



Let your light so shine before men, that they may see your good works, and glorify your Father which is in heaven.

Matthew 5:16

ANNUAL REPORT 2017

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The St. Andrew's Medical Mission was founded in 1913 by Dr. Charlotte Ferguson-Davie. In 1934, St. Andrew's Mission Hospital was incorporated by an Act of Parliament under the St. Andrew's Mission Hospital Ordinance. Presently, St. Andrew's Mission Hospital is a voluntary welfare organisation and an approved Institution of Public Character.

St. Andrew's Mission Hospital provides health and social care, training and educational services through: St. Andrew's Autism Centre, St. Andrew's Community Hospital, St. Andrew's Lifestreams, St. Andrew's Mission Hospital Clinics, St. Andrew's Nursing Home, and St. Andrew's Senior Care.

OUR VISION

To be a light in a dark place, that ignorance would be replaced by knowledge and understanding; physical distress by comfort and healing.

OUR MISSION

To meet the holistic healthcare needs of the underserved and the disadvantaged by ministering to their physical well-being as well as their emotional, social and special needs.

ST. ANDREW'S AUTISM CENTRE

Its vision is, enabling people with autism to lead dignified and meaningful lives. Its mission is: enriching the lives of people with autism and their families through quality education, training and care, distinguished by Christian love and compassion.

ST. ANDREW'S COMMUNITY HOSPITAL

To provide medical services characterised by Christian love and compassion to all in need, regardless of race, religion or socio-economic status.

ST. ANDREW'S LIFESTREAMS

Through God's grace and truth, we facilitate healing, restoration and holistic health in people's lives so that people can realise wholeness through a multi-level network of caregivers in the church and community.

ST. ANDREW'S NURSING HOME

To be a safe place that guides and lights up the life journey of each patient with love, healing and hope.

Unique Entity Number:

T08CC3017C

IPC Status (General Fund):

HEF0036/G

Development Bank of Singapore Limited,

Hongkong and Shanghai Banking Corporation Limited,

United Overseas Bank Limited,

Hong Leong Finance Limited

Auditor: Address: 8 Simei Street 3, Singapore 529897 KPMG LLP



Ms. Alison Sim Lei Choo (fourth from right), Director of Nursing, St. Andrew's Community Hospital, was awarded The President's Award for Nurses 2017, together with 4 other recipients at the Istana. Ms. Joan Pereira, Member of Parliament for Tanjong Pagar GRC and Advisor to Henderson-Dawson Grassroots organisations, engaging a St. Andrew's Nursing Home (Queenstown) resident during its Open House. Residents at St. Andrew's Nursing Home (Henderson) engaged in a therapy session. Andrew's Nursing Home (Buangkok), received the Healthcare Humanity Award (Honorable Mention) from Guest-of-Honour President Tony Tan Keng Yam at the Awards Ceremony. Rusydi received the Lee Kuan Yew Exemplary Student Award from Mr Ong Ye Kung, Minister for Education (Higher Education and Skills), at Ministry of Education's Special Awards Ceremony. St. Andrew's Senior Care team which runs the senior care centres at Henderson, Kampong Glam, Oueenstown and Tampines.



2017 marked St. Andrew's Mission Hospital's (SAMH's) 104 years of serving the community! Over the years, God, as our shepherd and fortress, has led us in setting up new services to meet growing societal needs and enabled us to overcome challenges encountered in growing His ministry of care. Indeed, this is a testament of 2 Corinthians 12:9, "But he said to me, "My grace is sufficient for you, for my power is made perfect in weakness." Therefore I will boast all the more gladly of my weaknesses, so that the power of Christ may rest upon me."

THE RIPPLE EFFECT OF GOD'S LOVE

We give thanks to God for His blessing upon our staff and clients.

One shining example is Rusydi, a 15-year-old St. Andrew's Autism School (SAAS) student. When he came to SAAS in 2009, he was very reserved and hardly interacted with anyone. Three years later, he opened up, leading the school in daily assembly and helping his teachers and fellow classmates in lessons. Last year, he was one of the 20 recipients of the inaugural Lee Kuan Yew Exemplary Student Award, which recognises Special Education students who have risen above their challenges and are exemplary role models.

Mr Alan Ng, Healthcare Assistant, St. Andrew's Nursing Home (SANH) (Buangkok), was awarded the Healthcare Humanity Award (Honorable Mention) 2017 and Ms Alison Sim, Director of Nursing, was awarded the President's Award for Nurses 2017, in recognition of their commitment and service characterised by Christian love. Alan's achievement itself is a testimony to the ripple effect of God's love. Alan had battled mental health issues for over 10 years. With love and support from friends, family and professionals from Singapore Anglican Community Services (Hougang Care Centre and Employment Support Services) and the Institute of Mental Health, he recovered. Tapping on his own experience, he now helps residents at SANH (Buangkok). Under his compassionate and loving care, residents who were non-communicative, wheelchair-bound and deemed challenging to be cared for regained their lost functions and experienced an enhanced quality of life.

CARING FOR THE SENIORS

By 2030, we expect 1 in 5 Singaporeans to be above the age of 65. Marking SAMH's foray into providing integrated long-term care service with integrated residential care (including dementia care), centre-based day services and home care services for the elderly, SANH (Henderson) and SANH (Queenstown) started operations in 2017. A senior care centre is also co-located with each nursing home to serve the elderly residing in the vicinity.

In addition, St. Andrew's Community Hospital (SACH) also started operating another senior care centre - St. Andrew's Senior Care (Tampines) at Our Tampines Hub.

THE ABOUNDING WORK OF THE LORD

We will continue to go the extra mile in serving the community for the Lord. We thank God for blessing us with dedicated staff and volunteers, individuals, corporations, business associations, philanthropic groups and foundations as well as parishes who partner us in our work. Thank you for your hard work, generous contributions, and for blessing us with your support, prayers, advice and financial assistance.

May we always put our hope in God, trusting that our work for the Lord, done in His will and power, will succeed and bring about what God wants to accomplish for His glory and for our joy. ("Therefore, my beloved brothers, be steadfast, immovable, always abounding in the work of the Lord, knowing that in the Lord your labor is not in vain." I Corinthians 15:58)

May God continue to be our compass and define our purpose as we remain steadfast in serving in His ministry of care!

+ Rennis Singapore Bishop of Singapore, President, St. Andrew's Mission Hospital



1 In May 2017, 190 St. Andrew's Community Hospital staff were honoured for their dedication and excellence in patient care at the Eastern Health Alliance Caring Awards ceremony. 2 Mr. Sam Tan Chin Siong, Minister of State (Prime Minister's Office, Manpower and Foreign Affairs) and Member of Parliament (Radin Mas Constituency) with the Radin Mas community organised "Project Sunshine" on 18 November 2017, which saw families and friends bringing sunshine to St. Andrew's Nursing Home (Henderson) residents through songs, games, a magic show, balloon sculpting and delectable food. 3 Encouraging and empowering seniors to perform daily tasks such as picking up their own beverage for afternoon tea at St. Andrew's Senior Care (Tampines). 🔕 An art creation by St. Andrew's Nursing Home (Buangkok)'s residents was featured in the Agency of Integrated Care Sensory Calendar 2018. The calendar focused on the uniqueness of using art to express thoughts of persons with mental health issues who may lack cognitive skills to express themselves properly. 3 St. Andrew's Nursing Home (Queenstown) received its first resident on 17 April 2017. 6 Mr. Andrew Goh, Vice President, St. Andrew's Mission Hospital, and Mr. Dennis Ang, Chief Executive Officer, St. Andrew's Autism Centre (SAAC), presented Dr. and Mrs. Yong with a painting entitled "Joyful Shells" as a token of appreciation at Celebration 90 Gala Charity Wine Dinner and Auction. The artwork was painted by Mr. Andrew Tan, a Day Activity Centre client, under the guidance of an art teacher at SAAC. 7 St. Andrew's Senior Care (Queenstown) clients enjoying the brightness of the day within the comfort of an indoor garden. 3 Counselling remains an important component of St. Andrew's Lifestreams (SAL). SAL aims to provide a safe and secure haven for people who may be struggling with various issues that hinder them from living life to the fullest. Its therapeutic services include Generic Counselling, Marriage Preparations, Art Therapy, Play Therapy and Theraplay. (9) Mr. Chee Hong Tat, Senior Minister of State for Health (centre), Bishop nis Ponniah, President, St. Andrew's Mission Hospital (second from right) with St. Andrew's Nursing Home (Henderson) residents as well as St. Andrew's Senior Care (Henderson) clients and staff.

