



O'Joy Limited

FY2020 ANNUAL REPORT
April 2020 - March 2021



O'JOY
海悦辅导中心



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The publication is made available on our website www.ojoy.org

For enquiries, please contact us at email:
admin@ojoy.org



Mission

Be a leading organization in the field of psychological care to enhance the well-being of older persons and their families.

Objectives

- To help fulfill the psychological needs of older persons, their families and/or their caregivers through our counselling services.
- To enhance the availability and skills level of volunteer help in gerontological psychosocial services through our training and management of volunteers.
- To promote the professional development of gerontological practices through our training programmes.



Values

- Compassion
- Holistic Vision
- Integrity

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Organisation Information

Charity Name:
O'Joy Limited

Company Limited by Guarantee
Registration No.:
201805560D

Charity Registration Number:
201805560D (with IPC status)

IPC No.:
201805560D

UEN:
201805560D

Registered Address:
Block 5 Upper Boon Keng Road #02-10
Singapore 380005

Full Membership with the National
Council of Social Service:
since 1 April 2005

Bank:
Maybank
210 New Upper Changi Road, #01-699
Singapore 460210

Auditor:
CORPWERK PAC, Chartered Accountants

Executive Management

Executive Director
Choo Jin Kiat
(since 01 April 2011)

Clinical Director
Teo Puay Leng
(since 01 April 2010)

Clinical Advisory Board

Dr Ng Li Ling



President's Message

The continuing Covid-19 pandemic in 2020 through to 2021 has accelerated O'Joy's expansion plans to move from a traditional provider of counselling and clinical case management services to a modern sector provider, utilizing data analytics and tele-counselling, to implement customized mental health care and community wellness programs at home as well as at our counselling centres.

For the financial year 2020 / 2021, O'Joy ran 8 distinct programmes which benefitted 817 unique individuals. Our participants ranged from 20 to over 90 years young!

Demand for services picked up considerably after the 'Circuit Breaker' phase. We observed more clients, both young and old, utilizing our tele-counselling platforms instead of the traditional face-to-face physical sessions. We were also encouraged to see many clients seeking O'Joy's assistance earlier.

Our strategic fundraising strategies continue to bear fruit. Fundraising amounts have increased 89% from \$300,211 to \$567,232 for the FY ending 2020/2021. These funds will be especially critical as we envisage stronger demand for mental health services from both young and older clients.

O'Joy would not have been able to serve the community without the strong support and passionate commitment of our donors, volunteers, MOH, MSF, MCCY, NCSS, AIC, C3A, PA, NVPC, vendors, well-wishers, management committee members and staff in creating positive impact and bringing 'Oceans of Joy' to those we serve. A grateful and heartfelt thanks to all.

We continue to seek your gracious support in our shared journey of care as O'Joy builds on its strengths and looks ahead to expanding our range of services and to serve an even greater number of individuals.

Terrence Chee, President

Leadership



23 ▶

CANVA STORIES



22 ▶

CANVA STORIES



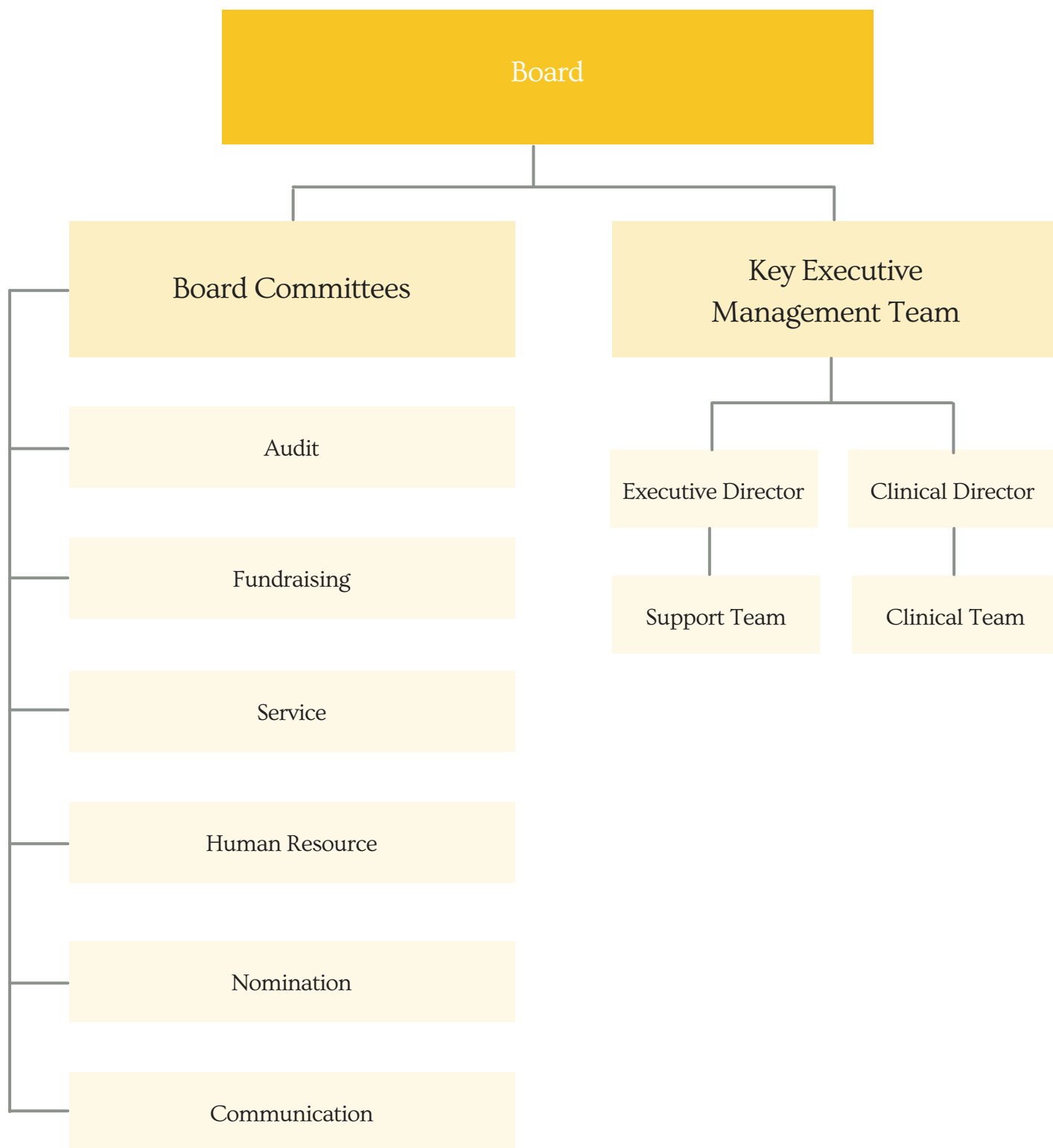
23 ▶

CANVA STORIES

The Board

Name	Current Appointment and dates (O'Joy Limited)	Occupation	Past Appointments and dates (O'Joy Care Services)
Chee Teng Hsiu, Terrence	President (21/09/2019)	Independent Director	Treasurer (18/09/2017 to 21/09/2019) Member (26/09/2015 to 18/09/2017) Member (28/09/2013 to 26/09/2015) Member (17/09/2011 to 28/09/2013)
Chung Soon Bee	Hon. Secretary (21/09/2019)	Educator	Secretary (26/09/2015 to 21/09/2019) V President (28/09/2013 to 26/09/2015) President (17/09/2011 to 28/09/2013)
Goh Jiang Wee, Alan	Hon. Treasurer (21/09/2019)	Educator	President (18/09/2017 to 21/09/2019) President (26/09/2015 to 18/09/2017) Treasurer (28/09/2013 to 26/09/2015) Secretary (17/09/2011 to 28/09/2013)
Cheong Chong Khiam, Max	Member (21/09/2019)	Managing Director	Member (18/09/2017 to 21/09/2019) Treasurer (26/09/2015 to 18/09/2017) Member (28/09/2013 to 26/09/2015) A. Treasurer (17/09/2011 to 28/09/2013)

Organisation Structure





Highlights of the Year



Highlights of the Year

Summary Financial Performance

- Total income: \$2,385,258
- Total expenditure: \$1,457,702
- Donations increased by \$267,010 due to an increase in fundraising efforts.
- Expenses increased by \$275,189 due to:
 - Increase in manpower expenses (21% from FY19 to FY20), in both direct and administration, to meet the demand for services.
 - Increase in professional fees (170% from FY19 to FY20) for new programmes, i.e. BEACON, CREST and AHP;
 - Increase in programme expenses (7068% from FY19 to FY20) to start up new programme iHOA.

Major Financial Transactions

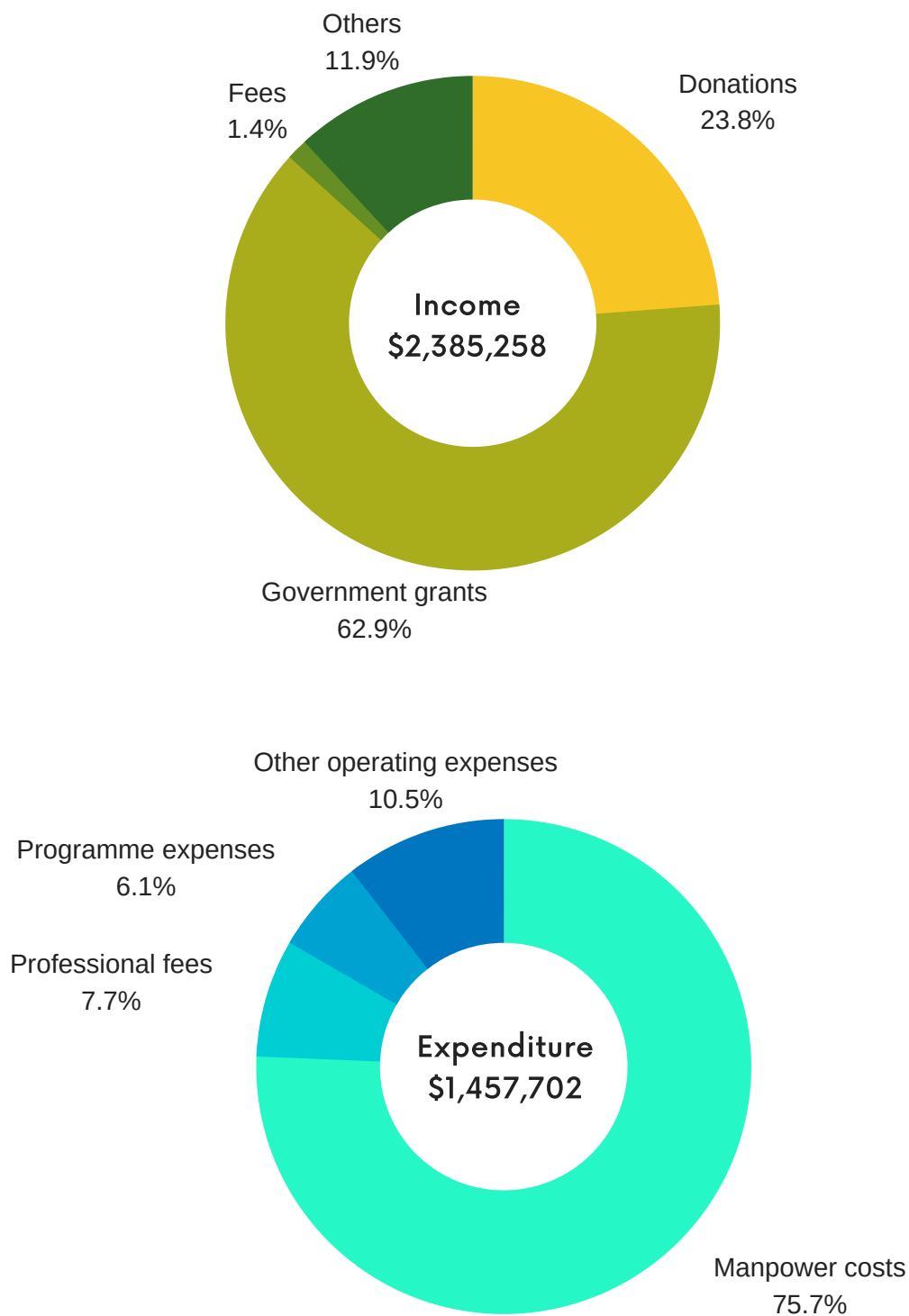
Major renovation works at \$88,319, which includes

- soundproofing all counselling rooms,
- partitioning original 4 counselling rooms into 5 rooms,
- partitioning of 2 meeting rooms into 3 rooms,
- re-carpeting of training room,
- installation of glass doors for Kopitiam

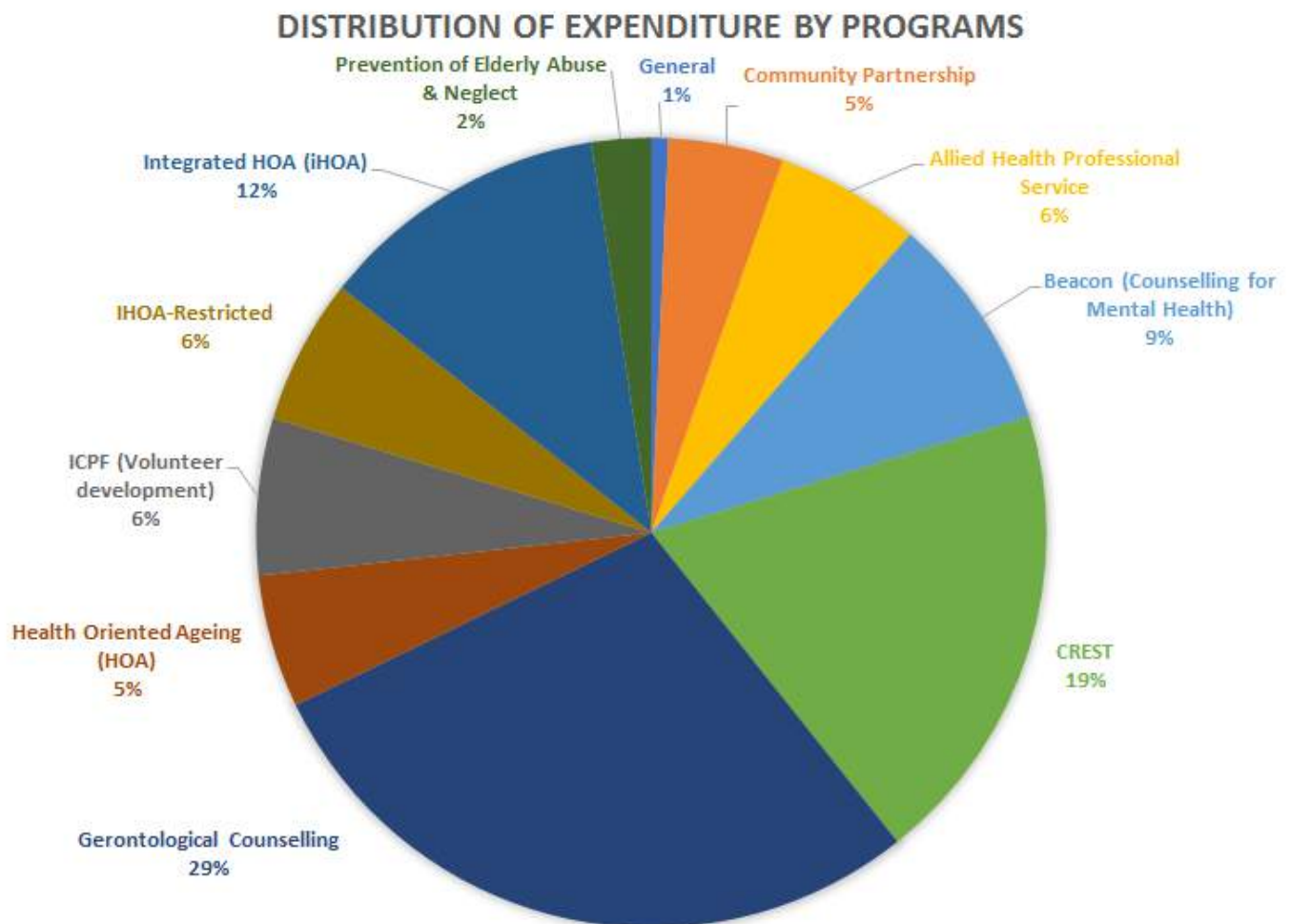
Purposes of Charitable Assets held

- No charitable assets held

Summary Financial Performance



Summary Financial Performance



The Year in Numbers



817
LIVES TRANSFORMED



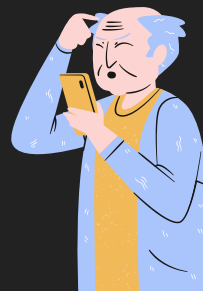
210
seniors supported through
Gerontological Counselling



