

ANNUAL REPORT

FOR THE YEAR ENDED 31 DECEMBER 2020

1. St. John's Home for Elderly Persons began operating in Dec 1958 at 69 Wan Tho Avenue. It was registered under the Societies Act on 18 Oct 1961 and under the Charities Act on 12 Mar 1988.

Charity Registration Number: 000563
 ROS Registration Number: 0155/1960
 Registered Address: 69 Wan Tho Avenue Singapore 347601
 IPC Registration Number: 000361
 UEN: S61SS0176G

2. MISSION

The mission of the Home is to provide shelter and to care for the physical and spiritual needs of such elderly persons as have no home or suitable accommodation and no children or close relatives who have adequate facilities for looking after them. The Home is open to all regardless of race or creed.

3. GOVERNING INSTRUMENT

The Home's governing instrument is the Constitution of the Home.

4. MANAGEMENT COMMITTEE

- 4.1 The Management Committee comprises the following persons elected at the Annual General Meeting held by video conference on 28 Aug 2020 (instead of May 2020 because of Covid-19 restrictions):

<u>Designation</u>	<u>Name</u>	<u>Date of Appointment to Current Office</u>	<u>Occupation</u>	<u>Date of Appointment to 1st Key Office</u>	<u>Attendance 2020</u>
Chairman	Mr. Woon Wee Yim	27Jun2008	Retiree	May 1999 Hon. Treas.	13 of 13
Vice-Chairman	Mr. Andrew Lioe Hui Siang	27Jun2008	Self Employed	Apr 2001 Hon. Sec.	12 of 13
Hon. Secretary	Mr. John P. Kiramathypathy	22Jun2007	Property Exec	Apr 2003 Asst Hon. Sec.	12 of 13
Asst. Hon. Secretary	Mr. Jeyaraj Indra Raj	10May2019	Partner Law Firm	May2019 Asst. Hon. Sec.	12 of 13
Hon. Treasurer	Mr. Vijendran Alfreds	05May2017	Retiree	Apr 2010 Asst. Hon. Sec.	13 of 13
Committee Members					
	Mr. Lester Lee Keng Kok	Apr2012	Retiree	NA	13 of 13
	Mr. David Alexander Ong	Sep2013	Retiree	NA	07 of 13
	Ms. Pearl Lee Tuan Kee	Sep2017	Retiree	NA	12 of 13
	Ms. Rachel Ong Chuan Chuan	Sep2018	Senior Associate	NA	10 of 13

Mr Kenneth Chue Soon Seng was co-opted to the Management Committee in Sep 2020. (2020 Attendance: 03 of 03).





4.2 The Management Committee (MC) meets each month in accordance with the Constitution. In 2020, MC met by videoconference during circuit breaker, and later outside the premises using safe distancing and videoconference. Members of the Committee hold office for a period of one year. They are eligible for re-election to the Committee except that the Honorary Treasurer shall not hold the same office for a continuous period of more than four successive years.

4.3 Four members of the Management Committee (MC) have served more than 10 years continuously on the Committee.

The Home planned to have two MC members with more than 10 years' continuous service, step down in Q2 2021 after the completion of the building redevelopment project. Because Covid-19 delayed the completion, MC after lengthy deliberation requested these two -- who are actively involved in the building redevelopment project, financing and SMART IT care project – to stay on until Q2 2022.

4.4 Chairs of Sub-Committees

Each of the 12 Sub-Committees is headed by a member of the Management Committee.

Admissions Sub-Committee	Ms. Pearl Lee Tuan Kee
Audit Sub-Committee	Mr. Lester Lee Keng Kok
Building Development Sub-Committee	Mr. Andrew Lioe Hui Siang
Buildings & Facilities Sub-Committee	Mr. John P. Kiramathypathy
Endowment Fund Investment Sub-Committee	Mr. Lester Lee Keng Kok
Finance Sub-Committee	Mr. Andrew Lioe Hui Siang
Financial Aid Sub-Committee	Ms Rachel Ong Chuan Chuan
Home Life Sub-Committee	Mr. Jeyaraj Indra Raj
Nomination Sub-Committee	Mr. David Alexander Ong
Resource Development Sub-Committee	Mr. David Alexander Ong
Spiritual Life Sub-Committee	Mr. Vijendran Alfreds
Staff Sub-Committee	Mr. Andrew Lioe Hui Siang

4.5 The principal areas of focus are:

- a. the safety, physical, emotional and spiritual well-being of the Residents
- b. stewardship of financial, staff and physical resources of the Home
- c. redevelopment of the Home
- d. fundraising for the redevelopment project and the on-going operations of the Home.

