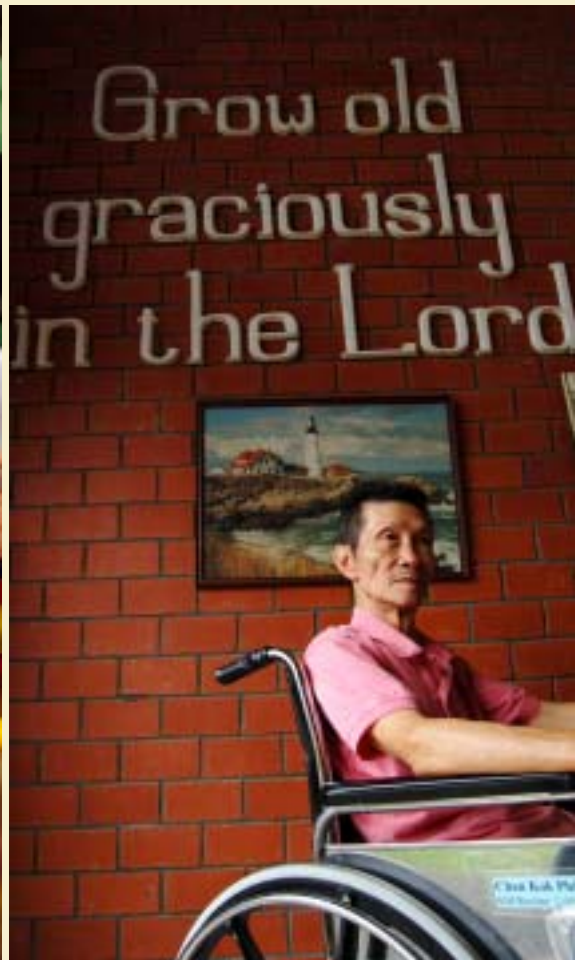




Catholic Welfare Services Singapore

**Annual Report
2009/2010**



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Chairman's Message

This past year, 2009, Catholic Welfare Services (CWS) celebrated its 50th Anniversary with the theme “50 Years of Caring”. All these years, we have served the poor and needy with the faith and knowledge that God provides. We filled needs where there were needs, sometimes without knowing where the next donation would come from. We knew, and we still know that as long as we are doing God’s work, He will provide.

The Board of Governors of CWS had decided on a theme of thanksgiving for our year-long celebrations. Over the past year, our emphasis was on conveying our heartfelt thanks to all our benefactors and the public for their strong support over these 50 years. We held smaller celebratory events at all our projects, building up to our 50th Anniversary Dinner on 19 August 2010 with Mr. Lim Boon Heng, Minister, Prime Minister’s Office as our Guest-of-Honour, and with special guests Mr. Khaw Boon Wan, Minister, Ministry of Health, Most Rev. Nicholas Chia, Archbishop of Singapore and His Excellency, Archbishop Salvatore Pennacchio, Apostolic Nuncio to the Republic of Singapore. We are pleased to include a short report on our 50th Anniversary celebrations in this annual report.

In 1999, the Franciscan Missionaries of Mary (FMM) together with CWS, founded Poverello Teen Centre, a drop-in Centre for youths at risk. We enjoyed a very successful partnership with the FMM Sisters from 1999 up to the end of May 2009 in reaching out to youths mainly from Hai Sing Catholic School. We will always be grateful to the FMM Sisters for the wonderful work they have done at the Centre and for setting the stage for CWS to provide youth services. In June 2009, when the FMM Sisters were not able to continue in this project, CWS went into a new partnership with Boys’ Town called “YouthReach”. Aside from the drop-in centre, our services to youths have now expanded to include school-

based social work and street outreach. Leveraging on the foundation laid by the FMM Sisters, CWS and Boys’ Town will continue to serve the marginalized youth and to establish a warm and supportive youth community.

On 4 January 2010, we began the Hearts@Work project which is a work-focused programme for the intellectually challenged between the ages of 18 to 35. We are grateful to the members from the Faith & Light Community who were instrumental in the founding of Hearts@Work and who worked together with us in the planning of this project.

We received \$450,000 (compared to \$420,000 last year) from the Caritas Singapore Community Council (CSCC) from the Charities Week Campaign. Although the Charities Week Campaign is no longer a project of CWS, we are free to receive donations from our benefactors and donors to continue to provide direct services to the needy in Singapore.

With our focus on giving thanks to you, our benefactors, supporters and friends during our 50th Anniversary celebrations, we placed little emphasis on fundraising. Ironically, our income increased by about \$270,000 compared to the previous year, further strengthening our belief that God provides!

The main projects of CWS continued to run smoothly as detailed in this annual report.

We extend our sincere and heartfelt thanks to all our friends, benefactors and supporters and assure you of our dedication to the poor and needy. We know that as long as we do our best, God will help us to do the rest! We will strive to do even better in the years ahead and look forward to your continued support as we continue to improve our direct services to the needy.

May God Bless You Always.

Bro. Emmanuel SG
Chairman
Catholic Welfare Services, Singapore

About CWS

CWS was founded on the Spirit of the Good Shepherd - leading people to love and fulfillment, and the Spirit of the Good Samaritan - helping those who have fallen along the way.

Set up in 1959, Catholic Welfare Services Singapore (CWS) started with providing food relief to the poor. Today, CWS has evolved to become the direct service arm of the Catholic Church in Singapore, initiating, assisting, co-ordinating and carrying out social services to alleviate poverty and distress among the people of Singapore, regardless of race or creed.

CWS was officially registered as a Society in 1961 (Ref: Registrar of Societies 87/59), and as a Charity on 29 Jun 1985 under the Charities Act of 1982 (Ref. Registration No. 0198). It became a Member of the National Council of Social Services Central Fund (General Fund) w.e.f. 1 Jan 1997 (Ref: 97-007). In 2006, CWS became a member of the Caritas Singapore Community Council.

In 2008, CWS amended its Constitution to focus on its role of providing direct services to the poor and needy.

Our Mission

- To promote human dignity
- To highlight the preciousness of life
- To encourage people to live life fully, and
- To help people integrate better into society.

Our Aims and Objectives

- (a) To enhance and uphold the dignity of the human person at all times, bearing in mind how the dignity of all persons is realized and expressed in social and economic structures.
- (b) To initiate, assist and organize such forms of relief and schemes of social service which would alleviate poverty and distress amongst the people of Singapore irrespective of their race or religion.
- (c) To provide, with the prior written approval of the relevant authorities, high-quality direct services by initiating, operating, managing and evaluating programmes and/or institutions catering to:
 - Children
 - Youth
 - Elderly
 - Families
 - the Sick and Aged-Sick
 - Ex-Prisoners
 - Persons afflicted with HIV/AIDS and their families
 - Foreign Workers in Singapore
 - Any other needy persons in Singapore
- (d) To liaise with other Catholic, social, welfare and community organizations and Singapore government organizations in order to provide the best possible care to the marginalized.
- (e) To initiate programmes that will create employment and generate income that will contribute towards the self-sufficiency of the needy.