203
adults with
mental health
issues
supported
through
Beacon
program



26
seniors ageing actively in
Health-Oriented Ageing
program



69
persons followed up
and provided with
dementia/mental
health information in
CREST/ES program



11
seniors
supported by
Allied Health
Professionals



460
persons educated with
dementia/ mental health
information via CREST outreach



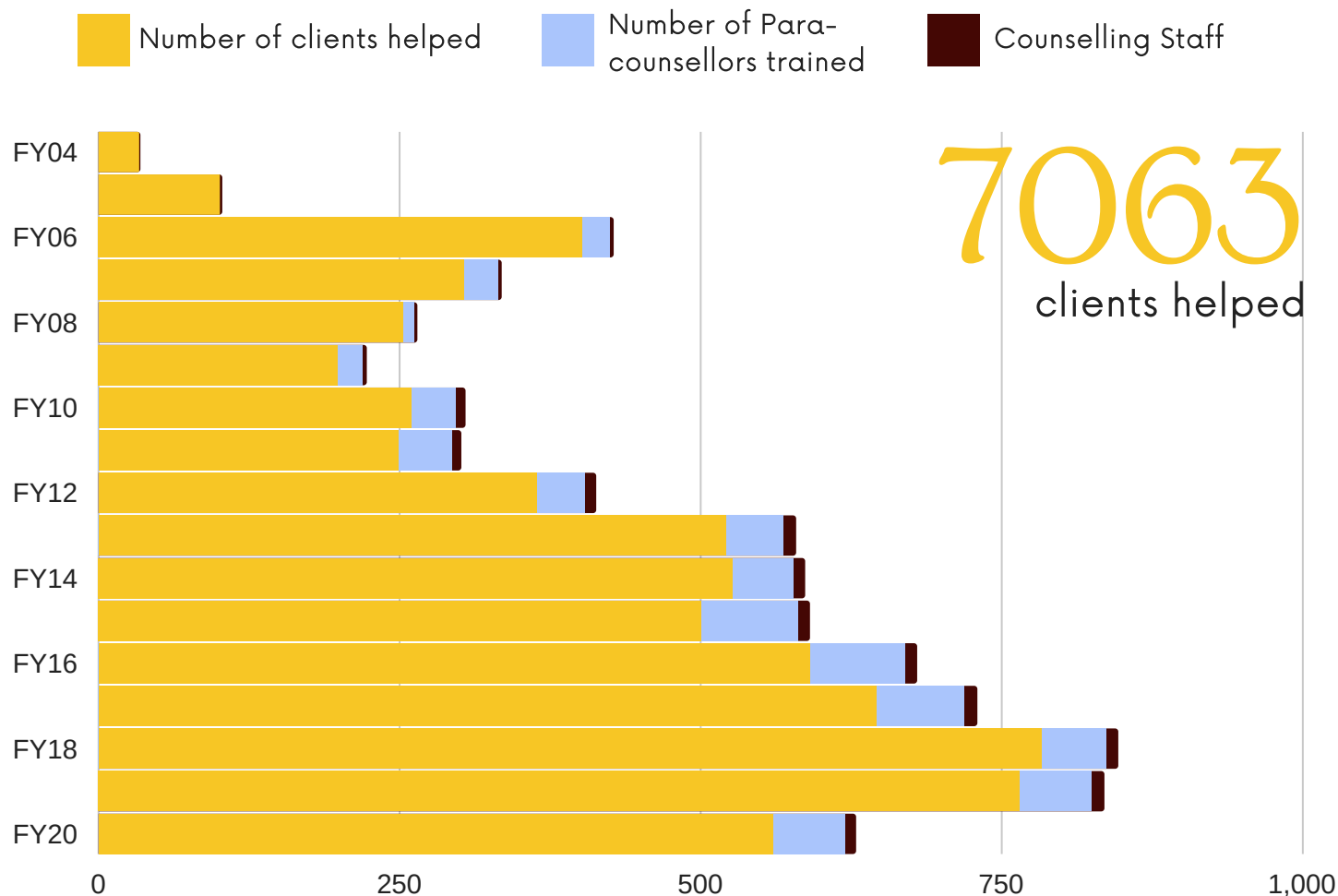
84
active volunteers

90
clients
served by
volunteers

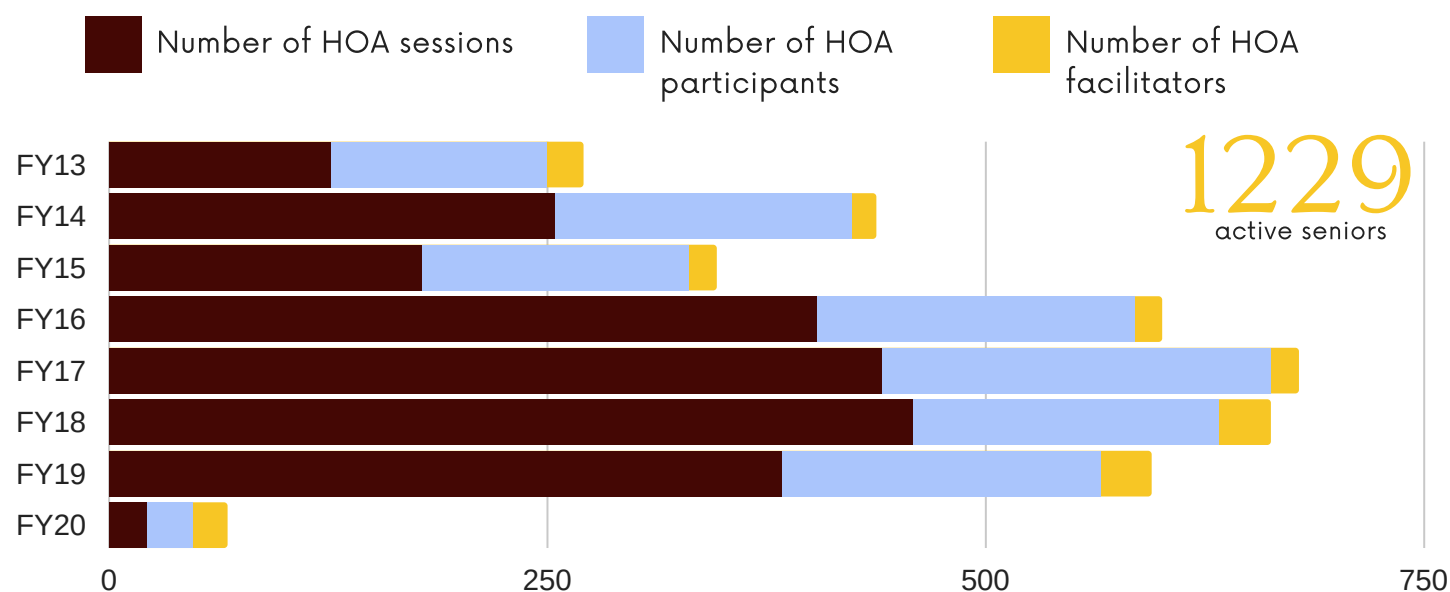


The Impact of Our Work

Counselling and Casework



Health-Oriented Ageing (HOA)



The background of the page features a grayscale photograph of a person with short dark hair and glasses, wearing a light-colored button-down shirt. They are seated and looking slightly off-camera. A yellow hexagon graphic is positioned in the upper right corner. A large, semi-transparent yellow rectangle is centered over the image, containing the main title text in white. The overall aesthetic is professional and modern.

Our Work: Programmes & Activities

Mental Health Services

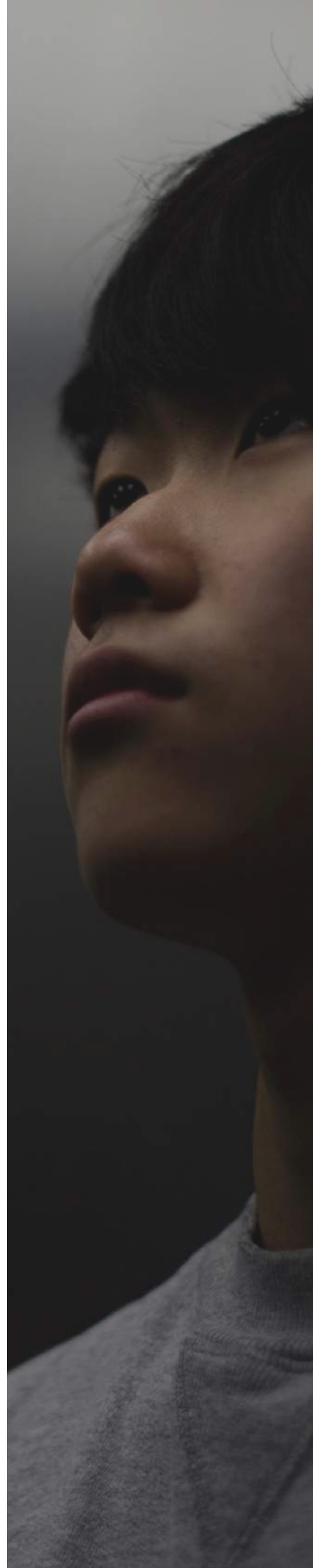
BEACON



The Beacon program commenced on 1 April 2020. This program provides counselling to adults experiencing mental health issues like depression or anxiety. We were providing this service previously under the umbrella of COMIT (funded by AIC). When AIC stopped funding this program on 31st March 2020, O'Joy decided to carry on with this program for the following reasons:

- To ensure continuity of services for our existing clients.
- O'Joy has built up in-depth knowledge and expertise in counselling for psychological and mental health issues over the past seven years while running the COMIT program.
- We have established a strong network with healthcare providers who had been referring their clients to us.
- We see a service gap in the community for such services. Clients who want to seek psychological counselling in a healthcare setting often need to wait a long period of time before they get their first appointment. O'Joy is able to meet their needs by providing them with timely services.

Currently, this program is not funded and is dependent on fundraising and fees collection for its sustainability.



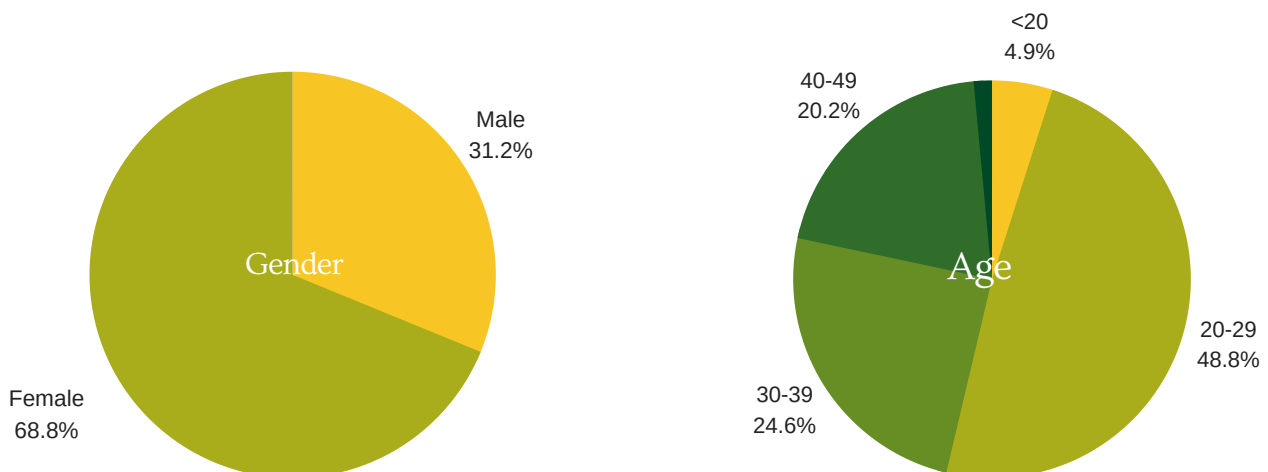
BEACON Statistics

Breakdown of Beacon Cases	FY20
Total number of sessions	888
Number of cases brought forward from last FY (COMIT)	45
Number of new cases in this FY	158
Number of cases closed during this FY	124
Number of cases brought forward to next FY	79

45 cases were brought over into the Beacon program after the COMIT program closed. There was a total of 158 new cases in FY20.

