



2019 Annual Report

**Bishan Home
for the
Intellectually
Disabled**

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 25th 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 2019 the DAC has 24 clients.





Chairman's Message

"Time and tide waits for no man"

Anonymous

Bishan Home faces the passage of time on several fronts, both with its residents, and its facilities. 60% (around 74) of our residents are above the age of 50; our building is over twenty years old. This presents some challenges for the Home.

Of this, the condition of our aging residents presents Bishan Home with its most serious challenge to date: how to continue to meet their caregiving needs while gearing up for the potential issues that aging brings. As noted above, a majority of our residents are over 50. From this, almost a third are above the age of 60. More and more, we see our residents developing issues related to aging. These can come in the form of reduced mobility to changes in cognitive function which may signal the early onset of dementia. We also see more visits to the hospital as well as residents developing multiple medical conditions. Our staff will have to constantly upgrade their skills in order to keep up with the changing care needs of our residents.

The Home is looking at upgrading the skills of its staff, engaging trainers to begin teaching us about geriatric care. This is in preparation for the aging needs of our residents. The Home will start its first geriatric training for staff this year with Hwa Mei Institute, with more training in the years to come.

Our facilities and training programs will have to be adapted to meet these changes. Although the Home was built over twenty years ago, we have kept to a vigorous maintenance program, ensuring that the facilities are kept to the best possible conditions. We have embarked on several cyclical maintenance programs with the help of MSF, and will continue to adapt our facilities to best meet the needs of our residents.

On the training program front, we have recently introduced training programs utilizing tablets. First rolled out to our Day Activity Centre (DAC) Clients, we have subsequently expanded this program to our residents. This has been met with great success as both our residents and day activity centre clients enjoy playing educational games and activities, using the touchscreen tablets. We have also engaged the services of an occupational therapist from the Asian Women's Welfare Association (AWWA), whom we have collaborated with for several years. This occupational therapist will look to keeping the minds of our residents and DAC clients active. The Home will also continue with its physiotherapy program, ensuring that our residents will be able to be as active and mobile as possible.

With the help of our community and government partners, volunteers and staff, we are confident that the Home will be well placed to meet the challenges ahead of us. I hope that you will continue to work alongside with us in helping our residents to live their lives as best as they can.

During the FY ending 31 Mar 2019, there were some movement in the Residents and Day Activity Centre Clients.

Admissions & Discharges

Residential Program

There were 7 residents admitted into Bishan Home Residential Program for the period of 1 Apr 2018 to 31 Mar 2019.

During this same period, 6 residents were discharged into nursing homes or other more appropriate placements. 1 resident passed away peacefully in the hospital.

Day Activity Centre Program

There was 1 client admitted into the Day Activity Centre during this period and 1 client discharged due to more care needed for his medical condition.

Current Resident Profile

The no of residents aged 50 years and above is almost 60% of the residents residing in Bishan Home and the breakdown is as below:

No of residents aged 60 years and above = 25

No of residents aged 55-59 years = 32

No of residents aged 50-54 years = 17

Other residents are aged between 34 and 49 years.

The problems are more prevalent as we see our residents ageing beyond 50 years old. In this geriatric population, we see more residents requiring increased support in their daily activities of living (ADL), as in more physical assistance and longer duration to complete the ADL hygiene care, toileting, dressing, ambulation activities. We deploy more manpower to escort them for their multiple medical appointments. We see residents with multiple medical conditions, where they are being seen by specialists at different clinics in the hospital.

Referrals to Hospitals for acute medical emergencies

With the ageing population, the residents are at higher risks of falls, chest infection, neurological issues. The caregivers and nursing staff play an important role to ensure that residents and day Activity Centre clients receive early medical attention for the acute medical conditions.

Programs and Activities for Residents and Day Activity Centre Clients

The residents and DAC clients are given opportunities to participate in activities of their interests and based on their cognitive levels, they are placed in the classes of their abilities.

- Singing
- Art class & Chinese Painting
- Sewing class
- Food Preparation Class
- Physical Therapy
- Limb Exercises and Limb Movement
- Work Therapy
- Dog Therapy
- Hydropool or Water Play
- Karaoke
- Bowling
- Outings
- Skills Training on Activities of Daily Living and Community & Social Living

Festive Activities for Residents and DAC Clients

Often, the residents and DAC clients are invited to places of interests during festive seasons. They visited Chinatown during the Chinese New Year festive season, stroll along Orchard Road to see Christmas lights, and even visit Gardens By the Bay during the tulip flowering season.

They are also invited to full-course lunches/dinners during the mid-Autumn Festival and interact with students to celebrate National Day.

Other community integration include visits to the parks, airport, shopping malls, supermarkets, schools, community centres.

Collaborations with other Healthcare Organizations

The nursing and caregiving department continues in the Many Helping Hands approach. It collaborates with various organizations to enhance the well-being and medical services to the residents and clients.

Doctor-On-Wheels (DOW) – the doctor and nurses team comes to Bishan Home every quarterly to check on the health conditions of the residents. They give health education and review their medicines and overall well-being.

Mt Alvernia Outreach Clinic (MAOC) – the residents can be seen at the clinic at a heavily subsidized rate. The MAOC is located at Toa Payoh, which is only about 7 mins drive from Bishan Home.

Telemed Clinic (IMH) – This clinic, being run by IMH, is held on a monthly basis, where residents who receive psychiatric treatment or behavioural management, are reviewed by a psychiatrist via video cam consultation. This allows family members and caregivers to save time bringing the residents to the hospital. It also allows the residents to seek medical consultations in a familiar setting in Bishan Home.

Physiotherapy and Occupational Therapy Support – A registered therapist from established agency comes in at least 3 full days a week to supervise the therapy aides in their delivery of PT/OT services to the residents and DAC clients. They also conduct sensory sessions for residents and clients.

Ling Kwang Home Dental Clinic – Residents receive free dental check-ups and simple dental procedures like Scaling & Polishing, Simple Tooth Extraction. This service is provided on a weekly basis.

COMSA Hua Mei Clinic – Residents with Medical Benefits Cards (CHAS or Medical Fee Exemption Cards) enjoy very heavily subsidized medical services at this clinic, supported by Tsao Foundation. They receive close medical attention and follow-ups for their chronic medical conditions by a dedicated primary care physician.

Audits on Minimum of Standards of Care for the Residents conducted by MSF

the annual audit covers several domains to ensure the minimum standards of care is provided and delivered to the residents. The domains include Resident Well-Being, Resident Management, Home Management, Staff Management, Volunteers. The Home received a good result in the last Audit held in Dec 2018 with a grade of over 80 % achieved.