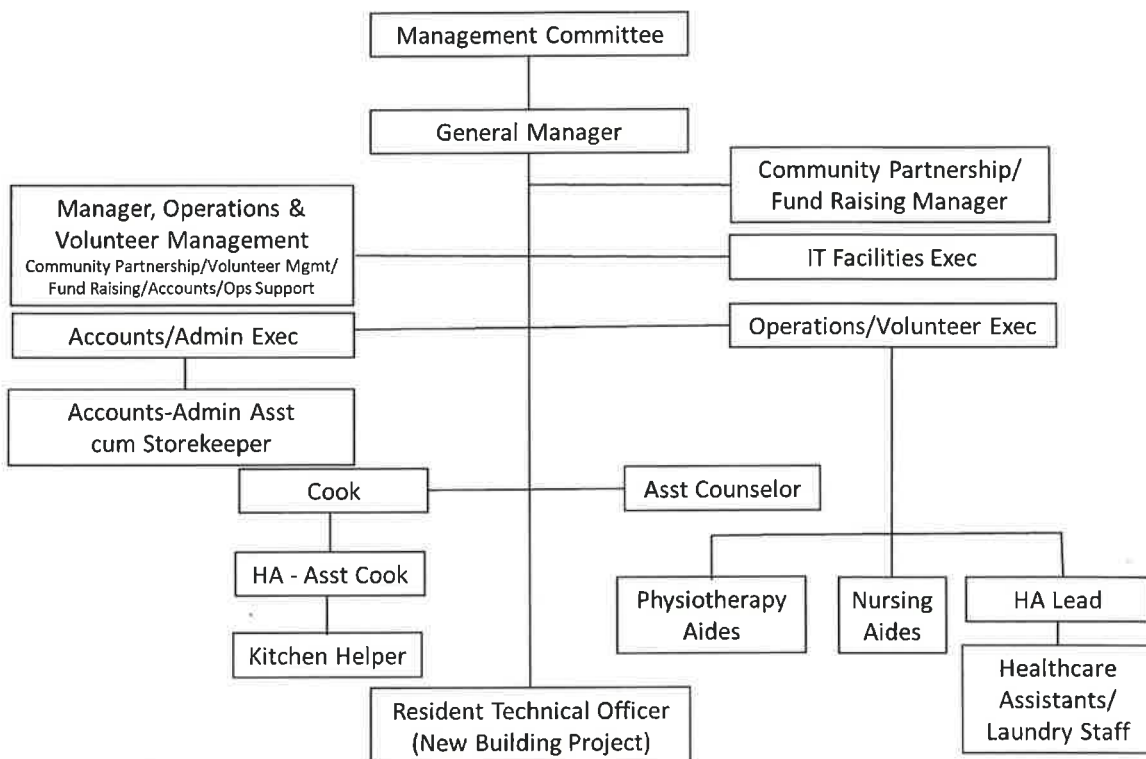
4.6 We were saddened by the passing away of Mrs P C Perreau, a former Management Committee Member, on 4 Feb 2020. She had a long association with the Home and contributed significantly towards the Home in a variety of ways -- as Matron, Volunteer, Donor and Management Committee (MC) Member. Two MC Members were at her 100th birthday celebration in October 2019. Representatives from the Home including MC/former MC members & their spouses, a resident of the Home, and volunteers attended her wake on 6 Feb 2020.