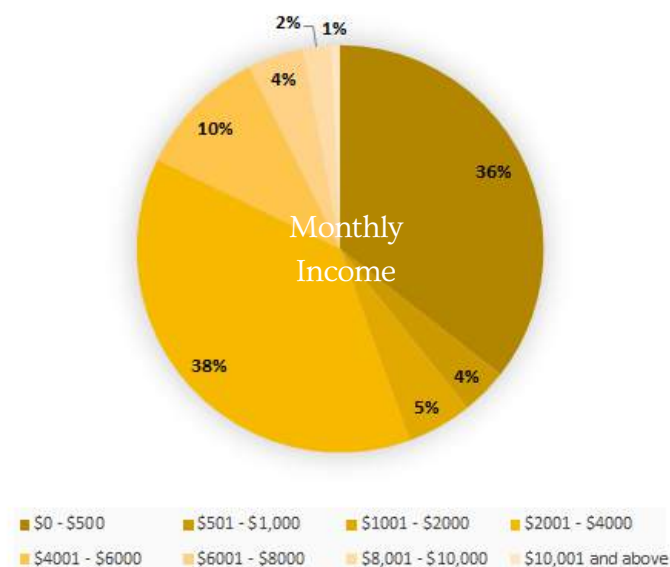
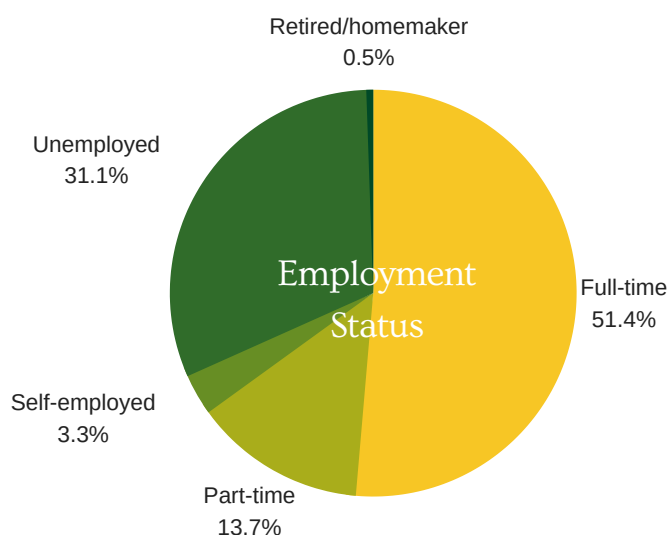
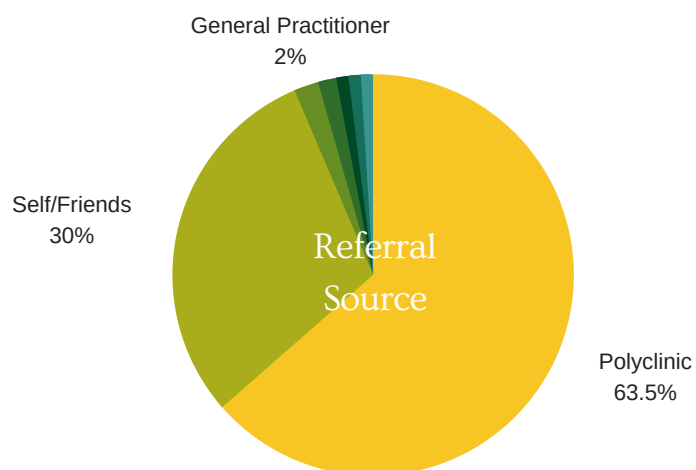
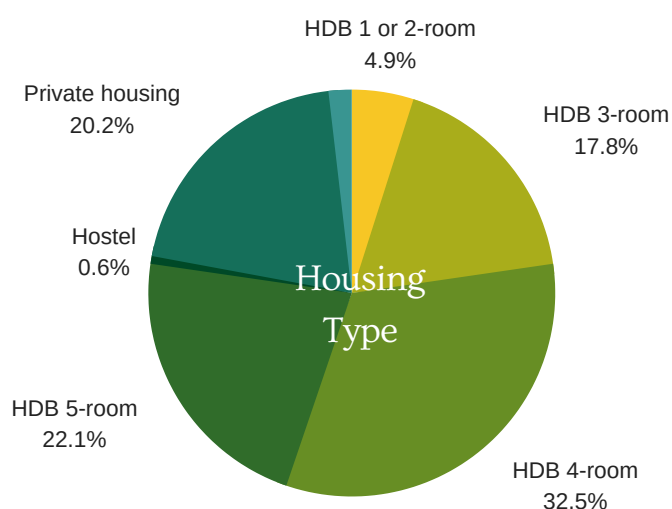
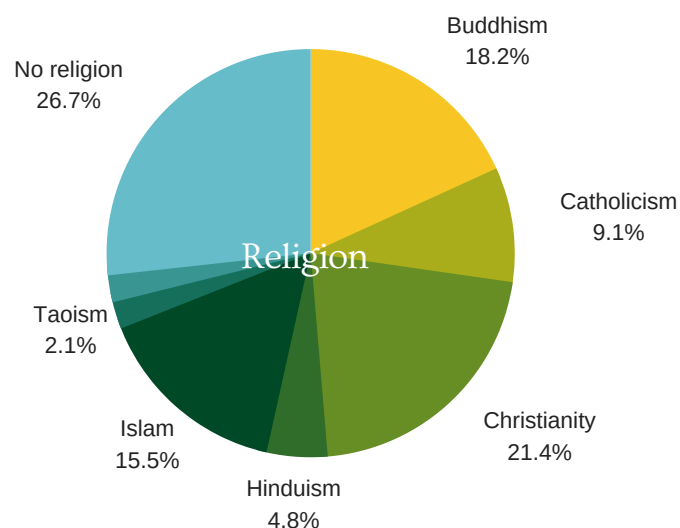
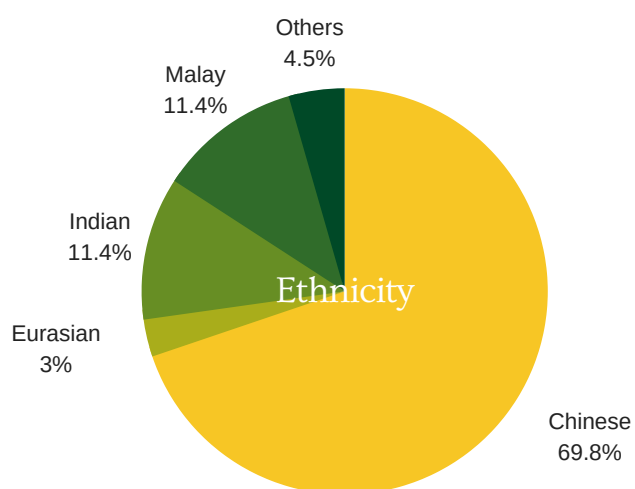
There were 31.2% males and 68.8% females. Almost half of the clients (48.8%) were young adults of age 20 to 29 years old. About 45% of the clients earned a monthly income of \$2000 or less, even though 68.4% were employed full-time, part-time or self-employed. The most common referral sources are from polyclinics (63.5%), or by self/friends (30%).

Depression (43%), anxiety (43%), and trauma/stress-related (26%) issues were the most commonly presented psychological issues, while family (32%), interpersonal (28%), and occupation (28%) issues were the most commonly presented social issues. It is not uncommon for a client to present with multiple issues.



BEACON Statistics

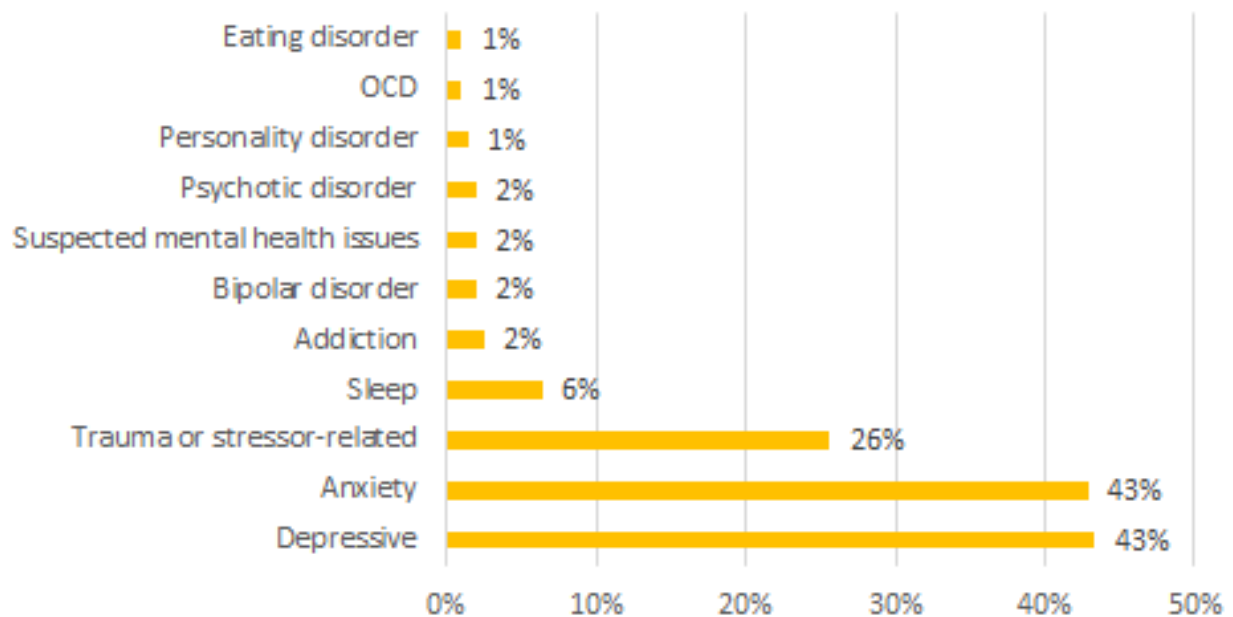
Demographics



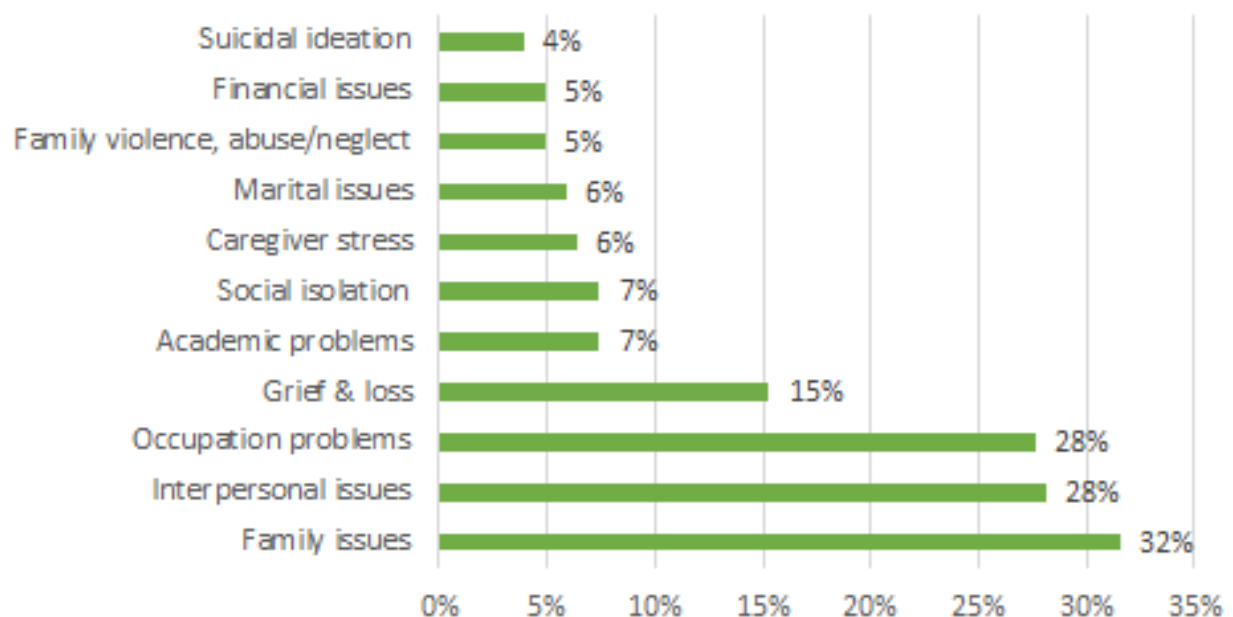
BEACON Statistics

Presenting issues

Psychological Issues



Social Issues



Services for Older Persons

The Services for Older Persons comprises of the following programs:

- Gerontological Counselling (GC)
- CREST/Elder-sitter (CREST/ES)
- Prevention and Intervention of Elderly Abuse and Neglect (PEAN)
- Allied Health Professionals (AHP)





Gerontological counselling

Counselling for the Older Persons is the cornerstone of O'Joy Limited. We offer individual, family and group counselling services in English, Mandarin and local dialects. O'Joy serves anyone aged 50 and above, or any individual who has issues related to an older person.

Beyond centre visits, we also make home visits and provide our services at daycare centres, senior activity centres and nursing homes.

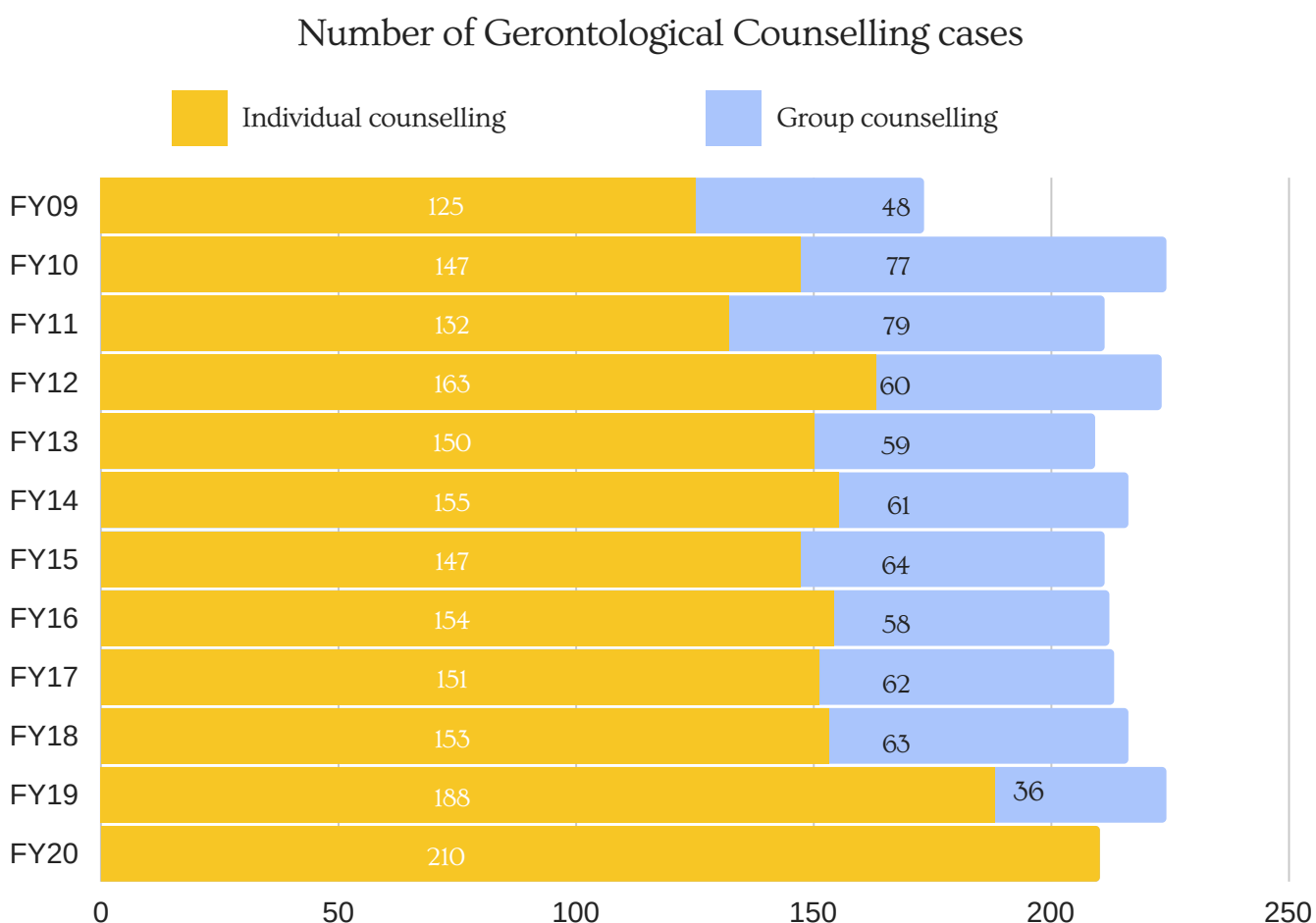
Counselling is given to an individual who may be:

- experiencing stress;
- feeling anxious, overwhelmed,
- feels hopeless or depressed;
- worrying about relationships or children;
- unable to sleep properly;
- not coping well with change or uncertainty;
- experiencing bereavement;
- unable to adjust to changes in health; and
- worrying about end-of-life concerns.

