

2015 ANNUAL REPORT



GENERAL INFORMATION

Vision: A world where every migrant worker lives a life of dignity.

Mission:

1. To serve disadvantaged migrant workers in Singapore through healthcare, counseling, casework and social assistance.
2. To advocate for and raise awareness of the needs of migrant workers.
3. To bridge communities through meaningful partnerships and being a platform for effective volunteerism.

General Information: Founded in 2006, HealthServe is a non-profit organization dedicated to serving the interests of migrant workers in our community regardless of ethnicity, gender, language and religion. HealthServe is registered as a charity under the Charities Act and is approved as an Institution of Public Character (IPC) since 2011.

UEN: 200615440H

Registered address: 1 Lorong 23 Geylang #01-07 Building 4 Singapore 388352

Email: info@healthserve.org.sg

Website: www.healthserve.org.sg

Core Services:

1. Healthcare
2. Casework & Counseling
3. Social Assistance
4. Events & Outreach
5. Education, Research & Advocacy



A LETTER FROM THE CHAIRMAN

Dear friends,

Amidst the gloom of the workplace safety data which indicated 66 deaths and 12,285 non-fatal injuries in 2015, HealthServe expanded our reach and range of services to the injured and exploited migrant workers in our community.

The major developments for us in 2015 were the opening of a third medical clinic in Mandai to better serve migrant workers in the northern part of Singapore and a dental clinic in Geylang to meet migrant workers' need for affordable dental care. We also stepped up on outreach and activity, with our staff and volunteers conducting weekly visits to dormitories throughout Singapore and organizing 54 recreational events and outings through the year.

We were a recipient of the 2015 President Volunteerism and Philanthropy Awards. The Award was really for our many volunteers, donors and partners, without whom our work amongst the vulnerable and marginalized migrant workers in Singapore would not have been possible. Your enthusiastic and generous support has made our work all the more meaningful.

In 2016, we look forward to _____

Thank you once again for being a vital member of the HealthServe community as we work towards a society in which every migrant worker is able to lead a life of dignity and where locals see the migrant workers on our shores as common humanity.

Dr Goh Wei Leong
Chairman and Co-Founder
HealthServe

2015 YEAR IN REVIEW

4,618 medical consultations
1,655 new patients served at our 3 clinics
35 workers housed in our shelter
13,527 meals served
26 community events
171 work injury cases
255 non-injury cases
83 volunteer doctors



HEALTHCARE

Healthcare forms the core of HealthServe's work. We run 3 clinics in Geylang, Jurong and Mandai. Set up to plug the gap in affordable healthcare for unfortunate migrant workers who do not get adequate medical care from their employers, our medical clinics charge a flat fee of \$5 per visit (fees are waived for the most needy). On top of GP services, we offer specialist dermatology, orthopaedic, and occupational and physiotherapy services. Workers who may need other specialist treatment are referred to our network of pro-bono specialists.

Total patient numbers and consultations rose strongly in 2015, as the opening of our new clinics and better outreach into dormitories throughout Singapore raised awareness of our services. Our new clinic at the Westlite Mandai Dormitory should allow us to better serve migrant workers living in the northern part of Singapore.

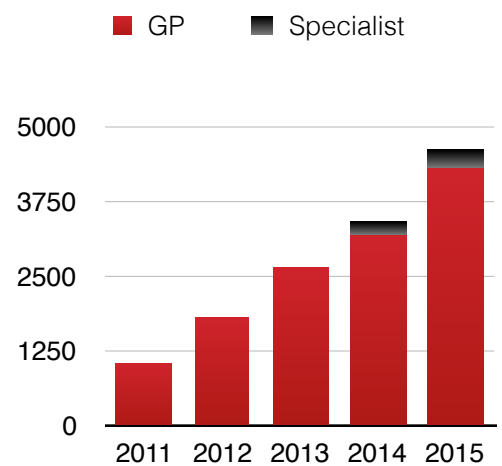
Dental care is often not covered by insurance. Our dental clinic, which opened in October at Geylang, offers cleaning, scaling, filling, and simple extraction services for a fee of \$5-12. Workers needing more complicated procedures are treated by our volunteer dentists at their clinics. The dental clinic, which has a long wait list, is now open twice weekly to keep up with the strong demand.

We also run mobile clinics offering health screenings for workers directly at their dormitories. In 2015 we ran 6 such clinics and screened 860 workers. Those who presented complicated medical conditions were referred to our and other clinics for follow-up consultation.