Review of Services

THE WORK OF OUR HANDS

ST. ANDREW'S AUTISM CENTRE (SAAC)

216 STUDENTS ENROLLED AT ST. ANDREW'S AUTISM SCHOOL

86 CLIENTS ENROLLED AT THE DAY ACTIVITY CENTRE

ST. ANDREW'S SENIOR CARE

(JOY CONNECT) 170 CLIENTS SERVED EACH MONTH

12.756 DAY CARE ATTENDANCES

6.012 DAY REHABILITATION

ATTENDANCES

ST. ANDREW'S SENIOR CARE

(HENDERSON)

STARTED OPERATIONS IN MAY 2017

60 CLIENTS SERVED EACH MONTH

2.396 DAY CARE ATTENDANCES

462 DAY REHABILITATION

ATTENDANCES

Proverbs 3:5-6 reads, "Trust in the Lord with all thine heart; and lean not unto thine own understanding. In all thu ways acknowledge Him, and He shall direct thy paths." Leaning on God's leading, grace, wisdom and strength, St. Andrew's Mission Hospital has developed its services over the years in tandem with the needs of Singapore's ageing population and changes in social support structures.

On behalf of the Board, I am pleased to provide an update on SAMH and its community services: St. Andrew's Autism Centre (SAAC), St. Andrew's Community Hospital (SACH), St. Andrew's Senior Care (SASC), St. Andrew's Lifestreams (SAL), and St. Andrew's Nursing Home (SANH).



ST. ANDREW'S COMMUNITY HOSPITAL (SACH)

SACH'S INPATIENT REHABILITATION AND SUB-ACUTE CARE SERVICES ARE CURRENTLY BEING PROVIDED THROUGH 238 BEDS ACROSS 9 WARDS.

2.842 INPATIENT ADMISSIONS

9,144 OUTPATIENT CLINIC ATTENDANCES

5,422 HOME CARE SERVICE VISITS

23,504 DAY REHABILITATION CENTRE ATTENDANCES



ST. ANDREW'S NURSING HOME (HENDERSON) STARTED OPERATIONS IN FEBRUARY 2017

SERVING 218 RESIDENTS

ST. ANDREW'S NURSING HON

STARTED OPERATIONS IN APRIL 2017

SERVING 197 RESIDENTS

ST. ANDREW'S NURSING HOME



SERVING 300 RESIDENTS



ST. ANDREW'S SENIOR CARE (TAMPINES)

STARTED OPERATIONS IN SEPTEMBER 2017

94 CLIENTS SERVED EACH MONTH **627** DAY CARE ATTENDANCES

336 DAY REHABILITATION ATTENDANCES

T. ANDREW'S SENIOR CARE (QUEENSTOWN) STARTED OPERATIONS IN NOVEMBER 2017

 CLIENTS SERVED EACH MONTH DAY CARE ATTENDANCES DAY REHABILITATION **ATTENDANCES**



Review of Services

Review of Services

OUR ACHIEVEMENTS

ST. ANDREW'S AUTISM CENTRE (SAAC)

SAAC continued to grow in 2017, with its school and Day Activity Centre (DAC) enrolment increasing respectively by 13.1% and 14.7%. Maintaining an optimum teacher/coach-to-student/client ratio, total staff strength grew by 11.0%.

2017 began with a major fundraising event initiated by Dr NK and Mrs Melina Yong that brought in more than \$1.1 million (after costs) for the Adult Disability Home (ADH) that SAAC is co-developing with the Ministry of Social and Family Development and will operate from 2019.

Key SAAC Milestones:

- Collaboration with SilkAir SAAC's Colours Project tote bags were sold on SilkAir flights and its online store Sky Shop through the year-long collaboration.
- Celebration 90 Charity Gala Wine Dinner and Auction, and Wine Tasting Masterclasses Attended by about 350 dinner guests and 100 wine enthusiasts, the event raised more than \$1.1 million for the upcoming residential facility for adults with autism.
- Autism Advocacy and Community Outreach Annual World Autism Awareness (Singapore) [WAA(S)] campaign reached out to heartlanders through a one-day public showcase at Toa Payoh Hub. The Purple Parade 2017 saw SAAC collaborating with Citi Singapore to march for inclusion. Parents of many SAAC students and clients supported and participated in the Children's Charities Association's annual Walkathon and Charity Fair. SAAC also reached out to the community through an awareness talk at Bedok Library, held in conjunction with WAA(S), and an art exhibition at Urban Redevelopment Authority.

Update on St. Andrew's Autism School (SAAS)

For the first time, school enrolment exceeded 200 students. Catering to the increase and preparing for Compulsory Education from 2019, SAAS hired 20 new teaching staff.

Key SAAS Milestones:

 Lee Kuan Yew Exemplary Student Award (LKY-ESA) Rusydi, a 15-year-old SAAS student, was one of the 20 recipients of the inaugural LKY-ESA, which recognises Special Education students who have risen above their challenges and are exemplary role models.

- Employment Two SAAS students who graduated in 2016 are now employed, one in a cafeteria run by a Social Service Organisation and the other by a Singapore-based jewellery brand.
- Augmentative and Alternative (AAC) Training for Parents Held for the first time in 2017, this annual training supports parents to enable their children with autism to have a voice in settings other than school.
- Transition Planning SAAS appointed a Transition Planning Coordinator to support students' school to work transition. This is in line with Ministry of Education's Living Learning Working Outcomes.

Update on St. Andrew's Adult Autism Services (SAAAS)

In 2017, enrolment continued to grow at the DAC at Elliot Road. The ADH had its name confirmed as St. Andrew's Adult Home (Sengkang) [SAAH (Sengkang)]. Construction is on schedule and the new home is slated to receive residents in April 2019.

Keu DAC Milestones:

- Horticulture Vocational Programme Phase 2 of the Urban Farming component continued with specific client-centred curriculum, with an additional class of eight clients and three coaches.
- Preparation for Employment A few clients underwent job training at Autobus Café and Bizlink Centre Singapore Ltd to prepare them for part-time work.
- Therapy In addition to SAAC's in-house therapists, the DAC continued to engage AWWA Allied Health Professional Group and SPD Therapy Hub to provide occupational and speech therapy. Therapists from Singapore Association for Mental Health Creative Hub provided art therapy for 10 high-support DAC clients, and 12 clients received ABA therapy services from Lazarus Centre.
- Training Four staff members took part in the HANDS in Autism training in July, while five coaches were trained to carry out Board Certified Behaviour Analyst designed treatment plans.
- Production Projects Clients made hama bead coasters for SAAC National Day celebrations, and were involved in the End Caps production and BusAds panel advertisements removal projects.

Key St. Andrew's Adult Home (Sengkang) Milestones:

- Construction Began on 21 February 2017.
- Registration of Name St. Andrew's Adult Home (Sengkang) is officially registered with the Street and Building Names Board.
- Latest Progress As at 29 December 2017, the third storey Multipurpose Hall wing and first storey office wing were completed. Work on fittings and equipment, programme, staffing and logistics to support the residential home was on schedule.

ST. ANDREW'S COMMUNITY HOSPITAL (SACH)

2017 was a landmark year for SACH as it marked the 25th anniversary of the community hospital. SACH started up in 1992 as Singapore's first community hospital, on the grounds of the previous St. Andrew's Orthopaedic Hospital at Elliot Road. Since then, SACH has continued to break new ground, such as being the first community hospital to be co-located with its partner acute hospital (in 2005), and as the first to integrate services with an acute hospital through joint operations within a single hospital building (i.e., the Integrated Building).

In 2017, SACH had a 15% increase in inpatient admissions as compared to 2016, of which 81% were from Changi General Hospital (CGH). Admissions of patients from CGH to SACH increased by 17% and this was achieved through close coordination with CGH and the shortening of the length of stay at SACH.

SACH continued to develop and grow its inpatient rehabilitative, sub-acute, palliative, paediatric and dementia care services, as well as strengthen its homecare and community therapy services (CTS). The CTS provides therapy support to partners such as St. Andrew's Senior Care, St. Andrew's Nursing Home, Singapore Anglican Community Services and St. Hilda's Community Services.