Gerontological Counselling Statistics

O'Joy Limited continues to provide first-rate gerontological counselling to our clients in FY2020 while holding the sizable number of clients served (210 clients) - 210 clients have been attended to, for the individual counselling programmes.

Due to the restrictions imposed during the COVID-19 pandemic, group counselling programmes were temporarily paused.



Gerontological Counselling Statistics

Outcomes

With individual counselling, we hope to improve both functional capabilities and/or psychological functioning of our clients upon case closure. We aim to help our clients improve their physical functioning for daily activities and management of physical functioning; their living environment, and/or their financial condition through assistance applied by the programme (Outcome 1). We also help them better manage their emotional and/or psychological distress such as low moods, anxiety/depression and caregiver stress, and/or better cope with their difficult situations (Outcome 2)

With group counselling, we hope to improve the psychological well-being and social connectedness of our clients. We aim to help them express confidence/positivity in coping with issues at their life stage (Outcome 1) and to have made at least a new friend in the group, and/or get to know the group members better through the sessions (Outcome 2).

Due to the restrictions imposed during the COVID-19 pandemic, group counselling programmes were temporarily paused.

Counselling Outcomes	FY20	FY19
Individual Counselling		
Outcome 1	93%	82%
Outcome 2	77%	86%
Group Counselling		
Outcome 1	0%	83%
Outcome 2	0%	86%

Gerontological Counselling Statistics

Counselling Sessions

A total of 1045 individual counselling sessions were conducted for 210 clients in FY2020. 97 cases were brought forward from FY2019, while 120 cases were new referrals. Out of these cases, 93 cases, were closed, with 124 cases carried over to the next financial year.

Due to the restrictions imposed during the COVID-19 pandemic, group counselling programmes were temporarily paused and there are no cases seen under group counselling.

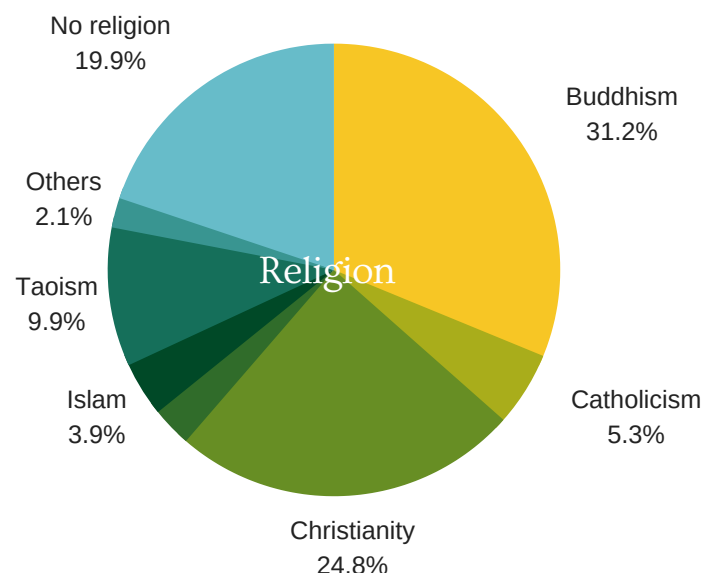
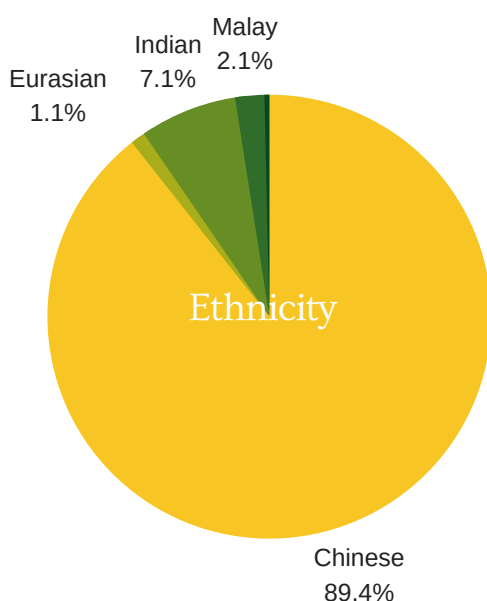
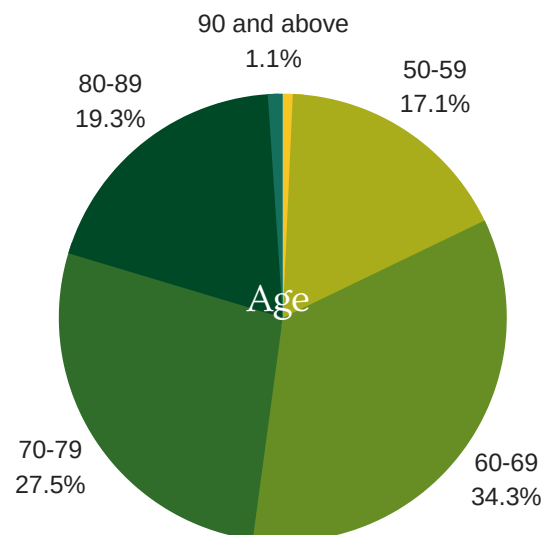
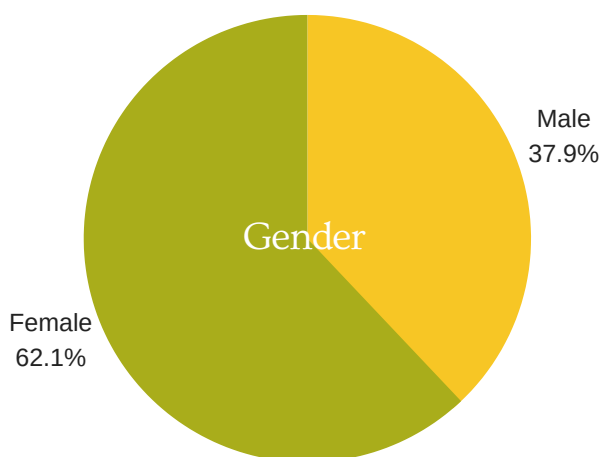
Breakdown of GC Cases	FY20	FY19
Individual Counselling		
Total number of sessions	1045	962
Number of cases brought forward from last FY	97	72
Number of new cases in this FY	120	116
Number of cases closed during this FY	93	91
Number of cases brought forward to next FY	124	97
Group Counselling		
Total number of cases	0	36

Gerontological Counselling Statistics

Demographics (Individual Counselling)

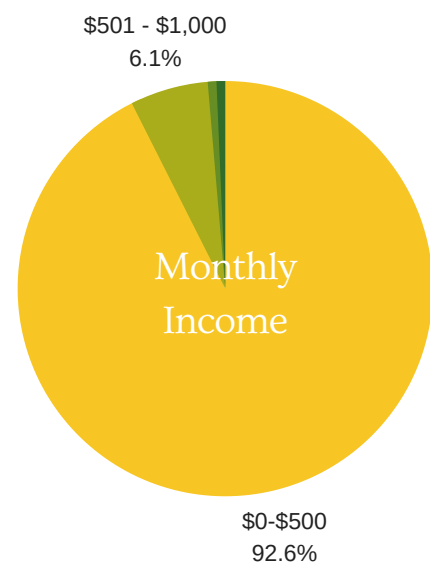
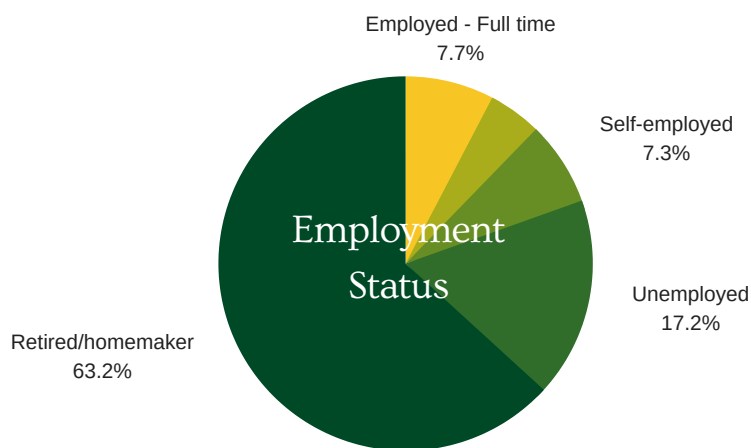
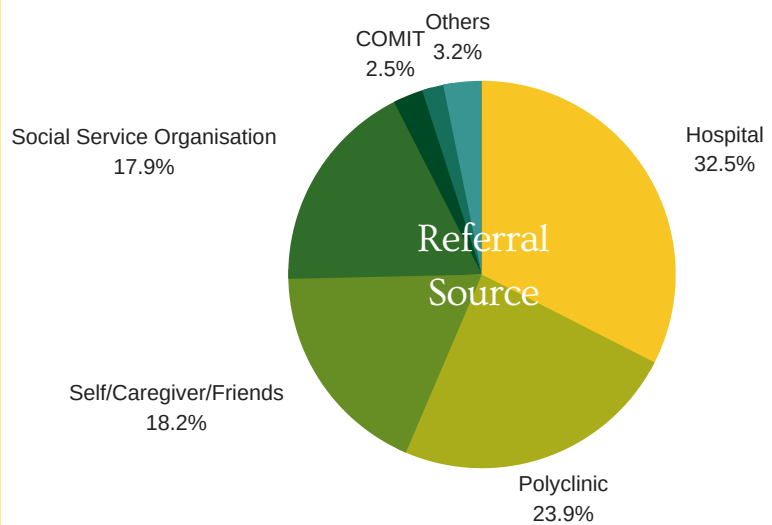
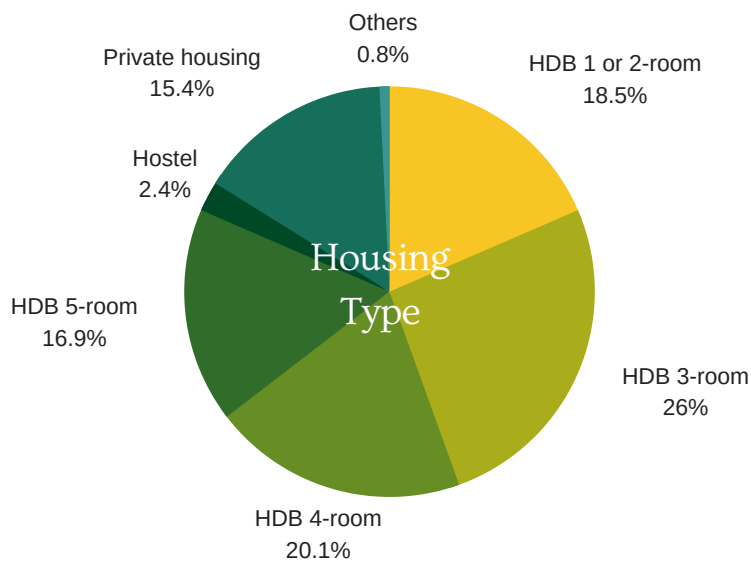
There were 37.9% males and 62.1% females, with the majority of age 60-69 years old (34.3%). A big percentage had no employment, being unemployed (17.2%) or retired/homemakers (63.2%). About 93.2% of the clients earned a monthly income of \$0-\$500. The most common referral sources are from hospital (32.5%), or polyclinics, (23.9%).

Depression (36%) and anxiety (26%) issues were the most commonly presented psychological issues, while grief/loss (25%) and family (22%) issues were the most commonly presented social issues. It is not uncommon for a client to present with multiple issues.