Board of Governors

Our Board of Governors

Patron Most Rev. Nicholas Chia D.D.
STL, Archbishop of Singapore

Chairman Bro. Emmanuel SG

Vice Chairperson Sr. Marilyn Lim FDCC

Honorary Secretary Msgr. Francis Lau

Honorary Treasurer Ms. Cecilia Ee

Assistant Treasurer Mrs. Irene Loi

Members Sr. Susan Chia RGS
Sr. Assunta Leong FMM
Sr. M. Treslin MC
Mr. Michael Thio
Mr. Thomas Tan
Mr. Eugene Tan
Mr. Michael Sim

Unique Entity Number (UEN) S61SS0167J

Trustees The Chairperson, Vice Chairperson, Honorary Treasurer and the Honorary Secretary
(as per Constitution)

Main Bankers BNP Paribas
Citibank Singapore Limited
DBS Bank
OCBC Bank
Standard Chartered Bank
UBS AG

Auditor Y.K. Kwan & Co.

Headquarters Staff

Executive Director Mr. James G. Chew

Asst Director (Finance & Admin) Ms. Joon Tow

Admin Officer (Social Work)/PA to Director Mrs. Eunice Croy

Community Service Worker (Part-time) Mr. Heath Yeo

Maintenance Officer/Fire Safety Manager Mr. Lawrence Neo

Clerical Officer Mrs. Selvi Mathiyalagan

Driver Mdm. Tan Ah Muay

CWS Celebrates 50th Anniversary



CWS 50th Anniversary celebration: (From left) Sr. Assunta Leong FMM, Sr. Marilyn Lim, FDCC, Mrs. Khaw Boon Wan, Mr. Eugene Tan, Archbishop Nicholas Chia, Mr. Thomas Tan, Bro. Emmanuel SG, Minister Lim Boon Heng, Archbishop Salvatore Pennacchio, Mr. James Chew, Minister Khaw Boon Wan, Msgr. Francis Lau, Mrs. Irene Loi, Mr. Michael Thio

Catholic Welfare Services (CWS) celebrated its 50th year milestone of dedicated service to the poor and disadvantaged in Singapore with its Board of Governors, staff, benefactors and volunteers on 19 Aug 2009.

The 50th anniversary celebrations began with Holy Mass at the Church of Our Lady of Perpetual Succour with the main celebrant being Archbishop Nicholas Chia and co-celebrant His Excellency, Archbishop Salvatore Pennacchio among several other priests and guests.

This was followed by a dinner at the Bliss Garden Restaurant with Guest-of-Honour Minister Lim Boon Heng and special guest Minister Khaw Boon Wan.

CWS was founded in 1959 by Dr. Ee Peng Liang and Mr. Cyril Chew, with the support of Archbishop Michael Olcommendy to help the poor in Singapore. It started with the provision of food relief to the poor of all races and religions in Singapore. Resources were mobilised and funds raised from within the

Catholic community. The food relief programme continues to today, with food items and shopping vouchers being given out to the needy and other charitable organizations.

The history of CWS is very much intertwined with Singapore's history. CWS works to identify community needs, plan and co-ordinate community-wide efforts to address unmet needs. Since its inception in 1959, the number of CWS funded welfare agencies increased and services provided diversified. CWS had been instrumental in the setting up and/or funding of several social service projects such as the Marine Parade Family Service Centre, the Catholic Aids Response Effort, the Family Life Society, the Roman Catholic Prison Ministry and the Morning Star Community Services.

In 2006, there was a restructuring of the Catholic charities in Singapore. As a result, CWS relinquished its coordinating roles to focus on direct services to the needy. However, CWS remains autonomous and is free to raise funds on its own to fund its operations and agencies.

Today, CWS helps families and individuals become self-sufficient by providing direct social & welfare services at HQ, such as temporary financial assistance, bursary, counselling etc.

Besides social & welfare services at HQ, CWS also serves the elderly through its three nursing homes, St. Joseph's Home, St. Theresa's Home and Villa Francis Home for the Aged; and two sheltered homes, St. Vincent Home and the Gift of Love Home for the destitute.

CWS also operates the Good Shepherd Centre to provide shelter for abused women and children, as well as YouthReach (formerly Poverello Teen Centre), which is a collaborative project with Boys' Town. and comprises of a drop-in centre for youths, youth outreach services and school-based social work.

A new project, Hearts@Work, was launched in January 2010 to provide vocational training for the intellectually-challenged. The programme offers job coaching in tasks such as cleaning and serving food, and arranges work for the trainees to enable them to earn a living where possible.

The Board of Governors of CWS had decided upon a theme of thanksgiving for the 50th anniversary celebrations. We are extremely grateful to God, the Singapore government, benefactors and the general public for their support over the past 50 years. With their love and generous support, CWS has been able to love and care for the needy in Singapore, and will be able to do even more in the 50 years to come, and beyond.

Looking forward, challenges abound for CWS, including competing for a piece of the charity fund-raising pie, catering to the needs of an increasingly ageing population in Singapore and service development for other needy groups. However, CWS will remain faithful to its missions, and continues to serve the needy with compassion, vigour and dedication.



About 600 people turned up for the Mass at OLPS.



A loaf of bread - a historical symbol of CWS outreach to the poor and needy, the Breadline in 1959.



A fishing rod with a fish - a proactive symbol for uplifting human dignity. We are called not only to give the fish but to teach those whom we help how to fish.



A basket of flowers - a thanksgiving symbol of God's Love for CWS staff, beneficiaries, benefactors and volunteers.



YouthReach drum group received our guests-of-honour with a lively taiko performance.



Archbishop Salvatore Pennacchio presented an Apostolic Blessing for CWS on its 50th anniversary, and a souvenir medal from the Vatican to Bro. Emmanuel, Chairman of CWS.



Archbishop Salvatore Pennacchio having a chat with Minister Lim Boon Heng.



Long service awards of 25 years and above were handed out to 12 staff from CWS and its agencies by Archbishop Nicholas Chia and Archbishop Salvatore Pennacchio.

