



## **NATIONAL UNIVERSITY OF SINGAPORE STUDENTS' COMMUNITY SERVICE CLUB**

"To develop volunteerism amongst NUS undergraduates in a nurturing environment that fosters community service."

### **Paint-A-Home XIX 17<sup>th</sup> January 2018 to 16<sup>th</sup> June 2018**

Paint-A-Home aims to improve the living environment of our beneficiaries by giving their homes a fresh coat of paint, and at the same time instil a spirit of volunteerism amongst NUS undergraduates.

#### **1. OBJECTIVES**

- **Community improvement** - To enhance the aesthetic outlook and living conditions for our beneficiaries, who are physically and/or financially burdened and cannot carry out basic upkeep of their homes. Services provided include painting, cleaning, furniture replacements (only if necessary) and pest fumigations.
- **Volunteerism** - To instil the spirit of volunteerism among first-time volunteers, and to encourage experienced volunteers to continue their volunteering journey, with the reminder that their acts of kindness count towards making a positive impact on the community.
- **Leadership development** - To hone their leadership skills such as **effective communication** and **problem-solving**, all while developing a **sense of ownership** towards the project.
- **Character Development** – To inculcate a greater **sense of empathy** for others, be it for their fellow OC members, volunteers or beneficiaries throughout actual event; to foster **teamwork** and **resilience** amongst OC members as they learn to work with diverse individuals while facing multiple challenges throughout the project.
- **Social Responsibility** – To ignite individual sense of social responsibility to want to give back to the community, through helping the disadvantaged members of our society.



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### **2. ORGANISING COMMITTEE**

Project Director	Dominic Ng Jun Hao
Assistant Project Director	Khoo Qian Yee, Mandy
Assistant Project Director	Loh Yi Ting
Secretary/Treasurer	Tan Si Ying
Marketing Head	Vigilia Ang Sher Wen
Marketing Assistant	Yeo Rui Si Cassandra
Marketing Assistant	Lee Jie Li, Chyna
Marketing Assistant	Saidah Naqiyah Bte Suleiman
Design Head	Vera Lim
Design Assistant	Elizabeth Ho Choy Yi
Design Assistant	Rebecca Shalini Roch
Design Assistant	Chuah Yuan Qin
Design Assistant	Liew Le Xuan
Volunteer Management Head	Harsimran Kaur
Volunteer Management Assistant	Koh Hui Ting Melissa
Volunteer Management Assistant	Rachel Shak Luo Ting
Volunteer Management Assistant	Nicole Chua Yi Xuan
Logistics Head	Li Yalin
Logistics Assistant	Lee Hian Han Ivan
Logistics Assistant	Poh Zhen Yu
Logistics Assistant	Chiran Mandula Bopitiya
Logistics Assistant	Zhong Cheng Wei



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### 3. PROJECT OVERVIEW

#### a. Programmes/Events

Name	Date/Time	Venue
Beneficiary Visit	24 <sup>th</sup> February, 24 <sup>th</sup> March, 14 <sup>th</sup> April & 19 <sup>th</sup> May 2018 9am to 5 pm	Thye Hua Kwan Senior Activity Centre @ MacPherson Blk 90, Pipit Road, #01-103 Singapore 370090  Care Corner Senior Activity Centre @ Toa Payoh Blk 106, Lor 1 Toa Payoh, #01-1102 Singapore 310106
Internal Drive	19 <sup>th</sup> – 21 <sup>st</sup> March 2018 11am to 6pm	<u>19<sup>th</sup> March</u> Arts – CLB walkway bench 1 Sci – Bench outside LT26 UTown – SRC outside flavours  <u>20<sup>th</sup> March</u> Arts – CLB walkway bench 1 Sci – Bench outside LT26 UTown – SRC outside flavours  <u>21<sup>st</sup> March</u> Arts – CLB walkway bench 1 Biz – Bizard Clubroom Bench A
Dry Run	26 <sup>th</sup> May 2018 9am to 8pm	Thye Hua Kwan Senior Activity Centre @ MacPherson Blk 90, Pipit Road, #04-137 Singapore 370090  Thye Hua Kwan Senior Activity Centre @ MacPherson Blk 70, Circuit Road, #10-65 Singapore 370070
Actual Event Weekend 1	2 <sup>nd</sup> & 3 <sup>rd</sup> June 2018 8am to 6pm	<u>2<sup>nd</sup> June</u> Thye Hua Kwan Senior Activity Centre @ MacPherson Blk 72, 90, 94



