

The Helping Hand

819 Upper Serangoon Road, Singapore 534678.

Tel: +65-6283-2204 Fax: +65-6283-3748

www.thehelpinghand.org.sg



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

THE HELPING HAND ANNUAL REPORT 2018

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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 Governing Board was elected at the Annual General Meeting on 27.04.2018
		1) Mr. Freddie Choo Chairman
		2) Mr. Tan Teik Seng Vice-Chairman
		3) Mr. Terence Teo Hon Treasurer
		4) Dr. Erik Ang Sze Wee Hon Secretary
		5) Mr. Michael Chew Board Member
		6) Mr. Yap Kim Sin Board Member
		7) Miss May Loh Board Member
Banker	:	DBS Bank
Auditor	:	FIDUCIA LLP.

2 ADMISSIONS FROM THE STREETS

A total of 20 walk-in cases were admitted to our program. 7 completed their program and stayed on with us as Helpers. 11 residents defaulted and did not complete their program. 2 residents were still undergoing their six-month program as of 31st December 2018.

3 ADMISSIONS FROM THE PRISON/DRCs

A total of 97 residents were admitted under the Half-Way House Service Model (HSM) program of which 25 residents completed their program. 3 of them stayed back as Helpers working for the ministry while another 1 stayed back in our aftercare program while working for an external employer. 4 residents defaulted and did not complete their program. 68 residents were still undergoing their program as of 31st December 2018.

4 2018 ACTIVITIES/EVENTS

A 31th Anniversary Thanksgiving Service

We celebrated our 31st anniversary thanksgiving service and we thank God for victoriously watching over The Helping Hand. The theme for our anniversary was "Victory Through Jesus" and our speaker for the occasion was Prof Ho Peng Kee, the former Snr Minister of State for Law and Home Affairs. Two of our staff, Kang Chee Keong and Roy Lee shared their testimonies, speaking about God's amazing power working in and through their lives. Another highlight of the anniversary was when the residents and staff presented a song "Victory in Jesus" to our guests. We thank God for a good turnout of about 330 people and after the service, our guests were treated to a sumptuous catered dinner. 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 Evangelistic cum Family Night Dinner

We organised our Evangelistic cum Family Night Dinner and we are thankful for the turn-out of about 350 people. Our speaker for the occasion was Rev John Liu from Petra Church. We also had our volunteers from My Redeemer Fellowship present a skit based on the story of the 'Prodigal Son' which was followed by a testimony from our recently retired Chaplain, Rev Luke Thurai. After the service, our guests were treated to a sumptuous buffet dinner prepared by our very own kitchen staff. We thank God for a wonderful and blessed time of service and fellowship.

C Cancer Prevention Talk

We had a cancer prevention talk for the staff and the residents by 365 Cancer Prevention Society. The focus of the talk was on Nutritional Support and it was conducted by Mr Chan Joy Seng, Director and Accredited Nutritionist of Alive Nutrition Consultancy. During the talk and we learned that we should take food that is rich in vitamin, minerals, and antioxidants. We should limit our intake of processed food, cut down on red meat and instead opt for fish or poultry. Finally, we should eat brown rice instead of white rice, as well as wholegrain bread, pastas, and cereals rather than those made from refined grains. Many staff and residents found the talk useful and beneficial.

D *Volunteer Training*

We organized a training session titled, "Helping Recovering Addicts" to help equip our volunteers for the work that is ahead of them. The in-house training session was held on the 15th and 16th of March from 7.30 – 9.30 pm and was well attended by seventy people. The trainer for the sessions was Michelle Cheong, an experienced trainer who has worked with ex-offenders and addicts since 2005. She is presently a Senior Case Manager and Supervisor with New Life Community Services. Some of the topics covered during the training were, Phases of Recovery, Stages of Change, Predictors of Relapse and People Helping Skills. We hope that with this training, our volunteers will have a better understanding of our clients and be able to help them better.

E *Cyclical Maintenance*

The Helping Hand has been operating from our current premises for the last 28 years and we had just completed our second major cyclical maintenance to keep our premises safe and nice. We had repaired portions of our leaking roof and got it water-proofed and repainted, re-surfaced our quadrangle, repaired the perimeter fencing, re-painted the interior and exterior of our buildings, re-wired old electrical cables, replaced broken sewage pipes, treated our ground of termites, and did some other minor repairs as well. We are thankful that the work went on well with minimum disruption to our daily operations. We are also grateful that the Government will pay 90% of the cost and we will only have to pay the remaining 10% of the total bill.

F *8th Charity Golf Fundraising Event*

We held our 8th Charity Golf fundraising event on 24th of July 2018 at the Orchid Country Club. Our Guest-of-Honour for the event was Dr Lam Pin Min, Senior Minister of State for Health and Transport. We thank God for the 116 participants who supported our event and for the \$83,500 that was raised.