5. TRUSTEES OF THE HOME

- a. Mr. Matthew Wilfred Anthonisz (PBM)
- b. Mr. Woon Wee Yim
- c. Mr. Andrew Lioe Hui Siang
- d. Mr. Victor Vijendran Alfreds

6. ORGANIZATION CHART



7. GENERAL MANAGER OF THE HOME

Mr. Goh Beng Hoe (Date of Appointment: 1 Sep 2007 as Superintendent. Appointed General Manager 1 Jul 2013)

8. BANKERS OF THE HOME

UOB – Tai Seng Branch
BNP Paribas

9. AUDITORS OF THE HOME

- a. Internal Auditor: M/S Ardent Business Advisory Pte Ltd
- b. External Auditor: M/S Fiducia LLP, Certified Public Accountants (formerly M/S H W Soo and Co)

10. STAFFING

10.1 The Home had **26** staff on 31 Dec 2020:

Staff Category	No. of Local Staff	No. of Foreign Staff
Nursing Aide	0	3 (excluding 1 vacancy to be filled)
Physiotherapy Aide	0	2
Healthcare Assistant	1	9
Kitchen Helper	1	0
Cook	1	0
IT Facilities Executive	1	0
Operations Executive Operations/Volunteer Manager	2	0
Assistant Counsellor cum Driver	1	0
Accounts Exec Admin/Accounts Asst-Storekeeper	2	0
Fund Raising Manager	1	0
Resident Technical Officer (for new building project)	1	0
General Manager	1	0
Total	12	14

10.2 Staff working conditions were greatly affected by Covid-19. Residential staff were not allowed out of the premises during the Circuit Breaker. All staff worked in split teams, in split zones. Work from home was required for several office staff.

10.3 Regular briefings are conducted concerning their duties, and staff rules and regulations. The staff are also kept informed through staff notices, emails and Whatsapp chat groups. Supervision is carried out by the General Manager, Operations Manager and Operations Executive.

10.4 Appraisal of staff's conduct and work performance is continuous. Because of Covid-19, the formal work appraisals, normally conducted in May, were not done. These will resume in 2021.

10.5 Staff salaries are reviewed annually, effective July. The Staff Sub-Committee submits recommendations to the Management Committee for approval. The remuneration of staff is determined by the Management Committee. No staff is involved in the setting of their own remuneration.

10.6 Staff costs, including AWS, employer CPF, Foreign Workers' Levy and other staff costs, increased by 3.7%. The salary and AWS components increased 10.2%, partly because of ex-gratia payments to incentivise staff during Covid-19. Overall staff costs increased a mere 3.7%, mainly because of government waivers and rebates on foreign worker levies. Staff costs as a percentage of Total Expenditure, excluding building costs, increased by 0.9 point, to 52.5%.

Overall Staff Cost	2020 (\$)	2019 (\$)	% Change (2020 vs 2019)
Salary & AWS	714,533	648,454	10.2%
Employer CPF/SDL	67,436	61,752	9.2%
Foreign Worker Levy	40,831	73,026	-44.1%
Staff Welfare/Training/Uniform/Repatriation etc	3,771	13,765	-72.6%
Total	826,571	796,997	3.7%
Total Expenditure	1,573,886	1,544,367	1.9%
Staff Cost as % of Total Expenditure	52.5%	51.6%	0.9 pt

-exclude RTO (Resident Technical Officer) salary under Building Fund

10.7 Staff turnover was 26% (7% for local staff and 19% for foreign staff). 5 foreign staff – three Nursing Aides and two Healthcare Assistants -- left the Home in 2020. And two local staff left namely, for the position of Operations Executive and Driver. Replacements for them have been found.

10.8 The Home continues to face challenges in attracting and retaining staff. Actions taken to address the challenge include salary increments and market adjustments for nursing aides.

10.9 No staff is paid more than \$100,000 in total annual remuneration.

10.10 There is no paid staff who are close family members of the Executive Head or Management Committee members.

11. LICENSED CAPACITY AND OCCUPANCY

11.1 We had an average monthly occupancy of **69** Residents in the year (average of 76 in 2019). In 2020, **6** persons were admitted to the Home, **2** Residents passed away and **12** were discharged. The majority of those discharged were transferred to Nursing Homes due to the deterioration of their physical condition. There were fewer admissions due to the Covid-19 situation.

11.2 Residents who are admitted generally face circumstances such as having:

- no immediate family
- family members who have passed away or who are themselves elderly
- severe conflict within the family (with spouse or children/children-in-law and conflict between children and their spouse)
- financial problems which prevent their access to elderly commercial Homes.

