

ANNUAL REPORT FY 2022/2023





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INTRODUCTION 01



ABOUT US

Society for the Aged Sick (SAS) is a not-for-profit Nursing Home with a licensed bed capacity of 404. The Home provides residential and respite services to people in need of daily skilled nursing care and/or assistance in activities of daily living, and who cannot be cared for at home, particularly the less privileged.

We provide a range of services to meet the needs of our residents. They include medical care, nursing care, physiotherapy, occupational therapy, and dietary services.

Our social service team together with dedicated volunteers, also provide emotional support and organise activities.

OUR HISTORY

The history of our Home goes back to the year 1965, when two sisters, Teresa Hsu and Ursula Khow, founded the Home, then known as "Welfare Resthome". The Home was set up to care for the aged sick and destitute in the community. Ms Teresa Hsu took the helm as the first matron of the Home.

In 1968, management of the Home was taken over by Mr George Gray Thompson from the Rotary Club of Singapore to cater to the expansion of the Home.

In 2023, we celebrate our Home's 55th Anniversary. From humble beginnings, we are grateful for the overwhelming support from our community to help us keep our not-for-profit Nursing Home running. At present, the Home caters to nearly 360 residents who reside on our premises and are cared for by nursing and care staff round the clock.

OUR MISSION AND VISION

It is our sincere hope to continue the efforts started by our founder, Ms Teresa Hsu, to provide care for those in need.

Our mission is to provide quality care to the aged sick and destitute and to help them lead a meaningful and enriching life.

Our vision is to add years of quality life to the elderly.

OVERVIEW OF CHARITY

SAS was registered as a society on 14 February 1968.

REGISTERED ADDRESS

130 Hougang Avenue 1, Singapore 538900

GOVERNING INSTRUMENT

Constitution and Rules

SINGAPORE UNIQUE ENTITY NUMBER

S68SS0022J

CHARITY REGISTRATION NUMBER

0029

CHARITY REGISTRATION DATE

6 February 1984

IPC NUMBER

HEF 0041/G

IPC STATUS

1 September 2021 to 31 August 2024

MAIN BANKER

Standard Chartered Bank

EXTERNAL AUDITOR

RSM Chio Lim LLP

CUSTODIAN TRUSTEE FOR LEASEHOLD LAND AT REGISTERED ADDRESS

Ocorian Singapore Trust Company Pte Ltd



MESSAGE FROM **OUR PRESIDENT**

As we reflect on the past year, I am with gratitude for unwavering support and dedication from our incredible team of staff, volunteers, donors, and members of the Executive Committee. Together, we have continued to provide quality care and support to our residents, ensuring their well-being and happiness remain at the heart of everything we do.

While the world continues to navigate the effects of the pandemic, we have adapted and persevered, ensuring the well-being and safety of our residents. It is your generosity and belief in our cause that has enabled us to overcome the obstacles that came our way.

Although we have made notable strides in the past year as we emerged from COVID-19 - including reopening our doors and embarking on a 6-month renovation to improve our residents' living conditions - we recognise that there is still much work to be done. The financial support we receive is crucial in our sustaining programmes, maintaining our facilities. and enhancing the overall well-being of our residents. Your contributions directly impact the lives of those under our care, and we are deeply arateful for your ongoing commitment.



As we move forward, we remain steadfast in our mission to provide a home filled with love, compassion, and dignity for our residents. In the year, we will focus digitalization to reap productivity gains, strengthening governance and cybersecurity, and preparing the Home for the new Healthcare Services Act to improve resident safety. At the same time, we will continue to develop new programs that interest and uplift our elderly residents.

In this Annual Report, we will share our work for the past year, and the impact we have made together with our valuable partners. It is a testament to the collective efforts of our entire community, and I hope it fills your heart with pride and joy. Thank you for being an important part of our journey.

Dr Timothy Teoh, President 8 September 2023



The governing body of the SAS is a committee known as the Executive Committee ("EXCO"). All members of the EXCO are independent volunteers. The EXCO is aided by various Sub-Committees that report to the EXCO in accordance with the terms of reference set by EXCO.

Also reporting to the EXCO is the Chief Operating Officer ("COO") who implements the direction and policies set by the EXCO and oversees the day-to-day running of the Home. The COO and the five heads of department reporting to the COO makes up the composition of the management team of SAS (the "Management Team").

The EXCO members in office as at the date of this report are:



PRESIDENT DR TIMOTHY TEOH CHI-CHAN

MEDICAL DIRECTOR

Appointed: 27 September 2022

First appointment as Deputy President: 21 June 2016

Dr Teoh is a Medical Director with specialisation in Psychiatry. As a medical doctor by training, his skill sets as a medical doctor and psychiatrist are particularly valuable for SAS. His medical expertise is integral and relevant for SAS mission, as he is equipped with the practical knowledge and understanding to make recommendations and improvements to SAS.

Dr Teoh has served as the President of the EXCO since 21 September 2018 and currently chairs the Home Management and Quality Assurance Sub-Committee.

DEPUTY PRESIDENT DR CHOOK KUM KAY. BBM

MEDICAL DOCTOR

Appointed: 27 September 2022

First appointment as Deputy President: 21 June 2016

Dr Chook Kum Kay practices as a Sports Medicine Specialist and has more than 30 years of experience in Sports Medicine. In the past, Dr Chook has served as advisor and consultant to various sport clubs and hospitals. He also volunteers his time by giving talks to schools, hospitals and various government agencies. Dr Chook also sat on various committees in other organizations, including clubs and government agencies. He was awarded the Public Service Star (BBM) in 2019.

Dr Chook has served as the Deputy President of the EXCO since 21 June 2016. Currently, he is also Chairman of the Human Resource Sub-Committee and a member of the Governance Sub-Committee.



DEPUTY PRESIDENT MR CHEW LOY CHEOW

CONSULTANT (FINANCIAL MARKETS)

Appointed: 27 September 2022

First appointment as Deputy President: 21 September 2018

First appointment as Honorary Treasurer: 19 June 2012

First appointment as Honorary Secretary: 10 June 2014

Mr Chew Loy Cheow is a Consultant in the Financial Markets who has worked with various established banks and investment organizations in the past. He has brought vast investment and finance knowledge and experience to SAS, and helps to ensure SAS maintains a minimum level of reserves for its long-term financial sustainability by achieving maximum financial return within an acceptable level of risk. Mr Chew has served as the Deputy President of the EXCO since 21 September 2018.

Mr Chew currently is the Chairman of the Medifund Committee and a member of the Finance & Investment Sub-Committee.



HONORARY SECRETARY MR THEODOR TAN

ADVOCATE & SOLICITOR

Appointed: 27 September 2022

First appointment as Honorary Secretary: 28 September 2020

Mr Theodor Tan is a legal counsel with key areas of focus pertaining primarily to the commercial and operational aspects of the global business. Equipped with experience in legal firms and commercial business, he regularly advises the Management on corporate governance and public sector regulatory and compliance matters, including issues relating to charitable organizations and healthcare related matters.

Mr Theodor Tan is the Honorary Secretary and a member of the Governance Sub-Committee and Human Resource Sub-Committee.