Board of Visitors (BOV) Audit – Assigned members from BOV visit the Home a few times a year to conduct random checks as well as advises the Home on some operational problems which we face on a daily basis.

On-site Assurance Audit – this audit is conducted to ensure that training programs are carried out accordingly as planned and that lesson plans are towards reaching goals set for the residents and DAC clients. Residents and staff are interviewed to assess on how the training programs are being carried out. Views from families of residents and clients are also considered in rating the efficiency and satisfaction of the training programs delivered.

Staff Training for the year

First Aid Training – 70% of the staff have received first aid training and are certified first aiders. This is to ensure that residents and clients receive immediate care and attention when an emergency arises.

AED Training – we encourage more staff to learn the use of AED equipment as this helps in times of emergency.

- Talks on Infection Control, Fall Prevention, Body Mechanics and Transfer Techniques
- Sharing on Behaviour Modification by psychologist
- Other In-house training and sharing on Understanding Intellectual Disability, Management of a Seizure, Administration and Storage of Medicines.
- Food Hygiene Course Training for Kitchen Staff
- On-the-Job Training for all newly joined staff

Staff Bonding Activities for the year

Staff bonding activities are necessary as these encourage mingling and interaction with colleagues. This brings about better communication and increases productivity in the work place.

- ◆ Staff Get-Together Parties
- ◆ Staff Dinners & BBQ
- ◆ Nurses' Day celebrations
- ◆ Christmas and CNY celebrations
- ◆ Karaoke
- ◆ Nature Walks
- ◆ Heritage Tours
- ◆ Visits to Places of Interest
- ◆ Overseas Trip



Training

Bishan Home promotes lifelong learning opportunities for adult with intellectual disability. We aim to bridge the gap between what clients can or cannot do by involving them in everyday activities through active support that promotes independence and integration. Training programs are designed with outcome based upon the needs, learning pace, intellectual and functional abilities of each client.

Training Outcome for the period from April 2018 to March 2019 for Residential and DAC services.

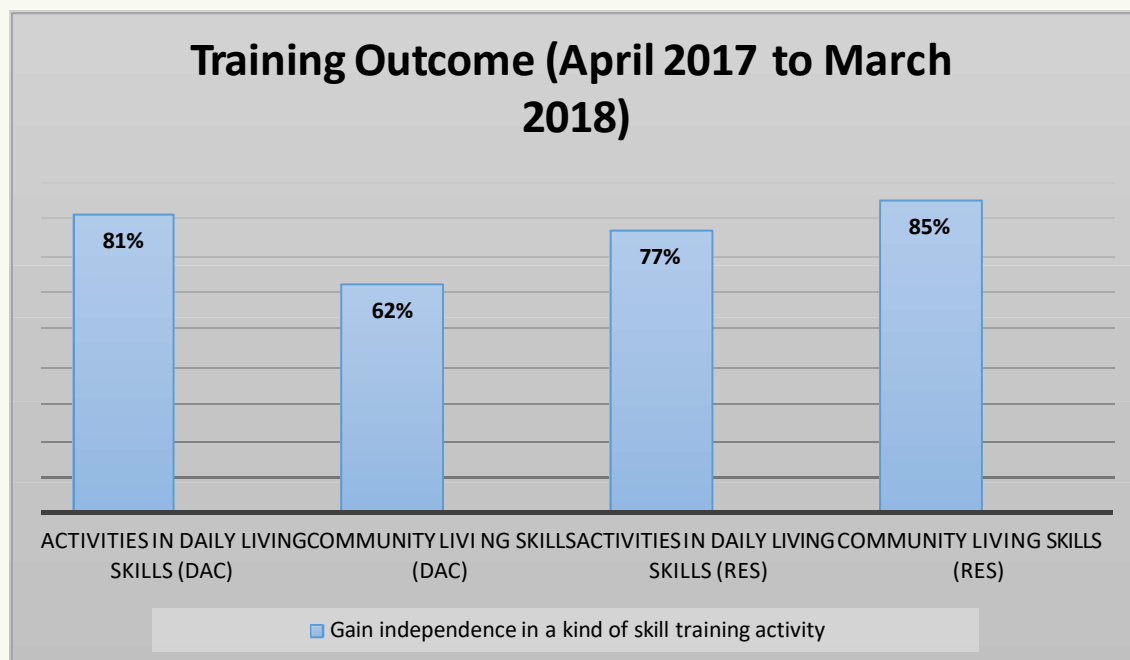


Figure 1

Activities in Daily Living (ADL) training outcomes have (see figure 1) shown that 77% of residential clients and 81% 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 85% of residential clients and 62% of DAC clients gain independence in performing at least one new activity in a CLS domain respectively.



Food preparation class



Buying a meal at coffee shop

Moving Forward

Using iPad as part of teaching tools makes learning fun and motivating for learners. Residents with intellectual disability are using iPad to maintain their cognitive-functioning skills, improve hand eye coordination and communication.



Maintain cognitive-functioning



Improve Communication and learning skills through social stories

Therapy

Therapy Department Exercise Program

One of the issues we are facing is the ageing population of the residents. They tend to be physically inactive if left alone. In order to address this issue the therapy department, in collaboration with AWWA therapist, initiated in October 2018 mass and group activities that not only promotes physical activity but also cognitive and socialization skills.

Residents are divided into groups. Focusing on their ability and skills in order to enhance their strengths. The morning therapy activity includes walking and fitness exercise.

During the Morning walk, residents from each neighbourhoods are gathered and assisted by the Therapy staff to go walk around the premises of Bishan Home. The residents hold hands as they too guide and assist each other. Walking offers physical, social and mental-being benefits. It can improve moods, social interaction and also promote weight loss. Walking outdoors also gives a sense of “getting fresh air” and feeling good from the exercise.



