

**THE HELPING HAND ANNUAL REPORT 2017**

- PARA 1 – Profile of Organization
- PARA 2 – Admission from the Streets
- PARA 3 – Admission from the Prison/DRCs
- PARA 4 – 2017 Activities/Events
- PARA 5 – Community Outreach/Visits
- PARA 6 – Training
- PARA 7 – Declaration of Remuneration
- PARA 8 – COI Policy

**1. PROFILE OF ORGANIZATION**

The Helping Hand Christian Half-Way House was set up in 1987. It was registered under the Societies Act on 3.8.1988.

- Unique Entity Number (UEN) : S88SS0058F
- Registered Address : 819, Upper Serangoon Road  
Singapore 534678
- Executive Committee : The Executive Committee was elected at the Annual  
General Meeting on 02.05.2017
  - 1) Mr. Freddie Choo Chairman
  - 2) Mr. Tan Teik Seng Vice-Chairman
  - 3) Mr. Michael Chew Hon Treasurer
  - 4) Dr. Erik Ang Sze Wee Hon Secretary
  - 5) Mr. Terence Teo Committee Member
  - 6) Mr. Yap Kim Sin Committee Member
- Banker : DBS Bank
- Auditor : FIDUCIA LLP.

## **2 ADMISSIONS FROM THE STREETS**

A total of 21 walk-in cases were admitted to our program. 11 residents defaulted and did not complete their program. 10 residents were still undergoing their six-month program as of 31<sup>st</sup> December 2017.

## **3 ADMISSIONS FROM THE PRISON/DRCs**

A total of 77 residents were admitted under the Half-Way House Service Model (HSM) program of which 38 residents completed their program and 5 of them stayed back as Helpers working for the ministry. 7 residents defaulted and did not complete their program. 32 residents were still undergoing their program as of 31<sup>st</sup> December 2017.

## **4 2017 ACTIVITIES/EVENTS**

### **A 30<sup>th</sup> Anniversary Thanksgiving Service**

We celebrated our 30<sup>th</sup> anniversary thanksgiving service for the first time outside of The Helping Hand at Sheraton Towers and our Guest-of-Honour was Mayor Denise Phua of Central Singapore District and MP of Jalan Besar GRC. The theme for our anniversary was "Great is Thy Faithfulness" and our speaker for the occasion was our very own Governing Board member, Rev. Yap Kim Sim. Two of our staff, Kumarakuru s/o Arunasalam and Ranjit Kaur shared their testimonies, speaking about God's amazing faithfulness working in and through their lives. Another highlight of the anniversary was when the residents and staff presented a song "Great is Thy Faithfulness" to our guests. We thank God for a good turn-out of about 350 people and the delicious dinner we enjoyed. We also printed our Annual Magazine in conjunction with our anniversary. The magazine will be distributed to our guests, sponsors, churches, government agencies and other organizations.

### **B YR C2C Awards**

Seven of our staff were given the Yellow Ribbon Celebrating Second Chances award. This award recognizes the success of the ex-offenders in persistently living their new lives free of drugs and crime. Five of them received the Merit Achievement Bronze award for staying clean for five-ten years while the other two received the Certificate of Achievement award for staying clean for two years. We thank God for their lives and we pray that God will use them to help others break free from the bondage of drugs and crime.

### **C Outdoor Movie Screening**

The Serangoon Constituency Office in conjunction with the PassionArts Festival 2017, held a drive-in outdoor movie screening at The Helping Hand. The movie that was screened was "Take 2" and we are happy to note that about 80 people turned up to watch the movie. The People's Association organized the whole event.

**D** *Family & Volunteer Outreach*

We organised four dinners for the residents, their family members and our volunteers at The Helping Hand. These dinners provides our residents, their families, and our volunteers an opportunity to enjoy a meal and get to know one another better. It is our desire to see this relationship between the volunteers, our residents and their families grow and prayerfully the volunteers can play an important role in helping our residents re-integrate back to society.

**E** *Yellow Ribbon' Project in 2017*

The Government continued with their 'Yellow Ribbon' campaign to encourage Singaporeans to give those who had completed their prison sentence a 2<sup>nd</sup> chance in life. The Helping Hand continues to play an active role in this campaign by participating in the events organized by the Yellow Ribbon Project.