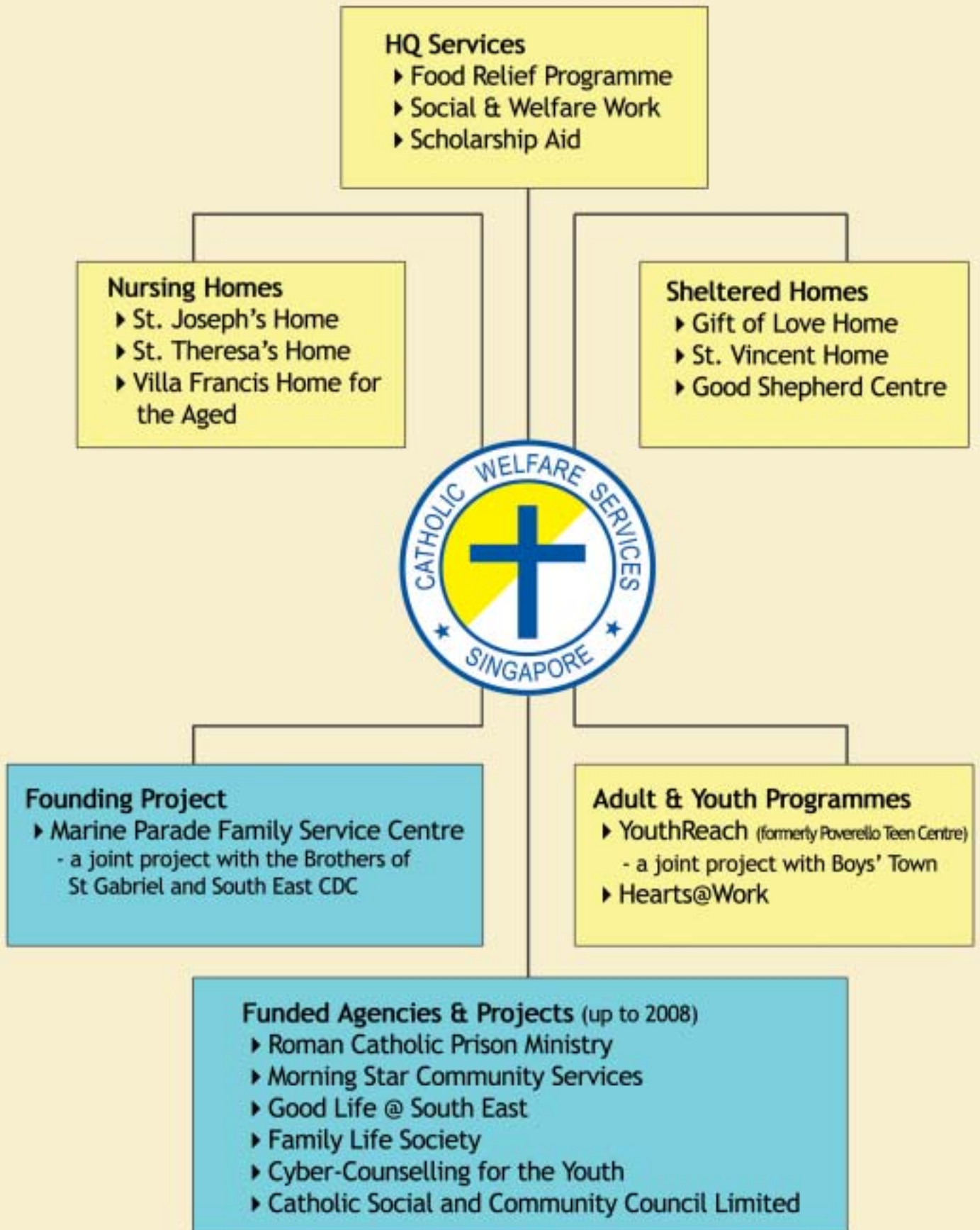


CWS Chairman, Bro. Emmanuel giving his opening speech at the dinner.



The audience was captivated by the 'face changing' performance.

CWS Past & Present Services at a Glance



CWS Milestones 1959-2009

1959

- ◆ **Inaugural Meeting of CWS** held on April 20th 1959, with Archbishop Michael Olcomendy as President and Mr. Ee Peng Liang as Chairman.

1960s

- ◆ The first ever “**Charities Week**” collections to expand CWS activities and services.
- ◆ Started **Breadline / Indigents’ Diner** to distribute bread and milk to the poor at the HQ.
- ◆ CWS registered as a society with the **Registrar of Societies** on **May 4, 1961**.
- ◆ **Rose Villa**, run by the Good Shepherd Sisters, opened to provide shelter for unmarried mothers.
- ◆ **CWS Workers’ Corp** formed to visit and distribute food to patients at Kwong Wai Sui Free Hospital.
- ◆ **Study Scholarship Fund** set up to grant scholarships to deserving poor students.
- ◆ **The Maranatha Centre**, a Clinic and Welfare Centre to help the residents in Queenstown.
- ◆ **The Catholic Welfare Rest Home** set up.
- ◆ **The CWS Social and Welfare Centre in Jalan Kayu** opened to distribute food supplements to the needy in Yio Chu Kang/Jalan Kayu/Seletar Base areas.
- ◆ **Free library service** established at Mt. Alvernia Hospital.
- ◆ **Social and Welfare Centre**, opened at Tuas Village, Jurong.
- ◆ **Mobile Clinic** opened to provide medical services in Tuas Village, Jalan Kayu and Changi.
- ◆ **CWS Vocational Training Centre for Girls** set up to provide training for deserving needy students.
- ◆ **CWS Vocational Training Centre for Practical Electricity for Boys** set up to teach underprivileged boys practical skills to enhance employability.
- ◆ **Girls’ Town Home** at Chestnut Drive opened to equip underprivileged girls with essential lifeskills.
- ◆ **The Catholic Welfare Transit Home** established to help underprivileged boys secure employment.
- ◆ **The Bukit Ho Swee Community Service Project**, known originally as Nazarene Centre, set up to improve the living conditions of the residents affected by the Bukit Ho Swee fire in May 1961.

1970s

- ◆ Initiated an experimental project to assist needy in **Self-help Projects** proposed by themselves.
- ◆ **Jurong Town/YCW Workers’ Centre**, started by the Singapore Young Christian Workers’ Movement, served as a centre to promote integral development of young workers in Jurong Town.
- ◆ Registered as a **Member with Caritas Internationalis**, a Confederation of Catholic Charities.
- ◆ **Feed-the-Family Project**, started with donated funds for needy investigated by the donors’ agents.
- ◆ **Aid to Indochinese Refugees** began with a Church collection to feed Vietnamese refugees on St. John’s Island.
- ◆ **SANA Catholic Aftercare Counselling Service**, formed and affiliated to SANA (Singapore Anti Narcotics Association). The service was extended to ex-drug users and their families in 1984.
- ◆ **Student Loan Fund**, established for those in need of aid to attend institutions of higher learning.
- ◆ **St. Joseph’s Home**, administered by the Canossian Sisters, was set up to provide nursing care to elderly.
- ◆ **The Geylang Catholic Centre**, established to provide services to the community.
- ◆ **St. Vincent Home**, a community home for ambulant elderly set up as a joint project between the Society of St. Vincent de Paul and CWS.

CWS Milestones 1959-2009

1980s

- ◆ **UNHCR Project**, CWS signed an annual agreement with UNHCR to assist as implementing agency for its programme and other refugee work in Singapore.
- ◆ **Chai Chee Centre/Catholic Crisis Centre**, opened as a counselling centre and half-way house for male ex-drug offenders and ex-convicts.
- ◆ CWS became a **Registered Charity** on **29 Jun 1985** under the Charities Act of 1982.
- ◆ **Gift of Love Home**, run by the Missionaries of Charity Sisters, was opened to house destitute elderly. On **19 Apr 1991**, the Home was gazetted as a Welfare Home under the Destitute Persons Act.
- ◆ **Good Shepherd Crisis and Rehabilitation Centre**, run by the Good Shepherd Sisters, provided shelter for women in crises.

