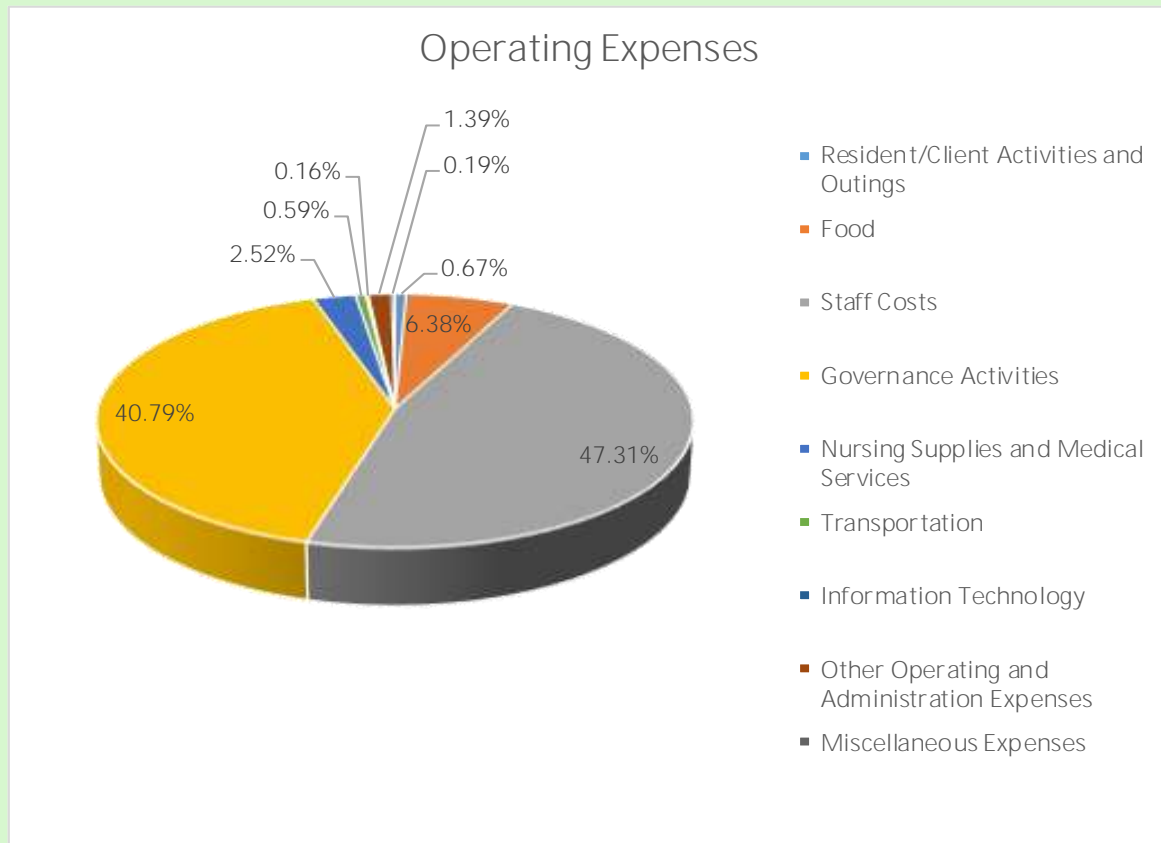
Professional Fees increased by 11.98% as the Home spent more on therapy services especially for ageing residents in order for them to maintain their mobility and independence.

Nursing Supplies and Medical Expenses continued on an upward trend, increasing by 11.48% as ageing beneficiaries required more nursing and medical care.

The challenges ahead for the Home continue to arise from the changing care needs of ageing beneficiaries and their caregivers as well as the ageing facilities of the Home. In the coming years, the Home will continue to focus on increasing capability in caring for ageing beneficiaries and improving the facilities of the Home.



	%	2018	2017
<b><u>Operating Income</u></b>			
Deferred Capital Donations/Grants	11.33%	481,997	498,895
Donations in Cash	5.67%	241,209	126,740
Investment Income	1.11%	47,149	77,557
Resident/Client Fees	9.79%	416,726	420,913
Government Subvention	67.00%	2,850,959	2,809,999
Community Silver Trust Fund	3.13%	133,289	130,953
Other Government Grants	0.59%	25,106	23,917
Others	1.38%	58,639	65,781
		<b>4,255,074</b>	<b>4,154,755</b>



	%	2018	2017
<u>Operating Expenses</u>			
Resident/Client Activities and Outings	0.67%	22,740	20,763
Food	6.38%	217,778	227,240
Staff Costs	47.31%	1,615,065	1,507,871
Governance Activities	40.79%	1,392,307	1,337,158
Nursing Supplies and Medical Services	2.52%	86,144	77,274
Transportation	0.59%	20,139	21,612
Information Technology	0.16%	5,471	1,582
Other Operating and Administration Expenses	1.39%	47,341	78,039
Miscellaneous Expenses	0.19%	6,531	8,892
		<u>3,413,516</u>	<u>3,280,431</u>



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