**i)** *Yellow Ribbon Prison Run*

On an early and beautiful September Sunday morning, a group of 32 people comprising of staff, residents, volunteers, and family members of The Helping Hand went for the Yellow Ribbon Run 2017. The theme for this years' run was "Run for Second Chances" and together with 7,000 other runners, we ran through one of the most beautiful routes in the east where lush greenery blended in with historic sites. At the end of the run inside the Changi Prison Complex, a carnival awaited the tired but happy runners. We, at The Helping Hand, are truly thankful to know that there are so many people out there who are willing to part with their time and money in giving ex-offenders a second chance in life.

**F** *7<sup>th</sup> Charity Golf Fundraising Event*

We held our 7<sup>th</sup> Charity Golf fundraising event on 11<sup>th</sup> of July 2017 at the Orchid Country Club. Although the response was much lower than the previous years, we are still very thankful for the 68 golfers who came and participated and the \$50,000 that was raised.

**G** *Ride To Restore*

On 24<sup>th</sup> September, The Helping Hand (THH) held its' second non-competitive cycling event, "Ride To Restore." The purpose of the event was to raise awareness of THH's rehabilitative program, highlight the different social enterprises we have for the public to support and to introduce cycling as a form of exercise for our staff and residents. We thank God for the 230 riders who came and participated in the 35km and 90km ride and for their safety throughout the event. After the ride, the cyclists were treated to a Nasi Lemak lunch in THH's premises, lovingly prepared by the THH's kitchen staff.

**H** Fire-Drill Exercise

We conducted our first ever fire-drill exercise on the 9<sup>th</sup> of February. The Operations department working with the staff members of the other departments came up with an Emergency Respond Plan and Action (ERPA) after-which key personnel were identified to carry out various duties during the fire-drill exercise. On the day of the fire drill, the Fire Alarm was sounded at 2 pm and everybody evacuated the buildings as per plan. We had two fire-fighting teams dispatched to the affected areas to put out the fire while we had two sweeper teams sweep through the buildings to make sure everyone was safely evacuated. Overall, we felt it was a successful drill for our first attempt and we can only get better as we conduct more such exercises.

**I** Christmas Family Day

We celebrated our Christmas Family Day on the 16<sup>th</sup> of Dec and our speaker for the occasion was the Principal of Chin Lien Bible Seminary, Rev Teo See Eng. We also had volunteers from My Redeemer Ministry present a modern-day version skit of "The Prodigal Son" and have one of their members, Alvin share his testimony on how Jesus Christ had transformed his life. We thank God for a blessed service and a good turn-out of about 350 people. After the service, all our guests were treated to a sumptuous catered dinner.

**J** CJ's Futsal Cup 2017

The Helping Hand also participated in the Chief Justice's Cup 2017, a futsal fund-raising event. We played four games and only managed to win one. Even though we did not qualify for the final stages, we still had a lot of fun and exercise playing the games. This fund-raising event was organised by the Singapore Academy of Law for the Yellow Ribbon Fund STAR Bursary.

**K** Free Eye-Screening

On 12 October 2017, staff from Essilor Vision Foundation conducted a free eye-screening exercise for the staff and residents of The Helping Hand together with some other beneficiaries from ISCOS, a social Co-operative for ex-offenders under the purview of the Ministry of Home Affairs. After the screening was done, those who needed reading glasses were given the correct reading glasses on the spot while some others with more complex issues were given referrals for further check-ups. At the end of the screening, all the participants received a free pair of sunglasses from Essilor Vision Foundation.

**L** ISCOS Membership Drive

We had Mr Nicholas Chan, a Member Services Executive from ISCOS come and do a presentation about the benefits of being an ISCOS member. Many of our residents did not know that ISCOS could provide them with an initial financial package after they completed their program, help them seek employment and even provide them with an avenue to upgrade themselves. We are glad that 20 residents signed up to be members of ISCOS after the talk.

## **5 COMMUNITY OUTREACH/VISITS**

### **A School Talks**

We gave anti-drug and anti-gang talks to students from Xinmin Secondary School, Saint Andrew's Secondary School and Temasek Polytechnic. We hope that through these talks, we can help these youths to learn from our mistakes and to stay clear and free from drugs. This talk was organised by the Central Narcotics Bureau.

We also gave a talk to twelve students from Raffles Junior College who are going to be anti-drug advocates for the Central Narcotics Bureau. We are thankful to be able to share our experience with these advocates and help them have a better understanding about the harm and dangers of drugs.