New Developments in 2017 - St. Andrew's Senior Care (Tampines)

In 2017, the Ministry of Health (MOH) appointed SACH as the operator for the Senior Care Centre (SCC) at Our Tampines Hub (OTH). SACH worked closely with CGH to start up the SCC (called St. Andrew's Senior Care (Tampines)) in September 2017. Both SACH and CGH are now planning to implement a seniors geriatric hub programme within the SCC, with the adjacent Family

Medicine Clinic and the adjacent Community Health Centre, which will benefit frail seniors in Tampines.

Staff Achievements

- Ms. Lee Soh Luan, Senior Nurse Manager, and Ms. Nant Wout Yee Aye, Healthcare Assistant, received the Healthcare Humanity Awards in April 2017.
- 190 staff were honoured for their dedication and excellence in patient care at the Eastern Health Alliance (EH Alliance) Caring Awards ceremony in May 2017
- Ms. Alison Sim, Director of Nursing, was awarded The President's Award for Nurses 2017, the highest accolade in the nursing profession, given in recognition of nurses who have made significant contributions to the profession and the community, in July 2017.
- Ms Gurdev Kaur D/O Harnam Singh, Senior Staff Nurse, Home Care Services, received the MOH Nurses' Merit Award in recognition of her exemplary performance, commitment and contributions to nursing in July 2017.

Visits by MOH Officials

In May 2017, CGH and SACH co-hosted a visit by Mr Ng How Yue, 2nd Permanent Secretary (Health), and Ms Ngiam Siew Ying, Deputy Secretary (Policy).

In December 2017, SACH hosted Mr Heng Swee Keat, Minister for Finance and Member of Parliament for Tampines GRC, for a visit which focused on SACH's initiatives in productivity, manpower development and innovation.

Care for Family Members

In Loving Memory: Celebrating Life, Cherishing Memories On 4 November 2017, SACH care team members and volunteers came together with our late patients' family members to celebrate the lives and cherish the memories of their loved ones who spent their last precious moments at the hospital. It was a heart-warming afternoon as family members and staff interacted and reminisced meaningfully.

Media Coverage

SACH's programmes and initiatives in rehabilitative care, senior care, dementia and palliative care were prominently featured in the media (such as The Straits Times, Lianhe Zaobao, Channel NewsAsia and MediaCorp News 8) through the course of 2017.

Review of Services

Contributing to the Welfare of the Community

Dr Loh Yik Hin, Chief Executive Officer, was appointed by the Minister for Health to be a member of the National Eldershield Review Committee.

Dr Angel Lee, Director, Palliative Service, was appointed Chair of the Singapore Hospice Council, playing a key role in the development and growth of palliative care services in Singapore.

Ms Tan Lay Kheng, Director, Allied Health and Operations, was appointed by Mayor Dr Mohamad Maliki Bin Osman, Mayor of South-East District, as a South-East CDC District Councillor.

SACH hosted participants of the Agency for Integrated Care (AIC) Integrated Care Course, as well as candidates of the AIC Senior Management Associate Scheme, to provide them with a better understanding of Singapore's Community Care landscape.

ST. ANDREW'S LIFESTREAMS (SAL)

St. Andrew's Lifestreams (SAL) continued to run its training programmes and provided counselling services in 2017. This includes reaching out to churches in the Diocese of Singapore to participate in its programmes.

In 2017, SAL conducted 25 professional programmes, ranging from the popular Intentional Interviewing Skills for Counselling (IISC) and Skills Laboratory catering to those who are new or keen to sharpen their counselling skills, to the Taylor-Johnson Temperament Analysis (T-JTA) personality assessment course and workshop for organisations, and a number of TheraPlay training workshops. TheraPlay refers to child and family therapy focusing on improving a child's behavioural and emotional challenges through fostering a better parentchild relationship. A popular programme was "Signposts For Building Better Behaviour", a programme to help families understand and manage difficult behaviour in children as well as children with developmental delays. This is a subsidised programme with funding provided by KK Women's and Children's Hospital. Some of the programmes were eligible for Ministry of Social and Family Development / National Council of Social Service (NCSS) subsidy under its Voluntary Welfare Organisations - Charities Capability Fund.

Counselling

Counselling remained an important component of SAL's services. SAL aims to provide a safe and secure haven for people who may be struggling with various issues that hinder them from living life to the fullest. Its therapeutics services include Generic Counselling, Marriage Preparations, Art Therapy, Play Therapy and Theraplay.

Marriage Preparation Programme

SAL also conducted the 8-hour Marriage Preparation Programme (MPP) with the primary objective of helping couples better understand and relate with each other, and in turn be able to meet each other's needs. 8 couples benefited from the workshop which discussed issues such as personality styles, effective communication skills, conflict resolution, financial management, family planning and sexual needs.

In 2017, SAL provided professional and pastoral counselling to 38 individuals and couples who had emotional stress, parenting and marital issues. They were mainly referred by the churches, friends and service users. A total of 264 hours of counselling sessions and 56 hours of MPP sessions were conducted

SAL conducted its training and counselling services with a staff strength of two full-time administrative personnel, three training/counselling staff and two associate facilitators.

From 1 January 2018, SAL comes under the purview of Singapore Anglican Community Services, the sister organisation of SAMH. SAL is now renamed as Anglican Lifestream Services.

ST. ANDREW'S NURSING HOME (SANH)

In 2017, SAMH strengthened its mission in caring for Singapore's ageing population with the opening of St. Andrew's Nursing Home at Henderson and Queenstown. The next nursing home at Dover Avenue (an initiative of St. John's - St. Margaret's Church in collaboration with SAMH), is expected to be operational in 2020. These three nursing homes provide integrated residential, centre-based and home care services, together with a co-located senior care centre. Combining all our four nursing homes (Buangkok, Henderson, Queenstown and Dover), the SAMH Group will be providing a total capacity of 1125 nursing home beds.

SANH (Buangkok)

SANH (Buangkok) focused on enhancing the recovery and rehabilitation programmes for its 300 residents, in collaboration with the Agency for Integrated Care (AIC) and Institute of Mental Health

Recovery & Rehabilitation Programme

The artwork of SANH (Buangkok)'s residents were selected by AIC for display at its AICare Link art exhibition in April. Members of the public viewed the art exhibition, bought the artwork and penned notes of commendation and encouragement for the residents.

Review of Services

AIC also featured an art creation by two SANH (Buangkok)'s residents for its Sensory Calendar 2018. The Calendar focused on the uniqueness of using art to express thoughts of persons with mental health issues who may lack cognitive skills to express themselves properly.

30 residents completed their psychotherapy sessions, enhancing their social and communication skills. 2 residents were successfully placed for external part-time employment while another 10 residents were trained to serve in the wards as resident workers, helping out with preparation of meals, cleaning, washing and accompanying fellow residents for activities.

In July 2017, residents also gained self-confidence as they manned a bazaar stall at the Institute of Mental Health and sold their artwork to members of the public.

Supporting the Community

As an ongoing effort to do our part in giving back to society, SANH (Buangkok) participated in the Southeast CDC 'Walk for Rice' project at Pasir Ris Park in December 2017. For three hours, 54 residents, staff, family members and volunteers walked around the park to clock mileage for rice donated by NTUC Fairprice supermarket for underprivileged families living in the South East District.

Intermediate Long-Term Care Projects

SANH (Buangkok) hosted the Hand Hygiene event in October 2017, showcasing its efforts in advocating good hand hygiene habits. Through light-hearted skits, dances and creative posters, 50 external participants from nine other Nursing Homes and two service providers were educated on practising the "5 Moments and 7 Steps of Hand Hygiene" to create a safe environment.

Staff Achievements

Mr. Alan Ng, Healthcare Assistant, SANH (Buangkok), received the Healthcare Humanity Awards 2017 (Honorable Mention) from President Tony Tan Keng Yam for his exemplary dedication, care and support in helping residents at the nursing home to achieve better quality of life and improvement in their functional capabilities.

SANH (Henderson)

In February 2017, SANH (Henderson) began operations with a capacity of 252 beds. As at 31 December 2017, its bed occupancy was 218, comprising 214 subsidised and 4 non-subsidised beds.