11.3 The current capacity of the Home is 86. The new building will have a capacity of 150.



11.4 As at the date of this report, we have 65 Residents. 37 are males, and 28 females. Their ages range from 61 to 99. 20 Residents are Public Assistance recipients. The average length of stay is 6 years and 2 month. 9 Residents have been with the Home for more than 10 years. The longest staying has been with us for 22 years.

12. COVID-19

12.1 Due to the Covid-19 situation, 2020 was a very difficult year for the Home. We are, however, thankful that none of our residents or staff has been infected with the virus. From May 2020 to Apr 2021, swab tests were conducted for residents and staff fortnightly. With effect from May 2021 (after 94% of residents and 100% of staff had been vaccinated), only those who are not vaccinated will be subjected to routine swabbing every 2 months.

12.2 As early as 6 Feb 2020, we suspended all volunteer activities. We took the temperature at specific intervals of each resident and staff. Authorized visitors made health declarations and had their temperature taken.

12.3 When Singapore entered the Circuit Breaker in April and May, more stringent measures were implemented. All visits to the Home were suspended except for essential services like delivery of food supplies. All staff worked in split teams and some office staff from home. Residents and staff were confined to different zones. Since our cook could not stay within the Home's premises or at a designated hotel, Food From The Heart subsidized catered meals for our residents and staff. Four local staff stayed in a hotel designated by the Government and only commuted between the hotel and the Home from 5 May to 1 June 2020 in order to minimize contact with the community and even family members. Residential foreign staff were confined within the premises during the Circuit Breaker. Later, they were allowed out only for essential purposes.

12.4 While our residents missed the visits from their family members and volunteers, they understood that the measures were necessary to protect them from the Covid-19 virus.

12.5 We are grateful that some volunteers including Management Committee members provided our staff with appreciation meals and care packages. We also thank our staff for their hard work and sacrifices to keep the Home safe for our residents, for themselves and everyone else associated with the Home. The Home on its part factored in the staff's hard work and sacrifices in its remuneration for them in 2020.

12.6 With the gradual easing of the Covid-19 measures, limited visits by family members to residents resumed in June 2020. Under Phase 3, two pre-designated visitors per resident are allowed at any one time. Each visit is limited to 60 minutes. Some volunteer activities resumed from February 2021 in small groups of 10 or less.

12.7 We incurred additional expenditure in purchases of personal protective equipment (masks, headgear, gowns, face shields), cleaning agents,

equipment to support staff working from home, higher staff overtime, and special incentive payments. On the other hand, we received Government assistance from the Job Support scheme, foreign worker levy waivers and rebate, and rental rebates.

12.8 In Mar 2021, 94% of our residents and 100% of our staff received both doses of the Covid-19 vaccination. Another 2 residents will receive both doses in May 2021, making the take-up rate 95% for our residents.

12.9 All new staff will have to take swab tests, until they become vaccinated.

13. PROGRAMMES PROVIDED BY STAFF

13.1 Well balanced meals 4 times a day. The meals are cooked within the Home. The menus are vetted by a dietician. However, during the Circuit Breaker in Apr and May 2020, catered food was delivered to the Home. In Nov and Dec 2020, an F & B company, Lee Fung International, supplied lunch, afternoon tea, and dinner on weekdays to the Home.

13.2 Physiotherapy. We thankfully were able to conduct physiotherapy exercises through the period, first only within the dormitories and later in zones.

Physiotherapy sessions continued to be held in each zone every day except Sunday. Exercise groups were reduced. Morning exercises are held each Monday, Wednesday and Friday at 7.30am. Residents are given the opportunity to participate in individual physiotherapy, group physiotherapy, bed exercises and cognitive exercises.

A professional physiotherapist from AWWA-Allied Health Professional Group visits the Home weekly (except for three months due to Covid-19) to assess Residents, review progress, recommend therapy exercises and supervise our physiotherapy aides.