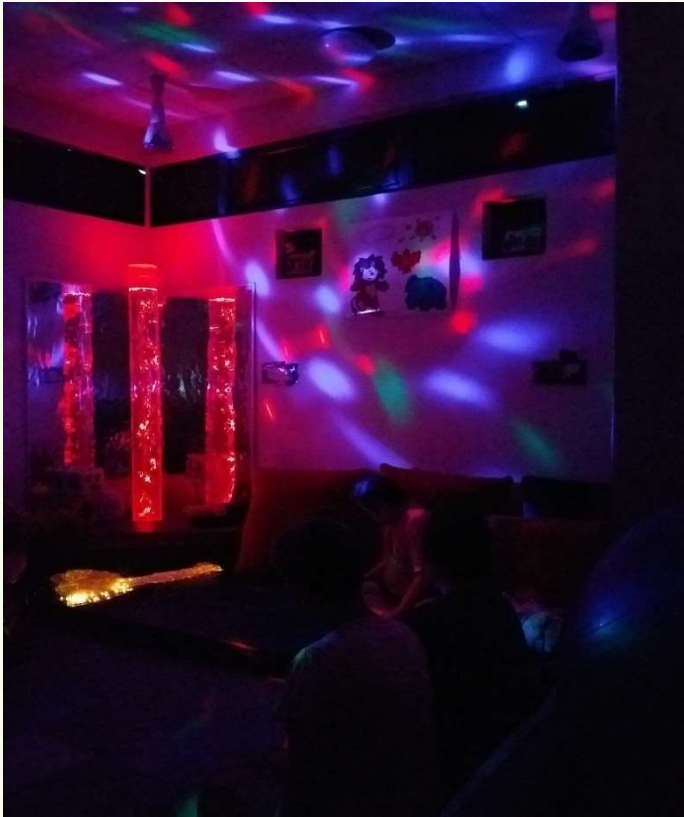
The Fitness exercise activity, conducted by the AWWA therapist, residents enjoy a whole body conditioning exercise. It is combination of range of motion exercise of most joint of the body, Otago exercise (balance and strength exercise) and ball play. The residents sit in a circle while one staff is in the middle executing the movements and saying the instructions out loud. Other staff help the residents with the movements.

We also conduct a circuit training group. This comprise of using the arm/ leg cycle, overhead pulley and table top activities.



SENSORY ACTIVITY

Therapy staff conducts sensory session for residents and DAC clients. Using calm and soft music by Snoezelen , aromatherapy, moving lights bubble machine. This is to improve or promote relaxation and calmness.

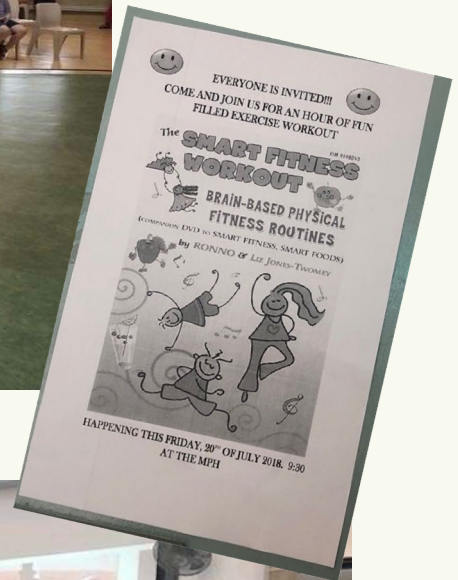


MASS activities conducted by the Therapy department:

DANCEXERCISE @ MPH

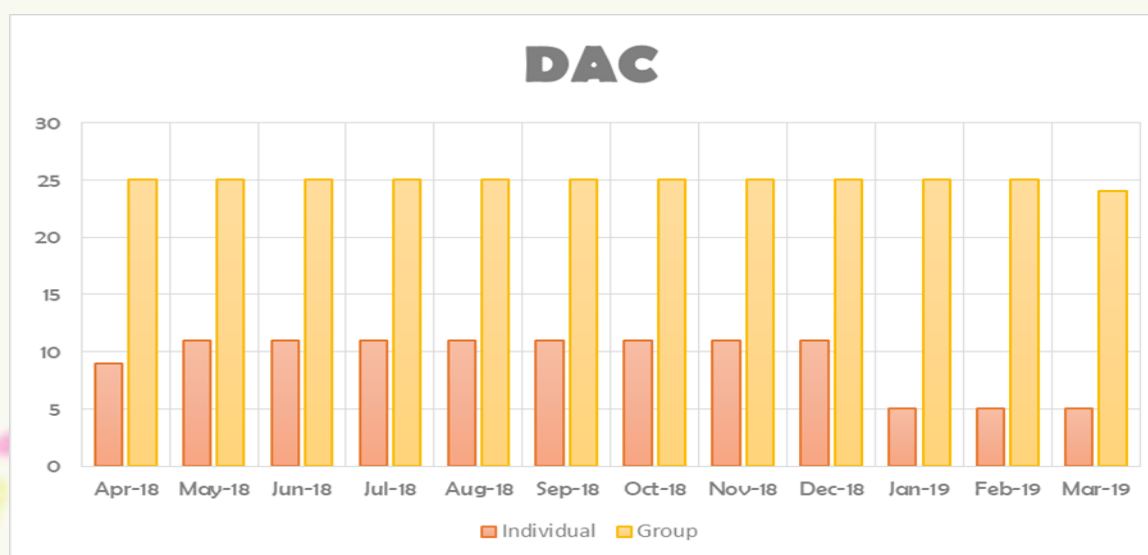
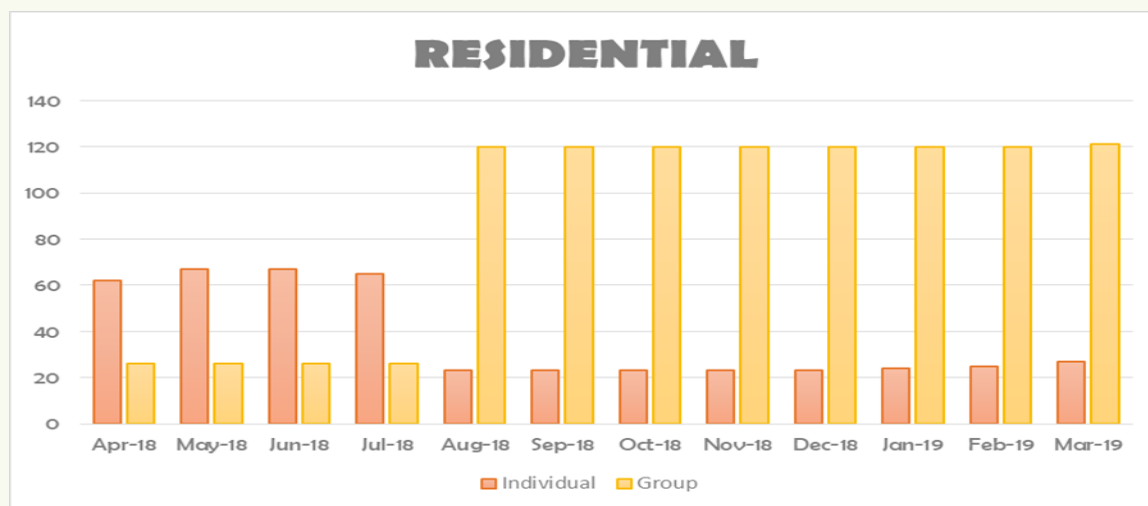


BRAINGYM EXERCISE @ MPH



Aside from Group and Mass activities, the therapy department also conducts Individual therapy programmes for those in need of one to one session. These sessions are provided for those who have acute or chronic physical dysfunction and/or pain. The goals may be to improve ADLs, ambulation, balance, muscle and joint integrity or also pain relief.