Building Capabilities

SANH (Henderson)'s key focus in its first year of operations was to build up the capabilities of its nursing

team, majority of whom joined the home directly from their native countries, namely, the Philippines, Myanmar, India, Malaysia and Indonesia. In addition to rigorous in-house instruction, efforts were made to enhance care standards through further education including the Quality Improvement Toolkit, End of Life Nursing Education Consortium, and Communication with Persons with Dementia. The intensive training ensured that the Enhanced Nursing Home Standards were met.

Building Community

Another focus of SANH (Henderson) was engaging the surrounding community, starting with its immediate neighbours. In early February, during the Chinese New Year week, key staff from SANH (Henderson) visited the residents who stayed around the nursing home to introduce the Home's services. The efforts were impactful as many residents participated in its Open House on 18 February 2017 graced by Mr Sam Tan Chin Siong, Minister of State (Prime Minister's Office, Manpower and Foreign Affairs) and Member of Parliament (Radin Mas Constituency). Mr Tan was accompanied by an entourage of grassroots leaders and community volunteers. The Radin Mas community subsequently organised "Project Sunshine" on 18 November 2017, which saw families and friends bringing sunshine to the residents through songs, games, a magic show, balloon sculpting and delectable food. In December 2017, pre-schoolers from PCF Sparkletots @ Blk 44 Telok Blangah Drive visited the SANH (Henderson) residents and bonded with them through a Christmas celebration.

The larger community contributed too, from individuals befriending residents and assisting with in-house activities for residents, to corporate partners such as OMRON Asia Pacific Pte Ltd, Mapletree Greater China Commercial Trust Management Ltd and Dell Global B.V. (Singapore Branch), as well as institutions and government agencies such as NUS Community Service Club, SCDF Sentosa Fire Station and National Heart Centre Singapore.

SANH (Oueenstown)

In April 2017, SANH (Queenstown) began operations with a capacity of 292 beds. As of 31 December 2017, its bed occupancy was 197, comprising 193 subsidised and 4 non-subsidised beds

SANH (Queenstown) is blessed with support from the Henderson-Dawson Constituency and Ms Joan Pereira, Member of Parliament for Tanjong Pagar GRC and Advisor to Henderson-Dawson Grassroots organisations, who paid a few visits to the Nursing Home and graced its Open House held on 28 October 2017.

10 Annual Report 2017

Review of Services

Since the start of operations, SANH (Queenstown) has received tremendous support from our community partners within and around the vicinity of Queenstown. We have many volunteers from schools (Rainbow Centre, Queenstown Primary School, Queenstown Secondary School, Queensway Secondary School, New Town Primary School, St. Margaret's Secondary School) and churches (Church of Our Saviour, Queenstown Baptist Church, New Creation Church, St. James' Church, Christ Methodist Church, ECF Holy Word) dedicating their time and sharing their love with residents through activities such as befriending, arts and crafts, karaoke sessions, performances and blessing of gifts.

St. John's - St. Margaret's Nursing Home

Construction for St. John's - St. Margaret's Nursing Home at Dover Avenue began in March 2018. The 273-bed nursing home will be integrated within a campus that includes a senior day care centre and a childcare centre. Collectively named SJSM Village, the campus will feature spaces and programmes that facilitate and nurture intergenerational connectivity and activities, with the aim of improving the quality of life for both seniors and pre-schoolers.

ST. ANDREW'S SENIOR CARE (SASC)

In 2015, realising the need to provide healthcare services beyond institutional care at SACH, SAMH set up St. Andrew's Senior Care (JOY Connect) at Kampong Glam. Operated by SACH, it started to provide day care, general and enhanced dementia day care, community rehabilitation, centre-based nursing, outpatient clinic, integrated home care and community case management services for residents at Kampong Glam.

To meet the needs of the ageing population, SAMH set up St. Andrew's Senior Care (SASC) services at Henderson in May 2017, at Tampines in September 2017 and at Queenstown in November 2017. Henceforth, SASC services saw an exponential increase of day care capacity from 60 day care placement to 275 day care placement and 30 day rehabilitation placement to 75 day rehabilitation placement.

SASC (JOY Connect), set up in 2015, hosted 23 care staff and 14 executive staff (including three new centre managers) as part of their orientation and attachment programmes, ranging from two days to four weeks. Three experienced nursing aides from SASC (JOY Connect) also assisted in the set-up of SASC at Henderson, Queenstown and Tampines.

While both SASC Henderson and Queenstown are colocated with SANH (Henderson) and SANH (Queenstown) respectively, SASC (Tampines) was set up at Our Tampines Hub. Our Tampines Hub is Singapore's first-ever integrated community and lifestyle hub that brings together multiple agencies to offer a comprehensive and diverse range of services, programmes and facilities. This is the first time that SASC collaborated with Changi General Hospital to start a geriatric hub in Tampines, which also includes a Family Medicine Clinic and Community Health Centre.

To encourage SASC clients to age purposefully and gracefully in the community, SASC organised outings to Kallang Wave, Riverside Walk, Gardens by the Bay and the Esplanade on a quarterly basis for clients, with 10 seniors participating per trip.

In a bid to encourage intergenerational interaction and bonding, SASC also hosted a Values-In-Action programme for students from My First Skool, St. Margaret's Primary School, CHIJ (Katong), St. Andrew's Junior School, St. Andrew's Secondary School and Anglo-Chinese Junior College. The younger students brought much cheer to the seniors with their dance and singing performances, while the older students engaged the seniors in various games and activities.

FUNDRAISING ACTIVITIES

On 25 August 2017, SAMH held a joint Charity Dinner with the Singapore Anglican Community Services to raise funds for both organisations. The Dinner was officiated by Mr Chan Chun Sing, Minister in the Prime Minister's Office.

The Children's Charities Association, of which SAMH is a member, organised a host of annual fundraising activities, with the combined takings shared among its members.

THE ROAD AHEAD - SAMH IN 2018

As we enter into our 105th year of service, we give thanks to God for His steadfast faithfulness in leading and sustaining us in our mission to seek the welfare of the city. With God as our compass, SAMH will strive on to be His faithful servant in serving the community!

Dr. Arthur Chern

Group Chief Executive Officer St. Andrew's Mission Hospital

Board of Management

FOUNDER

The late Dr. Charlotte E. Ferguson-Davie O.B.E., M.D.

PRESIDENT



The Right Reverend Rennis Ponniah (Bishop) B.Soc.Sc (Hons.), M.Div. (Appointed since October 2012)

VICE PRESIDENT



Mr. Andrew Goh Kia Teck (Non-Executive Director) B.Econ. (Appointed since 2008)

HONORARY TREASURER



Mr. Lee Chew Chiat
(Executive Director)
B.Eng. (Hons.)
(Treasurer since 2016)
(Appointed as Member since 2015)

NOMINATED MEMBERS



U.S.P.G. Reverend Huang Ao You MTh, M.Div., BBA (Appointed since 2017)



Reverend Canon Dr. Louis Tay
B.D.S. (S'pore), Dip.Th. (DTC), B.D.Hons. (London)
(Appointed since 2001)



S.W.M.D.A. Reverend Yap Chee Han M.Div. (Appointed since 2016)



Venerable Wong Tak Meng M.Div. (Appointed since 2004)



St. Andrew's Cathedral Parochial Church Council Mr. Robin Tan B.Sc. (USA), M.B.A. (USA) (Appointed since 2011)



Mr. Low Chung Guan M.B.A. (Waseda & NTU), PGDip. (Org Learning), B.Sc.Eng. (Aeronautical) (Appointed since 2012)



Presbyterian Church Elder Lee Chong Kai B.A. (Otago) and B.A. Hons. (Victoria) (Appointed since 2011)



Methodist Church Dr. Gong Ing San M.B.B.S., F.R.C.S., F.A.M.S. (Appointed since 2002)

Board of Management

PROFESSIONAL REPRESENTATIVES



Dr. Alfred Loh M.B.B.S (S'pore), F.C.G.P (S'pore), F.R.C.G.P (UK) (Appointed since 2005)



Miss Arasi Santhana LCCI Secretarial Dip. Cert.: HR, Finance & Office Mgmt (Appointed since 2008)



Prof. Tay Boon Keng M.B.B.S. (S'pore), F.R.C.S. (Orth), F.A.C.S. (Appointed since 2002)