HONORARY TREASURER DR NOEL YEO SHENG MING

MEDICAL DOCTOR

Appointed: 27 September 2022 First appointment as Honorary Assistant Treasurer: 28 September 2020

Dr Noel is a proven business leader with nearly 20 years of experience in the healthcare industry. He is passionate about innovation, people, and sustainability. His career is built from ground up - he started in clinical practice before making the transition to business management.

In his various roles across primary care to tertiary care, Dr Noel led large healthcare networks and key strategic projects. During the COVID-19 pandemic, he headed the COVID-19 Command Centre of IHH Healthcare Singapore, supported the government in its fight against the virus, and received national recognition for his contributions.

Dr Noel has an Executive Master of Business Administration, an Executive Diploma in Directorship, and a Postgraduate Certificate in Medical Law and Ethics. He is an active volunteer, serving on non-profit organisations such as the Central Singapore Community Development Council, the Singapore Cancer Society, and the Singapore Medical Association.



HONORARY ASSISTANT TREASURER MS IRENE CHONG

CHIEF EXECUTIVE OFFICER

Appointed: 27 September 2022 First appointment as Honorary Assistant Treasurer: 27 September 2022

Ms Irene Chong is the CEO of a private equity real estate investment and advisory group and founder of an e-commerce C2C platform for visual artists. An active volunteer since young, Ms Chong has over 30 years of volunteer experience as an active community leader with vast experience in strategy planning and fund raising for various charities. An ex-banker in various international banks, Irene also has extensive experience in Finance & Investment. She is the Chairman of Social Ventures at Metropolitan YMCA, Honorary Assistant Treasurer and Chairman of strategy and fundraising at Kampung Senang and Chairman of fundraising for Enabling Village at SG Enable. She is also a board member at MY World and advisory board member at National University of Singapore Alumni. Her strong analytical and management skills, network with corporations and the community and fundraising strength have greatly benefitted SAS.

Ms Chong currently is the Honorary Assistant Treasurer and member of the Fundraising Sub-Committee at SAS.



COMMITTEE MEMBER DR RICHARD TAN HAN SHING

BUSINESSMAN

Appointed: 27 September 2022

Dr Richard Tan Han Shing is member of the Institute of Civil Engineer (UK), Chartered Engineer (UK), Professional Engineer (Singapore). Dr Tan retired from Civil service in 1999 and currently is a director of various companies. With his vast experience and knowledge in the Engineering field, he has provided valuable advice to SAS, especially in facilities and building related matters.

Dr Tan has served on the EXCO from 1998 to 2010 and was renominated to the EXCO in 2014. He is also currently the Chairman of the Procurement Sub-Committee.



COMMITTEE MEMBER MR YEO CHUEN ENG

PRIVATE BANKER

Appointed: 27 September 2022

Mr Yeo Chuen Eng is a Director at Standard Chartered Private Bank. He volunteers at the Foundation of Rotary Clubs Singapore Family Service Centre and Eldercare Centre as their Management Committee Chair. He is also a council member of the Singapore Cancer Society.

Mr Yeo Chuen Eng is the Chairman of the Governance Sub-Committee and also a member of the Finance & Investment Sub-Committee. His experience in other charities and Finance is invaluable in guiding SAS to meet Governance requirements and ensuring SAS financial sustainability.



COMMITTEE MEMBER MS WENDY SOH

FINANCE DIRECTOR

Appointed: 27 September 2022

Ms Wendy Soh is a senior Finance Professional, serving as a Finance Director in the transport industry with responsibility for the full spectrum of financial accounting and management, costing, treasury, credit controls, budgeting, quarterly forecasting, tax, audit, legal, M&A and company secretarial matters. With her rich experience in Finance and good business insight, she offers valuable advice to SAS on various aspects of Finance including budgeting and internal controls.

Ms Wendy Soh is the Chairman of the Audit Sub-Committee.



COMMITTEE MEMBER MR RONALD WONG

PARTNER (FINANCIAL ACCOUNTING ADVISORY SERVICES)

Appointed: 27 September 2022

Mr Ronald Wong is a Financial Accounting Services Leader and Partner in a Big Four Auditing Firm.

Apart from SAS, he also volunteers at The Rotary Club of Singapore and chairs the Youth Service Committee. His experience and knowledge have helped SAS to address the various challenges, especially on the changes in Accounting Standards and policies.

COMMITTEE MEMBER MR JOHNNY CHAN

SENIOR MANAGER

Appointed: 27 September 2022

Mr Johnny Chan is a Senior Manager equipped with over 20 years of Procurement experience in various industries, ranging from telecommunication to transport. His wealth of experience in Procurement helps SAS to establish clear Procurement policies and strategies, which in turn achieved significant costs saving from his initiatives as well as better governance control.

Mr Johnny Chan currently is a member of Procurement Sub-Committee.





COMMITTEE MEMBER DR ONG GEOK CHWEE

CHIEF EXECUTIVE OFFICER

Appointed: 27 September 2022

Dr. Ong Geok Chwee is the CEO of a mobile alliance company. She brings more than 20 years of experience in the info-communications industry, with particular expertise in driving market development for emerging technology. Her strength of strong competency in driving innovation and innovative mindset have benefited SAS greatly, especially in IT and Fundraising.

Dr Ong currently chairs the IT Sub-Committee and is also a member of the Fundraising Sub-Committee.



COMMITTEE MEMBER MR SEBASTIAN SZETO

FINANCIAL & OPERATIONS CONSULTANT

Appointed: 27 September 2022

Mr Sebestian Szeto is a chartered accountant and presently a financial & operations consultant providing full spectrum consultancy services in accounting and commercial operations. As an ex-auditor and ex-financial controller, he has acquired over 30 years of experience in diverse industries from big four accounting firms and multinational corporations. His comprehensive strength in audit and financial control is a much value-added asset to SAS.

Mr Sebestian Szeto is currently a member of the Audit Sub-Committee



CURRENT SUB-COMMITTEES

as at date of report

AUDIT

Ms Wendy Soh Chairman

Ms Mary Chua Ms Joyce Chia Mr Sebastian Szeto

GOVERNANCE

Mr Yeo Chuen Eng Chairman

Dr Chook Kum Kay Mr Theodor Tan

INFORMATION **TECHNOLOGY**

Dr Ong Geok Chwee Chairman

Mr Cheum Chee Leong Mr Ong Beng Teck

MEDIFUND

Mr Chew Loy Cheow Chairman

Ms Liew Yan Yan, Melissa Dr Mok Yee Ming Mr William Mak Mr Meredeth Chin

FINANCE & INVESTMENT

Mr Ronald Wong Chairman

Mr Yeo Chuen Eng Mr Chew Loy Cheow Mr William Mak

HOME MANAGEMENT QUALITY ASSURANCE

Dr Timothy Teoh Chairman

Dr Noel Yeo **Dr Paul Sim Dr Kong Jun Cheong**

FACILITIES (BUILDING PROJECT BASED)

Dr Chook Kum Kay Chairman

Mr Yeo Chuen Eng Mr Theodor Tan Dr Richard Tan

FUNDRAISING

Mr Eric Teoh Chairman

Dr Ong Geok Chwee Ms Irene Chong Mr Alister Azriel Ong Tjoe

HUMAN RESOURCE

Dr Chook Kum Kay Chairman

Mr Kiffly Marcus Araib Mr Theodor Tan

PROCUREMENT

Dr Richard Tan Chairman

Mr Johnny Chan



MANAGEMENT TEAM

as at date of report

KATE KOH

CHIEF OPERATING OFFICER Appointed to position since: 20 September 2018

Kate obtained her Bachelor of Accountancy from Nanyang Technological University.