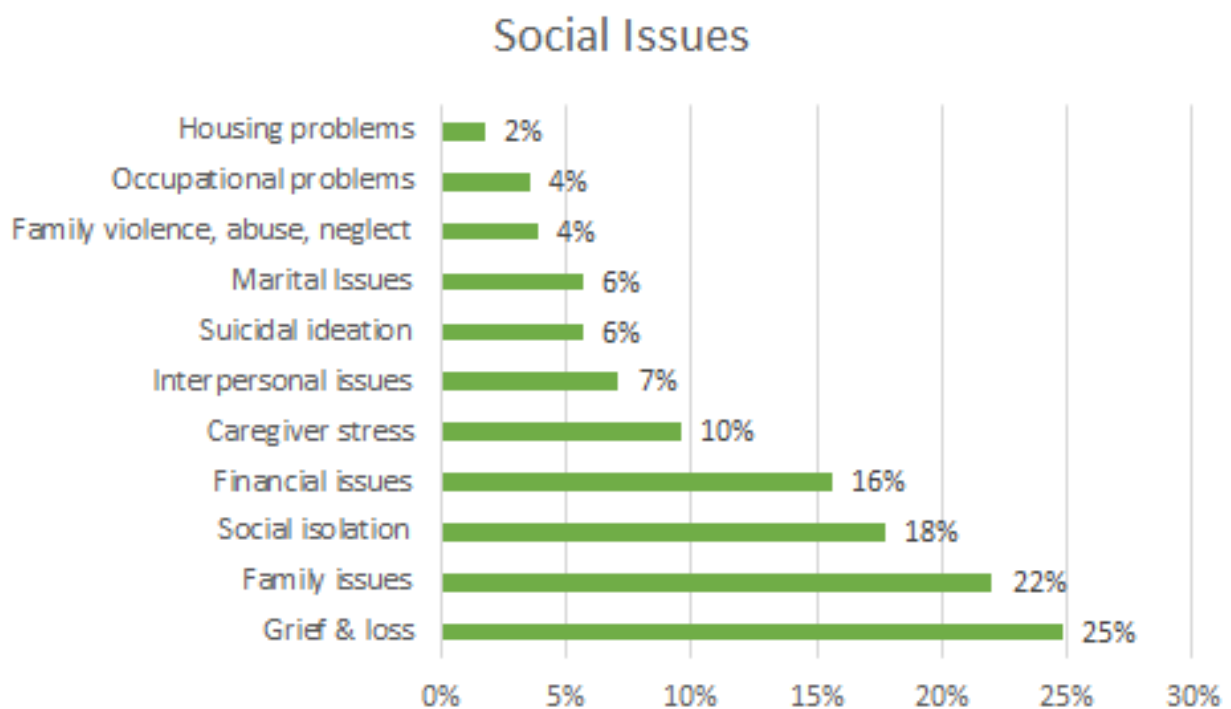
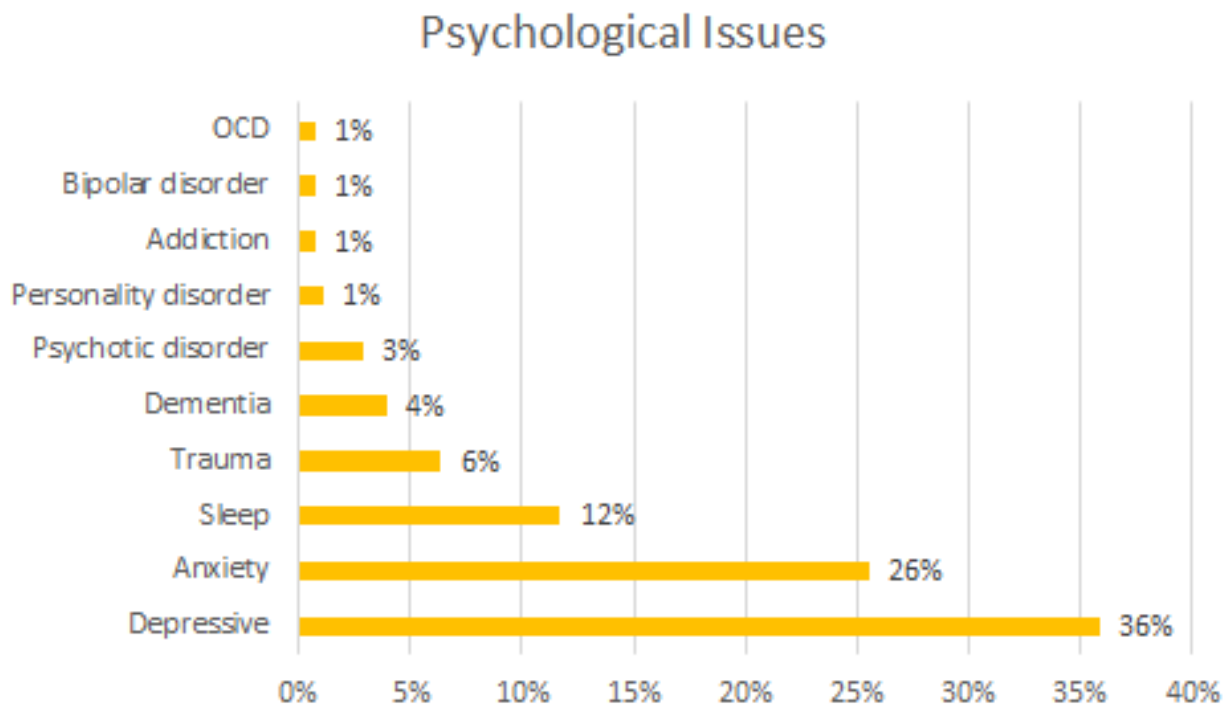
Gerontological Counselling Statistics

Demographics (Individual Counselling)



Gerontological Counselling Statistics

Presenting Issues (Individual Counselling)





CREST/ ELDER-SITTER

CREST Program, funded by AIC, started on 1st April 2020. The program objectives are as follows:

- Increase public awareness of dementia/mental health by organising outreach events to provide dementia/mental health information and education to residents and their caregivers.
- Promote the recognition of early signs and symptoms of dementia/mental conditions.
- Provide basic emotional support and dementia/mental health information, service linkage, and follow-up with clients and caregivers.
- Network, engage and coordinate dementia/mental health education for community partners.
- Engage the person with/at-risk of dementia/ mild cognitive impairment (MCI) in meaningful activities to maintain their cognitive functions.
- Provide respite care services to reduce caregiver stress.

CREST/ELDER-SITTER Statistics

69 clients/caregivers were followed up in this programme, and 14 caregivers were provided with information about dementia and mental health. A total of 228 home visits were made.

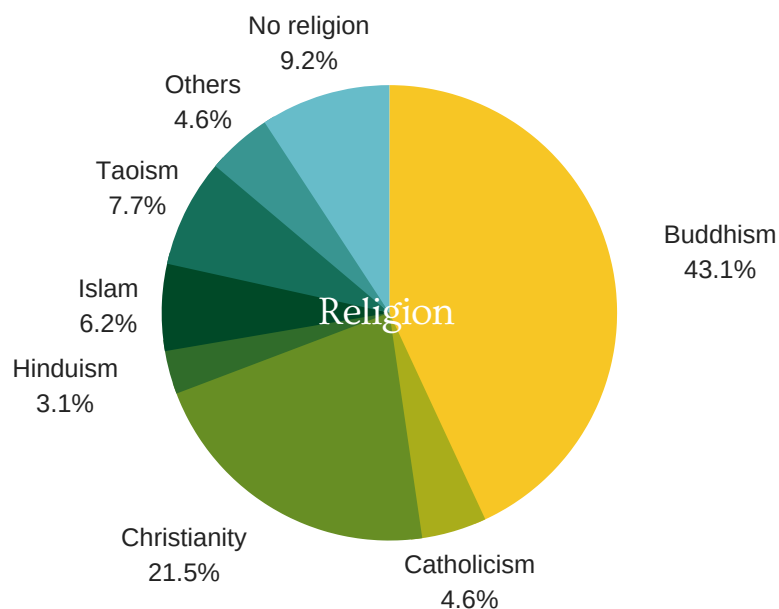
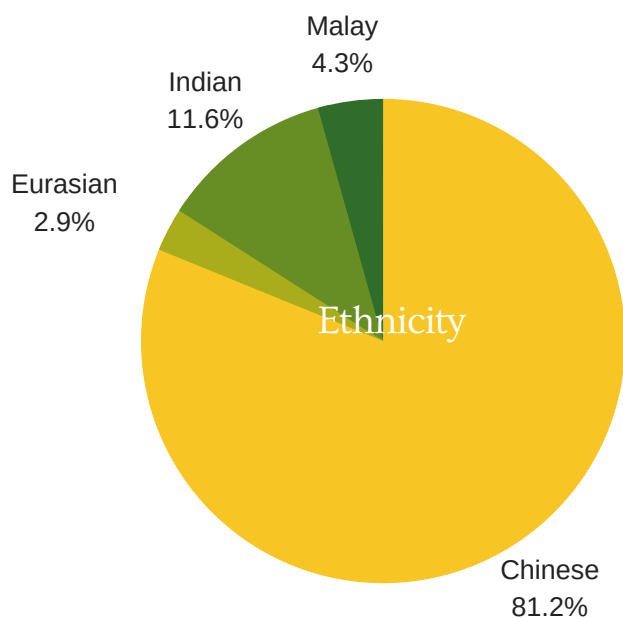
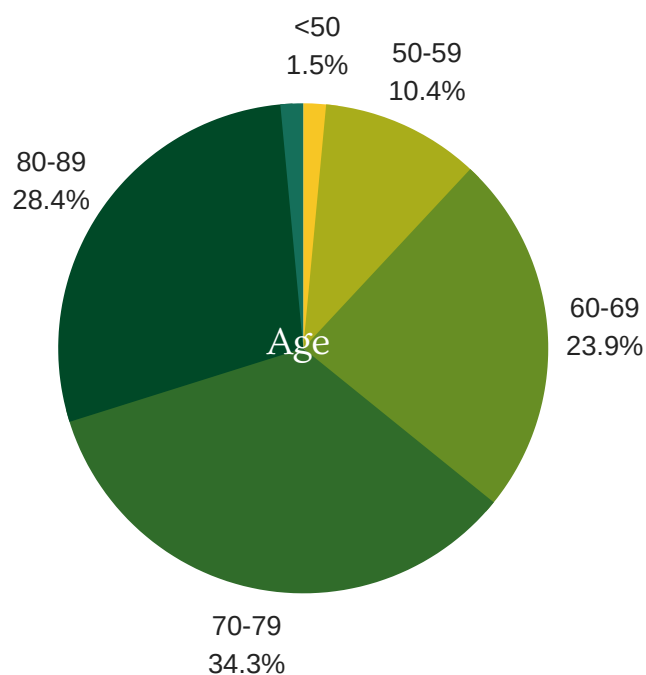
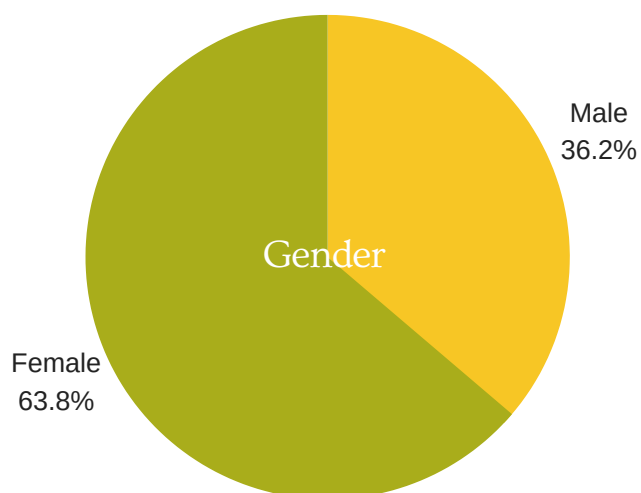
15 outreach events were organised and reached out to 460 participants with information about dementia and mental health.

6 clients with dementia were engaged with meaningful activities to stimulate them cognitively and socially.

CREST/ES Reporting	FY20
Number of clients/caregivers followed up by the programme:	69
Number of caregivers provided with dementia/ mental health information:	14
Number of dementia/ mental health outreach events/ activities organised for residents, caregivers and community partners	15
Number of participants reached out and provided with dementia/ mental health information (outreach)	460
Number of clients receiving meaningful activities engagement services	6
Number of home visits conducted by the programme	228

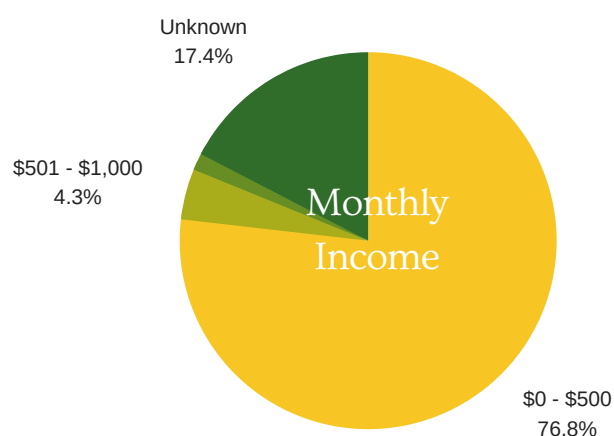
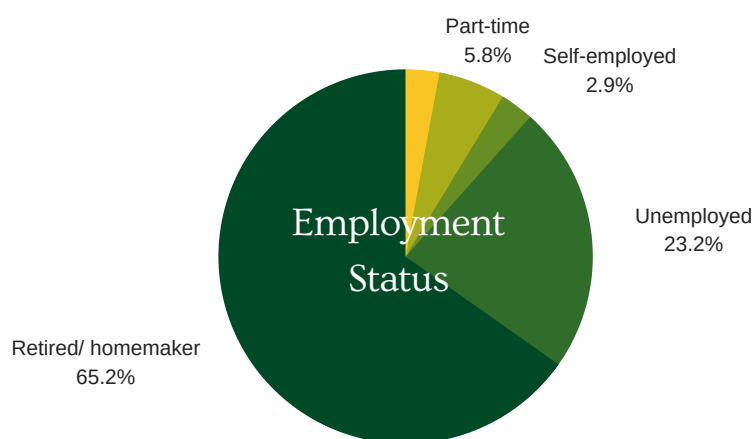
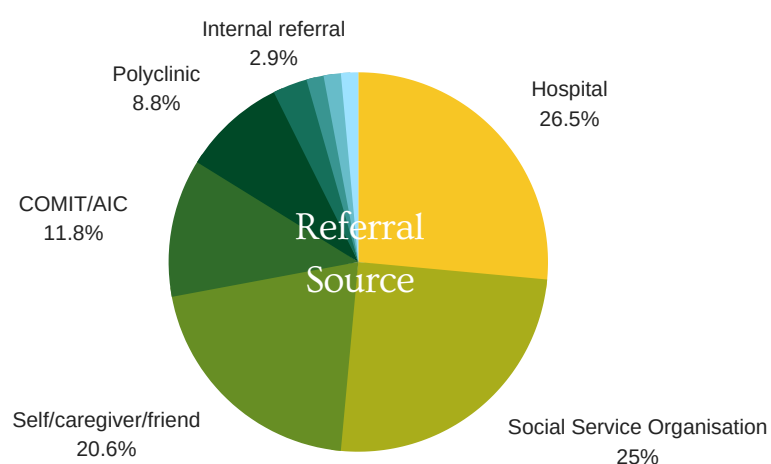
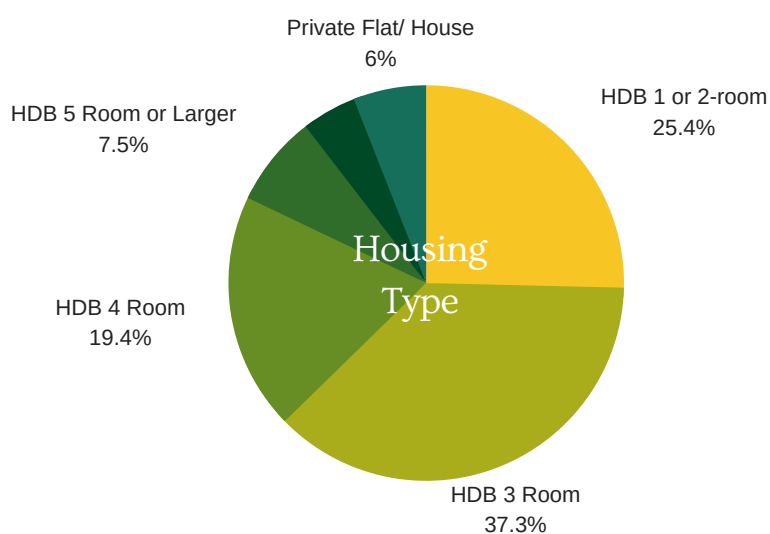
CREST/ELDER-SITTER Statistics