Mr. Tan Kian Woo B.Acc. (Hons.), FCA (S'pore) (Appointed since 2012) (Treasurer from 2012 to April 2016)





Mr. Chan Wing Hong B.Sc. (Econ) (Appointed since 2009)



Mr. Tan Soo Kiang LL.B. (Hons.) (Appointed since 2004)



Mr. Hamish Christie Chartered Accountant (S'pore), FCA (England and Wales) (Appointed since 1986) (Treasurer from 2003 to April 2007, April 2008 to April 2012)



Prof. John Lim Chien Wei M.B.B.S. (S'pore), M.Sc. (PH), F.A.M.S., M.P.M. (Harvard) (Appointed from 2002 to 2012) (Reappointed in 2015)





Dr. Ong Yong Wan M.B.B.S. (S'pore), F.A.M.S., F.R.C.P. (Edin) (Appointed since 2000)



Assoc. Prof. Dr. Joseph Thambiah M.B.B.S. (S'pore), M.Med (Surgery), F.R.C.S. (Edin), F.A.M.S. (Orth) (Appointed since 2005)



Mr. Benjamin William B.Soc.Sci (Hons.) (Appointed since 2016)

SECRETARY



Dr. Arthur Chern M.B.B.S. (S'pore), B.Th. (Hons.) (Greenwich), M.P.H. (Yale), M.P.A. (Harvard), F.A.M.S. (Non-Board Member, Salaried Officer) (Appointed since 2012)

Management Committees

ST. ANDREW'S AUTISM CENTRE

Chairman

Mr. Tan Soo Kiang LL.B. (Hons.)

Honorary Treasurer Mr. Lee Chew Chiat

B.Eng. (Hons.) Members

Mr. Chan Wing Hong B.Sc. (Econ)

Ms. Anita Fam LL.B. (Hons.), LL.M.

Rear-Admiral (Ret) Kwek Siew Jin BBM, PPA(E), PPA(P), PBM, B.Eng. (EE)

Reverend Barry Leong

Mdm. Susie Lim

Mr. Lawrence Pang LL.B. (Hons.), M.B.A.

Mr. Tan Kian Woo B.Acc. (Hons.), FCA (S'pore)

Mr. Patrick Yeo Bor Gee B.A. (Hons.)

ST. ANDREW'S AUTISM SCHOOL

Chairman

Mr. Tan Soo Kiang LL.B. (Hons.)

Vice Chairman

Ms. Anita Fam LL.B. (Hons.), LL.M.

Treasurer Mr. Lee Chew Chiat

B.Eng. (Hons.)

Secretary

Ms. Diana Chin

M.A. (Instructional Design & Technology), B.A. (Hons.)

Members

Mr. Dennis Ang

P.P.A., M.B.A., B. Eng (Mechanical)

Mrs. Chong Suet Fong

B.A. (English with Business) (S'pore), M.A. (Educational Management)

(S'pore)

Mr. David Alexander Ong

Mr. Lawrence Pang LL.B. (Hons.), M.B.A.

Mdm. Tay Li Ling B.A. (Hons), PGCE

ST. ANDREW'S COMMUNITY HOSPITAL

Co-Chairmen

Dr. Alfred Loh

M.B.B.S. (S'pore), F.C.G.P. (S'pore), F.R.C.G.P. (UK)

Prof. Tay Boon Keng M.B.B.S. (S'pore), F.R.C.S. (Orth), F.A.C.S.

Dr. Cheng Yew Kuang

M.B.B.S. (S'pore), M.R.C.P. (UK), F.A.M.S. (Rheumatology), F.A.C.R. (USA), F.A.A.A.A.I. (USA)

Dr. Christopher Lien

M.B.B.S. (S'pore), M.R.C.P. (UK), F.A.M.S., MPA (Harvard), FRCP (Edin)

Dr. Low Kee Hwa

M.B.B.S (S'pore), M.C.G.P., G.D.M.H.

Dr. Ong Yong Wan

M.B.B.S. (S'pore), F.A.M.S., F.R.C.P. (Edin)

Dr. Sin Gwen Li

M.B.B.S. (S'pore), M.Med. (Psych)

Dr. Tan Kian Hian

M.B.B.S. (S'pore), F.A.N.Z.C.A., F.F.P.M.A.N.Z.C.A.

Mr. Tan Kian Woo

B. Acc. (Hons.), F.C.A (S'pore)

Reverend Daniel Tong

M.A. M.Th. (S'nore)

Assoc. Prof. Joseph Thambiah M.B.B.S. (S'pore), M.Med (Surgery), F.R.C.S. (Edin), F.A.M.S. (Orth)

Reverend Canon Dr. Louis Tay

B.D.S. (S'pore), Dip.Th. (DTC), B.D.Hons. (London)

ST. ANDREW'S LIFESTREAMS

Chairman

Mr. Benjamin William

B.Soc.Sc (Hons.)

Members Reverend Gilbert Wong

B.A. (Hons.), PGDip.Th.

Mr. Hamish Christie

B.A. Chartered Accountant (S'pore), F.C.A. (England and Wales) Reverend Peter Cook

B.Th.& Ministry, Cambridge

Dr. Esther Tan

B.A. (Hons.) (Hong Kong), M.S.W. (Canada), D.Ed., Counselling

Psychology (Canada)

ST. ANDREW'S NURSING HOME

Chairman

Elder Lee Chong Kai

B.A. (Otago) and B.A. Hons. (Victoria)

Members

Assoc. Prof Chua Hong Choon

M.Med. (Psychiatry), M.Sc. (Health Care Mgmt)

Reverend Huang Ao You M.Theo, M. Div, BBA

Ms. Mary Law Moi Chan B.Sc. (Nursing Mgmt)

Assoc. Prof. Lee Kheng Hock

MBBS, MMed (FM), FAMS, FCFP

Mr. Low Chung Guan

M.B.A. (Waseda & NTU), PGDip. (Org Learning), B.Sc.Eng.

(Aeronautical)

Reverend Ng Koon Sheng

B.Th. (Cambridge University HSC)

Dr. Ng Wai Hoe

MBBS, MBA (INSEAD), MD, FRACS, FAMS

Assoc. Prof. Wong Chee Meng John M.Med. (Psych), M.S.C.

Ms. Joanne Yap GL

M.H.A, FACHE

Other Committees

Administration Staff

SAMH AUDIT COMMITTEE

Chairman

Mr. Andrew Goh Kia Teck B.E.con.

Members

Mr. Chan Wing Hong B.Sc. (Econ)

Mr. John Cheong Puk Fai

Ms. Phyllis Law Auket

Mr. Tan Kian Woo B.Acc. (Hons.), FCA (S'pore)

SAMH FINANCE COMMITTEE

Chairman

Mr. Lee Chew Chiat B.Eng. (Hons.)

Members

Mr. Charlie Chan Wai Kheong

Mr. Hamish Christie Chartered Accountant (S'pore), F.C.A. (England and Wales)

Mr. Lau Wan Keong B.A. (Hons.)

SAMH HUMAN RESOURCE COMMITTEE

Chairman

Dr. Ong Yong Wan M.B.B.S. (S'pore), F.A.M.S., F.R.C.P. (Edin)

Members

Mr. Lau Wan Kheong B.A. (Hons.)

Mr. Raymond Choo LLB, LLM and B.Div.

Dr. Jaclyn Lee Ph.D. (Management), MHRM, B.Sc. (Psych) (Stepped down as of 23 October 2017)

Reverend Yap Chee Han

SAMH NOMINATION COMMITTEE

Chairman

The Right Reverend Rennis Ponniah B.Soc.Sc (Hons.), M.Div.

Members

Mr. Andrew Goh Kia Teck

Mr. Keith Chua

Mr. Richard Rokmat Magnus LL.B. (Hons.) and LL.M.

SAMH FUND RAISING COMMITTEE

Co-Chairmen

Mr. Andrew Goh Kia Teck B.Econ.

Mr. Keith Chua

Members

Ms. Wong Kok Yee

Mr. Charlie Chan Wai Kheong

ST. ANDREW'S MISSION HOSPITAL

Group Chief Executive Officer

Dr. Arthur Chern M.B.B.S. (S'pore), B.Th. (Hons.) (Greenwich), M.P.H. (Yale), M.P.A. (Harvard), F.A.M.S. (Appointed since 1 May 2012)

Chief Operating Officer

Dr. Loh Yik Hin

M.B.B.S. (S'pore), M.Med. (Public Health), F.A.M.S., G.D.M.H. (S'pore)

ST. ANDREW'S AUTISM CENTRE

Chief Executive Officer

Mr. Dennis Ang P.P.A., M.B.A., B.Eng. (Mechanical)

Supervisor, St. Andrew's Autism School

Mr. Tan Soo Kiang LL.B. (Hons.)