She started her career in one of the Big 4 accounting firms, followed by accounting positions in various MNCs.

She joined Society for the Aged Sick in 2009 as Assistant Head of Finance and subsequently progressed to the position of Chief Operating Officer in 2018.

SANDRA QUEK

HEAD OF NURSING Appointed to position since: 1 October 2017

Sandra has a Bachelor of Health Science in Nursing from University of Sydney (SIM) and Advance Diploma in Nursing Management.

She has about 20 years of nursing experience, registered with the Singapore Nursing Board.

Sandra joined Society for the Aged Sick since 2014 and prior to that, she was a Nurse Manager in the private healthcare setting.

TONG PENG HON

HEAD OF FINANCE & PROCURMENT Appointed to position since: 11 December 2019

Peng Hon obtained his professional qualification from ACCA. He has more than 20 years of finance experience in auditing, commercial and charity sector.

Prior to joining our Home, he was a Finance Manager in an Offshore and Marine Company.

NG YA HUI

HEAD OF MEDICAL SOCIAL **SERVICES** Appointed to position since: 27 May 2019

Ya Hui obtained her Bachelor of Social Work from the National University of Singapore and has been working in the social services sector for 16 years, primarily in the eldercare and healthcare setting. She was previously a Medical Social Worker at restructured hospitals for 4 years, after which she served in the National Council of Social Services (NCSS), and then the Ministry of Social and Family Development (MSF), overseeing eldercare agencies and programmes to ensure quality of service delivery for 9 years. Ya Hui joined our Home as the Head of Medical Social Services in 2019.

MAY ANG

HEAD OF HUMAN RESOURCES Appointed to position since: 15 June 2021

May has been working as a HR professional for 20 years. She worked in various sectors such as Retail, Oil and Gas, Automation Software, including 10 years in the healthcare sector. She has a wide spectrum of human resource experience, including generalist and business partnering roles. May graduated with a Bachelor of Science in Business from University of London in Year 2005.

TAN YEOW KUAN

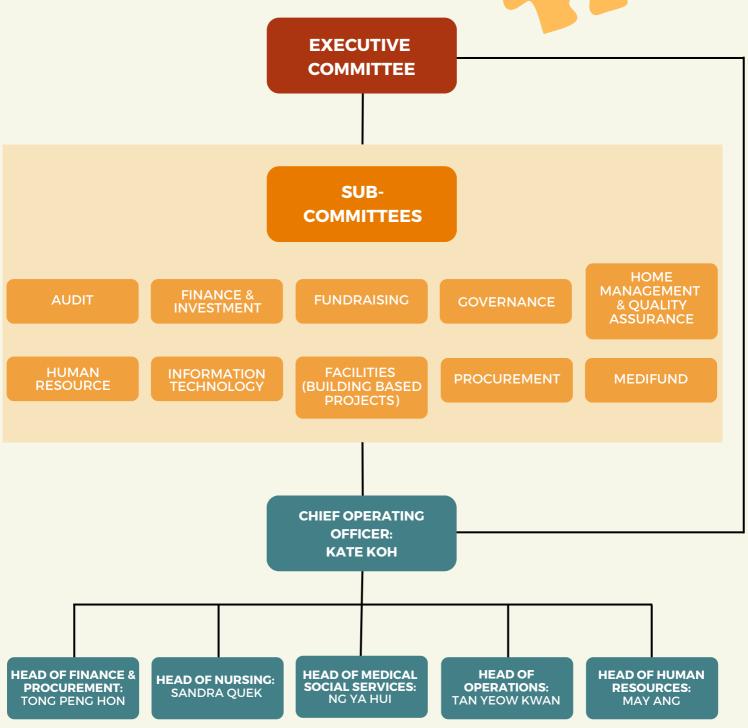
HEAD OF OPERATIONS Appointed to position since: 10 October 2018

Tan Yeow Kwan obtained his Bachelor Of Mechanical Engineering from The University Of Newcastle (Australia). He has more than 15 years of operations related experience in various organisations such as FMCG and Process Plant companies.

In the span of his career, he was responsible for a wide spectrum of Operations functions, mainly on Managing Operations, Project Management and Building and Facilities Management.

ORGANISATIONAL CHART







ROLE OF THE EXECUTIVE COMMITTEE (EXCO)

The EXCO's role is to provide strategic direction and oversight of SAS programmes and objectives and to steer it towards fulfilling its vision and mission through good governance. As part of its role, the following matters require EXCO's approval:

- Approve budget for the financial year and monitor expenditure against budget;
- Approve audited annual financial statements;
- Regularly monitor the progress of SAS' programmes;
- Strategic planning;
- New policies and revisions to existing policies;
- Award of vendors for expenditure exceeding \$20,000

EXCO ELECTION AND TERM LIMIT:

Under SAS's constitution, EXCO members are to be elected at alternate Annual General Meetings. Each term that a Member of the EXCO serve is for a period of about 2 years ("Term"). However, the Treasurer is not eligible for re-election as Treasurer for a consecutive Term and the President is not eligible for reelection as President beyond three consecutive Terms. The current term of all the EXCO members in office as at the date of this report shall continue until the SAS's annual general meeting in September 2024. The EXCO has approved a policy and strategy pertaining to board renewal under which succession planning has to ensure that the EXCO continue to possess the appropriate blend of skills, experience and expertise to support the SAS's mission, objectives and strategies on an on-going basis.

Dr. Timothy Teoh, Mr Chew Loy Cheow, and Mr Yeo Chuen Eng, have each served on the EXCO for more than 10 years. For their respective skill sets and expertise which are elaborated upon in the below table, and on the recommendation of SAS's Governance Sub-Committee, it is the EXCO's desire for them to remain serving as members of the EXCO so that SAS can continue to benefit from their invaluable contribution.





EXECUTIVE COMMITTEE MEMBERS SERVED FOR MORE THAN 10 CONSECUTIVE YEARS:

DR. TIMOTHY TEOH

Dr. Teoh has been a member of the EXCO since 24 June 2008 and serves as the President of the EXCO since 21 September 2018. He also serves as the Chairman of the Home Management and Quality Assurance Sub-Committee. Dr. Teoh is a medical doctor by training and his skill sets as a medical doctor and psychiatrist are particularly valuable for SAS. With Dr. Teoh serving on SAS's EXCO and Quality Assurance Sub-Committee, his medical expertise is integral and relevant for SAS as he has the knowledge and understanding to make recommendations for improvement.

Dr Teoh has been providing his valuable advice to SAS during the recent pandemic.