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		<u>3<sup>rd</sup> June</u> Thye Hua Kwan Senior Activity Centre @ MacPherson Blk 71, 90, 94
Actual Event Weekend 2	9 <sup>th</sup> & 10 <sup>th</sup> June 2018 8am to 6pm	<u>9<sup>th</sup> June</u> Care Corner Senior Activity Centre @ Toa Payoh Blk 103, 104, 106  <u>10<sup>th</sup> June</u> Care Corner Senior Activity Centre @ Toa Payoh Blk 103, 104, 105, 106
Touch up & Follow up visits	16 <sup>th</sup> June 2018 10am to 3pm	Care Corner Senior Activity Centre @ Toa Payoh Blk 103

### b. Beneficiary Supported

Beneficiary	Number of Units
Thye Hua Kwan Senior Activity Centre @ MacPherson	15 Units
Care Corner Senior Activity Centre @ Toa Payoh	10 Units

### c. Volunteer Statistics

Day	Volunteer Count	Unique Count & Past OC
2 <sup>nd</sup> June (Day 1)	84 NUS signups/non-NUS signups	84 Unique Volunteers 4 PAH XVII OC Members 7 PAH XVIII OC Members
3 <sup>rd</sup> June (Day 2)	48 NUS/non-NUS signups 12 T.H.E.S. signups 7 16 <sup>th</sup> MC signups	67 Unique Volunteers 4 PAH XVII OC Members 3 PAH XVIII OC Members
9 <sup>th</sup> June (Day 3)	21 NUS/non-NUS signups 18 BHID signups 15 MV signups 13 MV bene signups	102 Unique Volunteers 1 PAH XVII OC Members 4 PAH XVIII OC Members



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	12 YB signups 15 YB youths + staff signups 8 CYS signups	
10 <sup>th</sup> June (Day 4)	41 NUS/non-NUS signups 13 Ethelontêr XV OC signups 15 Project C.A.N. XV OC signups 6 Dayspring signups	75 Unique Volunteers 1 PAH XVII OC Members 3 PAH XVIII OC Members
<b>Total</b>	328 81.5% NUS volunteers 18.5% non-NUS volunteers	354

#### **d. Collaborations**

*Thye Hua Kwan Senior Activity Centre @ Macpherson*  
*Care Corner Senior Activity Centre @ Toa Payoh*

This year, PAH XIX collaborated with the above centres in the identification of rental units that are under their care and served as a liaison between the residents and the OC. Both SACs provide programmes and activities that support active ageing, empower the elderly to live independently, stay socially engaged and enjoy a better quality of life.

#### **e. Sponsors and list of sponsor items**

<b>Name</b>	<b>Items</b>
Alibaba Printing	Free printing of flyers
Raffles Paint	Paint Sponsor
Popular Rent-A-Car	Van Rental Sponsor
PestKare	Free bedbug fumigation services
Jl Trading & Manufacturing Pte Ltd	Painting Equipment
City Developments Limited	\$2000 Cash
Skychem	\$1000 Cash
Aly Energy Singapore Pte Ltd	\$3000 Cash
Singapore Paints & Contractor Pte Ltd	\$1000 Cash
Hajah Maimunah	\$1000 Cash
Miller Insurance Services (Singapore) Pte Ltd	\$1000 Cash



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Aisar Aqid Pte Ltd	\$300 Cash
Association of Muslim Professionals (AMP)	\$350 Cash
Various Individual Donors	\$600 Cash
I'm Kim Korean BBQ	Vouchers
The Escape Hunt Experience Singapore Team	Vouchers
Wee Tiong Group	Rice
Leung Kai Fook Medical Company Pte Ltd	Medicated Oil