Principal, St. Andrew's Autism School

Ms. Diana Chin

M.A. (Instructional Design & Technology), B.A. (Hons.)

Head, St. Andrew's Adult Autism Services

Mr. Raymond Marcel Semaun

B.A. (summa cum laude) (UCLA), Grad Cert. A.B.A. (CSULA)

Head, Day Activity Centre

Mr. Mike Koh

Diploma in Disability Studies

ST. ANDREW'S COMMUNITY HOSPITAL

Chief Executive Officer

Dr. Loh Yik Hin

M.B.B.S. (S'pore), M.Med. (Public Health), F.A.M.S., G.D.M.H. (S'pore)

Director, Medical Services (till 31 December 2017)

Dr. Edward Menon

B.B.M., M.B.B.S. (S'pore), M.R.C.P. (London), F.A.M.S. (Rehab.Med), D.R.M. (London), F.R.C.P. (London)

Medical Director (with effect from 1 January 2018)
Dr. Angel Lee

M.B.B.S (S'pore), F.R.C.P. (Edinburgh), D.P.M. (Wales), F.A.M.S. (Geriatric Medicine, Palliative Medicine)

Director, Nursing Services

Ms. Alison Sim S.R.N., B.H.Sc. (Nursing)

Director, Allied Health and Operations

Ms. Tan Lay Kheng

B.Sc (Pharmacy), M.HSc (Gerontology), Dip.TM

Director, Administration and Human Resources

Mrs. Yuen-Chiew Yew Mee S.R.N., S.C.M., I.C.C., D.T.D.M., M.E.D.

Head, Information Technology

Ms. Teo Sok Yeong B.Sc. (Comp. & Info Sc.)

ST. ANDREW'S SENIOR CARE

Deputy Director

Ms. Mina Lim

B.ASc. (Physiotherapy), M.ASc. (Ex & Sport Sc.)

ST. ANDREW'S LIFESTREAMS

Chairman

Mr. Benjamin William

B.Soc.Sc (Hons.)

* Non-salaried

ST. ANDREW'S NURSING HOME

Chief Executive Officer, St Andrew's Nursing Home Cluster and Executive Director, St. Andrew's Nursing Home (Queenstown)

Mr. Chan Wah Tiong

ISCA (Chartered Accountant), Grad.Dip in Social Work (GDSW)

Executive Director, St. Andrew's Nursing Home (Buangkok)

Ms. Winnie Chan

B.Acc (Hons.), M.Business (RMIT), M.H.Sc. (Gerontology) (UNISIM), Chartered Accountant (S'pore)

Executive Director, St. Andrew's Nursing Home (Henderson)

Mr. John Chan RN, BN (Monash)

Corporate

Governance Checklist to be submitted to Charity Portal (Evaluation Period 01/01/2017 to 31/12/2017)

FINANCIAL MANAGEMENT AND CONTROLS The Board ensures internal control systems for financial matters are in place with documented procedures. The Board ensures reviews on the charity's controls, processes, key programmes and events. The Board approves an annual budget for the charity's plans and regularly monitors its expenditure. The charity discloses its reserves policy in the annual report.		No Complied
There is a maximum limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman). The Board conducts regular self-evaluation to assess its performance and effectivenes for there are Board Committees (or designated Board members) with documented terms or reference. The Board meets regularly with a quorum of at least one-third or at least three members, whichever is greater (or as required by the governing instrument). CONFLICT OF INTEREST There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board. Board members do not vote or participate in decision-making on matters where they have a conflict of interest. STRATEGIC PLANNING The Board reviews and approves the vision and mission of the charity. They are documented and communicated to its members and the public. The Board approves and reviews a strategic plan for the charity to ensure that the activities are in line with its objectives. HUMAN RESOURCE MANAGEMENT The Board approves documented human resource policies for staff. There are systems for regular supervision, appraisal and professional development of staff. There is a system to address grievances and resolve conflicts. FINANCIAL MANAGEMENT AND CONTROLS The Board ensures internal control systems for financial matters are in place with documented procedures. The Board approves an annual budget for the charity's plans and regularly monitors its expenditure. The Board approves an annual budget for the charity's plans and regularly monitors its expenditure. The Board approves its reserves policy in the annual report. Does the charity discloses its reserves policy in the annual report. Does the charity invest its reserves? The charity invest its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board. FUNDRAISING PRACTICES Donations collected are properly recorded and promptl	3.1.1 3.2.2 5.1 5.6	Complied Complied Complied Complied Complied Complied Complied Complied Complied
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documented procedures. The Board ensures reviews on the charity's controls, processes, key programmes and events. The Board approves an annual budget for the charity's plans and regularly monitors its expenditure. The charity discloses its reserves policy in the annual report. Does the charity invest its reserves? The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board. FUNDRAISING PRACTICES Donations collected are properly recorded and promptly deposited by the charity.		
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 Does the charity invest its reserves? The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board. FUNDRAISING PRACTICES Donations collected are properly recorded and promptly deposited by the charity. 	6.2.1	Complied
The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board. FUNDRAISING PRACTICES 21 Donations collected are properly recorded and promptly deposited by the charity.	6.4.1	Complied
the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board. FUNDRAISING PRACTICES Donations collected are properly recorded and promptly deposited by the charity.		Yes
21 Donations collected are properly recorded and promptly deposited by the charity.	6.4.4	Complied
	7.2.2	Complied
The charity makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Board members and executive management.	8.1	Complied
23 Are Board members remunerated for their Board services?		No
26 Does the charity employ paid staff?		Yes
No staff is involved in setting his or her own remuneration.	2.2	Complied
The charity discloses in its annual report the annual remuneration of its three highest paid staff who each receives remuneration exceeding \$100,000, in bands of \$100,000. If none of its top three highest paid staff receives more than \$100,000 in annual remuneration each, the charity discloses this fact.		Complied
PUBLIC IMAGE	8.3	
The charity accurately portrays its image to its members, donors and the public.	8.3	Complied



1.0 Scope

The policy defines the level of reserves held by the Hospital.

2.0 Objective

To ensure that the reserves level matches the Hospital's needs at all times and not holding reserves that are too high or too low for its needs. Having a reserves policy helps to inform the management of its cash, liquid assets and debt (i.e., its treasury management approach), so as to provide the stakeholders with the assurance that the Hospital is well managed and has, where appropriate, a strategy for building up reserves.

3.0 Definition

The Code of Governance for Charities and IPCs (Guideline 6.4.1) states that "While all charities should maintain some level of reserves to ensure long-term financial sustainability, the charity should disclose its reserves policy in the annual report."

The term "reserves" has a variety of technical and ordinary meanings, depending on the context in which it is used. In RAP 6, the term "Reserves" is used to describe that part of a charity's income funds that is freely available for its operating purposes not subject to commitments, planned expenditure and spending limits. Reserves do not include endowment funds, restricted funds and designated funds.

4.0 Policies

The Hospital intends to maintain the reserves at a level sufficient for its operating needs. The Board of Management determines that the initial level of reserves should be aimed at 6 months equivalent of the operating expenditures and reviews the level of reserves regularly for the Hospital's continuing obligations.

5.0 Procedures

Based on the past three years, SAMH's income depends 40% from government funding and 15% from donations. The remaining 45% comes from clients' revenue and rental income and fluctuates

with the state of the economy. Such income fluctuations could have an impact on our ability to fully cover expenditure. SAMH's reserves are in the building-up phase and will require a few years before it is at least equivalent to the annual operating expenditures. However, with the loan facilities from Hong Leong Finance Limited that is secured by a first charge on the Hospital's reserves property, cashflow issues are currently met. A specific level of reserves could be set following an agreement between the treasurer and the finance committee, based on the following reviews done by HOS with the help from the Finance Manager.