MR CHEW LOY CHEOW

Mr Chew Loy Cheow has been a member of the EXCO since 21 September 2011 and serves as the Deputy President of the EXCO since 21 September 2018. He has also previously served as the Honorary Secretary, Honorary Treasurer since been a member of the EXCO. Mr Chew currently is also the Chairman of Medifund Committee and serve in Finance & Investment Committee. Being worked with various established banks and investment organizations in the past, Mr Chew has brought vast investment and finance knowledge and experience to SAS, helping SAS to achieve best financial return within an acceptable level of risk.

MR YEO CHUEN ENG

Mr Yeo Chuen Eng has served in the EXCO as a member since 17 January 2012. He is also the Chairman of Governance Committee and serve in Finance & Investment Committee. Mr Yeo is a Director at Standard Chartered Private Bank and he volunteers at the Foundation of Rotary Clubs Singapore Family Service Centre and Eldercare Centre and Chairperson of Singapore Cancer Society's Investment Committee.

With Mr Yeo diversified experience and knowledge in other charities and Finance, he has contributed his valuable advice to SAS for the past 10 years, including but not limited to finance & investment, governance, and facilities areas.

EXCO MEETINGS AND ATTENDANCE:

A total of six (6) Executive Committee meetings were held during the financial year. The following sets out the individual Executive Committee member's attendance at the meetings:

NAMES OF EXECUTIVE COMMITTEE MEMBERS	% OF ATTENDANCES
Dr Timothy Teoh	67%
Dr Chook Kum Kay	67%
Mr Chew Loy Cheow	100%
Mr Theodor Tan	83%
Dr Noel Yeo	83%
Ms Irene Chong	100%
Dr Richard Tan	67%
Mr Yeo Chuen Eng	83%
Ms Wendy Soh	67%
Mr Ronald Wong	67%
Mr Johnny Chan	83%
Dr Ong Geok Chwee	100%
Mr Sebastian Szeto (appointed on 27 September 2022)	100%

EXCO SELECTION PROCESS

Prior to the expiry of each Term, the Governance Committee will review and recommendations to the Board with respect to Board composition to ensure that the Board continues to have the appropriate mix of skills, experience, and expertise. The review will take into account the following:

- The annual Board effectiveness review.
- The contribution and performance of each Board member.
- Compliance with SAS's Code of Conduct.

Subject to the specific requirements of the constitution, Board members are generally expected to serve for no more than five consecutive Terms but a Board member may on the recommendation of the Governance Committee be requested by the Board to serve for such further periods if the Board determines that such member's skill sets, experience and expertise are necessary for continued support SAS's mission, objectives and strategies.

EXCO TRAINING AND EVALUATION

Governance Committee will ensure that:

- (a) New appointees to the Board understand the charitable objectives of SAS, charity law and regulations and the Code of Governance;
- (b) New appointees to the Board understand and agree to the time and participation requirements of Board members and understand their duties and responsibilities; and
- (c) Policies are developed for new Board member orientation and Board development and training.

Under the Governance Sub-Committee Term of References, EXCO have to conduct self-evaluation to assess its performance and effectiveness once a term.

DISCLOSURE OF REMUNERATION AND BENEFITS RECEIVED BY EXCO MEMBERS:

No EXCO members were remunerated for their EXCO services in the financial year.



SUB-COMMITTEES:	TERMS OF REFERENCE:
Audit Committee (AC)	The AC monitors the integrity of the Financial Statement and reviews the overall scope of the external and internal audit to ensure the adequacy of SAS's internal financial controls. The AC also reviewed the financial statements of SAS and the auditor's report for the financial year ended 31 March 2023.
Finance and Investment	The Finance and Investment Committee is responsible for overseeing SAS' financial operational controls and risk management, budget planning and monitoring, as well as capital asset management. The Committee also oversees the management of reserves and investments to ensure SAS maintains a level of reserves for its long-term financial sustainability.
Fundraising	The Fundraising Committee has oversight of all the charity's fundraising activities and to ensure compliance to all applicable laws and regulations. The Committee shall also ensure the fundraising activity by the third party is in accordance with the Society's objectives.
Governance	The Governance Committee helps to shape the governance of SAS by developing and recommending to the EXCO a set of governance principles, standards, and practices in line with Charity law and the code of Governance.
Home Management and Quality Assurance	The Home Management and Quality Assurance Committee assists the EXCO in establishing, monitoring and maintenance of internal systems and controls to give reasonable assurance that SAS is operated efficiently and with quality control for the safety and dignity of the residents of SAS.
Human Resource	The Human Resource Committee assists the EXCO in establishing, monitoring and maintenance of appropriate Human Resources (HR) and employment matters by ensuring HR policies are set in accordance with applicable laws.
Procurement	The Procurement Committee assists the EXCO in the establishment, monitoring and maintenance of a procurement strategy and systems of internal controls for the purchases by SAS to give reasonable assurance that purchasing decisions are prudent and value for money and purchasing and procurement are done transparently and in compliance with applicable laws.
Information Technology (IT)	The IT Committee assist the EXCO in fulfilling the EXCO's oversight responsibilities with respect to IT activity of SAS. IT Committee ensure SAS' IT programs support SAS' long-term goals and strategic direction, oversee risks related to the quality and effectiveness of SAS' IT data security, data privacy and disaster recovery capabilities and advise SAS' EXCO and management team on IT matters.
Facilities (Building Project Based)	The Committee assist the EXCO on building development and construction at the SAS's premises if the EXCO approves a project for any such development and construction (a " Project ").
MediFund Committee	The MediFund Committee reviews and approves Medifund applications from eligible residents and administers payments out of the Medifund account. In considering any application and authorising any payment, the Medifund Committee ensure all cases are in compliance to the Medical and Elderly Care Endowment Schemes Act (MECESA), its corresponding regulations and any directives and guidelines issued by the Minister and Medifund Account do not go into overdraft at any point.

The Chairman and members of the Sub-Committee can be found on page 6-11 of the Annual Report.

DISCLOSURE OF REMUNERATION AND BENEFITS RECEIVED BY MANAGEMENT TEAM:

The remuneration received by the Management Team can be found in Note 3 of the Financial Statements. None of the Management Team members serves on the EXCO.

There are no paid staff who are close members of the family of the Executive Head or EXCO members, who each receives total remuneration of more than \$50,000 during the year.

No Management staff is involved setting his or her own remuneration.

CONFLICT OF INTEREST POLICY:

SAS has a policy regarding conflicts of interest which requires (among other things) prompt declaration of any actual or potential conflict of interest in respect of any proposed transaction involving SAS and exclusion from discussions and decision making on the proposed transaction. The policy further provides that the proposed transaction may only be undertaken if there is a competitive bid or comparable valuation and the EXCO determines that the proposed transaction is in the best interests of SAS.

WHISTLE BLOWING POLICY:

SAS has established a whistle-blowing policy to address concerns about possible wrong-doing or improprieties in financial or other matters within the Home.

VOLUNTEER MANAGEMENT POLICY:

All the volunteer involvement and management are guided by SAS Volunteer Management Policy. The policy address the volunteer recruitment and selection process, training and development, supervision and evaluation, recognition, and maintenance of volunteer records.

GOVERNANCE EVALUATION CHECKLIST:

The Society's Governance Evaluation Checklist and its level of compliance in relation to the financial year under review may be viewed at www.charities.gov.sg.