1990s

- ◆ **Roman Catholic Prison Ministry**, formed to co-ordinate the services for inmates in Changi Prison under the direction of the RC Prison Chaplain.
- ◆ **The Redhill Project**, started with monthly visits by volunteers to poor old female residents, many of whom were Samsui women, in Redhill to provide them with love and care.
- ◆ **Catholic Aids Response Effort**, a lay apostolate ministry to provide direct care and support to People Living With HIV/AIDS (PLWHA).
- ◆ **Poverello Teen Centre**, a community project organised by CWS and managed by FMM. The Centre catered to youths at risk from 12-21 yrs of age.
- ◆ **Ee Peng Liang Family Relief Fund**, established in memory of CWS' late Chairman & Co-founder to render financial assistance to needy families.
- ◆ **Heartville Halfway House**, shelter for ex-prisoners, ex-drug users and men in crises.
- ◆ **Galilee Centre** replaced the Jalan Kayu centre operated by the Infant Jesus Sisters.
- ◆ **CWS Counselling Centre** started as an expansion of the service of the Therapeutic Counselling & Family Therapy Unit in CWS HQ.
- ◆ **Gabrielite Centre for School Counselling**, evolving to **Marine Parade Family Service Centre**, a joint community project to provide first-stop professional assistance to individuals and families in the vicinity.

2000 and beyond

- ◆ **Cyber Counselling for Youth**, jointly organized with the South East CDC and the Brothers of St. Gabriel to provide online counselling to secondary school students. This programme received the New Volunteer Initiative (2002) from the then Deputy Prime Minister Lee Hsien Loong.
- ◆ CWS took over the management of **Villa Francis Home** from the FMDM.
- ◆ **Good Life @ South East Centre**, organised jointly by CWS, South East CDC and Marine Parade CCC, set up to promote productive aging, focusing on the preventive and developmental aspects of aging.
- ◆ CWS succeeded the Little Sisters of the Poor in the the management of **St. Theresa's Home**.
- ◆ Funded the operations of **Family Life Society** and **Morning Star Community Services** (2003-2008).
- ◆ **Catholic Aids Response Effort Shelter** provides shelter to HIV patients who are homeless or rejected by their families.
- ◆ **Aid to Tsunami Victims**: Contributed \$100,000 of anonymous donations through the Archdiocese of Singapore in aid of the December 26, 2004 tsunami victims in neighbouring countries.
- ◆ **Study and Restructuring of Catholic Charities in Singapore** - Decision for CWS to remain autonomous and to concentrate on providing direct services to the poor.
- ◆ **ROS (2007) approved the New Constitution of CWS.**

2009

CWS celebrated its 50th Anniversary with a theme of thanksgiving and gratitude.



HQ Services & Programmes

Social and Welfare Work

CWS accepts cases from all over Singapore without any geographical restrictions. The dignity of the human person is foremost in our minds as we assist those who approach us for assistance. We will do everything within our means to improve their human condition and where possible, restore them to self-sufficiency.

Casework

Financial assistance, such as monthly financial support, food rations, supermarket vouchers and reimbursement of medical expenses were provided to lower-income families. We provided assistance to referrals from our Catholic churches and schools, various Community Development Councils and family service centres, as well as walk-in cases.

All individuals and families who approached us were evaluated on a case-by-case basis. Although we maintained our criteria for assistance, we also gave consideration to the unique circumstances peculiar of each case. Clients seeking urgent financial assistance were given minimal immediate assistance until all their information provided could be verified. Our Community Service Worker would also visit their homes to further understand their situations and identify how best we could help them. Where we thought necessary, we liaised with a professional counsellor to encourage dialogue with our clients. This was especially helpful to those of our clients who needed more than just financial assistance.

At the time of writing this report, we have since employed a senior social worker to further develop the social welfare assistance area of CWS.

Casework Statistics for Period 01 Apr 09 - 31 Mar 10

No. of cases handled	183
No. of new cases	79
No. of cases closed and/or referred (including cases who needed one-time assistance)	23

In addition to the statistics provided above, 30 families were assisted from the Ee Peng Liang Family Relief Fund. This fund was used to help families tie over a difficult period. For example, when the bread-winner of the family lost his job, we provided living expenses until a job was secured, or we assisted with emergency payments to reinstate electricity in their homes etc. Certain cases requiring long term help were also assisted from this fund.

Networking

Networking helps us to work with people in a more efficient and effective way. CWS networks with Community Development Councils, the Institute of Mental Health, hospitals, family service centres, St. Vincent de Paul Conferences, churches, the Eurasian Association and other social service agencies. Our social work section has developed a small pool of compassionate employers who are willing to employ our referrals almost immediately.

Scholarship Aid to Primary and Secondary School Students and ITE Students

Our Scholarship Aid Programme assists children of needy families to continue their primary and secondary education. Our monthly cash aid to them helps with the payment of school fees, transportation and food allowance. The assistance given in December over the long school holidays aids the students with the purchase of text and exercise books as well as art materials and in some cases, uniforms when required.

In addition, CWS contributed \$6,000 to the Institute of Technical Education (ITE) to support 100 needy students. This amount represented 50% of the total quantum granted to the students by ITE in their ITE Special Student Assistance Scheme for Needy Students.

Scholarship Aid for Period 01 Apr 09 - 31 Mar 10

No. of families receiving aid	50
No. of students receiving aid	66

Financial Assistance to Students in Other Institutions

CWS also assisted 11 students, predominantly from the local polytechnics, with pocket money. Some were also given subsidies for school fees. All these cases were evaluated individually and assistance was granted based on the degree of need.

Information & Referral

CWS provided information and referral services to individuals and families who required assistance which was outside the scope of CWS. Such cases were referred to other agencies who had the relevant expertise to offer the best solutions to our referrals.

Food Relief Programme

The Food Relief Programme was started in 1959 to provide supplementary food, such as rice, cooking oil etc. to the needy and their families. Today, the programme reaches out to more than 20 institutions. Besides supermarket vouchers given out every quarter to the beneficiaries, cash grants are also given out half-yearly. At the headquarters, we maintain a small stock of dry food to be given to the needy who approach us for direct assistance.