- (a) analysis of cash flow;
- (b) analysis of existing funds and reserves;
- (c) review of future income streams with an assessment of their reliability;
- (d) review of committed expenditure and how far this is controllable;
- (e) examination of past trends;
- (f) examining the likely changes in the main source of income:
- (g) assessment of how the Hospital may cope with changes in the main source of income;
- (h) studying the likely effects on the beneficiaries;
- (i) assessment of the risks facing the Hospital, and how likely these are to materialize;
- (j) forecasting levels of income in future years (taking into account the reliability of each source of income, and the prospects for opening up new sources);
- (k) forecasting expenditure in future years on the basis of planned activities;
- analysis of any future needs, opportunities, contingencies or risks; and assessment of the likelihood of each of those needs arising, and the potential consequences of the Hospital not being able to meet them.

6.0 Determining the Number of Months

The Hospital will determine the number of months by employing the following formula:

(Cash and cash equivalents less restricted funds)/total expenditure) * 12 months

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Conflict of Interest Policy

1.0 APPLICATIONS

1.1 The conflict of interest policy and declaration form will be read by the board member upon hiring, appointment or election to the board as an acknowledgement of having understood the policy and that he/she will fully disclose to the Board when a conflict of interest situation arises. Such conflict of interest situations include but are not limited to the following:

2.0 CONFLICT OF INTEREST SITUATIONS

2.1 Contract with vendors

Where board/committee members, staff or volunteers have personal interest in business transactions or contracts that St. Andrew's Mission Hospital (SAMH) may enter into, there should be a policy requiring a declaration of such interest as soon as possible followed by abstention from discussion and decision-making on the matter (including voting on the transaction or contract). All such discussion and evaluation by the board or relevant approving authority in arriving at the final decision on the transaction/contract should always be well documented.

2.2 Vested interest in other organisations that have dealings/relationship with SAMH

Where board/committee members, staff or volunteers who have vested interest in other organisations that have dealings/relationships with SAMH, and when matters involving the interest of both SAMH and the other organisation are discussed, there should be a policy requiring a declaration of such interest and if necessary, followed by abstention from discussion and decision-making on such matters.

2.3 Joint ventures

The board's approval should be sought before SAMH enters into any joint venture with external parties. Where board/committee members, staff or volunteers have an interest in such ventures, there should be a policy requiring a declaration of such interest and if necessary, followed by abstention from discussion and decision-making on the matter.

2.4 Recruitment of staff with close relationship
Recruitment of staff with close relationship (i.e.
those who are more than just mere acquaintances)
with current board/committee members, staff

or volunteers should go through the established human resource procedures for recruitment. The board member, staff or volunteer should make a declaration of such relationships and should refrain from influencing the decision on the recruitment.

2.5 Remuneration

Board members and volunteers should serve without remuneration for their voluntary service to SAMH so as to maintain the integrity of serving for public trust and community good instead of personal gain. However, SAMH may reimburse board members or volunteers for out-of-pocket expenses directly related to the service.

2.6 Paid staff on board

Paid staff, including the executive head and senior staff employed by the SAMH, should not serve as a member of the board as it can pose issues of conflict of interest and role conflicts, and may raise doubts on the integrity of board decisions. The executive head and senior staff can attend board meetings, ex-officio, to provide information and facilitate necessary discussion but should not take part in the decision-making of the board.

- 2.7 Major donors/representatives from major donor companies being on SAMH's board
 - Potentially conflicting situations may arise where a major donor sits on SAMH's board, such as the following:
- Conflict of loyalty: Board member may not have the overall best interests of the charity due to their vested interests or priorities. This may influence decisions relating to the allocation of resources or setting the organisation's directions. (There may be a particular programme area board member is vested in and is biased towards.)
- Use of information to influence donors' decisions: Information accessible to board members may be used to influence donors' decision on allocations or the corporation they represent. This may result in staff not highlighting certain issues for fear that the donation may be affected. Issues of transparency and disclosure can arise.
- Pressure to release additional information to donor: Board member may expect additional information from staff on how donations were used and the details of users.

Personal benefit/gain/recognition: Board member amay expect greater recognition for the financial support given than is usually done. Staff may feel

beholden to this board member in case the donor

2.8 Others

- A board member's organisation receives grant funding from the organisation he/she is serving.
- Prohibition on gifts, entertainment and other favours from any persons or entities which do or seek business with the organisation.

3.0 DISCLOSURE POLICY AND PROCEDURE

relationship is threatened.

- 3.1 Transactions with parties with whom a conflicting interest exists may be undertaken only if all of the following are observed:
- The conflicting interest is fully disclosed;
- The person with the conflict of interest is excluded from the discussion and approval of such transactions:
- A competitive bid or comparable valuation exists; and
- The [board or a duly constituted committee thereof] has determined that the transaction is in the best interest of the organisation.

3.2 Disclosure involving board members should be made to the board chair (if the board chair is involved with the conflict, disclosure is to be made to the board vice-chair) who shall bring these matters

to the [board or a duly constituted committee].

Interest Policy

- 3.3 The [board or a duly constituted committee thereof] shall determine whether a conflict exists and in the case of an existing conflict, whether the contemplated transaction may be authorised as just, fair and reasonable to SAMH. The decision of the [board or a duly constituted committee thereof] on these matters will rest in their sole discretion, and their concern must be the welfare of SAMH and the advancement of its purpose.
- 3.4 All decisions made by the [board or a duly constituted committee thereof] on such matters shall be minuted and filed.
- 3.5 This policy document must be read and understood by all board members upon the start of office.
- 3.6 Any disclosure of interest made by board members where they may be involved in a potentially conflicting situation(s), must be recorded, filed and updated appropriately by all specified parties.

Whiteleblowing Policy

1.0 POLICY

- 1.1 St. Andrew's Mission Hospital (SAMH) is committed to a high standard of compliance with accounting, financial reporting, internal controls, corporate governance and auditing requirements and any legislation relating thereto. In line with this commitment, the Whistleblowing Policy ('Policy') aims to provide an avenue for employees and external parties to raise concerns and offer reassurance that they will be protected from reprisal or victimisation for whistleblowing in good faith.
- 1.2 The policy is intended to conform to the guidance set out in the Code of Corporate Governance which encourages employees to raise concerns, in confidence, about possible irregularities.

2.0 REPORTABLE INCIDENTS

- 2.1 Some examples of concerns covered by this Policy include (this list is not exhaustive):
- Concerns about the Group's accounting, internal controls or auditing matters
- Breach of or failure to implement or comply with the Group's policies or code of conduct
- Impropriety, corruption, acts of fraud, theft and / or misuse of the Group's properties, assets or resources
- · Conduct which is an offence or breach of law
- Abuse of power or authority
- · Serious conflict of interest without disclosure
- Intentional provision of incorrect information to public bodies
- Any other serious improper matters which may cause financial or non-financial loss to the Group, or damage to the Group's reputation
- Fraud against donors, or the making of fraudulent statements to the Commissioner of Charities, members of the public and regulatory authorities
- Acts to mislead, deceive, manipulate, coerce or fraudulently influence any internal or external accountant or auditor in connection with the preparation, examination, audit or review of any financial statements or records of the Group
- Concealing information about any malpractice or misconduct

3.0 CONFIDENTIALITY

3.1 The Group encourages the whistleblower to identify himself/herself when raising a concern or providing information. All concerns will be treated with strict confidentiality.

- 3.2 Exceptional circumstances under which information provided by the whistleblower could or would not be treated with strictest confidentiality include:
- Where the Group is under a legal obligation to disclose information provided
- Where the information is already in the public domain
- Where the information is given on a strictly confidential basis to legal or auditing professionals for the purpose of obtaining professional advice
- Where the information is given to the Police or other authorities for criminal investigation
- 3.3 In the event that we are faced with a circumstance not covered by the above, and where the whistleblower's identity is to be revealed, we will endeavour to discuss this with the whistleblower first.

4.0 HOW TO RAISE A CONCERN AND PROVIDE INFORMATION

- 4.1 The whistleblower can address his/her concerns to the Audit Committee via a designated email address or by telephone or by post.
- 4.2 The Group recommends the whistleblower to be detailed in setting out the background and history of events and the reasons for the concern.