Demographics



CREST/ELDER-SITTER Statistics

Demographics





PEAN

Prevention and Intervention of Elderly Abuse and Neglect

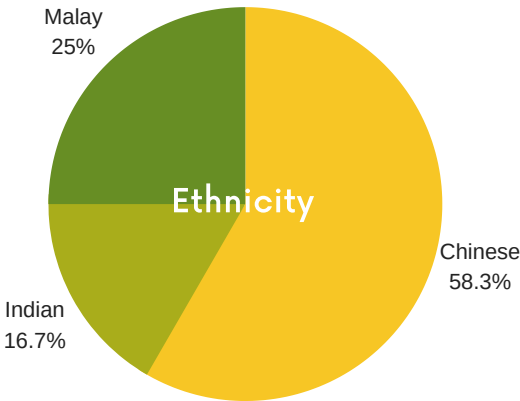
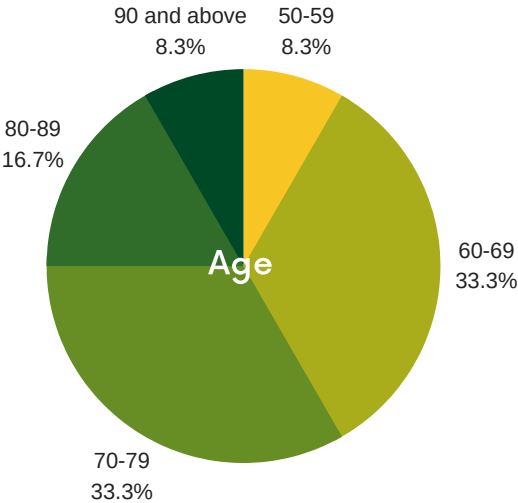
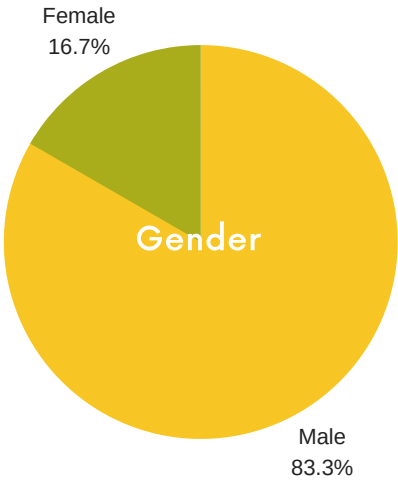
The Prevention and Intervention of Elderly Abuse and Neglect (PEAN) take a multiple disciplinary team approach to support vulnerable elderlies (age 62 and above) in the community. Support provided is typically longer-term, i.e. 20 sessions and more, including home-based clinical case management and counselling.

In FY2020, O'Joy saw a 50% decrease in clients served (total 2 elderlies), with an average age of 69 years old. Of the 2 elderly served, one was male and one female, both were Chinese. They were between the ages 61~70 and 71~80 and stayed in 3-room and 5-room HDB flats. They were visited for more than 20 sessions.



Allied Health Services

Allied Health Professional Services (AHP Services) provides timely holistic assessments and intervention for senior clients living in central and eastern Singapore. Our early intervention prevents deterioration of client's health issues and reduce unnecessary suffering. This year we served 10 seniors living in rental flats of Upper Boon Keng area.



Health-Oriented Ageing (HOA)

Launched in July 2013, the Health-Oriented Ageing (HOA) programme reaches out to residents aged 50 and above, within the Upper Boon Keng area. Modelled after the Self-Mandala framework of the late Virginia Satir, this programme has been the axis of physical and psychosocial fitness for many of the older persons residing here.

Group physical exercises—Healthy Exercises and Lala Workout are conducted in the morning and are free of charge. Arts-related activities continue after a short break in the late morning for paid members (\$10 per month). These activities are selected based on the Self-Mandala framework, which includes Acappella singing, Movement, Wushu, Ang Klung and Art.

Besides, we have other activities that is catered for healthy ageing. Mass events such as excursions are frequently planned ranging from performances to workshops.

In FY2020, HOA activities were temporarily suspended due to the outbreak of the COVID-19 pandemic. HOA was tentatively resumed on a very small scale while observing safety measures.

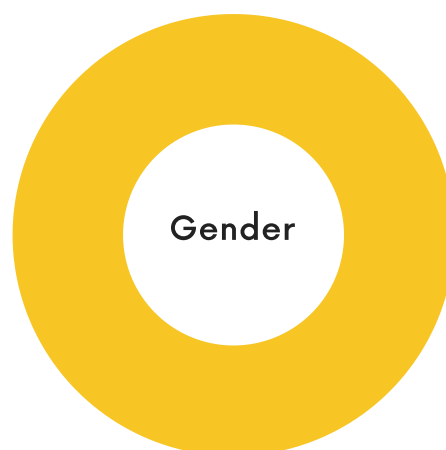
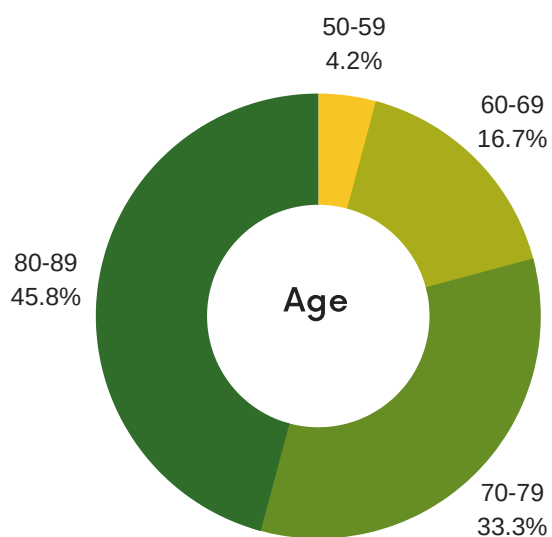
As such, only 21 sessions were conducted in this financial year.

iHOA (Integrated HOA) is O'Joy's initiative to integrate technology into our care continuum, thus enabling older residents living in Upper Boon Keng (UBK) area to age with dignity, grace and joy, despite being home bound due to their disability or pandemic situation.





Health- Oriented ageing (HOA)



Health Oriented Ageing (HOA) Statistics

Art & Craft	
Date	Number of Participants
14/9/2020	16
25/9/2020	12
28/9/2020	12
9/10/2020	13
12/10/2020	18
23/10/2020	14
26/10/2020	16
6/11/2020	13
9/11/2020	19
20/11/2020	14
23/11/2020	18
4/12/2020	17
7/12/2020	20
18/12/2020	16
21/12/2020	14
4/1/2021	14
15/1/2021	14
18/1/2021	18
15/3/2021	19
22/3/2021	18
29/3/2021	17



Our People



Para-counsellors

Para-counsellors (PCs) are a group of trained volunteers complementing our staff in the Counselling for Older Persons programme. Our devoted and caring volunteers reach out to lonely and underprivileged elderly, closely supervised by our professional counsellors. Our PCs are continually trained through in-house workshops, talks, and support groups.

The number of active PCs has steadily increased over the past years, with the number at 82 PCs this year. However, due to the restrictions imposed during the COVID-19 pandemic, PCs were unable to carry out home visits as usual. Consequently, our PCs monitored their clients via a combination of phone calls and home visits.

A total of 432 phone/client visits were conducted over the financial year, averaging 6.75 phone/visits per client. 15 cases were new cases, and 12 cases were closed within the financial year.

Para-Counsellors (PC) Statistics



432

phone/home visits by
PC



64

clients helped



82

active PC

Breakdown of PC Cases	FY20	FY19
Total number of cases served	64	65
Number of cases brought forward from last FY	49	56
Number of new cases in this FY	15	9
Number of cases closed during this FY	12	16
Number of cases brought forward to next FY	52	49

Para-Counsellors (PC) Statistics

Training and development

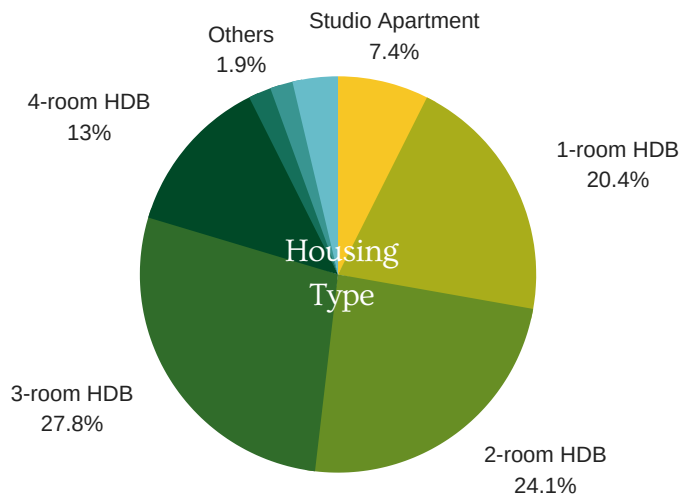
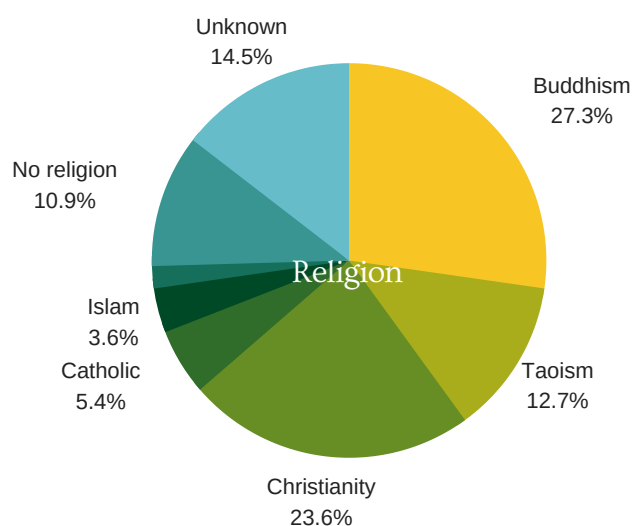
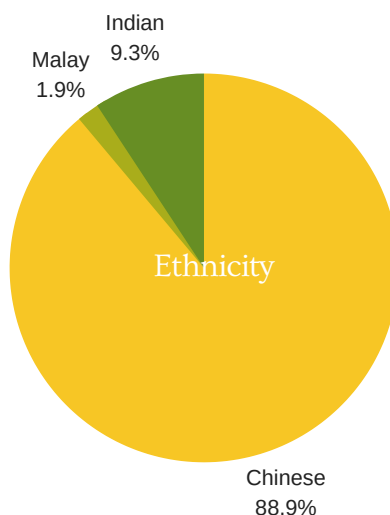
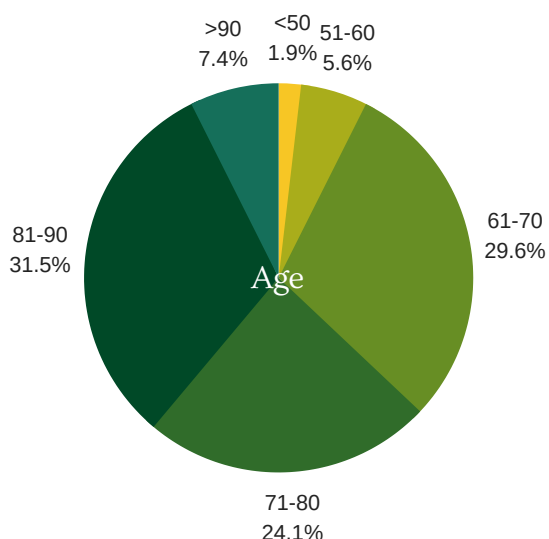
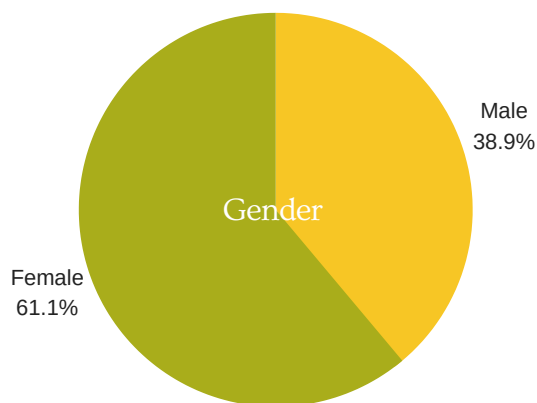
No.	Training for Para-counsellors	Date	Attendees
1	TCM Perspective on Insomnia (ZOOM) TCM Physician – Dr Leo Kum Chew Facilitated by Ng Poh Yee and Ying Ying	20/7/2020	18
2	Talk on Hoarding (ZOOM) Facilitated by Yat Peng	22, 29/8/2020	22
3	Talk on Caring and 'Being With' Client Facilitated Rong Chun and Ying Ying	10/10/2020	15
4	Talk on Befriending your Emotions Facilitated by Melissa Yoong	28 /11/2020	22
5	PC Support Group (x6) Facilitated by Puay Leng, Yat Peng, Poh Yee, Ying Ying, Fiona, Jon, Elizabeth and Magdalene	2 hours x 6	

No.	Volunteer recruitment course	Date	Attendees
1	English Volunteer Training Course (Module 1 – 4)	4, 11, 18/7/2020 7/11/2020	16

Para-Counsellors (PC) Statistics

Demographics

The majority of PC clients in FY19 are Chinese (95.4%), between the ages 61-80 (63.1%) and staying in HDB flats. More female clients (61.5%) were served than males, with most clients being Buddhists (26.2%) or Christians (26.2%).





HOA Facilitators

We have a band of 26 dedicated HOA facilitators (acknowledged in Annex 2) whom embodies the spirit of health-oriented ageing, and are indispensable for the programme's self-sufficiency and efficacy. These facilitators are the pillars for the HOA program. Working closely with our Programme Executive, they are dedicated towards creating an inclusive environment for elderly living in the community.

Aside from daily commitments of guiding participants, leading activities, handling logistics and making assessments of their wellbeing, facilitators are also committed to staff-led monthly facilitator meetings. During which they reflect, discuss, and evaluate the finer points of maintaining and promoting a welcoming and warm HOA community.

Our facilitators' valuable contributions have undoubtedly assisted in the structural evolution of HOA, and their commitment to the HOA community is admirable and heart-warming.

Our team of compassionate, unselfish, caring, patient, and loving facilitators is what distinguishes our HOA program from other programs.

Our facilitators have shown through their actions the kind of community they want to build, and we will continue to provide a platform and support for the facilitators to build their ideal community.