### **f. Financial Statement**

<b>Total Amount Allocated</b>	\$1,000
<b>Total Sponsorship/Donation</b>	\$19,303.27
<b>Total Expenditure</b>	\$15,736.74
<b>Surplus/ (Deficit)</b>	\$4,566.53



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### **4. PROJECT DEVELOPMENT**

#### **a. Subcommittee Activities/Block Event**

Unlike previous years, this year, we planned half a day of activities and performances at the SAC for our volunteers and beneficiaries to take part in during actual event. The OC was split into **four subcommittee groups**, each in charge of one aspect of the activities – **handicrafts, activities/ games, food, performances and logistics**. Each group was also headed by one of the four cell heads for better coordination. General flow of programs for the two weekends is as follows:

Timeline	
1 PM	Handicrafts
2 PM	Bingo
3 PM	Magic Performance + Tea Break (30 min each)
4 PM	Charades + Karaoke (30 min each)

Overall, the OC has feedbacked that it was a good initiative to engage the beneficiaries during the actual event. However, the turnout rate for the activities was not as satisfactory and one suggestion given was to publicise the event beforehand and invite other residents living in the area to participate. We believe this will bring up the atmosphere and invite our beneficiaries as well as other residents to join in the fun. An event pamphlet can be done up to distribute to beneficiaries ahead of the actual event to inform them about the block activities. Even though the activities were rather well-received, there is room to improve volunteer-beneficiary interactions. While some form of volunteer rotation was done for the block event to include as many volunteers as possible, not all volunteers were able to go down to the SAC to take part in the activities, due to time constraints. Perhaps, subcommittee activities can be set aside as a separate program for all volunteers to participate in during their lunch break. However, it might not be feasible given the intensive nature of our project and time constraints. To improve, future OC can consider involving the volunteers in our beneficiary visits. Activities can be planned for such 'special visits' which will allow volunteers to bond and get to know their beneficiaries beforehand.

#### **b. Dialect Teaching**



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As PAH works with mostly older beneficiaries, it is helpful when our OC members can understand and converse in dialects especially since not all of our beneficiaries are fluent in Mandarin or English. While we do try to recruit OC members who are fluent in various dialects and other languages, we decided to teach dialects and Melayu to our OC during OC meetings. Different cell was assigned a dialect/ Melayu to teach the rest of the OC – they had to come up with the slides and the scope of what they planned to teach beforehand. Altogether, the OC was taught Cantonese, Melayu and Hokkien. VM Cell was also tasked to compile all the phrases and sentences taught into a dialect manual for the OC's perusal.

As only three dialect sessions were conducted in all, due to time constraints, the lessons might be insufficient for all OC members to fully grasp the words and phrases taught. The dialect manual was underutilized during actual event as well, as most group leaders and volunteers were too focused on completing the paint work, to use it when conversing with the beneficiaries. Overall, future PAH PDs can consider re-evaluating the value of teaching dialects to the OC. If time permits, incoming PDs can consider engaging professional vendors to conduct formal lessons instead and focus on the more commonly used dialects like Hokkien and Cantonese.

### **c. Recruitment of External Volunteers**

Youths from NUS CSC Regular Volunteering Project Youth Beacons, were recruited last year as volunteers for PAH XVIII and the experience had been enriching for them. This year, we decided to expand the number of external volunteers to include volunteers from MINDSville as well. Generally, it is a good initiative to continue in future rounds to reach out to more volunteers as it gives the volunteers from our RVPs the opportunity to give back to the society.

### **d. Publicity**

This year, we gave our audiences a wider variety of content over at our Instagram and Facebook pages. Other than just posting photos of our major events, we did up more videos this year that showcased events like hands-on for our internal drive and actual event. Other new contents also include: introducing our OC members (Humans of PAH), introducing our beneficiaries and fun facts about PAH. Overall, these new initiatives managed to spice up our social media sites and kept our followers intrigued leading up to our actual event in June. However, it was feedbacked that new content could be more meaningful and related to our





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project, in particular the volunteering aspect. As PAH is physically intensive, it may be timely for the design cell to share some tips on painting or how to get a conversation going with the beneficiary on our social media platforms, to manage the expectations of what incoming volunteers may perceive PAH to be, as well as to build up some excitement for the actual event. These efforts can keep them in view of our event, which they usually signed up a few months before.