OUR SERVICES

At Society for the Aged Sick (SAS), we provide residential and respite care services to people in need of daily skilled nursing care and/or assistance in activities of daily living and who cannot be cared for at home, particularly the less privileged.

To ensure that residents of the home receive holistic care during their stay here with us, we also provide a range of other services to meet their needs.

- (i) Physiotherapy
- (ii) Occupational therapy
- (iii) Psychosocial support
- (iv) Palliative and end-of-life care
- (v) Social activities and outings
- (vi) Medical care
- (vii) Speech therapy
- (viii) Nutrition and dietary services
- (ix) Pharmacist reviews



NEW DUAL PURPOSE ACTIVITY ROOM

A new activity room has been constructed to facilitate small group activities for both residents and staff. Previously, activities could only be conducted at the Multi-purpose Hall, for big group activities, or in the Reminiscence room, which is mostly utilised by the Rehabilitation department. With this new activity room, more small activities can take place concurrently, to engage more residents as well as give our staff a place to take a break. We look forward to conducting more activities with this additional conducive space!

NEW PALLIATIVE CARE ROOMS

SAS provides palliative care services under the guidance of Tan Tock Seng's palliative care team. The services are catered to our residents who suffer from serious and life limiting diseases such as cancer, cardiac failure, chronic obstructive pulmonary disease, end-stage renal failure, and dementia. SAS recognises that a much more conducive environment is needed to support residents and their loved ones in this highly emotional journey, hence the incorporation of an End-of-Life Care Room in our renovation plan. The End-of-Life Care Room will offer privacy and dignity to our residents and their loved ones on the resident's final journey.





Average Occupancy Rate

37 83%

85.7%

Mobility category



Category 2 FY22: 1.0% FY23: 0.8% semi-ambulant

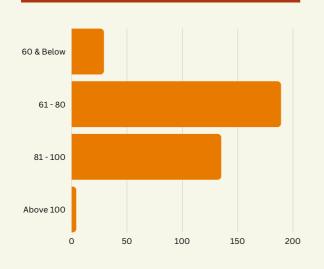


FY22: 45.0% Category 3 wheelchair-bound FY23: 43.7%

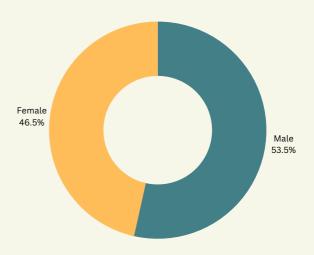


Category 4 FY22: 54.0% FY23: 55.5% bed-bound

AGE PROFILE



RESIDENTS' PROFILE

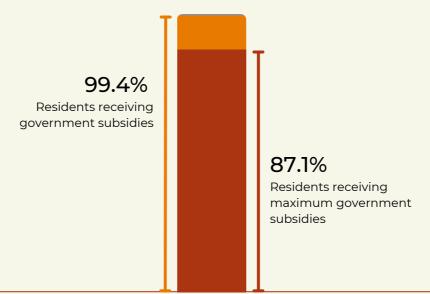




SERVING THOSE IN NEED

Subsidies

As a non-for-profit charity organisation, SAS is dedicated to serving those in need of nursing and medical care, especially those from low-income families and those who have no familial support.



Helping the financially disadvantaged



of our residents are without family or Next-of-kin's financial support

Donations received in FY23



RESERVES POLICY

SAS' reserves level as at 31 March 2023:

	CURRENT YEAR (S\$)	PREVIOUS YEAR (S\$)	% INCREASE / (DECREASE)
Unrestricted Funds (Reserves)	21,567,717	20,511,264	5.10%
Restricted / Designated Funds:			
Building Reserve	2,486,579	2,486,579	-
 Computerization Fund 	91,382	175,894	(38.30%)
Bob and Hazel Booker Memorial Fund	95,344	70,739	34.78%
Annual Operating Expenditure	16,321,756	14,903,811	9.50%
Ratio of Reserves to Annual Operating Expenditure	1.32 years	1.38 years	



The reserves that we have set aside provide financial stability and the means for the development of our charitable activities. We intend to maintain our reserves at a level which is equivalent to 12 months at the very least. We intend to use the reserves in the following manner:

- · to meet unexpected expenditure or contingencies
- · to cover for delays between spending and receipt of donations or grants.

The EXCO regularly reviews the amount of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.

Purposes of restricted funds:

(i) Building Reserve

This is meant for renovation, maintenance and payment for repair services of the leasehold building. The Society utilised about \$142,500 on architectural and consultancy fee in relation to Dementia-Friendly and Other Improvement Works program that SAS originally intended to carry out in full, but subsequently scaled down due to recurring waves of COVID-19 infection in the community and at the Home.

(ii) Computerization Fund

This is to be used for SAS' IT system upgrades.

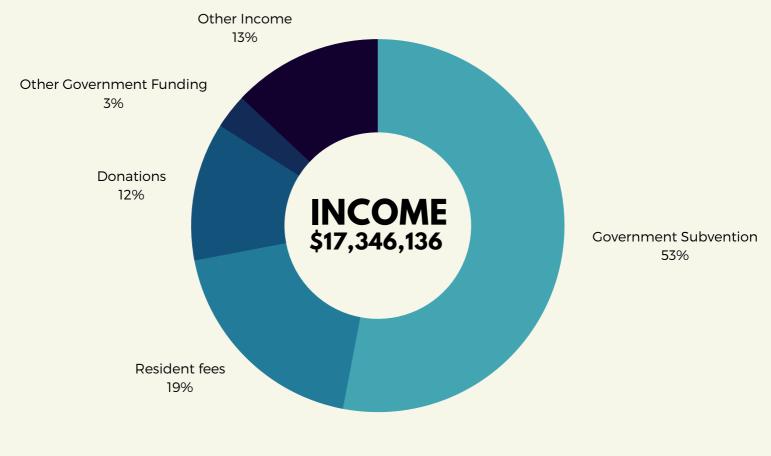
In October 2021, SAS has purchased 72 sets of new laptop and desktop for staff use, amounting to about \$150.000.

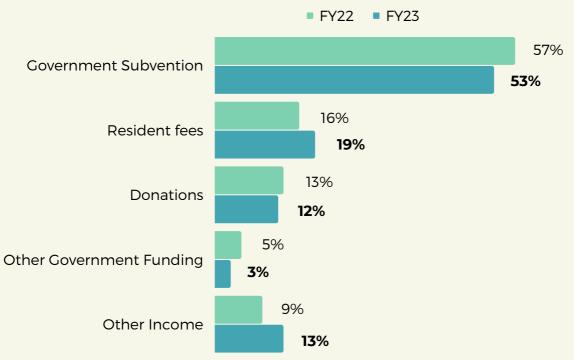
(iii) Bob and Hazel Booker Memorial Fund

(previously named as R.K. Booker Memorial Fund) This is used for giving out scholarships and training for SAS' staff.