Food Relief Programme Recipients

St. Vincent de Paul Conferences

- Our Lady of Fatima
- Our Lady of Lourdes
- St. Michael
- Ss. Peter & Paul
- St. Stephen

Schools

- Canossian School
- St. Andrew's School Social Aid Group

Crises Centres

- Good Shepherd Centre
- Marymount Centre - Rose Villa

Residential and Nursing Homes

- Assisi Home & Hospice
- Gift of Love Home
- Ling Kwang Home for Senior Citizens
- Salvation Army Peacehaven Nursing Home for the Aged
- Society for the Aged Sick
- Sree Narayana Mission Home
- St. John's Home for the Aged

Institutions

- Boys' Town
- Focolare Movement (Men)
- Focolare Movement (Women)
- Muslim Missionary Society Pertapis
- Salvation Army Family Support Service
- Singapore Cheshire Home
- St. Francis Xavier Major Seminary
- Teen Challenge Singapore



CWS Agencies

St. Joseph's Home

Administrator: Sr Geraldine Tan • 921 Jurong Road, S(649694) • Tel: 6268 0482

Email: stjoseph@stjh.org.sg • Website: www.stjh.org.sg • Affiliation: Canossian Daughters of Charity (F.D.C.C.)



St Joseph's Home was set up by the Catholic Welfare Services in 1978 to provide shelter, care and love for the aged and destitute, regardless of race or religion. With the need to care for patients with advanced illness, the Hospice was started in 1985. In 1993, we moved to our present premises with bigger facilities for our residents.

For more than 30 years, the dedication and commitment of the Canossian Sisters, staff and the pool of volunteer doctors, nurses and caregivers, the generosity of donors and benefactors have all in one way or another brought much joy and relief to our residents.

Our Vision

A person-centered home which values human dignity.

Our Mission

To provide holistic care through love, care and compassion.

Programmes & Services

We adopt a holistic approach to care of our aged and progressively ill:

- Pastoral care and spiritual well-being
- Comprehensive nursing and medical care
- Effective rehabilitation for mobility independence
- Support of community involvement initiatives
- Educational programmes for residents and caregivers

Nursing

We continue to provide an environment of on-going formation for our staff and student nurses from other agencies. Besides knowledge and skills, we focus on the formation of the hearts with compassion and love. We strive as a team to make each person feel respected and loved.

Rehabilitation (Physiotherapy & Occupational Therapy)

As reported last year, the Falls Unit has been established and we are addressing incidences of falls. Monitoring and solutions are constantly being addressed and reviewed in order to reduce incidences to a minimum.

Our therapy programmes remain well attended by our residents; thanks in most part to our highly motivated, professional and competent staff. Our aim is to maintain this and our residents' eagerness to attend their daily sessions.



Thank you to Dr. Joseph Pious and Dr. Mary Baker of Hawthorne Consulting for their professional guidance in helping us translate our Mission Statement into action. We consciously gave choices to our residents in regards to bathing and meal times if they put on an “*I am Special*” tag for the day. We experienced the joy of making an ordinary day extraordinary for them.

We also thank individuals and organizations whom we may not have mentioned, but who are just as important to us. Without the help and support from all these generous individuals and organizations, our family at St Joseph’s Home would not be quite the same. To ALL our volunteers and your families, THANK YOU & MAY GOD BLESS ALL OF YOU ALWAYS.



Service Statistics

During the Period 01 Apr 09 - 31 Mar 10				
	Nursing home	Hospice	Respite	Total
No. of Residents as at 01 Apr 09	114	3	5	122
Admission	24	33	12	69
Discharged	-	2	9	11
Deceased	23	29	2	54
No. of Residents as at 31 Mar 10	118	9	6	133
Capacity	117	22	-	139

Service Users as at 31 Mar 10	
Category 1 Residents	1
Category 2 Residents	9
Category 3 Residents	54
Category 4 Residents	60
Hospice	9
Total Number of Residents	133

St. Theresa's Home

Administrator: Mr Victor Seng • 49 Upp Thomson Road S(574325) • Tel: 6256 2532 • Email: admin@sainttheresahome.org
Website: www.sainttheresahome.org • Affiliation: The Roman Catholic Church, Singapore

St. Theresa's Home was established in 1935 and was managed by the Little Sisters of the Poor. On 1 July 2003, Catholic Welfare Services, Singapore succeeded the Little Sisters of the Poor in the management of the Home and the care of the aged and sick residents. Pastoral care for the residents is now provided by the Brothers of Mercy and the Religious Sisters.

St. Theresa's Home is now a nursing home licensed by the Ministry of Health, Singapore. It has a capacity for 200 residents.

Our Mission & Objectives

St. Theresa's Home is an institution of Catholic witnessing of Christian love and care for the disadvantaged, destitute and aged sick in our community. We provide a pleasant atmosphere for our residents in their twilight years, improving their quality of life through comprehensive nursing and a well-balanced programme.

Programmes & Services

St. Theresa's Home provides residents with an environment of peace and tranquility to recuperate from their illness and physical disability. Our goal is to nurse them back to health so they can return to their families. For long term residents, we look after them as best we can so that they can enjoy their golden years with us.

St. Theresa's Home provides holistic nursing care catering to the residents' physical, emotional, social and health requirements.

Medical & Nursing care

A team of dedicated volunteer doctors come in weekly to assist our professional nurses in the care of residents. In the urgent need of medical attention, the residents will be referred to the nearest hospital. A Medical Board comprises of Specialist doctors are also at hand to render the best medical care for the residents.

Therapy

There are daily physiotherapy and occupational therapy sessions for the residents. Music therapy sessions are held on Fridays with a team of talented musicians and singers. Dog therapy is also provided once a week by the members of the Singapore Kennel Club.

We would like to thank the following organizations and people for their assistance and support:

- Ministry of Health
- Kwan Im Thong Hood Cho Temple
- Shaw Foundation
- Lee Foundation
- Tan Foundation
- Members of the Association of Blessed Jeanne Jugan
- Music Ministry from Church of St Ignatius
- Singapore Kennel Club
- All our volunteers and benefactors





Service Statistics

During the Period 01 Apr 09 - 31 Mar 10	
No. of Residents as at 01 Apr 09	189
Admission	29
Discharged	3
Deceased	24
No. of Residents as at 31 Mar 10	191

Service Users as at 31 Mar 10	
Category 1 Residents	0
Category 2 Residents	20
Category 3 Residents	38
Category 4 Residents	133
Total Number of Residents	191
Capacity	200



Villa Francis Home for the Aged

Administrator: Sr Maria Sim • 9 Mandai Estate, S(729906) • Tel: 6269 2877 • Email: admin@villafrancis.org.sg
Website: www.villafrancis.org.sg • Affiliation: The Roman Catholic Church, Singapore



In 1973, the Franciscan Missionaries of the Divine Motherhood (F.M.D.M.) Sisters set up Villa Francis Home for the Aged to give priority to the destitute poor and sick. Catholic Welfare Services (Singapore) took over the administration of the Home in April 2001.

Today, Villa Francis Home under the Catholic Welfare Services Nursing Homes Management Committee, provides inpatient nursing care for the elderly sick regardless of race or religion.

Our Vision

A person-centered home which values human dignity.

Our Mission

To provide holistic care through love, kindness, and understanding.