Of the cohort of about 56 Residents who went through the pre- and post-assessments over a 6-month period from Jul 2020 to Dec 2020:

- Fall Risk: the proportion of Residents with high fall risk increased to 23.2% (July 2020 19.6%) and low fall risk reduced correspondingly to 76.8% (July 80.4%)
- Functional Independence: 0% made improvement, 96.4% maintained and 2.69% showed decline.

13.3 Counselling Services

To meet our Residents' emotional and psychological needs, we engage a professional counsellor who comes once a week (except for three months due to Covid-19). We also employ an Assistant Counsellor. The counselling services provided include Individual Counselling, Adjustment Counselling, Conflict Resolution and Group Counselling programmes (Life Review Group and Emotional Management Group).



A total of **23** counselling cases were seen in 2020 (**8** cases have been closed and **15** still active). These counselling sessions helped the Residents improve in their social, emotional, mental and spiritual well-being.



14. PROGRAMMES PROVIDED BY COMMITTED VOLUNTEERS

14.1 For most of the year, we suspended the wide range of activities usually conducted by volunteers. Residents miss meeting regular and ad hoc volunteers from organizations, community groups, constituency grassroots, religious organizations, schools and associations.



14.2 Sunday Services and Christian Fellowships. For most of the year, we suspended the usual Services in English held each Sunday in the Lounge at 8.30am, Mandarin/Dialect Services held on Sundays at 4.00pm, Hymns and Songs sessions held on Tuesdays at 10am, Mid-week Fellowship Services held in English on Wednesdays at 10am and Chinese Fellowship Services held on Thursdays at 10am. These services help meet the spiritual needs of the Residents. Attendance is voluntary.



14.3 Karaoke, Sing-a-long and Games Sessions. For the major part of 2020, we suspended these sessions, usually held at 3 pm each Tuesday.

14.4 Qi Gong Exercises. For the major part of 2020, this activity usually held at 7.30 am each Monday was suspended.

14.5 Haircuts. When the hair cut services by two saloons were suspended for most of 2020, our staff cut the hair for our residents.

14.6 Regular visits from students. Residents particularly miss the visits by students conducting activities such as Bingo, chess, Chinese chess, other board games and increasingly iPad games.

14.7 The Home is grateful that many organizations and volunteer groups were eager to visit the Home to bring joy to our Residents. These visits however were severely curtailed due to the Covid-19 situation. There were 59 visits in 2020 (225 in 2019). Volunteers engaging Residents help in their wellbeing. Residents so enjoy the singing, bingo and other games with these groups.

14.8 Only four excursions were possible in 2020 (23 in 2019). Our residents look forward to their resumption.

15. REDEVELOPMENT/FUTURE PLANS

15.1 The Home has been located at its present premises, 69 Wan Tho Avenue Singapore 347601 since Dec 1958. The area occupied is 12,294 sqm. The lease on the land expired on 31 Dec 2015.

15.2 After several rounds of negotiation, the Trustees of the Home supported by the Management Committee gratefully accepted an offer from the Government of

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Singapore for a 30-year lease from 1 Jan 2016, on 3,300 sqm on lot 7112W-PT and 7108M-PT MK24 for a premium of \$2.88 million.

15.3 After a design competition ran in conjunction with the Singapore Institute of Architects, the design of Aamer Architects was selected. This excellent design was shortlisted as a finalist for an award at the World Architectural Festival held in Amsterdam in Nov 2018.

15.4 Construction work for the new 5-storey building to meet the plot ratio of 1.4 as required by the authorities commenced in Dec 2018. The licensed capacity of the new Home will be 150. The tender was awarded at a cost of \$14.4 million in Aug 2018, making the total cost of the project \$20 million (including land lease cost of \$2.88 million, architects and consultants' fees, laundry and physiotherapy equipment, furniture, new hospital beds and GST). Demolition work was carried out in Dec 2018.

15.5 During the year, the Building Development Sub-Committee, headed by our Vice-Chairman, continued fortnightly meetings with our architects (Aamer Architects), consultants (CCA & Partners PL, JS Tan Consultant PL, Barton Bruce Shaw Pte Ltd) and main contractor (Lim Wen Heng Construction PL) to plan, address issues and monitor the progress of the construction works. Regular site visits were conducted. Work matters were also addressed through channels like phone calls and emails. Due to the Covid-19 situation, most meetings were conducted by Zoom. We are grateful for the enthusiasm with which everyone addressed the project.