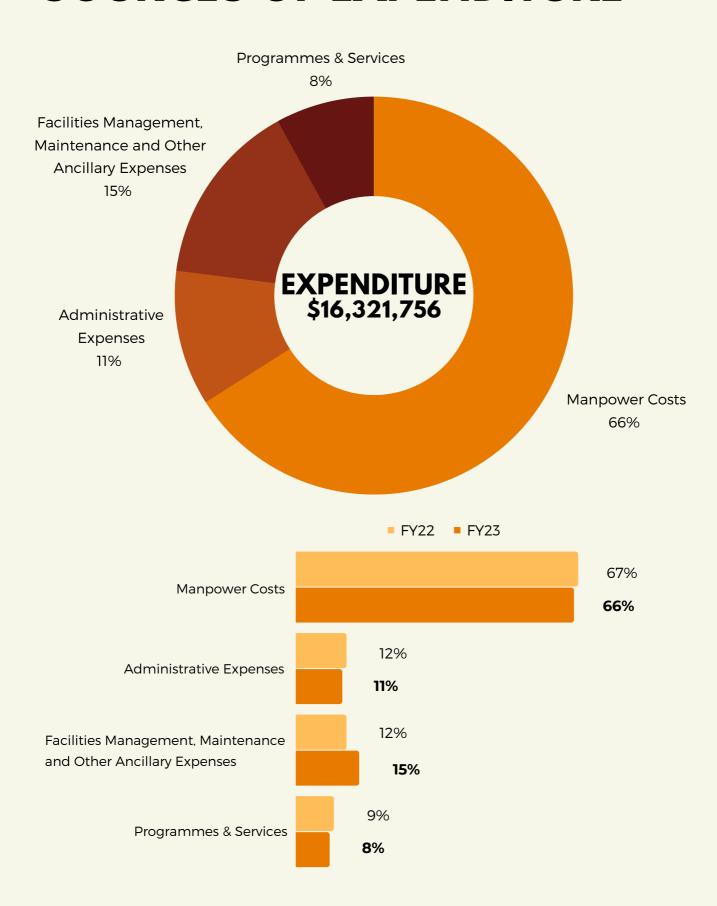
SAS plans to utilize this fund for ongoing staff training expenses.

SOURCES OF INCOME





SOURCES OF EXPENDITURE



FINANCIAL HIGHLIGHTS OF THE YEAR



For the financial year ended 31 March 2023, SAS generated a surplus of \$1,024,380. This is about \$1m higher than our previous financial year.

The increase in surplus is mainly due to increase in occupancy rate and a one-off government grant pertaining to the healthcare sector salary adjustment. The increase is partly offset by increase in manpower costs.

1. Income

The increment in income is primarily due to increase in occupancy rate and one-off government grant pertaining to the healthcare sector salary adjustment. Higher donation and interest generated from our fixed deposits also contributed to the increase.

2. Expenditure

Operating costs increased by about \$1.26 million mainly due to higher manpower costs and the costs pressure from external factors.

Manpower cost increased by about \$760,000 as compared to FY2022. This is due mainly to the increase in foreign worker levy, as well as salary adjustment to recruit and retain our healthcare workers.

Other costs like resident nursing care costs, facilities management, maintenance and other ancillary costs, have increased by approximately \$500,000 due to the worldwide high inflation despite our best effort to mitigate the impact of the headwinds.

MAJOR FINANCIAL TRANSACTIONS DURING THE YEAR

SAS' cash and cash equivalents decreased by \$2,722,502 (13%) during the year primarily due to the upgrading of our facilities and equipment as well as investment in money market fund during the financial year.

PURPOSE OF CHARITABLE ASSETS HELD

Total assets held by SAS amount to \$34,715,529 as at 31 March 2023, of which

(i) \$18.041.035 or 50% is held in the form of cash and fixed deposits.

Of this \$2,673,309 is cash under restricted funds and \$2.200.757 is cash restricted in use. The balance of \$13,166,968 is available for general use by SAS.

(ii) \$8,427,734 (24%) is held in the form of property, plant and equipment.

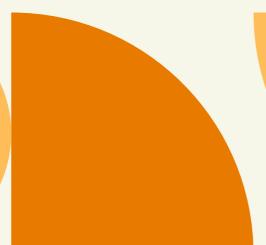
These include the leasehold building at 130 Hougang Avenue 1, where the Home is located, vehicle, furniture, and equipment that support the operation of the Home.

(iii) \$5,320,595 (15%) is the prepayment of lease renewal premium to Singapore Land Authority for the new 30-year lease from 1 September 2018 to 30 August 2048.

HIGHLIGHTS OF OUR WORK: PROGRAMMES AND ACTIVITIES

Here are key highlights of our work for FY23

















APPRECIATION NIGHT

To show our gratitude for our donors and volunteers who have supported us over the years, we organised a dinner to thank them on a yearly basis. This has been put on hold due to the pandemic but this year, we were finally able to invite them back.

It is truly an honour for us to host this annual dinner once again, and to get together with our supporters who continually have our backs and make what we do for our residents in need possible. This year, our Guest of Honour was Ms Rahayu Mahzam, Senior Parliamentary Secretary, Ministry of Health & Ministry of Law.

A big thank you once again to everyone who was in attendance, as well as those who were unable to make it. We hope to have your support for many years to come and see you again in November 2023!





MONTHLY BIRTHDAY CELEBRATIONS

Starting in December 2022, we resumed our residents' mass birthday celebrations. For the first celebration, we were very grateful to have a live band playing our residents' favourite hits, which featured our very own Executive Committee member, Mr Sebestian Szeto.

For February 2022, we also had the help of Rotary Club Singapore West (RCSW) to help us with our celebration, which our Deputy President, Mr Chew Loy Cheow, is a regular volunteer with.

A big thank you to all for rallying support for the birthday celebrations - bringing in cake, music, and much cheer. It really means so much to our residents to have their yearly milestones celebrated in the company of many.









STAFF END OF YEAR PARTY

We ended 2022 on a sweet note in the company of all of our staff gathered together. It was indeed heartwarming to have all our departments come together for the first time in a long time to celebrate a year's worth of hard work. Many multitalented staff members showed off their skills in uplifting singing performances and dance numbers. To keep the excitement of the night going, we also presented our annual awards and topped the event off with giveaways.





SAS' 55TH ANNIVERSARY

On 14 February 2023, our organisation turned 55! We celebrated this momentous occasion with a feast for both our residents and staff.

There is more in store for this momentous milestone so stay tuned for updates in our social media or our next annual report!















CHINESE NEW YEAR (CNY) FESTIVITIES

This Lunar New Year (2023) in our Home saw many volunteer groups and corporates excited to bring in a lineup of activities for our residents.

SPECIAL THANKS TO: Betty's Fabulous Club volunteer group, Irene & Albert's volunteers, Singapore Island Country Club (SICC) volunteers, Maggie's volunteer group & Lion Befrienders, Dynamic Alliance Group, Paya Lebar Methodist Girls' Secondary School (PLMGSS), and NUS Wushu Team.







CNY DECORATIONS

In preparation for the Lunar New Year period, our rehab team and volunteers from Paya Lebar Methodist Girls' Secondary School (PLMGSS) gave our Multi-Purpose Hall a CNY makeover.