Over the course of the year, the therapy department was able to interact with most if not all of the residents and DAC clients.



Each activity may set a different goal but the main objective of the Therapy department is to maintain their physical condition and maybe slow down the effects of ageing.

“Let us never know what old age is. Let us know the happiness time brings, not count the years.”

--Ausonius--

Social Work

VWOTS Transport Subsidies

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.

2) CHAS Cards

CHAS cards help to ease part of the medical expenses incurred with medical follow-ups at GPs. To date, a total of 94 CHAS cards (blue and orange) has been successfully processed.

Medical Fee Exemption Card (MFEC)

Staff from Social Work Office also assisted families with Medical Fee Exemption Card (MFEC) applications. To date, we have a total of 105 residents with MFEC cards. 15 residents do not meet the criteria of MFEC application.

4) Mount Alvernia Outreach Medical Clinic Membership

Staff from Social Work Office assisted families to apply for Mount Alvernia Outreach Medical Clinic (MAOMC) membership. The MAOMC is a community outreach initiative by Mount Alvernia Hospital that aims to provide quality healthcare for disadvantaged people. To date, we have processed membership cards for a total of 50 residents and 3 DAC clients (from needy families).

5) Deputyship Talk for caregivers

On 13 July 2018, families of our residents and DAC clients were invited to attend a talk on Deputyship by a team of NUS law students and lecturer, which covered background information, necessity and procedures of attaining a Deputyship. The talk also briefly touched on the difference between the various legal documents such as the Lasting Power of Attorney (LPA) and Advanced Medical Directive (AMD).

The talk was informative and the speakers were well prepared. Effort was also put in translating the information into Mandarin catering to the needs of the attendees, which helps to better bring across the information. As the demographics of our residents and clients age, it may be necessary for the family to start making the needed arrangement.

6) Talk at Tanglin Club

Senior Social Worker gave a sharing session to members of The Rotary Club of Jurong Town at The Tanglin Club on 4th September 2018.

The purpose of the talk is to raise awareness for people with intellectual disabilities. The members who were present asked many questions and they will explore future volunteer opportunities with our Home.

7) Special Needs Trust Company Limited (SNTC)

Social work team met up with Mr Tan Swee Chiew, Senior Manager from the Community Engagement Team of SNTC Special Needs Trust Company Limited on 6 September 2018. The information shared by their staff is essential for us to drive our outreach to the caregivers of our residents/clients who are considering setting up a trust fund.

8) Visit by parents and staff from Rainbow Centre

On 15 March 2019, 15 parents and staff from Rainbow Centre (both Margaret Drive School and Yishun Park School) came to visit our Day Activity Centre. The purpose of this visit was to help these parents gain a better understanding about our DAC so that they are able to make an informed decision upon graduation of their child from Rainbow Centre. Senior Social Worker gave a briefing and a tour round Bishan Home to help these parents understand more of what we are doing.

9) Grant from UPS

A proposal to seek US\$10 000 sponsorship from UPS has been approved. This amount has been designated for partial sponsorship towards purchase of a new BHID van meant for fetching 64% of our DAC clients who uses our BHID van to our DAC service. The van would also be used for bringing our residents for medical appointment.

Another proposal to seek US\$25 000 sponsorship has also been submitted to UPS for approval to support purchase of medical, nursing equipment and nutritional items to enhance the quality of life of both our residents and clients at our DAC.

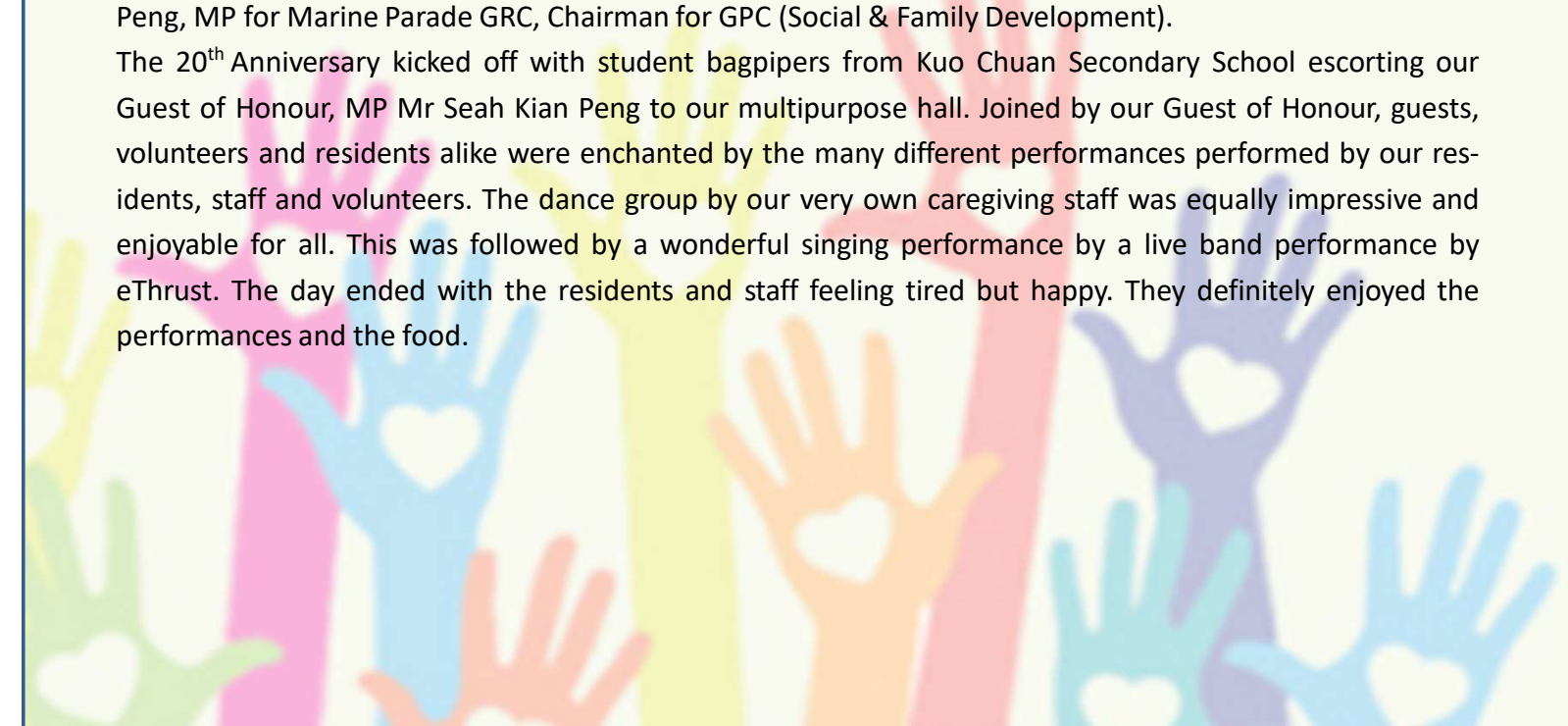
With an increasing number of ageing residents, we now faced new challenges in providing Caregiving roles towards them. They have increased dependence in activities of daily living and functional decline, resulting in heightened risk of falls and medical issues.