15.6 Construction work was suspended from Apr to Sep 2020 because of Covid-19. We are presently expecting TOP for the new building in Jun 2021 instead of Dec 2020. Once TOP is obtained, we will give notice to the Government to terminate the tenancy agreement for the premises at 69 Wan Tho Avenue. The address of the new Home is 1 Willow Avenue, Singapore 347508.

15.7 During the construction period, the Home continues to operate at 69 Wan Tho Avenue, with 15% reduction in capacity (to 86 beds) under a tenancy agreement with the Government of Singapore. The present second 3-year tenancy took effect from 1 Jan 2019 at a monthly rent of \$13,600 (\$13,505 for the first 3 years) for GFA of 2,004.4 sqm on the remaining 8,923.7 sqm land area of the present site.

15.8 With government subsidies, we are installing smart technologies which we are naming "My Guardian Angel" in our new building:

- a. the resident's daily vital statistics (temperature, weight, blood pressure, blood sugar level, medicine intake) will be digitalised for presentation to his or her doctor
- b. each resident will wear a wrist or pendant device, to alert staff when he or she does not take a meal, or when he or she falls, or when he or she spends too much time in bed, or does not attend community activities

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- c. each room will be fitted with a communications system so that residents can keep close to family and friends.

16. FINANCIAL MATTERS

16.1 Finance Standard Operating Procedures are in place governing financial matters in key areas such as procurement, payment and receipting.

16.2 The Home is funded by upkeep fees from Residents, allowances paid by Government for Public Assistance Residents, and by public donations.

16.3 For the year ended 31 Dec 2020, the Home had an income of \$4,853,630 (FY2019 \$3,370,011) including \$2,481,939 (FY2019 \$1,833,449) for our Building Fund.

16.4 10% of our income in 2020 (15% in 2019) was from upkeep fees paid by Residents, 62% from donations (55% in 2019), 3% from Government in respect of Residents on Public Assistance (5% in 2019), 19% from Bicentennial Community Fund and NCSS (17% from Tote Board/Care & Share in 2019), 4% from Covid-19 Job Support Scheme & rent concessions (Nil in 2019) and 2% others (8% in 2019). Residents on Public Assistance form 35% of our Residents in 2020 (32% in 2019).

16.5 Expenditure was \$1,841,548 (FY2019: \$1,978,656). A Net Surplus of \$3,012,082 (FY 2019: \$1,391,355) brought our accumulated funds carried forward to \$23,653,756 (FY2019: \$20,641,674). Cash and Cash Equivalents as at 31 Dec 2020 was \$8,979,790 (31 Dec 2019: \$13,011,531).

Excluding Building Expenses, our cost analysis is:

#	Description	2020	2019	% of Total Exp Yr 2020	\$ Change (2020 vs 2019)	% Change (2020 vs 2019)
		Total	Total			
1	Staff Cost (Operations)	653,325	634,604	41.5%	\$18,721	3.0%
2	Staff Cost (Governance and Administration)	173,246	162,393	11.0%	\$10,853	6.7%
3	Operations	199,519	212,277	12.7%	-\$12,758	-6.0%
4	Food Provision & Medical Expense /Clinical Supplies					
	a)Food & Provision	113,119	126,607	7.2%	-\$13,488	-10.7%
	b)Medical Expenses (Medical, Clinical & Nurse Service)					
5	Utilities	76,927	80,757	4.9%	-\$3,830	-4.7%
6	Repair & Maintenance	45,531	63,719	2.9%	-\$18,188	-28.5%
7	Depreciation (including ROU Asset)	180,153	180,458	11.4%	-\$305	-0.2%
8	Governance and Administration	69,195	37,120	4.4%	\$32,075	86.4%
9	Cost of Generating Funds					
	a)General Fund Raising	62,871	46,432	4.0%	\$16,439	35.4%
	Total (General Fund)	1,573,886	1,544,367	100.0%	29,519.00	1.9%

16.6 Cost per resident for 2020 was \$1,904* per month (FY2019: \$1,705*). In 2020, our operational expenditure increased by 1.9%. We had on average 6 fewer Residents due to lower admissions because of Covid-19.