Our rehab team worked with residents to come up with many pieces of creative decorations. Their pièce de résistance is a mosaic art piece that took many hours of team effort with residents to conjure a festive scene of rabbits frolicking amongst spring blossoms.

With the combined efforts of our volunteers, rehab staff, and residents, our decorations won the MosAIC's CNY decor contest!

INTERNAL CNY CELEBRATION

Our Home also organised our own internal celebration which gave our residents a chance to showcase their singing talents! We had many groups who belted out their favourite oldies, and our drumming group also performed their specially choreographed Chinese New Year songs. It was indeed heartwarming to see our residents gear up for this celebration with rehearsals and practices beforehand.

We celebrated with wonderful songs, dance, food and one of our staff even dressed up as our very own God of Fortune.





NURSES' MERIT AWARD 2022

The Nurses' Merit Award is presented to outstanding recognise nurses for their performance and dedication to their profession.

Congratulations to Senior Staff Nurse (SSN) Loh on receiving this award!

SSN Loh has been a dedicated nurse to residents at SAS for many years. Through the years he has fostered a close bond with both residents and nursing staff under his care.



Hear from SSN Loh Chiew Wah:

My nursing career began in 1975. Over the years, I have had many memorable experiences. One that remains close to my heart was an outing to fulfill a resident's wish. On the trip, I bought him the toy dog that he really wanted and in return, he bought me a meal. His heart-warming gesture deeply moved me.

Nursing is not easy but I find it wholesomely satisfying. It tests one's skill and analytical mindset in problem-solving on a day-to-day basis. Despite the challenge, a smile or even a friendly handshake from my residents is enough to brighten up my day. It is this unique experience that motivates and challenges me to persevere in order to provide my residents with the best care.

As we identify more complex medical and psychological needs, our nurses need to constantly upgrade their skills and knowledge to support our residents. My wish is to see more of the younger generation take on roles in the aged home environment.





ROTARY CLUB SINGAPORE WEST (RCSW) CAREGIVER AND VOLUNTEER AWARDS

It is with great pride that we announce that our Nurse Manager, Grace Lo, and Volunteer, Betty Yu, are proud recipients of the caregiver and volunteer awards respectively from RCSW.

Both dedicated individuals have been with us for a long time and have been an integral part of our SAS family.





CAREGIVER AWARD RECEPIENT, NURSE MANAGER GRACE LO

Ms Grace is our longest serving SAS staff. She has been part of our growing family since we were in our previous Jalan Payoh Lai location in 1983.

Not only does she have a familiar bond with our residents, she has also helped to train many of our nursing staff to get their qualifications.

VOLUNTEER AWARD RECEPIENT, BETTY YU

Ms Betty has been a regular volunteer with SAS since 2012. She has formed a volunteer group known as Betty's Fabulous Volunteers' Club that our residents have all come to recognise and love. Her dedication and passion to support our residents is admirable and something that we are extremely grateful for. As of 2023, she comes with her group every Saturday to bring familiar comfort food to our residents who are unable to go out or no longer have any close family to visit.





Volunteer Betty giving our residents haircuts



Nurse Manager Grace with her first batch of ITE intake students









COMMUNITY EYE SCREENING

In January 2023, a Community Eye Screening Camp was organised by Viraj Healthcare Foundation and Rotary Club of Singapore for our residents. Dr Rupesh led his team of volunteers to set up different stations in our multi-purpose hall (MPH) to conduct eye assessments and screening for our residents who have not had regular eye specialist appointments.

Eye screening helps with early detection of any eye issues that may arise. The team was able to identify issues like refractive error that would require spectacles for better quality of vision, as well as cataract and glaucoma which would require a referral to a hospital.

This eye screening helped to get 13 of our residents to be further referred to eye specialists for further treatment. A big thank you to Dr Rupesh and the team of volunteers who came down to help us protect the vision of our residents!

NATIONAL SINGAPORE MUSEUM (NSM) TOUR

Starting in February, our residents have been participating in The National Museum's Senior Programme.

Through engaging virtual programmes, that examines historical photographs as well as artefacts, they seek to get our residents to share their own memories and personal experiences that are intrinsically linked to Singapore's history and heritage. By speaking on subjects like their past occupations, and places of interest, this walk down memory lane can help residents to unlock memories that are personally meaningful to them and have been long forgotten.









REHAB WEEKLY GROUP ACTIVITIES

Since COVID-19 restrictions have been lifted, our rehab team has ramped up on resident group activities once again to engage our residents in their areas of interests and expertise. These activities take place from Mondays to Fridays in the mornings and afternoons. These myriad of activities include gardening, karaoke, art and crafts, cooking, sports, table top games and many more! Of course, mass workout sessions in the gyms have also resumed.

These programmes also welcome volunteer support that would help to cater to a wider group of residents during each session.



NATIONAL CELEBRATION OF SENIORS 2022

Held in conjunction with the International Day of Older Persons, on 5 October 2022, the National Celebration of Seniors 2022 was a multi-agency partnership. The event was a collaboration between the Ministry of Health, Sports Singapore, and the Council for Third Age.

Supported by key partners such as Agency for Integrated Care, Health Promotion Board, and People's Association, the event aimed to engage the seniors within our community to pursue an active and meaningful lifestyle, regardless of frailty. Using the hybrid format, the seniors at our Home were able to participate virtually in upper body exercises and wheelchair friendly dance fitness workouts.















RESIDENT CARE ACTIVITIES

Under the Medical Social Workers team we have individualised activities curated by our Resident Care Assistants (RCAs). Striving to know the person behind the medical conditions, our RCAs tailor care and activities around our resident's needs and preferences, values, beliefs, life history and other things that are important to them as a person. This helps to support their personhood and emphasises the importance of the unique identity of the person.

Through consistent and weekly engagements, our RCAs form a better rapport and relationship with our residents. This in turn gives our residents a stable, comfortable, and secure space in the Home environment. It also allows them to feel safe to bring up any issues they are facing, especially during counselling sessions.

PROVIDING GRIEF SUPPORT

We always support our staff when they seek to upgrade and improve their skill sets. One such example is when our Medical Social Worker, Meow Theng, in a bid to better herself in her counselling of families and residents, attended training to aid with grief and bereavement. This course familiarised her with intervention strategies for the different forms of grief and the types of trauma-informed practice in grief work.

Grief can be experienced in death and non-death losses. Working through grief requires differing sets of skills and knowledge to manoeuvre the complexities of human relationships. In facing the raw emotions of the bereaved, it is crucial to provide a listening ear as well as support to provide the appropriate psychosocial care required. Equally important is the relationship and rapport between the social worker and the resident or family member going through grief. Grieving is a process with an indeterminate length of time. By familiarising themselves with the grief and bereavement support for systemic work with the individual and families, our social workers can help them to better work through and cope with the stages of grief.







The Dim Sum trolley wheels squeak as they roll against the tiles into the ward. The familiar sound signals ACTIVITY TIME and faces light up as the trolley rolls towards them.

The Dim Sum trolley is three tiered, loaded to the brim with a variety of equipment and materials meant for entertainment, art, and more. We often joked in the office about how it looks like a 'dim sum' trolley, offering varying activity options to residents whether it be a jenga game, craftwork or watching an opera.