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### **5. SUGGESTIONS FOR FUTURE DEVELOPMENT**

#### **a. Timeline Clash with Public Holidays**

Work should always start as soon as possible so that there is more time to liaise with and choose potential SACs as collaboration partners. This is important considering that SACs are extremely busy during the Chinese New Year period, and they most likely cannot find time to arrange a discussion with us. As our project is set in June, the OC should also take into consideration that our event would most likely coincide with the fasting period for Muslims. The inconvenience posed to the Muslim beneficiaries during actual event is a possible indication that they may withdraw from our project. Additionally, if the touch up session clashes with Hari Raya Puasa, it would mean we would not be able to touch up their homes. As such, the OC has to ensure that the paint work is completed to standard on actual event day itself by allocating sufficient manpower and assigning floaters to assist in these units.

#### **b. Building Rapport with Partner Organisations**

Aside from building rapport with our beneficiaries, it is equally if not more important, to build a strong relationship with our partner organisations. This year, the close working relationship with the SACs enabled the smooth running of our project. Thankfully, there were no unpremeditated withdrawals or clashes with other welfare organisations on actual event day itself, but this is in part due to the close partnership we were fortunate to have with the SACs. They were able to reach out to our beneficiaries when we could not come down to talk to them personally, and also helped us to appease our beneficiaries whenever circumstances arose during the pre-event packing or actual event itself when neighbours made complaints. The support from our partner organisations has been integral in the success of our project, especially in the liaison and follow ups with selected beneficiaries, and it is important for future PDs to establish good rapport with the partner organisations.

#### **c. Recycling Plastic Bottles**

Every year, several used painting equipment and waste materials such as plastic bottles were thrown away, contributing to negative environmental impact. This year, while efforts were put to recycle the plastic bottles in recycling bins as much as possible, more emphasis could have been placed on recycling the bottles, perhaps through including the instructions to recycle the bottles during mass briefing, rather than leaving it up to the respective group leaders to handle.



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Designated recycling points could also be set up before actual event to facilitate the collection of the bottles for recycling.

### **d. Dealing with Bedbug Units**

As per previous years, we liaised with a pest company to sponsor us fumigation services. Since it is a sponsorship, the type of chemical treatment provided might not be very effective in eliminating the bedbug infestation completely if the initial conditions were very bad. A few things could have been done better when working with bedbug units:

- Beyond just liaising with pest companies for bedbug fumigation, future OC should arrange for the technicians to go down to the affected units for preliminary assessments, so that they know what they are dealing with and are better able to support us.
- All infested furniture should be discarded and replaced as soon as possible upon fumigation. Future OC can liaise with the SAC with the delivery of new furniture to the units at the end of the day.
- Once fumigation date is confirmed, beneficiaries should be reminded to clear and clean their units a week before the date. Things like food, need to be packed beforehand and removed from the house before fumigation commences. Clothes which are common breeding grounds for bedbugs, should also be rinsed in hot water.

### **e. Dealing with Hoarding Units**

Packing must be done prior to the actual event day as there will not be enough time for volunteers to help pack and paint for such units in one day. While it was good that we reached out to these needy beneficiaries to help them improve their living conditions, we need to consider where we should draw a line as to how far we can and should help them. Very often, our beneficiaries lead a lifestyle that somehow or another led to their current living conditions. Our services could only provide tangible benefits – beyond improving the interior of their homes, it is ultimately a lifestyle choice made at the discretion of the beneficiaries to maintain their living environment.



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Reported by:

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Project Directors  
Paint-A-Home XIX  
NUS Students' Community Service Club  
A Constituent Club of NUS Students' Union