* excludes Building Fund expenditure & land lease depreciation

16.7 We continued our practice of appointing an accounting firm to conduct an annual internal audit of the Home.

16.8 An internal audit was carried out by M/S Ardent Business Advisory Pte Ltd for the period Jul 2019 to Jun 2020. Four findings were observed and raised in the report, with three findings categorized as "Medium Risk" and one as "Low Risk".

16.9 Actions have been taken to immediately address all the four observations. The auditor has reviewed and confirmed that all the recommendations from the previous audit done in 2019 had been fully implemented with one partially implemented. Action has since been taken to address this partially implemented observation.

16.10 A productivity measure that we will be implementing is the Integrated System for Resident Care Management & Billing, Charity Management, Accounting and Payroll which, among other things, will obviate the necessity for double entries by having an integrated system. Due to Covid-19, it is now scheduled to be implemented in August 2021 instead of end-2020.

16.11 After meetings that representatives from the Management Committee had with several banks, the Management Committee opened an investment bank account with BNP Paribas in 2020 after concluding that BNP best meets the Home's needs for the investment of our Endowment Fund.

16.12 As we expect that we will soon have revenues requiring us to be GST compliant, we registered for GST with effect from 1 July 2020. Being GST registered, we will get GST refunds from the Government for part of the GST we had paid for the expenditure for the new building as well as for some operating expenditure. GST claims are made quarterly. For submissions for the two quarters from Jul to Sep 2020 and Oct to Dec 2020, we expect to receive GST refunds totaling \$557,855.19. So far, \$57,278.64 has been disbursed.

16.13 In 2020, we paid \$5,715,893 for the construction of the new building. This expenditure is capitalized in the financial statements.

16.14 At the date of this report, we are still short of funds for the full completion of the building project. While we continue with fundraising efforts, we plan to obtain approval from the Annual General Meeting on 29 June 2021 to expend up to \$2.5 million from our Endowment Fund should we still be short of funds.





17. RESOURCE DEVELOPMENT SUB-COMMITTEE

17.1 In 2020, we raised \$3,029,256 for both the General and Building Funds. 2019: \$1,844,362.

Our fundraising expense for 2020 was \$62,871(2019: \$46,432). So, our fundraising efficiency ratio works out to 2.1% (2019: 2.5%), which is well below the regulated limit of 30%.

The Home does not engage any commercial fundraiser.



17.2 We had a Virtual Gala Dinner, “Warm Hearts, Warm Meals” on 18 October 2020, and raised \$324,678 compared with \$417,162 raised in 2019’s Gala Dinner. These amounts do not include the Tote Board’s grant of \$100,000 each year.



17.3 Our ‘Name-a-Room’ campaign whereby individuals and corporations can donate sums between \$8,000 and \$1,500,000 for facilities or equipment to be named by them at the new Home, yielded \$625,120 in 2020 and \$422,004 in 2019.

17.4 Our continuing efforts at digital marketing were rewarded: online donations via Giving.sg, GiveAsia and Simply Giving totaled \$914,051.00 in 2020 (\$276,767 in 2019).

17.5 The number of individual donations was 5,760 (2,281 in 2019). There were 99 Corporate donations (115 in 2019).

17.6 Bicentennial Community Fund of \$400,000 was disbursed to our Home in December 2020.

17.7 The Home appeared in the news for 2 print and online integrated news and 2 online news in 2020 (3 MediaCorp TV channels and 1 online content by NVPC in 2019).

17.8 Our Home has digital exposure through our website, Facebook, Twitter, Instagram and Youtube.

17.9 Our Home continued to publish the quarterly newsletter in 2020 with a print circulation of 2,000 and a year average of email direct mailer for 3,403 email addresses. Due to the Circuit Breaker, the April to June 2020 issue was not available in the print form and was published as a softcopy and sent via email direct mailer.

18. PURPOSES FOR WHICH THE HOME’S ASSETS ARE HELD

The land leased for 30 years and Land and Buildings under the Tenancy Agreement with the Government enable the Home to provide sheltered home services to our Residents.