Programmes & Services

We continue to emphasize the importance of maintaining a positive attitude towards life in spite of ageing and illnesses and to stay physically, socially, emotionally and spiritually engaged. We provide “Round the clock” residential nursing care and effective Rehabilitation Programme for the total well-being and independence of our residents. Regular social and recreational activities such as karaoke sessions, festive and birthday celebrations are organized for our residents. We also ensure that



our nurses attend on-going education & formation to maintain quality nursing care.

We would like to thank all our corporate sponsors, church groups, temples, schools, colleges, polytechnics & universities, SAF units, all benefactors and volunteers for rendering their helping hand to Villa Francis.



Service Statistics

Service Users as at 31 Mar 10

Category 1 Residents	0
Category 2 Residents	8
Category 3 Residents	77
Category 4 Residents	47
Total number of residents	132
Capacity	139

During the Period 01 Apr 09 - 31 Mar 10

No. of Residents as at 01 Apr 09	134
Admission	28
Discharged	8
Deceased	22
No. of Residents as at 31 Mar 10	132

Gift of Love Home

Head of Agency: Sr M. Treslin, MC • 790 Thomson Road S(298142) • Tel: 6251 6004

Affiliation: Missionaries of Charities



Mission

“I Thirst” - To quench the infinite thirst of Jesus - by labouring at the salvation and sanctification of the poorest of the poor - the unwanted, unloved, lonely, abandoned and homeless; To proclaim the Word of God by our prayers and spiritual work of mercy.

Objectives

- By living Christ’s concern for the poorest and the lowliest
- By being of immediate and effective service to them in all their needs, natural and supernatural, until they find some other people who can help them better in a more lasting way

Programmes & Services

Apart from the daily chores of taking care of the residents and running the Home, the Sisters regularly organize social, recreational and physical activities to keep the residents active and entertained.

- Musical therapy sessions
- Physical exercises
- Outings and picnics
- In-ward parlour games
- Home visitation to families in need
- Distribution of dry rations to individuals or families in financial difficulties
- Hospital visitations (being with them and praying with them)

The Missionaries of Charity is an international congregation founded by Blessed Mother Teresa of Kolkata on 10 Sep 1946 on her way to Darjeeling for a spiritual retreat. After Blessed Mother Teresa visited Singapore in 1976, Archbishop Gregory Yong invited her to bring her mission work to Singapore. In 1986, the first group of Missionaries of Charity Sisters began their mission work by visiting poor families and helping the sick and destitute at the Woodlands Aged Home and Pelangi Home. Later, the Sisters set up the Madonna Home at an old community centre at Irving Road, Paya Lebar. In 1987, the Gift of Love Home in Punggol was opened. It eventually relocated to Marymount Centre, Thomson Road, in December 1998.

The Gift of Love Home is now home to about 30 elderly and destitute who need certain forms of assistance in their daily living.

Gift of Love Home relies heavily on volunteers to cook, feed, bathe and help the residents in many ways. We are thankful to our faithful daily volunteers, who help with daily cooking, feeding, laundry, cleaning and other chores at the Home. Special thanks also go to the Ministry of Community Development Youth & Sports, all corporate sponsors, church groups, temples, schools, polytechnics & universities, benefactors and volunteers for giving of their time, patience, assistance and contributions of all kinds to the Gift of Love Home.

Service Statistics

During the Period 01 Apr 09 - 31 Mar 10	
No. of Residents as at 01 Apr 09	31
Admission	16
Discharged	10
Deceased	3
Transferred	2
No. of Residents as at 31 Mar 10	32
Capacity	32



St. Vincent Home

Supervisor: Ms Poh Po Neo Lily • 261 Waterloo Street #05-01 S(180261) • Tel: 6337 6535

Fax: 6336 1513 • Email: stvincenthome@catholicwelfare.org.sg • Affiliation: Society of St. Vincent de Paul



Set up in 1979 by CWS and the Society of St. Vincent de Paul, St. Vincent Home is a Community Home for the ambulant elderly destitute in Singapore. Residents must be above 60 years of age with no immediate relatives to take care of them. They must be fit for communal living and free of infectious diseases. Since the Home is licensed to care for elderly residents who are able to take care of their own daily living activities, we do not provide nursing care.

Under the charge of a supervisor and a welfare officer, the Home has a peaceful atmosphere where residents are encouraged to look after one another. The residents interact well with each other and enjoy freedom of movement. Often they are occupied with activities such as exercises, games, reading, listening to the radio, outings, etc., to enable them to lead a rich and fulfilling life.

Mission & Objectives

The Home operates as a Sheltered Home in a residential arrangement catering to the needs of the ambulant elderly.

Programmes & Services

St. Vincent Home provides the necessary assistance in a homelike environment to destitute & ambulant residents who need minimum supervision.

Residents exercise their own choice of lifestyle and manage their own daily living. Those who are physically fit and ambulant will do their own

washing, and assist in cleaning and keeping the Home neat and tidy.

Residents are given cash allowances for their daily expenses. Basic necessities such as bread, margarine, jam, biscuits, beverages, as well as kitchen appliances, including a microwave oven, are also provided at the Home.

Residents join exercise programmes conducted by Metta physiotherapists in Tampines for health maintenance and occupational therapy every Monday and Thursday.

Residents requiring medical attention are promptly attended to at appropriate Government outpatient clinics or other medical centres. Those who require permanent nursing care are subsequently transferred to nursing homes.

The majority of the residents spend their time watching television, and reading newspapers and magazines. Social and recreational activities are organized regularly to keep them socially and mentally active.

The Management Committee would like to thank the Ministry of Community Development Youth & Sports, the National Council of Social Services, Central Singapore Community Development Council, the Conferences of St. Vincent de Paul, Kampong Glam Community Centre, well-wishers and benefactors for their continued support and invaluable assistance rendered to the Home.





Service Statistics

During the Period 01 Apr 09 - 31 Mar 10			
	Male	Female	Total
No. of Residents as at 01 Apr 09	5	8	13
Admission	0	0	0
Discharged	1	2	3
No. of Residents as at 31 Mar 10	4	6	10
Capacity	6	16	22

Service Users as at 31 Mar 10			
Age Group	Male	Female	Total
60-70	3	0	3
71-80	0	2	2
81 and above	1	4	5
Total	4	6	10



Good Shepherd Centre

Centre Manager: Margaret Koh • Tel: 6755 6496 • Email: margaret_gsc@marymountctr.org.sg

Affiliation: NCSS, Marymount Centre

The Good Shepherd Centre had its humble beginnings in a small shelter at Jalan Shaer in 1986. The Good Shepherd Sisters wanted a place to care for female ex-convicts and drug addicts. There was a gradual progression into reaching out to abused residents and single unmarried mothers. Having need for a bigger place to take on a larger capacity, the Centre moved to its current Yishun premises in 1980.

Rose Villa was set up in 1962 to meet the demand of the growing number of unwed mothers who approached the Sisters for accommodation. They sought out temporary shelter at Rose Villa while waiting for delivery due to family rejection, financial problems, homeless issues and other challenges faced. On 1 Jan 2003, after much discernment, the residential programme of Rose Villa was transferred to the Good Shepherd Centre.