5.0 HOW WILL THE GROUP RESPOND

- 5.1 The Group assures the whistleblower that any concern raised or information provided will be investigated, but consideration will be given to these factors:
- Severity of the issue raised
- · Credibility of the concern or information
- Likelihood of confirming the concern or information from attributable sources
- 5.2 Depending on the nature of the concern raised or information provided, the investigation may be conducted involving one or more of these persons or entities or as directed by the SAMH Board:
- · The Audit Committee
- · The External or Internal Auditor
- Forensic Professionals
- The Police or Commercial Affairs Department

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Singh, Poonam

SingHealth President's Challenge

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2017

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Tang, Merilyn Taw, Timothy Tay Li Ling

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Yu. Alissa

ST. ANDREW'S COMMUNITY HOSPITAL

Α

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Goh Kheng
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Koh, Jenny Koh, Jonathan Koh, Ming Yi

Koh Soh Cheng, Mildred Kwan Lum Yeng

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Acknowledgement of Gifts and Services

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Loh Mun Foong Maria

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Ω Ong Sian May Ong Wen Ying, Caitlin Ong Yue Lie Merrilyn Ow, Lily Ow Woon Sum, Wendy

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0 Ouah Peixiu, Christine Quak Ling Xuan, Alicia Ouek. Florence Ouek Jee Ngoh Quek Leng Kee, Ronald

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S S M Srieena Samantha Annabelle Neubronner Sathasiyam Shanti Devi Saw Siow Yan Seetha Chockalingam Seow Se Ling Serene Seow Yu Ning Charlene Shaikh Anwar Ishak Shamala Gopalakrishnan Sim Boh Shan Mau Sim Guek Kwee Sim Luang Kim Sim Pei Wen Singapore Chinese Orchestra Singapore Polytechnic So Kar Duk, Aston

Soh Lay Geok Soh Siew Hong, Angeline Soo Siew Koke Soon Wei Jun Soon Wei Wen St. Andrew's Cathedral Harpists St. Andrew's Community Chapel St. Hilda's Community Services St. Hilda's Secondary School St. James' Church St. Margaret's Secondary School

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Wong Yoon Lin

Wong Zhegian

Wunderman

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Yeong Zhen Guo Marc, Timothy

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Α

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С

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Chan Chwee Fong, Claire Chan, Linda and her team of ladu volunteers Chan, May

Chan, Sandra and Mei Ling Support

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Liu, Ida

Man Fut Tong Welfare Society

National Heart Centre Singapore National Parks Board

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Wong Lay Hua, Alice Wong Teck Ang

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(Established under the St. Andrew's Mission Hospital Ordinance)

SUMMARY OF FINANCIAL STATEMENTS YEAR ENDED 31 DECEMBER 2017

For a full copy of the SAMH 2017 Audit Report, please email your request to samh.org.sg, download it from our website: www.samh.org.sg or scan the QR code with your smartphone to download it.



BALANCE SHEET

As at 31 December 2017

	2017	2016
	\$'000	\$'000
Non-current assets		
Property, plant and equipment	46,791	48,155
Investment property	8,257	8,521
	55,048	56,676
Current assets		
Inventories	295	280
Trade and other receivables	16,321	19,864
Prepayment	405	471
Cash and cash equivalents	56,942	45,144
	73,963	65,759
Total assets	129,011	122,435
Non-current liabilities		
Tenants' deposits received	139	131
Deferred government grants/donations	53,937	54,120
	54,076	54,251
Current liabilities		
Trade and other payables	8,756	11,726
Government grants received in advance	783	2,071
Tenants' deposits received	118	132
Other deposits received	942	500
	10,599	14,429
Total liabilities	64,675	68,680
Net assets	64,336	53,755
Reserves and funds		
General fund	39,668	32,215
Restricted funds	24,668	21,540
Total reserves and funds	64,336	53,755

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account) Year ended 31 December 2017

	General Fund 2017 \$'000	Restricted Funds 2017 \$'000	Total 2017 \$'000	General Fund 2016 \$'000	Restricted Funds 2016 \$'000	Total 2016 \$'000
Income	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000	\$ 000
Amortisation of deferred government grants/donations	6,047	_	6,047	5,132	_	5,132
Utilisation of deferred government grants/donations	9,822		9,822			5,888
Course attendance fees and other training income	156	_	156	212		212
Income from Day Activity Centre & School	1,387	_	1,387			1,232
Interest income	37	_	37	12	_	12
Land rent subsidy	3,553	_	3,553	2,259	_	2,259
Membership subscriptions	_	_	-	2	_	2
Rental income and service charge income	1,028	_	1,028	1,052	_	1,052
Voluntary income						
- Donations in cash (tax deductible)	2,096	1,206	3,302	2,126	178	2,304
- Donations in cash (non-tax deductible)	388	441	829	167	725	892
- Donations in kind (non-tax deductible)	67	_	67	50	_	50
Fund raising income	2	_	2	4	_	4
Government grants	45,071	1,932	47,003	42,758	1,962	44,720
Ward and outpatient clinic fees	19,398	_	19,398	15,804	_	15,804
Other income	3,884	23	3,907	3,066	3	3,069
Total incoming resources	92,936	3,602	96,538	79,764	2,868	82,632
Expenditure						
Administration expenses	(4,632)	-	(4,632)	(4,010)	(420)	(4,430)
Building services, maintenance and building management	(279)	(26)	(305)	(292)	(39)	(331)
Depreciation of investment property	(264)	-	(264)	(264)	-	(264)
Depreciation of property, plant and equipment	(6,093)	(16)	(6,109)	(5,462)	-	(5,462)
Employee benefits expense	(55,577)	(2,812)	(58,389)	(46,922)	(1,621)	(48,543)
Fundraising expenses	(41)	(106)	(147)	(78)	(55)	(133)
Medical supplies and services	(6,460)	(76)	(6,536)	(4,572)	(85)	(4,657)
Operating lease expense	(6)	-	(6)	(5)	-	(5)
Training supplies and services	(738)	(372)	(1,110)	(721)	(295)	(1,016)
Other operating expenses	(11,189)	(194)	(11,383)	(7,622)	(353)	(7,975)
Total resources expended	(85,279)	(3,602)	(88,881)	(69,948)	(2,868)	(72,816)
Surplus for the year	7,657	_	7,657	9,816	_	9,816

STATEMENT OF FINANCIAL ACTIVITIES

(including income and expenditure account) Year ended 31 December 2017

	General Fund	
	2017	2016
	\$'000	\$'000
Surplus/(Deficit) from:		
- St. Andrew's Mission Hospital (Headquarter and St. Andrew's Centre)	789	765
- St. Andrew's Community Hospital	3,693	6,743
- St. Andrew's Lifestreams	(177)	(111)
- St. Andrew's Autism Centre	1,211	111
- St. Andrew's SJSM Nursing Home	1	1
- St. Andrew's Nursing Home (Buangkok)	2,092	2,452
- St. Andrew's Nursing Home (Henderson)	48	(129)
- St. Andrew's Nursing Home (Queenstown)		(16)
	7,657	9,816



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Email: samh@samh.org.sg Website: www.samh.org.sg

ST. ANDREW'S AUTISM CENTRE

1 Elliot Road Singapore 458686

ST. ANDREW'S COMMUNITY HOSPITAL

8 Simei Street 3 Singapore 529895

ST. ANDREW'S MISSION HOSPITAL CLINIC

8 Simei Street 3 Singapore 529895

1 Elliot Road Singapore 458686

Block 5 Beach Road #01-4919 Singapore 190005

ST. ANDREW'S LIFESTREAMS

1 Francis Thomas Drive #02-05/6/7 Singapore 359340

From 1 January 2018, St. Andrew's Lifestreams (SAL) comes under the purview of Singapore Anglican Community Services, the sister organisation of SAMH. SAL is now renamed as Anglican Lifestream Services.

ST. ANDREW'S NURSING HOME (BUANGKOK)

60 Buangkok View Singapore 534012

ST. ANDREW'S NURSING HOME (HENDERSON) AND ST. ANDREW'S SENIOR CARE (HENDERSON)

303 Henderson Road Singapore 108925

ST. ANDREW'S NURSING HOME (QUEENSTOWN) AND ST. ANDREW'S SENIOR CARE (QUEENSTOWN)

11 Jalan Penjara Singapore 149380

ST. ANDREW'S SENIOR CARE (JOY CONNECT)

Block 5 Beach Road #01-4919 Singapore 190005

ST. ANDREW'S SENIOR CARE (TAMPINES)

1 Tampines Walk, #04-33 Singapore 528523