19. POLICIES

19.1 CONFLICT OF INTEREST POLICY



The Home has a Conflict of Interest Policy. The policy applies to:

- a) all Management Committee members;
- b) all Sub-Committee members; and
- c) the General Manager, Accounts/Admin Executive, Community Partnership/Fund Raising Manager, Operations Manager and all local employees of the Home.

They must complete and submit the prescribed Conflict of Interest declaration form to the Home in May each year (or on the date of appointment if this is later). In addition, as and when a new Conflict of Interest arises, the declaration form must be completed. The individual concerned must abstain from the discussion and decision on the particular matter where there is a conflict of interest.

19.2 RESERVE POLICY

The Home's Reserve Policy is as follows:

- (a) The Home intends to follow the guidelines in the Code of Governance for Charities and IPCs.
- (b) Funds in the Reserve are to provide for financial stability and the means for the development of our principal activity.
- (c) Should these funds be required for the construction of the new building, they may be drawn down.
- (d) Once the building has been paid for, the Home intends to build up its Reserve to a level which is equivalent to two years of operating expenditure, excluding depreciation. Annual operating surpluses will be transferred to the Reserve.
- (e) Once the Reserve has two years of operating expenditures, operating surpluses will be transferred to a Sinking Fund, to be used for:
 - (i) cyclical maintenance and renovations of the building occupied by the Home;
 - (ii) renewal in 2045 of the land lease.

19.3 OTHER POLICIES

Besides the Conflict of Interest and Reserve Policies, the Home has in place the following:

- a. Whistle Blowing Policy
- b. Volunteer Management Policy
- c. Communication Policy
- d. Fund Raising Policy
- e. Risk Management Policy
- f. Endowment Fund Investment Policy
- g. Board Governance Policy.



20. COMPLIANCE WITH IPC'S GOVERNANCE EVALUATION CHECKLIST

The Home complied with all the IPC's Governance Evaluation Checklist of 38 items for the period Jan to Dec 2020.

21. GOVERNMENT AUDIT FOR LICENSE RENEWAL

Since the Home complied with all the requirements of the license renewal audit inspection conducted by the Ministry of Social and Family Development in Mar 2019, the Home's license was renewed for another two years from Jun 2019 to Jun 2021. Following a license renewal inspection conducted on 29 Apr 2021, the Home's license has been renewed for another two years from Jun 2021 to Jun 2023. MSF will also conduct an inspection of the new building prior to transferring our license to the new building.

22. AWARDS

In Dec 2020, the Home was awarded the President's Volunteerism and Philanthropy Awards (Special Edition 2020) Certificate of Appreciation for the Home's selfless efforts during the Covid-19 pandemic.

In 2019, the Home was awarded the Charity Transparency Award from the Charity Council (also awarded in 2018).

In 2018, 2016 and 2014, the Home was awarded the Community in Bloom Award Silver Category from National Parks Board.

In 2014, the Home was awarded the President's Award for Philanthropy (Non-profit Category).

23. APPRECIATION

23.1 The Management Committee wishes to thank officials in the Ministry of Social and Family Development, Commissioner of Charities, National Council of Social Service, National Volunteer & Philanthropy Centre, Singapore Land Authority and Building and Construction Authority for their advice, encouragement and support during the year.

23.2 We are grateful to every one of our untiring volunteers for the joy they bring. It is our volunteers who make the Home one where Ageing is Celebrated.

23.3 We are grateful for the generosity of every donor, without which we would not be able to carry out our Mission.

23.4 We are particularly grateful to our General Manager and each one of our residential and non-residential staff for going above and beyond the call of duty, to look after our vulnerable residents during the pandemic. Each worked hard and without complaining under difficult circumstances.

ST JOHN'S HOME

FOR ELDERLY PERSONS

Celebrating Ageing since 1958

23.5 Above all, we are grateful for God's continued provision and Grace over the past year, both for our Home and in our personal lives that enabled us to serve Him in our Service to the Residents of St. John's Home For Elderly Persons.

John P. Kiramathypathy
Hon. Secretary
For and on behalf of the Management Committee
25 May 2021

PRESIDENT'S
VOLUNTEERISM &
PHILANTHROPY
awards
2014