Funded by CWS and managed by the Marymount Centre, the Good Shepherd Centre is now home to the marginalized residents of society. Residents who are abused, raped, beaten and victimized have a place to seek refuge at the centre to piece their lives back together. Unwed mothers and their children also find a roof over their heads.

Our Mission & Objectives

Believing in the dignity and value of each person, our mission is to reach out to and assist children, youth and women in need, so as to facilitate reconciliation with their families and society, and to enable them to be mature and responsible persons.

The Centre believes that every woman and child is deserving of love, care and attention. The centre seeks to provide a shelter that serves to inspire its residents to rise above their situations and to

surmount greater heights through a multitude of activities and support from staff and volunteers.

Programmes & Services

Our programmes and activities are focused on empowering our residents to:

- i) manage and take charge of their own lives;
- ii) reintegrate with their families and the wider community; and
- iii) be equipped with various skills towards self development and survival.

The following programmes were conducted in 2009 to support our residents in their journey towards healing and independence:

- Counselling
- Emotional and Spiritual Support
- Group Living eg. taking up daily duties like household chores
- Life Skills eg. baking, cooking, English classes, Mandarin classes, computer classes, sewing, grooming, jewellery making
- Recreational activities eg. outings, singing, aerobics, Yoga, birthday celebrations and festive celebrations





Service Statistics

During the Period 01 Apr 09 - 31 Mar 10

Total number of clients served	161
Number of clients as at 31 Mar 2010	36

We would like to express our heartfelt gratitude and sincere thanks to all committed volunteers and generous donors, who have in one way or another, helped us uphold our mission and fulfill our objectives.



Hearts@Work

Head of Agency: Ms Lily Wee • 1259 Upp Serangoon Road, c/o Church of Nativity of the BVM S(534795)
Tel: 6284 8010 • Email: admin.hearts.work@catholicwelfare.org.sg • Website: www.catholicwelfare.org.sg

Hearts@Work is a Catholic initiative to provide continual education to take care of the following needs of persons with intellectual challenges : health, spiritual, social skills, vocational skills.

Our target group is the high functioning adults, aged 18 to 35 years. Preparatory groundwork started in November 2009, and training programme commenced in January 2010.

Mission & Objectives

- Provide a work-focused programme for adult persons with intellectual challenges, so that they be encouraged, nurtured and given a sense of dignity and belonging in society.
- Empower them to live and work independently to their highest potential, and be gainfully employed.

Programmes / Services

Training Programme

- Life skills: learning to prepare a simple meal, such as a sandwich, a local salad, etc.
- Social skills: disciplined social behaviour that is accepted within families and the general public.
- Vocational skills: basic work skills in various areas, such as janitorial, production-line, dishwashing. Emphasis is also given to proper work attitude and competency.
- Fitness: daily stretching exercise and twice weekly work out at nearby Punggol Park.
- Community integration: a weekly outing to public places of interest for extended education and knowledge, and sporting games.



Work

Where possible, work assignments are arranged for our trainees so that they may be gainfully employed. Trainees may be arranged to take on jobs at the clients' premises or work within the Centre under supervision.

- Supported employment: Since Feb 2010, our trainees had been working at Flash Laundry Pte Ltd every Monday and Wednesday, where they fold towels and flip pillow cases for machine ironing. They had also been engaged to clear dried leaves in FMM house, handle mailing work at Caritas, and sort potpourri at Doll Spa.
- Indoor: Trainees are trained to take on work such as mailing and packing at the Centre under the supervision of a job coach. The Centre also collaborates with Lintec Singapore Pte Ltd to engage our trainees in packing assignments. Our trainees now pack dynic rolls of tape on a weekly basis with an average of 1000 rolls per assignment.

Service Statistics

Service Users as at 31 Mar 10	
Number of trainees	10
Number of volunteers	9



We are greatly indebted to the following who have been so supportive of our work:

- Christus Dominus Choir, Church OLPS
- Flash Laundry Pte Ltd
- Lintec Singapore Pte Ltd
- Ms. Cecilia Fung

We also want to thank all our volunteers for giving their time, enthusiasm and effort to help improve the lives of our clients.



YouthReach

Head of Agency: Mr Roland Yeow • 166 Tampines St 12, #01-357 S(521166) • Tel: 6544 2603

Email: info@youthreach.org.sg • Website: www.youthreach.org.sg

YouthReach is a joint youth outreach project by Catholic Welfare Services and Boys' Town. It was established in June 2009 as an expansion to the services of youth work for both the two parent organisations. Leveraging on the foundation laid by the Franciscan Missionaries of Mary for Poverello Teen Centre, YouthReach continues to uphold the mission to serve the marginalized youth and to establish a warm and supportive youth community.

Mission

YouthReach strives to become an excellent youth agency and is committed to help the Youths-At-Risk by providing comprehensive services to enable the youths to become socially integrated, responsible and contributing members of society.

Programmes & Services

Street Outreach

As of January 2010, YouthReach made foray into street outreach to reach out to youths who are more at-risk of influences of gangs or in moral danger.

We hope that through this service, the youths would have access to the resources available for them in making responsible choices in relation to themselves and others.

School-based Social Work

In addition, in January 2010, YouthReach has been recognized as an NCSS-approved organization to render Enhanced STEP-UP programme - a programme to provide individualised casework to students at risk of dropping out from school and out-of-school youth to help them create positive changes in their lives. Our school-based social work also caters to the needs of specific groups of students through customised programmes.

Drop-in Centre

Our drop-in centre is a haven for youths to be engaged with caring adults through enriching programmes that inculcate positive values.

We would like to say a big thank you to the Advisory Board and all our volunteers for their unwavering support.





Service Statistics

Drop-in Services:

Regular Programme	Youth	Volunteers
Kayaking	18	-
Japanese Drum	51	4
Tuition	19	6
Case Management	6	-

Ad-hoc Activities

	Youth	Volunteers
Youth Day Celebration at Sentosa	39	7
Chinese New Year Celebration	36	3
Volunteer Appreciation	-	7
Ice Skating	6	-

School Based Social Work

	Youth	Volunteers
Enhanced Step-Up Service A	20	-
Enhanced Step-Up Service B	2	-
Lifeskill @ Hai Sing Catholic School	40	7
Bridging Camp-iConnect for Assumption Pathway school	12	13
Time-Out Programme for Assumption English School	32	-



Financial Statements

CATHOLIC WELFARE SERVICES SINGAPORE
(Registered under The Societies (Amendment) Regulations 1998)