With this UPS grant, it will enable the Home to provide a more cohesive care to the residents catering to their needs both directly and indirectly.

10) BHID 20th Anniversary

This year's Anniversary was on 20th October 2018 at BHID MPH. The Guest of Honour is Mr Seah Kian Peng, MP for Marine Parade GRC, Chairman for GPC (Social & Family Development).

The 20th Anniversary kicked off with student bagpipers from Kuo Chuan Secondary School escorting our Guest of Honour, MP Mr Seah Kian Peng to our multipurpose hall. Joined by our Guest of Honour, guests, volunteers and residents alike were enchanted by the many different performances performed by our residents, staff and volunteers. The dance group by our very own caregiving staff was equally impressive and enjoyable for all. This was followed by a wonderful singing performance by a live band performance by eThrust. The day ended with the residents and staff feeling tired but happy. They definitely enjoyed the performances and the food.





Community Partnership

3776

**Volun-
teers**

Served residents
of
Bishan Home and
DAC Clients

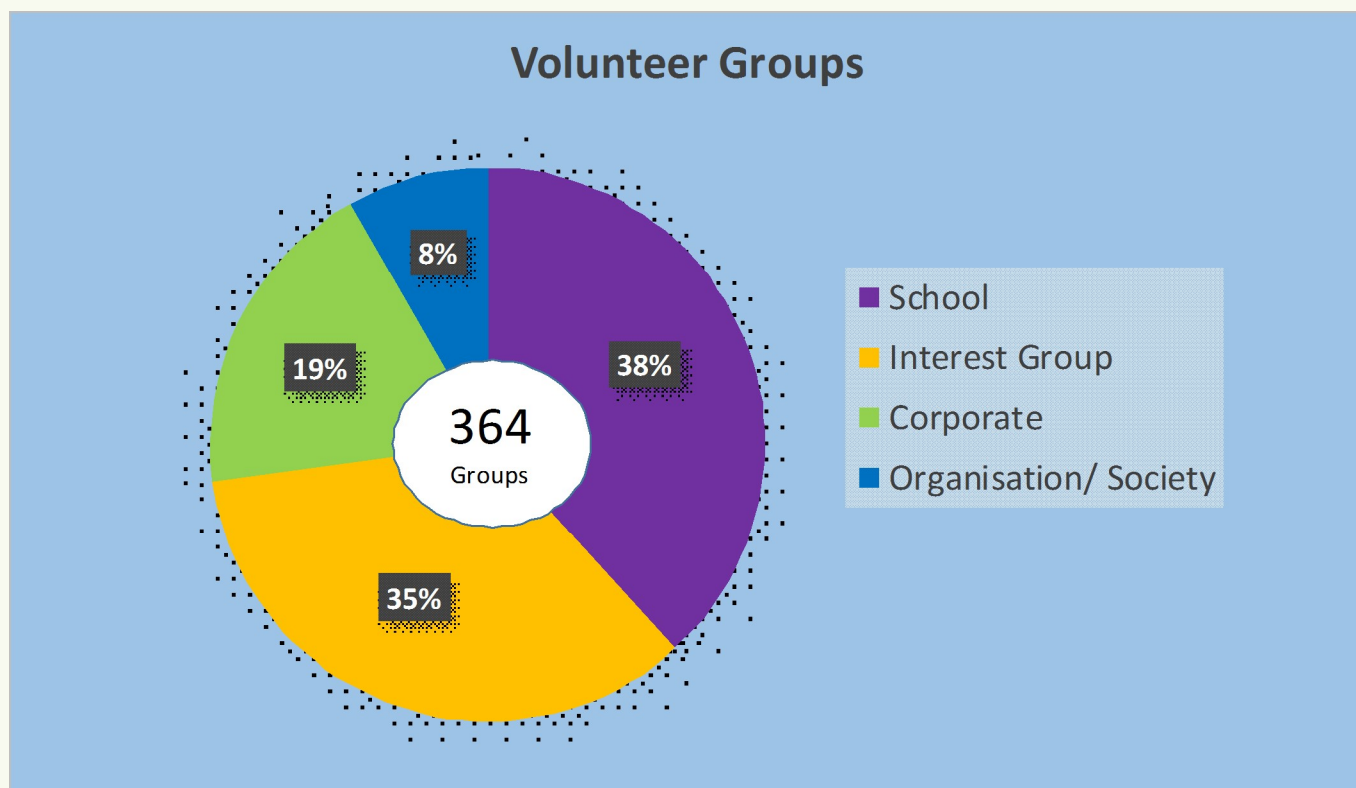


8146.5

Hours

Time spent by volunteers
in Bishan Home





Highlights of Volunteer Activities

Volunteers are always one of the key supporting pillars for Bishan Home to bring joy and laughter consistently to our residents and DAC clients. Apart from improving their social needs through befriending and bringing them to outings, the volunteers also helped in other aspects to further enhance their overall quality of life.

Event: Sentosa Outing with staff from Mt Alvernia Hospital

Date: 24 May 2018

On 24th May, volunteers from Mt. Alvernia Hospital brought our residents out to sunny and sandy Sentosa!