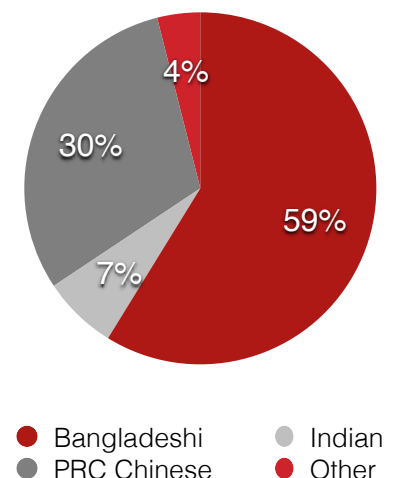
HealthServe also gives health talks throughout the year covering topics such as mental health, stress management, and practical healthy living. In 2015 we gave 6 health talks to 516 workers.

For their medical work amongst the migrant worker community, our Chairman and Founder Dr Goh Wei Leong and active volunteer Dr Tan Lai Yong received the 2015 Healthcare Humanity Award (Honourable Mention category).

Total Consultations



Patients by Nationality





CASEWORK & COUNSELLING

Many migrant workers come to HealthServe for assistance as a last resort after finding themselves unable to negotiate for fair treatment from their employers.

The common injury-related cases we assist in include:

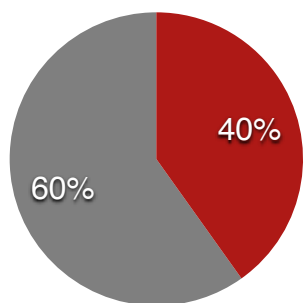
- Employers refusing to pay for medical treatment
- Employers refusing to pay rightful wages to workers when they are on medical leave
- Workers being sent to company doctors who do not provide proper medical care or who issue insufficient medical leave

Common non-injury related cases we see include:

- Workers not being paid their rightful or overtime wages
- Workers who find their legal employers are shell companies and are being directed to work for another company, which is illegal
- Workers' whose work permit were cancelled without their knowledge

We assist these migrant workers by helping them to understand their rights and options and to navigate the often complicated process of redress. This can include liaising and mediation with employers, the Ministry of Manpower (MOM), the Immigration and Customs Authority (ICA) and hospitals.

Type of Case



● Injury ● Non-Injury

In 2015, we assisted on 171 work-injury (WICA) and 255 non-work injury cases. HealthServe's involvement in a case can range from one day of advisory services to over two years of visits to hospitals, MOM, the employer, and ICA, to even sitting in court proceedings, depending on the unique needs of each individual worker.

Injured workers typically suffer severe stress while waiting for their case to be resolved, which can take 6-12 months. In support of these workers' mental health, we offer twice-weekly counseling clinics. In 2015, our volunteer counselors provided in-depth counseling sessions for 28 workers.

TRANSFORMING LIVES TOUCHING HEARTS

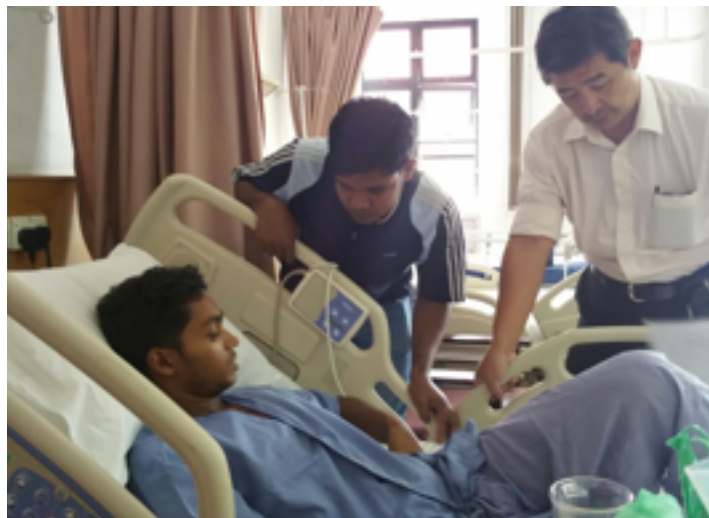
Fighting for Justice

Jagan*, a construction worker from Tamil Nadu, fell 3m from a ladder on January 15, injured his spinal cord, and was left semi-paralysed from the accident. His employer grossly under-declared his wages, limited his rehabilitation therapy and intended to repatriate him before he was fit to fly. HealthServe visited Jagan in the hospital, lobbied for follow-up medical assessments, provided advice and intermediated for his fair compensation. These efforts paid off and MOM subsequently adjusted his final compensation to 3 times the original amount. We also helped to negotiate for his appropriate travel arrangements home as his injuries rendered him unable to travel without medical assistance.