G *Staff & Helper's Retreat*

We organized two retreats to Pulau Langkawi, West Malaysia for 45 of our staff and helpers. The first group went from the 16th-20th while the second group went from the 24th-28th of August. The speakers for the retreat were our Board member, Rev. Yap Kim Sin of Zion Serangoon BP Church and Pastor Christian Cheong of Kim Tian Church. Besides being fed by the Word of God, the groups also took the time to get to know each other better through team bonding activities. We also went swimming, parasailing and visited many places of interests on this beautiful island of Langkawi. The staff and the helpers truly had a blessed time of being refreshed and recharged.

H *Family & Volunteer Outreach*

We organised three 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.

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I ISCOS Membership Drive

We had Mr Ravan, a Member Services Executive from ISCOS come twice to The Helping Hand to 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 42 residents signed up to be members of ISCOS after the talks.

J Yellow Ribbon' Project in 2018

The Government continued with their 'Yellow Ribbon' campaign to encourage Singaporeans to give those who had completed their prison sentence a 2nd 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 35 people comprising of staff, residents, volunteers, and family members of The Helping Hand went for the Yellow Ribbon Run 2018. The theme for this year's run was "On the Road to Acceptance, 10 Years and Running" and together with 6,500 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.

K Ride To Restore 2018

On the last Sunday of September, The Helping Hand (THH) held its' third 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 50km and 91km ride and for their safety throughout the event. After the ride, the cyclists were treated to a Chicken Rice lunch in THH's premises, lovingly prepared by the THH's kitchen staff.

L Fire-Drill Exercise

We conducted our fire-drill exercise on the 12th of December. 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. We thank God for this exercise as it helps us to be prepared in the event of an actual fire in our premise..

M *Christmas Family Day*

We celebrated our Christmas Family Day on the 15th of Dec and our speaker for the occasion was Pastor Christian Cheong from Kim Tian Christian Church who gave us a Christmas message from 1 John 1: 1-4. Pastor Christian reminded us that Christmas is about the revelation of Jesus Christ and the relationship He wants to have with us. We also had volunteers from My Redeemer Ministry present a skit titled "I want to go Home" and finally we had one of our staff, Moses Arulandu share his testimony on how Jesus Christ had changed and transformed his life. We thank God for a blessed service and a good turn-out of about 400 people. After the service, all our guests were treated to a sumptuous catered dinner.

5 **COMMUNITY OUTREACH/VISITS****A** *School Talks*

We gave anti-drug and anti-gang talks to students from East View Secondary School, Deyi Secondary School and Kuo Chuan Secondary School. 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 thirty-five undergraduates from NTU and thirty students from East Spring Secondary School 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 *Visitors*

We hosted 31 students from Samyook University, 9 delegates from Thailand's Institute of Justice and Department of Corrections, 28 trainees from Prison Staff Training School, 40 ladies from Singapore Baptist Women Fellowship, 42 people from Kampong Kapor Methodist Church, 5 doctors from the National Addiction Management Services, 2 visitors from Taiwan, 5 visitors from Myanmar and 18 visitors from the Land Transport Authority visit the Helping Hand. The purpose of their visit was to find out about our programmes and services. Our CEO, Mr. Chia or ED, Mr. Richard would present our programmes and services after-which a Q&A session would follow. To end the visit, our guests were given a tour around our premises.

C *Deputations*

We thank God for the opportunity to visit churches and share about the ministry of The Helping Hand. During these deputations, 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.

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D 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.

E Talks to Probationers

Together with the Central Narcotics Bureau, we gave an anti-drug talk to 5 probationers from MSF. Our Training and Liaison Manager, Mr Vincent Tan together with our staff and volunteers would give the talk. 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. Seven Effective Traits of Leadership.
3. Diploma in Social Work.
4. People Helping Skills.
5. Adaptive Skills for Recovery.
6. Understanding Aquaphonics.
7. Stages of Change & Phases of Recovery.
8. Crisis Intervention.
9. Bachelor’s in Social Work.
10. Case Management in Practice
11. Withdrawals, Cravings & Urges.
12. SMART Goals.
13. Relapse Prevention.
14. Refusal Skills.
15. Cost and Benefits & Communication Skills.
16. Overcoming Thinking Errors.
17. My Map to Recovery.
18. Understanding Sub-Cultures and Gangs.
19. Preaching in the Prisons.
20. Managing High Risk Situations.
21. Problem Solving.
22. Basic Helping Skills: Active Listening.
23. Building Alternatives: Gratitude Practice.
24. Resilience Exercise.
25. Mindfulness Changes Structure.
26. Strategies for Managing Emotions.
27. Basic & Final Theory Driving Test.
28. Class 3 & 4 Driving License.
29. Forklift Driving License
30. Preparatory Training for Potential Peer Support Specialist.
31. 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