### **B Visit from Samyook University**

We hosted 23 students from Samyook University who were here on a study trip. The purpose of their visit was to find out about our programmes and services. Our CEO, Mr. Chia presented our programmes and services which was then followed by a Q&A session. To end the visit, our guests were given a tour around our premises. This visit was organized by the National Addictions Management Services.

### **C Community Service Program**

Since June 2011, the Helping Hand has been sending our residents to participate in community service activities. They have been going to All Saint's Home every Monday morning where they help the elderly to attend worship service, assist them to do some simple exercises, and to clean up the surrounding areas. Since the beginning of 2017, we are thankful and glad to be able to extend this community service to Bishan Home for the Intellectually Disabled where our guys will be helping to do area cleaning.

Although this has been a new experience for most of our guys, we are thankful to note that some of them have been encouraged that they could make a difference for others by doing simple things for them. They have enjoyed the experience and felt good that they could contribute to society by helping others despite they themselves also needing help.

We thank God for His guidance in our Community Service Program and His wonderful work in the lives of our brothers through their service. We also thank All Saints Home and Bishan Home for the Intellectually Disabled for their partnership and support in this program.

### **D Visitors from Ministry of Social and Family Development**

We had seven visitors from the Ministry of Social and Family Development (Destitute Homes and Shelter Support Branch and Interventions and Case Management Branch) who came for a working-level learning visit to a Half-way House. Our Training and Liaison Manager, Mr. Vincent Tan presented our programmes and services. After a time of questions and answers, our visitors were given a tour around our premises. This visit was organised by the Singapore Prison Service.

## The Helping Hand

819 Upper Serangoon Road, Singapore 534678.

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[www.thehelpinghand.org.sg](http://www.thehelpinghand.org.sg)



ROS: 307/87, Charity Reg: 000673, IPC (NCSS): 000344

### **E** Visitors from PMNIDAT & Oars Community Transitions

We had eleven visitors from the Princess Mother National Institute on Drug Abuse Treatment of Thailand, one visitor from Oars Community Transitions of Australia and nine participants from Social Leadership Singapore 2017 visit The Helping Hand. We presented our programmes and services and after a time of questions and answers, our visitors were given a tour around our premises. These visits were organised by the Singapore Prison Service and Singapore Corporation of Rehabilitative Enterprises.

### **F** Visitors from Leadership@Toll Training Program

We hosted twenty participants from Leadership@Toll Training Program. Our CEO, Mr. Chia presented our programs and services after-which the participants broke out into four groups to have a better interaction with the staff and residents of The Helping Hand. To end the visit, the participants were given a tour around our premises.

### **G** Deputations

We thank God for the opportunity to visit churches and share about the ministry of The Helping Hand. During these deputation, we would present the ministry and our needs, share a testimony, present a song, and preach the Word of God. We are grateful for these deputations as it allows us to make known the ministry and our needs to the churches.

### **H** Talks to Recruits and Probationers

Together with the Central Narcotics Bureau, we gave anti-drug and crime preventive talks to SCDF recruits from Jalan Bahar Camp and probationers with CNB. Our Training and Liaison Manager, Mr Vincent Tan together with our staff and volunteers would give the talks. We hope that by sharing our experiences with them, we can help them not to make the same mistakes we made.

## **6 TRAINING COURSES**

“Learning is a life-long process!” Listed below are the courses attended by our staff, volunteers, and residents:

1. Master’s in Social Work.
2. Caregivers of Individuals with Addictive Behaviors.
3. Befriending Skills.
4. Helping Families Cope with Issues arising from the Incarceration of a Love One.
5. Furniture Craft-man Level 3.
6. Counselling Skills and Practice – Introduction & Intermediate.
7. Stages of Change & Phases of Recovery.
8. Understanding Addictions and Recovery.
9. Bachelor’s in Social Work.
10. Identifying Triggers and Cravings.
11. Managing Triggers, Warning Signs and Cravings.
12. Relapse Prevention.
13. Managing Thinking Errors.
14. Fighting Stress.
15. Healthy Relationships.
16. Fulfilling Life-Styles.
17. Innovative Approaches in Community and Institutional Rehabilitation of Offenders.
18. Addressing Challenges in Caring of Ex-Offenders and their Families.
19. Managing High Risk Situations.
20. Problem Solving.
21. Co-dependency & Enabling Behavior.
22. Basic Counselling.
23. Understanding Limits & Boundaries.
24. Self-Care.
25. Emotional Regulation.
26. Basic & Final Theory Driving Test.
27. Class 3 & 4 Driving License.
28. Types of Clients and Ways of Dealing with them.
29. Restoring the Foundation.