As my trolley pulls into the ward, I always put in a silent prayer, hoping every engagement that day would be meaningful and helpful.

A typical day's work begins with the distribution of radio units and entertainment tablets. I would play their favourite playlist or start them on a show, or opera that they are currently into. The sound of music would fill the corridors, making the ward lively in the morning.

Eager residents greet me when they see me approaching with my trolley, 'What dim sum are you selling today?' or 'what are we doing today?'. While some active residents prefer to engage in group activities like mahjong and bingo, others enjoy a one to one interaction by their bedside, sometimes reminiscing about the past, doing activity worksheets, or playing games. Colouring enthusiasts look forward to the printout of the day while the singing fanatics wait for me, their walking jukebox, to put on their favourite song so they can show off their vocal prowess.

There's something for everyone. My goal here is to create a unique experience for each resident that I engage with, based on their preferences. This is known as Person Centred Care (PPC), a concept I have learnt in more sophisticated terms in my time here.

The residents are all unique individuals. There's no 'one size fits all'. I make it a point to listen to their stories and establish trust and rapport so that they would be at ease when they communicate their needs and issues to me. When trust is built and familiarity sets in, residents are able to let their guard down and comfortably engage in activities and begin to enjoy themselves. It allows them to be themselves and encourages them to participate and try out different activities. We have established such familiarity that the residents now know that the Dim Sum trolley is synonymous with activity time.



Time passes quickly with each activity and when it is time for the Dim Sum trolley to make an exit, my knees and muscles would usually be aching. Being in the ward requires a lot of physical and emotional energy, but in spite of that, a rewarding work day filled with meaningful engagement is my biggest takeaway. It is extremely gratifying to share a laugh with them and observe them enjoy themselves with the activities I've prepared. I understand that for some, my presence and service could mean the difference between having a tough day and a good one.

It has been a good journey thus far. I've learnt and grown a lot and I'm happy to contribute in this way. Contrary to what many people might think, working with the elderly can be highly enjoyable too. With empathy and compassion, we strive to make their stay here more meaningful by keeping them occupied and have some fun while they are at it.

As Author Mary Davis puts it - "We can't heal the world today but we can begin with a voice of compassion, a heart of love, and an act of kindness."





VOLUNTEER GROUPS

In December 2022, we were finally able to officially open our doors to volunteers. The outpouring support has been truly moving as our residents were able to once again socialise with our volunteers in person.















NAGOMI ART CLASSES

In January, we started our volunteer-led Nagomi Art classes. Nagomi Art is a type of healing art founded in Japan. This therapeutic method creates gentle and heartwarming art pieces.

Each session, our artistically inclined residents, under the guidance from our volunteer teacher, Saw Hoon, would use their fingers to spread powdered pastels to create their artwork. The finished product is always spectacular and really helps our residents feel a sense of achievement.



KOPI OUTING

On the first Thursday of each month, since February 2023, Rotary Club Singapore West (RCSW) has been helping to bring our residents to the nearby coffee shop to enjoy some of the local delights. A hearty meal and friendly chat really helps to lift up their spirits. Even though this is a short outing, our residents are absolutely excited to be going out to have their favourite food. Mr Chew Loy Cheow, our Deputy President, is also a regular volunteer with this group.









DONATION IN-KIND

We would also like to thank our in-kind donors who have been supporting us with rations, medical items, and our residents' utmost favourite Project Makan! Thank you for your donation of these items that have supported us through the pandemic and rising costs.

Project Makan is a campaign to bring hawker fare and local delicacies for our residents. With 360 residents at our home, it is a challenge to bring them all out for a meal. We have many donors who have come forward to bring piping hot hawker food for our residents and it really brings so much cheer into our Home.

We have an ongoing Project Makan fundraiser as well to pool funds to bring in more of such local treats. The way to our elderly's hearts is through their stomachs. Help us spread some simple joy in our Home one small step at a time!

GRANT A WISH

As a large percentage of our residents no longer have families or come from low-income families, many of them cannot afford to get some of the items they really want. These wishes can go unfulfilled for a long time but more often than not, they are actually simple and affordable items such as snacks, clocks, word search books, soft toys...

Good Shepherd Preschools group has been a good friend to our residents through the years having fulfilled close to 200 wishes over the past 2 years. The immense joy our residents express when the item they have wished for finally reaches their hands really shows how with a little effort, you too can make their day, week and even their month!







How you can make a difference in their lives





can provide full meals for 3 residents a day



can provide milk feed for residents on tube-feeding for a full month



covers the cost of one day's medical, nursing, rehab, accommodation services for a resident



can provide 5 ambulance roundtrips for outpatient medical/dialysis treatment

With your help we can support our residents in need!

Your donation, no matter the amount, will make a difference in supporting the lives of our residents in need. Help us give the care that they need, so that they can have quality life in their twilight years.

Your support means a lot to us and is what helps us to keep our Home running. From the bottom of our hearts, thank you for your support and giving to further our cause.

Learn more about making a donation here: https://www.societyagedsick.org.sg/donation/

You can also make an online donation here: https://www.giving.sg/society-for-the-aged-sick





OUR MAJOR DONOR:

LEW FOUNDATION

Lew Foundation has been a major donor to SAS, having donated \$530,000 from 2022 - 2023.

Concerned with providing our residents with better meals, especially those with dysphagia and require modified texture diets, Lew Foundation has donated \$30,000 towards getting upgraded meals for these residents on a weekly basis. These meals from a caterer who specialises in preparing such meals that maintains the taste despite the differing textures, have helped to improve the appetites of our residents and give them a special meal to look forward to each week.

On top of that, Lew Foundation has also donated \$250,000 towards our *Jiak* (eat) Campaign that serves to cover the basic costs of all meals required for our residents on both regular and modified texture diets.

For our 55th Anniversary Golf Charity, held on 4 May 2023, Lew Foundation also donated \$250,000 to SAS. We are deeply grateful for their very kind and generous support.

OUR PARTNERS:

- AGENCY FOR INTEGRATED CARE (AIC)
- BETTY'S FABULOUS VOLUNTEER CLUB
- BUDDHIST LIFE MISSION
- CATHOLIC JUNIOR COLLEGE (CJC)
- GOOD SHEPHERD PRESCHOOLS
- IRENE & ALBERT
- KUNG MERN SERN TAU YEN
- MINISTRY OF HEALTH (MOH)
- NATIONAL COUNCIL OF SOCIAL SERVICE (NCSS)
- PAYA LEBAR METHODIST GIRLS' SCHOOL (PLMGSS)
- ROTARY CLUB SINGAPORE WEST (RCSW)
- ROTARY E-CLUB OF 3310
- NG SAW HOON NAGOMI ART CLASS
- SINGAPORE POOLS
- SINGAPORE ISLAND COUNTRY CLUB (SICC)
- TAN TOCK SENG HOSPITAL (TTSH)
- TOTE BOARD



Our heartfelt thanks goes out to all of you for making our Home possible. Thank you for your continual support of our residents. We could not do what we do without your help.

STAY IN TOUCH

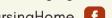
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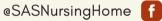
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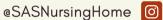
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Society for the Aged Sick