Our residents were especially excited to be taking a special mode of transport to Sentosa from Mount Faber which was the cable car! For most of our residents, this was their very FIRST time being on a cable car. Some of our residents were a little anxious before boarding the cable car. However, once they were on the cable car, they were far too excited to feel any more fear.

Upon reaching Sentosa, the volunteers and our residents went on to visit the magnificent Merlion! At the foot of the Merlion, our residents watched a short clip on how Sang Nila Utama had found Singapura in the past. After the video, they made their way up to the mouth and head of the Merlion for more beautiful views. It was definitely an eye-opening excursion for our residents. Our residents could not stop discussing about the outing even when they were back. They were so excited to share the experience with their peers from the cable car to the Merlion!

Event: Kuo Chuan Presbyterian Secondary School Youth Day Celebration Outing

Date: 29 June 2018

On 29th June 2018, we were invited by Kuo Chuan Presbyterian Secondary School (KCPSS) to be part of the school's Youth Day Celebration!

At the celebration, our residents were first brought to get their tummies filled at the pop-up café run by students of KCPSS. At the café, our residents were given a wide range of choices from burgers, soba, ramen and even mocktails! All of the food available at the café were all prepared and cooked by the students from KCPSS. After placing our orders, the student chefs whipped up a storm at the open-air kitchen while our residents patiently waited for their food.

As they enjoyed their delicious meal, we were honoured to be able to meet and have a small chat with President Halimah Yacob, the guest of honour of the event. Our residents were thrilled to be able to see Singapore's President in person and took photos with her to commemorate this very special moment!



Event: Staff Get-together event for Zion Bishan Bible-Presbyterian Church, Zion Bishan Kindergarten and BHID

Date: 1 June 2018

On 1 June 2018, our staffs from Bishan Home had a get-together bonding session with staffs from Zion Bishan Bible-Presbyterian Church, Zion Bishan Kindergarten. The session was fun and very interactive.

During the session, the staff bonded over many fun games like Pictionary and balloon sculpting. The staffs from the various organizations also shared their different work experiences in the vastly different areas of work. After the sharing, we ended the session with a hearty lunch together.



Event: Monthly lunch at Dignity Kitchen

We are very thankful towards Dignity Kitchen for treating and hosting our Day Activity Centre (DAC) clients' lunches every month at their vicinity in Serangoon, with transport provided. This provide our clients an opportunity to travel out of our centre and journey to somewhere different for lunch (with dessert). There is also always a KTV set that allow our clients to sing their hearts out during and after their lunch. During our stay there, there were also groups of volunteers from various corporates helping and interacting with our clients at each visit, providing our clients with social interaction and joy. At times, volunteers would also plan games and blessed us more with goodie bags and prizes!



Event: Sale of Hydroponics Vegetables at Singapore Customs

Date: 5th July 2018

Singapore Customs had been a long-time supporter towards events related to Bishan Home. Our clients brought over 100 packets of Chinese Spinach (or *Bayam*) which our Day Activity Centre (DAC) clients had harvested at our hydroponics farm over the course of 3 weeks to sell at Singapore Customs Revenue House. Although we brought over a hundred packets of Chinese Spinach there, the response was so good that all were sold in no time at all!



Event: Interaction Session with UPS

Date: 19 July 2018

On 19th July 2018, corporate volunteers from UPS came down and visited our residents where they had a fun-filled crafty afternoon with our residents. After getting to know each other, they started to work together to create and design their very own adorable paper plate turtles with crepe paper collage on their own paper plates. After the artwork, the volunteers enjoyed a mini tea break with our residents before moving on to the second part of their visit where they assisted our Sewing Class volunteers to guide our residents in their tote bag making project!



Event: Y Proms at the Park 2018**Date: 21 July 2018**

YMCA of Singapore invited our residents to attend the annual Y-Proms @ The Park. This year the Y-Proms was held at The Lawn @ Marina Bay. Partnered with volunteers from Nordic Group and Raffles Institution, our residents made their way down to The Lawn @ Marina Bay. At The Lawn, there were many carnival booths setup for the beneficiaries from different organisations to participate. Our residents enjoyed all the games at the booths before resting their tired feet at the grass patch as they enjoyed their ice-cream while watching the concert. Our residents were thrilled to be able to participate as they danced with the concert performers.

**Event: Y Nature Walk with Credit Suisse****Date: 28 September 2018**

On 28 September 2018 YMCA of Singapore and volunteers from Credit Suisse brought our residents out to Sungei Buloh Wetland Reserve for a nice morning walk around one of the mangroves. The weather was good and our residents enjoyed this outing. After the walk, our residents got to enjoy a short session of colouring together with the friendly and thoughtful volunteers, who were also very engaging and interactive.



Event: SAFRA CSC Outing to Sentosa

Date: 17 Nov 2018

Volunteers from SAFRA Community Services Club (SAFRA CSC) brought our residents to Sentosa @ Madame Tussauds. Our residents got to enjoy taking photos with various life-like wax figures from popular celebrities to famous people from the past! In the museum, they also managed to take a seat in the Marvel 4D cinema with high impact special effects, watching our favourite Marvel superheroes overcoming the different villains!

After the treat, the residents had their dinner by the shore at the Resorts World Sentosa, enjoying the lovely night scene of VivoCity across the water. Before heading back, they also watched the romantic and magnificent Crane Dance show. The volunteers were very engaging, and cared for our residents. Our residents enjoyed the trip thoroughly and were asking when they can make a return trip!



Event: Lou Hei with residents

Date: 11 February 2019

Mr Lenz Tan, a regular donor and volunteer blessed our needy residents and some of their family members with a hearty Lunar New Year lunch during this joyful season. This meal was specially arranged for those residents who do not have the chance to go back to celebrate Chinese New Year with their family members and a few elderly parents from the lower income group. We hoped that this simple meal would help to remind them that they are not being forgotten. We are very thankful towards Lenz for his continuous support to our Home and our cause through the years.

Event: Lunar New Year celebration

Date: 12 February 2019

Singapore Polytechnic has been a long-time supporter of Bishan Home. For many years, they have been sponsoring lion dance performers for our residents and staff. This year, without fail, the volunteers sponsored delicious finger food, mandarin oranges and New Year goodies too.

After that, Singapore Polytechnic's Lion Dance performed an exciting lion dance performance for our residents. Our residents were excited as they cheered on the lion dance when different moves were performed. After the magnificent lion dance, our residents and the volunteers played a few games before calling it a day.

The lion dance performers from Singapore Polytechnic is a yearly event that our residents looked forward to.