Staff

Executive Management

Executive Director: Choo Jin Kiat

Clinical Director: Teo Puay Leng

Clinical Staff

Principal Counsellor/Social Worker:

Senior Counsellor:

Counsellors:

Chew Yat Peng

Germaine Chua

Fiona Ong

Melissa Yoong

Jon Tan

Elizabeth Pan

Magdalene Chua

Royston Lau (part-time)

Ng Poh Yee

Social Worker:

Support Staff

Caseworker:

Executive (Program):

Executive (Administrative):

Senior Executive (Community Partnerships):

Executive (Outreach):

Ong Ying Ying

Lua Chee Hong

Qui Siew Kee

Wong Kai Kit

Joseph Tan

Staff Profile

Our employees, be it our counsellors or caseworkers, work with enthusiastic zest to keep the cogs of the organization running at full force. Training programmes pertinent to their line of work are constantly conducted for skill enhancement, ensuring the maximal level of professionalism of our staff.

All the aforementioned services we provide are run by our dedicated team of 15 full time staff and 1 part time staff, of which 63% are below 50 years old. The majority are females (69%) and graduates (88%), whilst 75% of the staff are Singaporean citizens.

Staff Profile	
Full-time / Part-time	15 / 1
Below 50 years old	10
Graduate	14
Singaporean/PR/EP	12 / 3 / 1
Average length of service	5.6 years

Staff Training

No.	Course	Date	Training Provider	Staff
1	Fundraising Online for Charities	18 Apr 2020	COC/SUSS	Kai Kit
2	Facebook Workshop for NCSS & NVPC - Connecting with your communities	5 May 2020	NCSS/NVPC/ Facebook	Kai Kit
3	Charities Resilience Survival Toolkit	8 May 2020	RSM	Kai Kit
4	Depression & Bipolar Disorders training (online)	15 May 2020	ASCAT @ CGH	Germaine/ Elizabeth/ Magdalene
5	A Model for understanding Change and our Response by Carol Fusek: SCARF	21 May 2020	ADA	Yat Peng/ Kai Kit
6	Building Resilience and Scalability for Donations and Volunteer Management - AWS Cloud for Nonprofits	28 May 2020	AWS	Kai Kit
7	Social Policies: Changes and Dilemmas by Ang Bee Lian (online via Zoom)	28 May 2020	MSF	Fiona
8	Fundraising Online for Charities 2.0	29 May 2020	COC/SUSS	Kai Kit
9	Recognizing Dementia in older persons	8 Jun 2020	CGH	Magdalene/ Kai Kit
10	Intro, Self-care, burnout & caregiving fatigue	11 Jun 2020	ASCAT - NTFGH	Magdalene
11	Understanding and Managing Burnout in Human Services Talk (online via Zoom)	11 Jun 2020	ASCAT @ NTF	Fiona
12	Family Therapy (online via Zoom)	19 Jun 2020	ASCAT @ KTPH	Fiona/ Germaine/ Melissa/ Jon/ Elizabeth/ Magdalene
13	SAP Masterclass: Creating Content for Web Publications	22 Jun 2020	SMU Lien Centre/ Melanie Lee	Kai Kit
14	Training on MMSE/MOCA by CPGP clinical psychologist Ms Louisa Tan	23 Jun 2020	CPGP (CGH)	Yat Peng/ Melissa/ Fiona/ Germaine/ Jon/ Elizabeth/ Magdalene/Poh Yee

Staff Training

No.	Course	Date	Training Provider	Staff
15	Dignity Therapy (DT): Empirical Foundation, Clinical Application and Patient Experiences in Australia - BY Professor Elizabeth LOBB, Professor of Palliative Care (Allied Health), Calvary Health Care Kogarah, Australia.	29 June 2020	Action Research for Community Health (ARCH), School of Social Sciences, Nanyang Technological University Singapore.	Yat Peng/ Fiona/Jon/ Poh Yee
16	Engaging Persons in Grief	30 Jun 2020	ASCAT @ IMH	Magdalene
17	Family Dignity Intervention (FDI): Advancing the Psycho-Social-Spiritual domains of Evidence-based Palliative Care in Singapore - BY Professor Andy Hau Yan HO, Associate Professor of Psychology and Medicine, Nanyang Technological University Singapore.	30 Jun 2020	Action Research for Community Health (ARCH), School of Social Sciences, Nanyang Technological University Singapore.	Yat Peng/ Fiona/Jon/ Poh Yee/ Elizabeth/ Magdalene
18	Meaning Reconstruction and Dignity Preservation in Loss and Transition - BY Professor Robert NEIMEYER, Director, Portland Institute for Loss and Transition, USA.	1 Jul 2020	Action Research for Community Health (ARCH), School of Social Sciences, Nanyang Technological University Singapore.	Yat Peng/ Fiona/Jon/ Poh Yee/ Elizabeth/ Magdalene
19	Online Board Self-evaluation with Finance & fundraising Analysis	1 Jul ~ 1 Sep 2020	UM-MC Asia Pte Ltd	Jin Kiat
20	Schizophrenia by Dr Surej John	1 Jul 2020	ASCAT @ KTPH	Fiona/ Poh Yee/ Elizabeth
21	Preserving Dignity through Compassionate Care in Supporting Bereaved Families - BY Professor Darcy HARRIS, Associate Professor, King's University College London, Canada.	2 Jul 2020	Action Research for Community Health (ARCH), School of Social Sciences, Nanyang Technological University Singapore.	Yat Peng/ Fiona/Jon/ Poh Yee
22	Panel Discussion on International Experience and Cross-Cultural Perspectives in Dignified and Compassionate End of Life Care - With Professor Andy Ho, Professor Darcy Harris, Professor Elizabeth Lobb & Professor Robert Neimeyer.	3 Jul 2020	Action Research for Community Health (ARCH), School of Social Sciences, Nanyang Technological University Singapore.	Poh Yee/Jon
23	Caring for the Person with Dementia	8 Jul 2020	CGH	Fiona/ Magdalene/Poh Yee
24	Insomnia & Sleep Hygiene by Dr Wan Yi Min, 2pm to 4pm	9 Jul 2020	ASCAT @ NTFGH	Fiona/ Germaine/ Poh Yee

Staff Training

No.	Course	Date	Training Provider	Staff
25	Epsilon Webinar: Accelerating Fundraisers with Email Marketing	22 June 2020	NVPC/Epsilon	Kai Kit
26	Motivational Interviewing (Introductory) by Ms Janet Chang & Ms Lim Hui Khim, 2pm to 5pm	22 Jun 2020	ASCAT @ CGH	Fiona
27	Schema Therapy Prof. Training(Basic)	27 ~ 29 June 2020	Hope Worldwide (Singapore)	Germaine
28	Understanding and management of common mental illness in older adults by Dr Tan Yuyuan	28 Jun 2020	ASCAT @ NTFGH	Yat Peng/ Fiona/Jon/ Poh Yee/ Magdalene
29	Maximising the LinkedIn Impact	29 June 2020	NVPC/LinkedIn	Kai Kit
30	Identification and Management of Delirium in Elderly – Differences from Dementia	30 Jun 2020	TTSH	Fiona/Jon/ Kai Kit/ Magdalene
31	Motivational Interviewing (Introductory) by Dr Soon Siew Peng and Ms Michelle Tan	5 Aug 2020	ASCAT@CGH	Yat Peng/ Fiona/ Magdalene
32	Principles of online and phone counselling	13 Aug 2020	TTSH	Fiona/Jon/ Magdalene
33	Sucide Risk Assessment by Dr Daniel Kwek	13 Aug 2020	ASCAT@NTFGH	Magdalene
34	Insomnia & Sleep Hygiene by Dr Lim Wei Shyan	20 Aug 2020	ASCAT@KTPH	Yat Peng
35	Depression & Mood Disorders by Dr Aaron Meng	25 Aug 2020	ASCAT@NTFGH	Yat Peng/ Fiona/ Poh Yee
36	Leading the fundraising charge for SSA's workshop	27 ~ 28 Aug 2020	Integrative Learning Corporation	Jin Kiat/ Kai Kit
37	Trauma-Sensitive Mindfulness by Elizabeth Stanley	28 Aug 2020	Trauma Skills Summit	Yat Peng
38	Lean Course -The Lean! Project LTIC TLP010	Sep 2020	Singapore Institute of Technology	Most staff
39	Webinar on Legacy Giving	1 Sep 2020	Law Society Pro Bono Services	Kai Kit
40	Assessment of Mental Health Conditions	2 Sep 2020	ASCAT@CGH	Magdalene

Staff Training

No.	Course	Date	Training Provider	Staff
41	Budgeting, Cashflow Mgt, Reserve & Investment	3 Sep 2020	Integrative Learning Corporation	Siew Kee/ Kai Kit/ Jin Kiat
42	Assessment of Mental Health Conditions	9 Sep 2020	ASCAT@CGH	Fiona
43	Hoarding by Dr Lim Wei Shyan	17 Sep 2020	ASCAT@KTPH	Yat Peng/ Fiona/ Magdalene/Poh Yee
44	Anxiety Disorders by Dr Soon Siew Peng & Dr David Teo, 1.30pm - 5pm	18 Sep 2020	ASCAT@CGH	Fiona
45	How to create an impactful Giving.SG campaign	18 Sep 2020	NVPC	Kai Kit
46	AWS Artificial Intelligence and Machine Learning Week	21 ~ 25 Sep 2020	AWS	Joseph
47	Sucide Intervention Skills Workshop	29 ~ 30 Sep 2020	SOS	Magdalene
48	Introduction to Internal Family System	5 ~ 7 Oct 2020	AHD	Puay Leng
49	Anxiety Disorders by Dr Soon Siew Peng & Dr David Teo, 1.30pm - 5pm	28 Oct 2020	ASCAT@CGH	Yat Peng/ Fiona/ Magdalene
50	Governance & Financial Stewardship for Charities Part 2	29 ~ 30 Oct 2020	Integrative Learning Corporation	Jin Kiat/ Puay Leng/ Kai Kit
51	2020 Gottman Method Couples Therapy :Level 1 Bridging the couple chasm (Webinar)	2 ~ 3 Nov 2020	EMCC	Germaine
52	Attachment in Clinical Practice 2020	2 ~ 30 Nov 2020	Academy of Human Development	Elizabeth
53	2020 Gottman Method Couples Therapy :Level 2 Assessment, Interventions & Co-morbidities (Webinar)	4~ 6 Nov 2020	EMCC	Germaine
54	Tension and Trauma Releasing Exercises (TRE) by Dominica Chua, 7-9pm	13 Nov 2020	Soulmatics	Yat Peng
55	Learn the Essentials of Understanding Trauma with Ms Ong & Mr Fareez (Zoom)	7 ~ 8 Dec 2020	The SEL Network LLP	Magdalene

Staff Training

No.	Course	Date	Training Provider	Staff
56	Developing Safer Trauma Informed Practice by Ms Patricia Bourke D'Souza	18 ~ 29 Nov 2020	Academy of Human Development	Yat Peng
57	"Advancing Group Work Approaches to Enhance Lives – The Intersection of Theory, Practice and Efficacy" - Advancing Knowledge and practice	20 ~ 25 Jan 2021	Next Age Institute (NAI) and the Singapore Association of Social Workers (SASW)	Fiona
58	Grief & Loss in the Family:-Unique Losses in Family	24 ~ 25 Feb 2021	Academy of Human Development Pte Ltd	Magdalene
59	Applying Behavioral Medicine for Patients with Chronic Diseases" on 26 Feb by Ms Sarah-El (Senior Behavioural Health Counsellor)	26 Feb 2021	KTPH	Fiona
60	Integrative Model for Grief & Loss Series:- Reconstructing the shattered pieces in the valley of Death	4 ~ 5 Mar 2021	Academy of Human Development Pte Ltd	Magdalene
61	Digital Storytelling for the Social Service	12 ~ 15 Mar 2021	SASW	Kai Kit
62	Family Dignity Intervention (FDI): Psych-Socio-Spiritual care for terminally ill patients and their families	15 ~ 17 Mar 2021	Dover Park Hospice	Fiona
63	Caring for family caregivers - by Chan Lay Lin and Lee Kaiyi	24 Mar 2021	ASCAT@IMH	Fiona
64	Intoduction to Acceptance & Commitment Therapy (ACT) with Adults 2021	24 ~ 25 Mar 2021	Academy of Human Development	Yat Peng



Community Partnership



Outreach

Due to the COVID-19 pandemic, physical outreach activities could not be carried out. Hence outreach during this financial year has shifted online.

No.	Event	Date	Organiser	Staff
1	Webinar: Anxiety & depression in Seniors	30 May 2020	VolunteerSG	Melissa/ Germaine
2	Webinar: Hoarding - a pile of problems	13 Jun 2020	VolunteerSG	Yat Peng/ Fiona
3	Webinar: Breaking the stigma	25 Jul 2020	VolunteerSG	Melissa/ Elizabeth
4	Mental Wellness: Depression & anxiety in seniors	30~31 March 2021	Golden Concepts	Yat Peng
5	Outreach at Upper Boon Keng	30 March 2021	O'Joy Limited	Joseph and youth volunteers
6	[Webinar series] Moving forward from COVID-19: Supporting our seniors	16 Jul 2020	Soristic-NUS Social Connex	Jin Kiat



Collaborations

As a result of the COVID-19 pandemic, collaborations were much lessened in this financial year. However, collaborations with our established partners such as Abbott Singapore and Singapore Management University still persisted.