## **7 DECLARATION OF REMUNERATION**

Our top executive is in the salary band of \$100,001 – \$150,000

The other two executives are in the salary band of \$50,001 - \$100,000

## **8 CONFLICT OF INTEREST POLICY**

At some point, most organisations confront tension or conflict between the interests of the organisations and the interests of individuals (eg board member, staff, volunteer, etc). For example, if the organisation is hiring a new HR Manager and a board member recommends his sister, other board members may (and should) question whether this is appropriate. On one hand, the board member's sister could be an experienced HR professional who, because of her personal connection to the organisation, will be particularly committed to the work but on the other hand, the executive director may be reluctant to supervise the board member's sister.

It would however be a mistake to prohibit any relationship that results in a potential conflict of interest. For example, if The Helping Hand is buying a new computer, and a board member owns a computer store, we may well benefit from discounts and extra service by buying the computer at his store.

This policy seeks to address situation where the perceived conflict of interest may "feel wrong" to some board members, although it might be within legal boundaries.

### **EXAMPLES OF AREAS OF POTENTIAL CONFLICT OF INTEREST**

Some examples of areas where conflict of interest may arise include:

- Contract with vendors
- Organisations that have dealings/relationship with The Helping Hand
- Joint Ventures
- Recruitment of Staff with close relationship
- Paid Staff being member of Board

### **CONFLICT OF INTEREST SAFEGUARDS**

To safeguard the independence of Board decision, paid staff (including the Chief Executive Officer, Executive Director and senior staff of The Helping Hand) shall not be Executive Committee members as this may pose issues of conflict of interest and role conflict. They may however, be invited to attend Board meeting, ex-officio, to provide information and facilitate necessary discussion. They will however not take part in the Board's decision making.

To ensure that Board members and volunteers serve because of altruistic reasons than personal gain, they shall serve without remuneration. The Helping Hand shall however reimburse Board members and volunteers for out-of-pocket expenses. They shall file the Claim Reimbursement Form for this.

To prevent and avoid conflicts of interest, all Board members, Staff and volunteers are required to:

1. Sign an Agreement to abide by the Conflict of Interest policy (see attached);
2. Disclose any interest in discussions/decisions being made; and
3. Abstain from discussion/voting/decision making when in a conflict of interest situation.



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### **CONFLICT OF INTEREST AGREEMENT**

All board members, staff, volunteers joining The Helping Hand will be asked to sign a Conflict of Interest Policy Agreement that requires them to declare, in writing, any interests, relationships, and holdings that could potentially result in a conflict of interest and to update this statement as their situation changes.

### **FULL DISCLOSURE**

Board members and staff members in decision-making roles should make known their connections with groups doing business with the organisation. This information should be provided annually.

### **BOARD MEMBER ABSTENTION FROM DISCUSSION AND VOTING**

Board members who have an actual or potential conflict of interest should not participate in discussions or vote on matters affecting transactions between the organisation and the other group.

The discussion and evaluation process to arrive at the final decision is to be clearly documented.

### **STAFF MEMBER/VOLUNTEER ABSTENTION FROM DECISION-MAKING**

Staff members or volunteers who have an actual or potential conflict should not be substantively involved in decision-making affecting such transactions. The discussion and evaluation process to arrive at the final decision is to be clearly documented.

### **CONFLICT OF INTEREST POLICY AGREEMENT**

The standard of behaviour at The Helping Hand is that all staff, volunteers, and board members scrupulously avoid conflicts of interest between the interests of The Helping Hand on one hand, and personal, professional, and business interests on the other. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest.

I understand that the purposes of this policy are to protect the integrity of The Helping Hand's decision-making process, to enable our constituencies to have confidence in our integrity, and to protect the integrity and reputations of volunteers, staff and board members. Upon or before election, hiring or appointment, I will make a full, written disclosure of interests, relationships, and holdings that could potentially result in a conflict of interest. This written disclosure will be kept on file and I will update it as appropriate.

In the course of meetings or activities, I will disclose any interests in a transaction or decision where I (including my business or other non-profit affiliations), my family and/or my significant other, employer, or close associates will receive a benefit or gain. After disclosure, I understand that I will be asked to leave the room for the discussion and will not be permitted to vote on the matter.

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I understand that this policy is meant to supplement good judgment, and I will respect its spirit as well as its wording.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

NRIC No: \_\_\_\_\_

Date: \_\_\_\_\_

End of Report