Event: National Orchid Garden

Date: 22 February 2019

Volunteers from UPS brought some of our residents out to a short sightseeing outing at the National Orchid Garden. At the National Orchid Garden, the volunteers introduced many different species of our national flower to our residents whilst strolling around. The volunteers and residents managed to take many photos with the beautiful flowers too. After the short walk, the residents and volunteers then sat down for a delicious tea-break together before heading back to Bishan Home.

The volunteers from UPS also presented Bishan Home with the cheque donation of US\$25 000 which will be used towards rehabilitative nursing equipment to enhance the life of our residents at Bishan Home.



Event: World Down Syndrome Day

Date: 16 March 2019

Our residents were invited to attend the annual celebration of World Down Syndrome Day at Our Tampines Hub organized by Down Syndrome Association (DSA). Together with volunteers from NUSCSC, our residents took part in various activities at the celebration. There were many game booths, food booths and performances put up by many different groups. Our residents especially enjoyed the performances put by groups from all over the world. It was indeed a wonderful and meaningful experience for our residents, we can't wait to participate in the celebration again next year!



Financial Highlights

Bishan Home for the Intellectually Disabled

Financial Highlights

For the financial year ended 31 March 2019 (“FY2019”), Bishan Home for the Intellectually Disabled (“the Home”) reported income of S\$4.35m and expenditure of S\$3.49m from its operations, resulting in a net operating surplus of \$0.86m.

The net operating surplus for FY2019 was a marginal 2.78% higher than that of the previous financial year. Income and expenditure levels were similar to that of FY2018.

Income highlights for FY2019 are as follows:

The Home derived 82% of its income from government grants. Besides financing its operational needs, the Home used the grants for its capital needs such as for the cyclical maintenance of the premises. The cyclical maintenance project ensured that the Home’s premises continue to provide a pleasant and safe environment for its beneficiaries. The grants from the government have helped the Home maintain and improve its service delivery through the years without needing to increase the fees charged to its beneficiaries.

The community supported the Home with a total of \$575,869 in donations. The Home used the donations for a combination of operating and capital purchases such as for the purchase of assistive devices for the Home’s ageing population and for the upcoming replacement of the Home’s van which is nearing the end of its lifespan. In particular, the Friends of Dixie Tan Fund was established through the \$300,000 donation by a group of donors to honour the memory of Dr Dixie Tan, the late Member of Parliament and mother of one of the Home’s residents. The fund is currently mainly used to assist needy beneficiaries in paying for their medical bills.

Investment income earned in FY2019 (\$93,544) doubled compared to that earned in FY2018 (\$47,149) as several of the Home’s Fixed Deposits which were held for tenures extending beyond 12 months since FY2018 reached maturity.

With regard to the operating expenditure of the Home, the Home continues to exercise tight control over its expenses. Expenditure highlights for FY2019 are as follows:

In preparation for the digital economy, the Home increased its spending on IT equipment such as software, laptops and iPads. The Home has started to use iPads to train its beneficiaries in cognitive and reactive skills.

Depreciation increased by 7.11% as the Home increased its capital expenditure. In particular, the increase in depreciation arose from the cyclical maintenance project and the spending on IT.

Program Fees in Arrears and the Allowance for Credit Losses continued on an upward trend as the caregivers of beneficiaries aged, entered retirement or passed away, resulting in a greater proportion of needy beneficiaries. The Home is setting aside funds with the help of donors to provide for the financial needs of these needy beneficiaries.

The Home successfully controlled the upward trend of Nursing Supplies and Food Expenses over the past years while still meeting the needs of beneficiaries by implementing strict store management and better sourcing procedures.

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. Additional challenges are arising from the difficulty in hiring nursing staff as the world faces a shortage of qualified nurses. In the coming years, the Home will focus on:

Increasing capability in caring for ageing beneficiaries

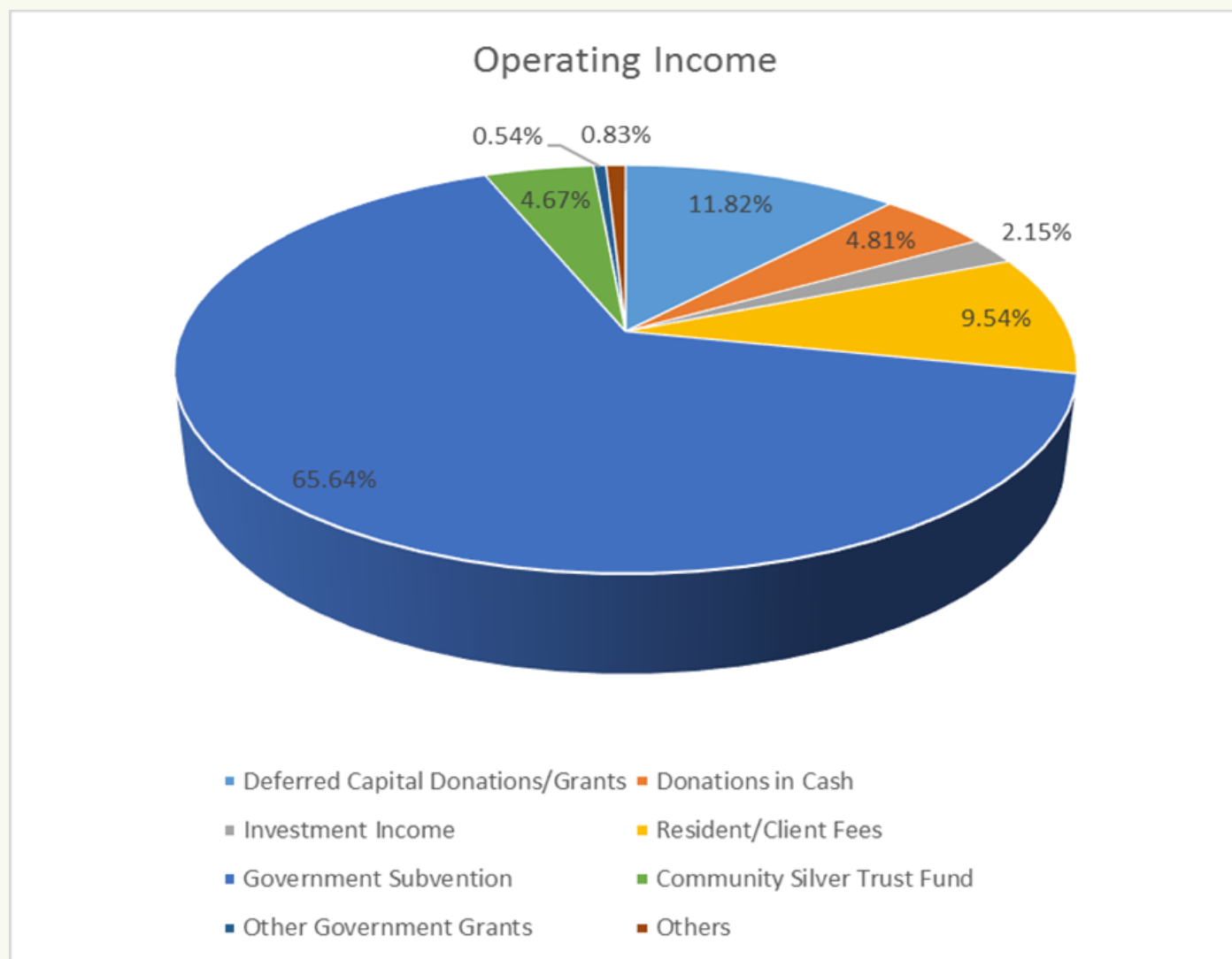
Improving the facilities of the Home

Setting up a financial framework to support needy beneficiaries; and

Improving HR practices to attract and retain nursing talent

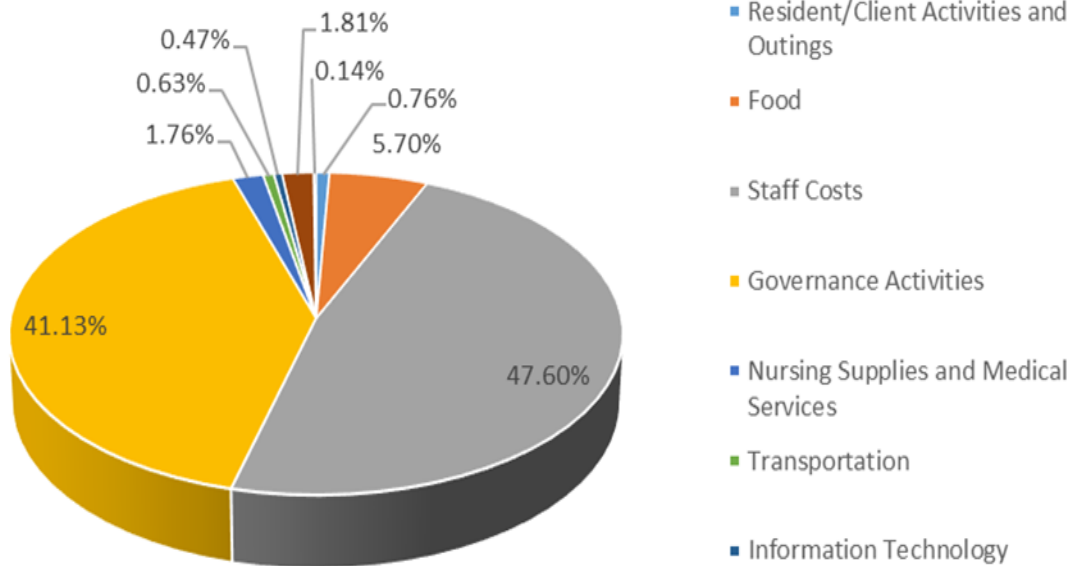


Graphs for Financial Highlights



	%	2019	2018
<u>Operating Income</u>			
Deferred Capital Donations/Grants	11.82%	514,909	481,997
Donations in Cash	4.81%	209,247	241,209
Investment Income	2.15%	93,544	47,149
Resident/Client Fees	9.54%	415,289	416,726
Government Subvention	65.64%	2,858,255	2,850,959
Community Silver Trust Fund	4.67%	203,572	133,289
Other Government Grants	0.54%	23,566	25,106
Others	0.83%	36,325	58,639
		<u>4,354,707</u>	<u>4,255,074</u>

Operating Expenses



	%	2019	2018
<u>Operating Expenses</u>			
Resident/Client Activities and Outings	0.76%	26,628	22,740
Food	5.70%	198,778	217,778
Staff Costs	47.60%	1,661,206	1,615,065
Governance Activities	41.13%	1,435,392	1,392,307
Nursing Supplies and Medical Services	1.76%	61,248	86,144
Transportation	0.63%	21,939	20,139
Information Technology	0.47%	16,230	5,471
Other Operating and Administration Expenses	1.81%	63,276	47,341
Miscellaneous Expenses	0.14%	<u>5,034</u>	<u>6,531</u>
		3,489,731	3,413,516

List of Donors

Individual	
No.	Name
1	Abigail Low Xiu Jun
2	Andy Kwek
3	Chan Wai Fen
4	Chong Chun Hon
5	Fok Yin Leng
6	Ho Ji-Min Gabriel
7	Ina Ng
8	Jesper Lim Chin Yiong
9	Koh Chan Guan
10	Lee Choong Leong
11	Lee Tiow Yong
12	Lee Zi Qi Chloe
13	Leong Quor Meng
14	Lin Simin
15	Low Gek Kim
16	Ma Jiaying
17	Mahendran s/o Minisamy
18	Mirabel Renato Lopez
19	Soh Chee King
20	Tan Sheau Harn
21	Teresa Ling
22	Toh Eng Tiah
23	Wong Ngan Man
24	Zhang Aidong

Organisation	
No.	Name
1	Charles & Keith (Singapore) Pte Ltd
2	Global Mascot Pte Ltd
3	Jiangsu Association (Singapore)
4	Kuo Chuan Presbyterian Secondary School
5	Rhapsody Concept Pte Ltd

Conflict of Interest Policy

All Board Members, and Staff Members of Bishan Home are required to read and understand the Conflict of Interest Policy set by the Home, and are to acknowledge that they have understood the policy, and that he/she will fully disclose to the Board any relationships, interests or holdings that may result in a potential conflict of interest.

In a situation where a conflict of interest arises between the Home and himself/herself, the Board or Staff members with the conflict of interest is required to make a disclosure. He/she will be excluded from any discussion or decision making pertaining to this matter.



Board Meeting Attendance

Board Meeting Attendances		
1	Mr Lau Wah Ming	(4)
2	Ms Angelina Chua	(1)
3	Mr Foo Say Chiang	(4)
4	Mr Loh Mun Fei	(4)
5	Dr Vivien Tan	(3)
6	Mr Alvin Poh	(4)
7	Dr Yang Sik Horng	(4)
8	Dn Sunil Gladson Peter	(1)
9	Dr Goh Boon Cher	(3)