No.	Event	Date	External Organisation
1	#SGPAYSITFORWARD National Movement: COVID-19 Care Packs	Apr 2020	#SGPAYSITFORWARD Ground-Up Initiative
2	SMU LCSi-SAIL Internship Programme	May ~ Jul 2020	Singapore Management University/ Lien Centre for Social Innovation
3	Comic Strip and Fundraising for O'Joy	Jun 2020 ~ March 2021	We The Good
4	Feasibility study to investigate contactless health coaching for older adults	Oct 2020	Nanyang Technological University
5	Christmas CSR: Colouring books to improve mental health	Dec 2020	Abbott Singapore



Media coverage

No.	Topic	Date	Media	Interviewee
1	如何在疫情期间保持身心健康? How to maintain physical and mental health during COVID-19?	15 Apr 2020	Capital FM95.8	Melissa
2	如何在疫情中保持身心健康? How to maintain physical and mental health during COVID-19	20 Apr 2020	HAO FM96.3	Elizabeth
3	SP Group bill mailers covering the story of client Theodore Ding	Jun 2020	SP Group	Mr Theodore Ding
4	老当疫壮 featuring 3 elderly of O'Joy	Jun 2020	Capital FM95.8	
5	[Interview] Virtual fundraiser held as donations for some charities fall amid COVID-19	25 Aug 2020	Channel Newsasia	Jin Kiat
6	We are the Generation featuring Yat Peng and her elderly client	Dec 2020	Comchest/NCSS/SMRT	Yat Peng & Mr Ng Kai Wing
7	当垃圾屋主人也需要心理上的清除	Jan 2021	Zaobao	Yat Peng
8	《一心一艺好温情》线上音乐会	Jan 2021	HAO FM96.3	

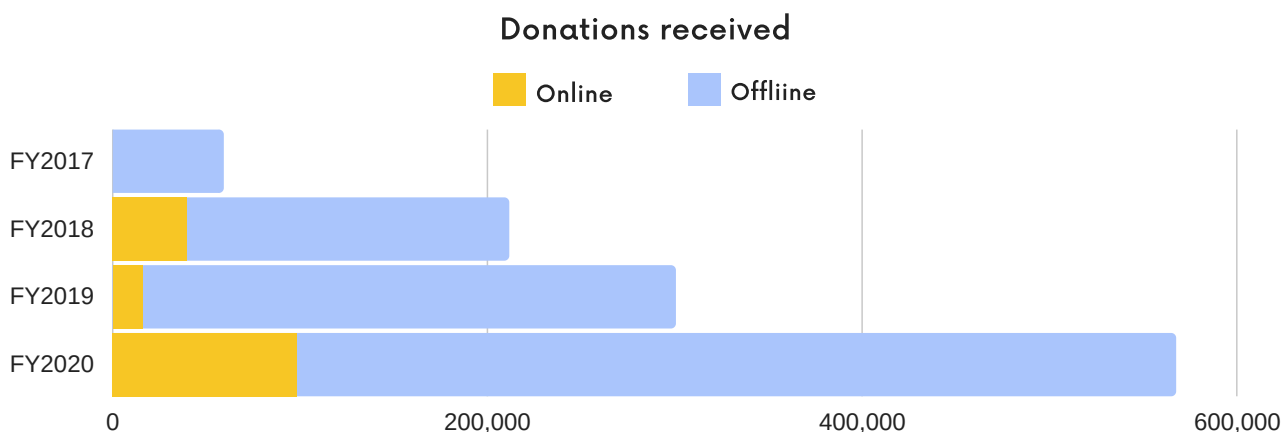


Fundraising

In FY2020, we are blessed to be selected as one of the many beneficiary charities featured in the Good Heart with Good Luck (一心一艺好温情) online concerts series. The concert series was planned and coordinated by Tang Dynasty, to disburse donations from the estate of late Venerable Suit Woo Foong to benefit various charities. A 90-minute online concert was held for each benefitting charity to raise public awareness and to encourage further public donations for the charity.

O'Joy was honoured to have our online concert organised by Singapore Press Holdings, produced by Sifon Music, and supported by various local artistes and musicians.

Total donations increased significantly by 89% this financial year, mostly due to a five-fold increase in online donations, and also a 65% increase in offline donations. The increase in online donations is attributed to timely campaigns, as well as the heightened generosity and solidarity of the general public during the COVID-19 pandemic.





The Year Ahead



Message from Executive Director

It has been more than a year since the COVID-19 global pandemic started. COVID-19 variants have resulted in wave after wave of death. Globally, millions have lost their lives, over a hundred million have contracted this virus and hundreds of millions more have lost their livelihoods.

Fortunately, for Singapore, vaccines are now available. Testing is getting more common, contact tracing and treatments more effective. Many residents are still employed and are quickly adapting to the new norm of wearing masks, safe distancing and using technology for home-based learning, work from home, etc. Similarly, since 1 April 2020, all staff are using secured laptops and work within a secured cloud environment platform, thus protecting our data and communications. We continue to accelerate the process of integrating technology into all our work processes so that workflow is seamless, uninterrupted, and secure.

Despite the disruptions caused by this pandemic, we have firstly, commenced our “Organisation Developing Transformation” (ODT) journey, funded by NCSS, in April 2020. Secondly, we completed our final round of LEAN training in October 2020. All staff are now LEAN proficient. Thirdly, as of February 2021, we have added an additional two counselling rooms and replaced aged assets, as highlighted in our precious year’s annual audit. Finally, to future proof and scale-up our suite of service solutions, O’Joy is collaborating with IT providers to focus on sector specific IoT technology and algorithmic data analytics.

O’Joy is ready, excited and looks forward to the new financial year. As Singapore opens up and prepares to live, work and play in a COVID-19 new ‘normal’, O’Joy will accelerate the integration of technology into all our work processes, increasing our overall effectiveness to provide quality services to our clients. This integration will also improve our outreach to our niche clientele within the Upper Boon Keng community. Our utilisation of the LEAN methodology will enable O’Joy to continuously improve the safety, quality, delivery and cost of services to our beneficiaries.

Choo Jin Kiat, Executive Director

Milestones

2004	<p>Jan: Registered with Registry of Societies</p> <p>Mar: Began operation at Teambuild Centre</p> <p>Sep: Granted Charity organization"status by IRAS</p> <p>Dec: Awarded the New Initiative Grant (NIG) by NVPC</p>
2005	<p>Jan: Collaborated with Tan Tock Seng Hospital in Geriatric Inpatient Volunteering Environment (GIVE)</p> <p>Apr: Granted full membership status in NCSS</p> <p>Dec: Piloted two-year project Care Coordinator Service programme appointed by MCYS</p>
2006	<p>Mar: Granted the Volunteer Capacity Fund: Pilot Project Grant for programme Counselling Therapy for older persons</p> <p>Jun: O'Joy's first Flag Day held jointly with Metta Welfare Association</p>
2007	<p>Mar: Attained IPC status from the Commissioner of Charities and IRAS</p> <p>Dec: Relocated to current premises at Upper Boon Keng Road</p>
2008	<p>Jun: 2009 O'Joy Care Services Carnival</p> <p>Jul: O'Joy Care Services commenced full functioning in Upper Boon Keng premise</p>
2009	<p>Mar: Launched Community Drumming supported by National Arts Council</p> <p>Apr: Appointed by NCSS as one of the 3 centres for Counselling Therapy for older persons</p>
2010	<p>Sep: Launched Connect UBK @ 19, a befriending project with Upper Boon Keng RC & Central Singapore CDC</p>
2011	<p>Jan: Appointed to conduct Social Investigation on Destitute Persons by MCYS</p>
2012	<p>Jan: Appointed by AIC for two-year pilot project COMIT @ North.</p> <p>Jun: Appointed by AIC for two-year pilot project COMIT @ Central.</p>
2013	<p>Jul: O'Joy Care Services started the Health-Oriented Ageing (HOA) programme for older perons in Upper Boon Keng area</p>
2014	<p>Apr: Former President SR Nathan was appointed patron of O'Joy Care Services COMIT @North and COMIT @Central combined as COMIT@OJoy.</p>
2015	<p>Jan: Official launch of HOA @UBK.</p> <p>Mar: Formed O'Joy's Clinical Advisory Board</p> <p>Sep: HOA @UBK operates from Geylang West Community Club</p>
2016	<p>Jun: Expert Panelist at LeapForGood Expert Panel First Public Workshop - Singapore Centre for Social Enterprise (raiSE).</p> <p>Speaker at The 8th International Conference on Social Work in Health and Mental Health (ICSW 2016) - SASW.</p> <p>Sep: Speaker at Singapore Health & Biomedical Congress 2016 - National Healthcare Group (NHG)</p>

Milestones

2017

Apr: O'Joy Care Services started the Prevention and Intervention of Elderly Abuse and Neglect (PEAN) programme to enable older persons with long term mental and social care to continue living in the community.
Jul: O'Joy Care Services incorporated "Jolly Companion Limited", as an social enterprise to serve older persons across the entire social economic status.

2018

Feb: O'Joy Limited is incorporated.

2019

Jan: O'Joy Limited obtained Charity Status
Jun: O'Joy Limited obtained IPC status
Jul: Novation from O'Joy Care Services to O'Joy Limited begins
Dec: O'Joy Care Services awarded Charity Transparency Award and Charity Governance Special Recommendation for Operationsal Efficiency

2020

Apr: O'Joy Limited successfully novated from O'Joy Care Services
Launch of BEACON - Mental Health Services for younger adult



Governance

Governance

Board

Our Board comprises of four members, who are elected to serve for a term of two-year period. They meet quarterly to discuss O'Joy Limited's strategic direction and policies. Our current Board members come from a variety of professional backgrounds and possess key skills such as organisational and financial management. Experienced in working with the seniors and younger adults, they complement our work by providing perspectives and insights in the way we operate.

Vision and Mission

We are guided by our Intended Impact Statement, Theory of Change, Objectives and Values to achieve our vision and mission.

Board nomination and re-appointment of Board Members

Our Nomination Board Committee oversees Board succession planning and steady renewal in the spirit of sustainability of the charity, including Board member recruitment, selection, nomination, appointment, training, and tenure. Together with the Board, new potential candidates were identified who have the qualities, competencies, or relevant experience needed for the Board's performance. Formal benchmarking may be conducted and documented to establish performance indicators for the Board and the Charity.

Term Limit of the Board

The Board has a term limit of ten years. In particular, the Treasurer and Audit Board Committee Chairman (or equivalent) has a term limit of two years. (Please email admin@ojoy.org for TOR for Board and Board Committees.)

Board Meetings and Attendance

A total of four Board meetings and one AGM were held during the financial year. During these quarterly Board meetings, the various programmes' strategic objectives, KPIs, such as output and outcomes achieved quarterly were presented and discussed. The organisation's quarterly income and expenses measured against annual budget were also monitored and discussed. In addition, ad-hoc activities held during the quarter, their benefits, outcomes achieved, data collected and analysed were also communicated. The following sets out the individual Board member's attendance at the meetings:

Name of Board Member	% Attendance
Chee Teng Hsiu, Terrence	100
Chung Soon Bee	100
Goh Jiang Wee, Alan	75
Cheong Chong Khiam, Max	100

Clinical Advisory Board

Dr Ng Li Ling has kindly accepted reappointment to O'Joy Limited's Clinical Advisory Board, thus continuing to provide professional insights to us. The consultative expertise provided has proven to be invaluable towards our clinical work and strategic directions.

Disclosure of Remuneration and Benefits received by Board Members

No Board members, or people connected to them, receive remuneration, or other benefits, from O'Joy Limited. Our governing instrument does not permit remuneration of board member.

Executive Management Team

Mr Choo Jin Kiat was appointed as O'Joy Limited's Executive Director on 1 April 2020. He was Executive Director of O'Joy Care Services between 1 April 2011 to 31 March 2020. He has 16 years of experience in the charity sector.

Ms Teo Puay Leng was appointed as O'Joy Limited's Clinical Director on 1 April 2020. She was the founding member of the O'Joy Care Services, Executive Director between 1 December 2003 to 31 March 2010, and Clinical Director between 1 April 2010 to 31 March 2020. She has 30 years of experience in the charity sector.

Disclosure of Remuneration of three highest paid staff

One of the staff at O'Joy draws an annual salary exceeding \$100,000, none of which serve in the Board. No staff is involved in setting their own remuneration.

Disclosure of the number of paid staff who are close members of the family of the Executive Director or Board members, who each receives remuneration exceeding \$50,000 during the year, in bands of \$100,000:

One paid staff is a close family member of the Executive Director who receive total remuneration of more than \$100,000 during the year.

Disclosure of planned timing for use of restricted/endowment funds

Our plan is for all newly accumulated restricted funds to be used within the next 2 financial years.

Fundraising Efficiency Ratio Policy

Our fundraising efficiency ratio policy is a maximum of 30% of total fund raised within the financial year. Fundraising efficiency ratio for this financial year is 0%.

Reserves Policy

Our reserve policy is a maximum of two years of annual total expenditure. Reserves ratio for this financial year is 0.5.

Conflict of Interest Policy

The Board and executive management team members are also required to report actual or potential conflicts of interest to the management committee at the earliest opportunity, and subsequently, deal with the source of such problems.

Feedback Policy

Our charity has in place, formal feedback escalation procedures to handle staff feedback.

Whistle-blowing Policy

Our charity has in place, a formal whistle-blowing policy to address concerns about possible wrongdoing or improprieties in financial or other matters within the charity

Internal Financial Control policy

Our charity has in place, an internal financial control guide which documented procedures on all financial matters.

Volunteer Management

Our charity has in place, a volunteer management system including recruitment, selection, training, supervision, support, recognition and alumni.

Risk Management

As an organisation that is strongly dependent on public funding, it is necessary to closely abide by the Standard Operating Procedures (SOPs) for key areas such as financial control, fundraising, incident/accident reporting, etc.

In effect, both the Board and staff play a crucial role in the further development of O'Joy Limited as an organisation. The professional experience and skill set of the Management Committee have proven valuable in terms of the strategic progress of the agency as a whole.

Similarly, our staff whose roles are to provide direct counselling, referral services, training and volunteer management, all have several years of field experience and formal education in their respective domains. Regular supervision, group and individual are implemented. In addition, staff and volunteers are encouraged to regularly upgrade their skills and knowledge, professional standards are constantly refined through the use of expert guidance as well as the Service Board Committee.

Key Performance Indicators (KPI) are closely tracked so as to ensure that any programmes and services that are publicly funded are duly noted. We target to meet or even surpass our set expectations.

In addition, all accounting procedures are heavily scrutinised, with internal controls put in place so as to prevent any risk of abuse. Thus, standard official financial requirements are met through yearly reviews by external auditors.

In compliance with Health and Safety Regulations, active measures are taken into consideration for staff, volunteers, clients and visitors to the centre.

As a result of these measures with regard to procedural guidelines and continuous performance appraisal, O'Joy Limited remains confident with our adherence to the standard of delivery stated in the guidelines for a local charity.

Reporting of O'Joy Limited Board Evaluation in FY20/21 Annual Report

O'Joy Limited had engaged UM-MC Asia Pte Ltd for our first board evaluation which was conducted by consultant Ms Usha Menon is Executive Chairman of UM-MC Asia Pte Ltd and Dr Isabel Sim is Managing Director at Nonprofit Innovation Pte Ltd.

The objectives, in line with the Code of Governance and Transparency Framework, are to:

- deliver better board performance by understanding gaps and strengths related to board governance, strategic planning and programme management
- understand the organisation's financial management, internal controls and public transparency and disclosure performance
- achieve sustainability through identifying areas of strength and/or weakness in its fundraising performance

Through this validated analysis to enhance the relationship between board and executive management through clear board directions and management performance. The scope of evaluation includes:

- Governing for Nonprofit Excellence
- Analysis of the online board self-assessment tool that evaluates nonprofit organisation's performance, is aligned with the Code of Governance and the Charity Transparency framework
- Financial Management for Nonprofit Excellence
- Analysis of the nonprofit organisation's financial statements, using publicly available information
- Fundraising for Nonprofit Excellence
- Nonprofit organisation's fundraising performance using information provided by management team

and was conducted between May 2020 to September 2020 (including submission of final report)

The report will include a dashboard on board and functional performance related to board profile, board governance, conflict of interest, strategic planning, programme management, human resource and volunteer management, financial management and internal controls, fundraising practices, public image, disclosure and transparency.



Appreciation

Appreciation

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