BALANCE SHEET AS 31 MARCH 2010

	<u>2010</u> S\$	<u>2009</u> S\$
ASSETS LESS LIABILITIES		
Non-current assets		
Property, plant and equipment	699,284	698,612
Held-to-maturity investments	13,278,313	13,159,834
	<u>13,977,597</u>	<u>13,858,446</u>
Current assets		
Imprest account	977,009	946,500
Other receivables	119,554	200,103
Fixed Deposit	4,646,749	6,291,793
Cash and cash equivalents	5,882,466	3,620,739
	<u>11,625,778</u>	<u>11,059,135</u>
Current liabilities		
Project funds	16,828,821	17,047,078
Other payables	1,376,457	1,100,636
	<u>18,205,278</u>	<u>18,147,714</u>
Net current assets	(6,579,500)	(7,088,579)
	<u>7,398,097</u>	<u>6,769,867</u>
Represented by:		
Accumulated fund	<u>7,398,097</u>	<u>6,769,867</u>

The annexed notes form an integral part of the financial statements

**STATEMENT OF CHANGES IN ACCUMULATED FUND
FOR THE FINANCIAL YEAR ENDED 31 MARCH 2010**

	<u>2010</u> S\$	<u>2009</u> S\$
Accumulated fund		
Balance at beginning of the financial year	6,769,867	6,598,439
Net surplus for the financial year	628,230	171,428
End of the financial year	<u>7,398,097</u>	<u>6,769,867</u>

Top 3 Executives' Remuneration for the financial year are in the following categories:

	<u>2010</u>	<u>2009</u>
Less than S\$100,000	3	2
S\$100,001 to S\$150,000	0	1
S\$150,001 to S\$200,000	0	0
More than S\$200,001	0	0

CATHOLIC WELFARE SERVICES SINGAPORE

(Registered under The Societies (Amendment) Regulations 1998)

**INCOME AND EXPENDITURE STATEMENT
FOR THE FINANCIAL YEAR ENDED 31 MARCH 2010**

	<u>2010</u> S\$	<u>2009</u> S\$
INCOME		
Charities week campaign	450,000	420,000
Donations-NCSS Central Fund	1,880,347	1,755,673
Non-tax donations	74,738	245,553
Rental income	36,000	36,000
Interest income	489,623	468,878
Gain on disposal of investments	237,480	-
Gain on disposal of fixed assets	29,600	-
Total income	<u>3,197,788</u>	<u>2,926,104</u>
EXPENDITURE		
Administration		
Rent, telephone, utilities & other services	28,992	29,116
Postage	2,178	2,254
Printing & stationery	13,057	11,467
Office equipment & supplies	15,109	24,289
Bank charges	3,393	3,262
Auditors remuneration	6,500	6,500
Staff remuneration, CPF & medical fees	247,350	244,388
Transport, travelling, port & delivery charges	21,569	31,478
Upkeep of vehicle	9,835	5,892
Newspaper & periodicals	232	178
Insurance	3,190	3,358
Affiliation fees	407	356
Public relations	1,697	1,200
Staff training	12,314	10,728
Custodian fees	(802)	2,408
Impairment Loss	76,624	207,585
Depreciation charge	13,189	16,550
Professional fees	500	500
Miscellaneous	-	308
Balance carried forward	455,334	601,817

CATHOLIC WELFARE SERVICES SINGAPORE
(Registered under The Societies (Amendment) Regulations 1998)

**INCOME AND EXPENDITURE STATEMENT
FOR THE FINANCIAL YEAR ENDED 31 MARCH 2010**

	2010 S\$	2009 S\$
Balance brought forward	455,334	601,817
Projects		
Gift of Love Home	3,830	11,686
Gift of Love Home - Relocation	404	-
St. Vincent Home	33,378	29,566
St. Joseph's Home	755,684	902,781
Villa Francis Home for the Aged	152,495	151,326
Good Shepherd Centre	38,049	30,633
St. Theresa's Home	399,569	450,065
Hearts@Work	46,535	-
Social Services Programmes	44,161	48,235
Food Relief Programme	94,907	105,150
Scholarship Aid	73,071	81,154
Medicines for the Needy	1,078	2,958
Poverello Teen Centre	33,095	173,500
CWS/BT YouthReach	282,137	-
Emergency Relief & Samaritan Aid	30,205	23,198
	1,988,598	2,010,252
Welfare & educational grants		
Relief & Welfare Works	58,010	89,357
	58,010	89,357
Special projects		
Contributions to Special Projects	1,115	3,405
50th Anniversary	17,912	-
Christmas Party	3,652	3,684
Hoa Nam Building Expenditure	44,937	46,161
	67,616	53,250
Total expenditure	(2,569,558)	(2,754,676)
Net Surplus for the financial year	<u>628,230</u>	<u>171,428</u>

The annexed notes form an integral part of the financial statements

A Message of Thanks

We would like to convey our sincere gratitude to:

- Bo Tien Welfare Services Society
- Boys' Brigade
- NTUC Fairprice
- Singapore Polytechnic
- The Caritas Singapore Community Council
- The Ministry of Community Development, Youth and Sports
- The Ministry of Health
- The National Council of Social Service
- The Society of St. Vincent de Paul
- All organizations, groups and individuals mentioned in the individual reports of all our projects.
- All benefactors and well-wishers for their kind donations and continuing support, even though they may not be mentioned by name or have chosen to remain anonymous.
- The clergy and religious members of all parishes, principals and teachers of schools, members of Catholic lay organizations for their kind support and co-operation during the annual Charities Week campaign, and for their continuous support over the years.
- All honorary doctors, medical specialists and lawyers, educational institutions and volunteer workers who have contributed so much of their time and effort to promote our projects.
- All co-operating organizations and institutions and their officials who have made it possible for us to reach out to the many thousands of needy people.
- All monthly subscribers for their generous donations by GIRO.
- The Straits Times, The Catholic News, Hai Sing Pao, Lianhe Zaobao and the local media for the publicity given to our activities.

May God bless each and every one of you abundantly for having contributed in one way or another to the success of our work to relieve the hardships of those in need.



"it's more blessed
to give
than to receive."

Bequest Form

Benefactors wishing to bequeath money, goods or property to the **CATHOLIC WELFARE SERVICES SINGAPORE**, may do so using this form.

I, (Name) _____ of NRIC No: _____

Living at (Address): _____

give and bequeath to the Catholic Welfare Services, Singapore, for the general purposes and objectives of the organization, the sum of _____
(or description of property) _____

for which the receipt of the President, Chairman, Hon. Secretary or Hon. Treasurer shall be good discharge thereof to my Trustees.

Signature of Benefactor

Date

Signature of 1st Witness

Date

Name: _____

NRIC: _____

Address: _____

Signature of 2nd Witness

Date

Name: _____

NRIC: _____

Address: _____

All contributions will be gratefully received and acknowledged promptly by
the Chairman or Honorary Treasurer of
Catholic Welfare Services, Singapore
55 Waterloo Street, #03-00, Singapore 187954.



55 WATERLOO STREET



Catholic Welfare Services Singapore

55 Waterloo Street #03-00 Catholic Welfare Centre Singapore 187954

Tel: (65) 6337 7954 Fax: (65) 6336 1513 Email: generalenquiries@catholicwelfare.org.sg

Website: www.catholicwelfare.org.sg