A Heart Touched

I am a construction worker. Singapore was my dream place to work, but on July 7, 2015, my life changed. That day around 5pm, I fell from a platform 3.5 meters up. After falling unconscious for a minute or two, I woke to find every joint of my body in pain, especially my arm. The day after, after the company brought me to a hospital for a checkup, I discovered my arm was severely fractured. It required surgery, after which I knew I would not be able to work for a long time. The doctor only gave me MC for heavy work, even though I couldn't do any work at all. I thought about my situation with much anxiety. What could I do? I felt helpless, until some of my friends introduced me to HealthServe. The staff at HealthServe helped me resolve my case, walking me through what I should do. Day after day, HealthServe provided us with free meals, let those who couldn't walk stay in a subsidized shelter, and gave us medical care to help us recover. As we don't understand English, the HealthServe brothers would go out of their way and tirelessly provide translation. The selfless dedication and love made us foreign workers feel the warmth of home. -Zhang*

8 months after his injury, Zhang received his much-deserved work-injury compensation, and his employer purchased his flight back home. He headed back to China and now is with his family and loved ones.



**names changed for privacy*

SOCIAL ASSISTANCE



Migrant workers who are injured are issued Special Passes as they await the outcome of their compensation claims. During this period, they are unable to work. The unfortunate ones may not receive their rightful wages or be looked after by their employers, and would have difficulty funding their basic needs. Our social assistance programmes help such distressed workers.

In 2015, we disbursed \$223,320 in social assistance, which included the provision of free meals, temporary shelter, MRT card top-ups and emergency funds.



Our Geylang Food Project offers free lunch and dinner 7 days a week for workers these workers. In 2015, we served 13,572 meals to approximately 400 eligible workers.

Most migrant worker dormitories are very far from main services such as hospitals, MOM, ICA, and our office in Geylang. Our monthly transport allowance is meant to cover the costs of necessary travel. In 2015 we gave out 497 MRT card top-ups totaling \$10,050 for 180 migrant workers.



Our emergency shelter programme helps mainly injured workers who are not provided proper accommodation by their employers. Residents stay from as short as a few weeks to as long as 2 years, depending on the length of their case. The average migrant stays in our shelter between 3-6 months until their claims are resolved and they return to their home country. In 2015, we housed 35 workers under our shelter programme.

EVENTS & OUTREACH

We stepped up on our efforts in outreach and activity in 2015. We conducted weekly visit to 15 dormitories throughout Singapore, to raise awareness of our services, educate workers on their rights and to check on injured workers living in those dormitories.

In partnership with a number of community organizations, educational institutions and corporates, we also organised 54 recreational events, up sharply from 26 in 2014. Drawing a total of 2,725 participants and involving 1,296 volunteers, these events included outings to East Coast Park, Gardens by the Bay, and celebrations for Chinese New Year, Deepavali, and Father's Day. The events provided the opportunity for Singaporeans to interact with and get to know migrant workers.

We also saw an increase in migrant workers dropping by for activities or attending our English and computer classes at our Tai Seng Activity Centre. Open Monday to Friday, each day of the week offers a different activity, and there's also room to just relax and unwind after a long workday. In 2015, approximately 50 migrants graduated from our English and computer courses.



EDUCATION, RESEARCH & ADVOCACY

HealthServe partnered with the Centre for Culture-Centered Approach to Research and Evaluation (CARE), National University of Singapore, to publish “Food Insecurity and Health of Bangladeshi Workers in Singapore: A Culture-Centered Study” by Professor Mohan J. Dutta. This study sparked widespread conversation around the way migrant workers are treated in Singapore, and was reported by many major news sources in Singapore. Some organisations have also responded to this study by finding creative ways to offer better catering services and nutrition to migrant workers.

On education, awareness building and to foster empathy for migrant workers among the next generation of leaders and practitioners, we:

- Continued to partner the Yong Loo Lin School of Medicine, National University of Singapore, to offer a selective course in public health for their third year medical students. In 2015, 166 students, approximately half of the cohort, went through this selective, with more than 90% reporting in an exit survey that they found the course meaningful
- Continued to actively engage schools, including secondary and international schools, junior colleges, universities, and polytechnics in our work. In 2015, we took in 13 student interns, many of whom are studying to become lawyers, doctors, counsellors and social workers
- Conducted training on the health needs of the migrant worker community for senior resident doctors and registrars on MOHH's Singapore Chief Residency Programme
- Gave talks and presentations at conferences and hosted a film screening featuring films focused on the migrant worker community

“This selective has helped to dissolve my preconceived judgements about migrant workers and have a personal look into their lives.”
-NUS YLLSM student



VOLUNTEERS & DONORS

HealthServe is heartened and encouraged by the many individuals, foundations, schools, and institutions that have come alongside us to bring healing and hope to migrant workers in Singapore.

In 2015, we had 287 volunteers regularly serving in our clinics and office supporting casework, counseling, administrative work and other programs. An additional 1,296 individuals helped organize and plan outings and activities for migrant workers. Reflecting increased interest in the migrant worker cause, 185 individuals attended our monthly volunteer orientation.

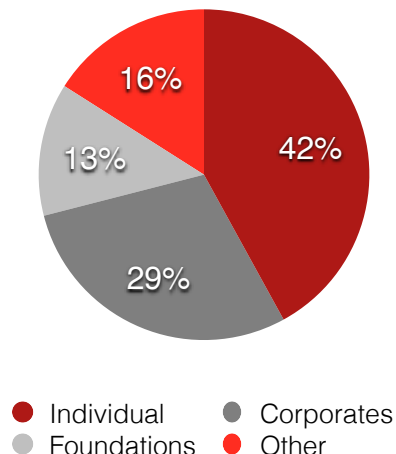
HealthServe continues to rely primarily on donations from private individuals and institutions to fund our operations. This year we saw an increase in funding from institutional donors, including foundations, corporates, and churches. Our jump in government funding is from the SG50 Care&Share movement, a matching grant scheme available to all IPC charities in celebration of SG50.

Volunteer Statistics

83 doctors
9 dentists
16 Nurses
10 Pharmacists
146 clinic assistants
4 counselors
4 lawyers
15 administrative assistants



Breakdown of Donations by Donor



LEADERSHIP & STAFF

Board of Directors

Dr Goh Wei Leong, Chairman & Co-Founder (Chairman, Medical Committee)
General Practitioner, Manhattan Medical Centre

Chan Chia Lin (Chairman, Finance and Fund Raising Committee)
Director, Holywell Private Limited

Chan Kum Kit (Chairman, Governance Committee)
Managing Partner, Verity Partners

Matthew Saw (Chairman, HR Committee)
Partner, Lee and Lee

Dr Calvin Koh
Gastroenterologist, National University Hospital

Dr Chan Lai Gwen
Consultant, Tan Tock Seng Hospital

Dr Soh Ling Ling
Senior Staff Registrar, Sengkang Hospital

Professor Calvin Chong
Associate Professor, Singapore Bible College

Management & Staff

Colin Chia, Executive Director

Clinic & Medical Services

Janna Rose Benarees, Clinic Manager

Case and Social Work

Jeffrey Chua, Casework Manager

Sylvyn Lim, Case Worker

Deborah Ho, Case Worker

Events and Dormitory Outreach

Eric Lee, Manager

YimSung Kekhriesilie, Tai Seng Centre Manager

Timothy Cheong, Outreach

Coordinator (part-time)

Gregory Lim, Outreach Coordinator (part-time)

Research & Advocacy

Jacqueline Tan, Communications Executive (part-time)

HR, Finance and Administration

Karen Tan, Finance Manager (part-time)

Vina Siew, Administration and Account Assistant



FINANCIAL SUMMARY

Income

Donations	1,337,130
Care&Share and grants	657,810
Fees and other income	<u>142,949</u>
Total income	2,137,891

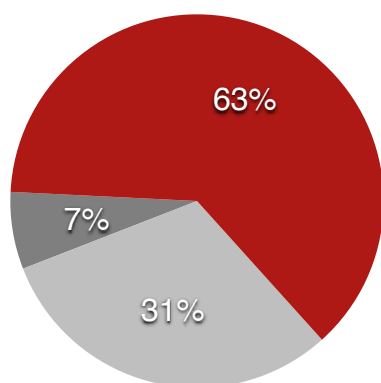
Expenses

Program-related expenses	TBD
Fundraising expenses	TBD
Operations and administration	<u>TBD</u>
Total expenses	1,039,176

Overall Balance 1,098,715

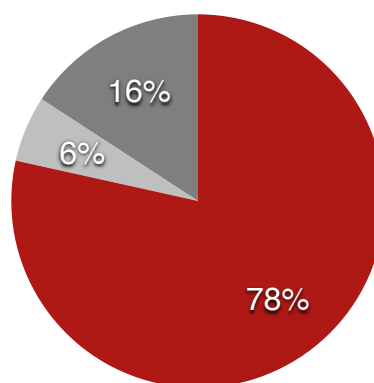
Reserves as at the end of 2014 2,618,308

Income



● Donations ● Government grants
● Other income

Expenses-TBD



● Program-related expenses
● Fundraising expenses
● Operations and administration

For queries, please contact us at:

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