



# Operation Report 2012

Maison Chance Vietnam Association

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# Operation report 2012

## Maison Chance Vietnam Association

### I. Human resources

#### 1. Beneficiaries

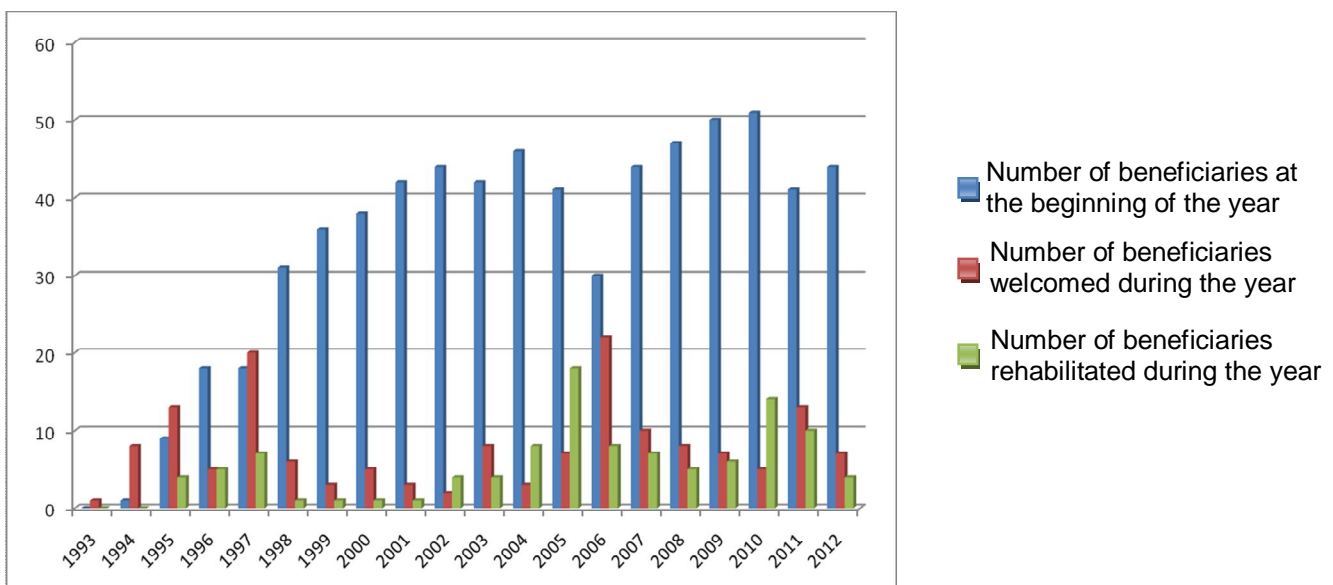
Maison Chance helped 437 people:

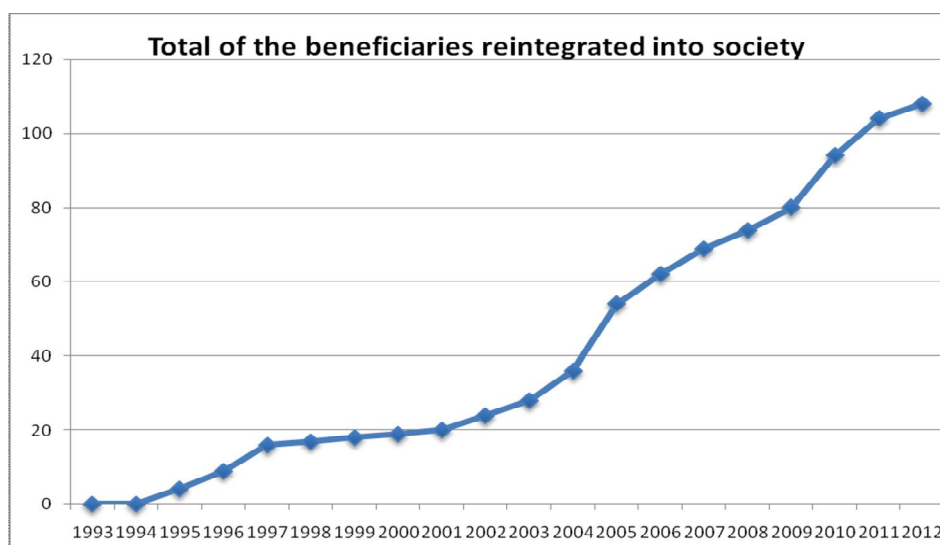
Direct beneficiaries: 47 residents of Maison Chance Shelter of which 27 are disabled and 19 orphans

151 underprivileged children and young disabled (poor children of the neighborhood, residents of Maison Chance Shelter providing with free education at the Village Chance)

90 disabled people in a difficult situation, living at the Village Chance or outside

Help to outside: 150 people, including poor and disabled children and adults, and former beneficiaries. This assistance includes medical care, medicines, school tuition, rice and some financial aids to set up a professional activity. Help to find adapted schools, jobs or apprenticeships.





### > Activities proposed for direct beneficiaries

The social department organized the following activities:

- Tutoring and homework support for the Maison Chance students enrolled outside
- Activities during the Tet
- Celebration of the International Women's Day on March 8, the National Day of People with Disability on April 14, the International Children's Day on June 1, the Tet Trung Thu (mid-autumn festival) on September 30, the International Day of People with Disability on December 3.
- Christmas party and present sharing with all the beneficiaries
- Monthly recreational activities such as cinema and circus sessions, fishing, picnics, etc.

Pictures of some activities



*Tutoring at Maison Chance Shelter*



*Feast for the National Day of People with Disability*



*Visit to the Youth House of the city for the International Children's Day*





*Maison Chance's Santa gave presents to all the good children!*



*Visit to Long An Province*



*Trip to Cu Chi for the disabled beneficiaries*

The social department has also been involved in a program of environmental protection, "Moi Truong Xanh", coordinated by the Project office as well as in various events such as the fair organized by Tan Binh District on April 20 or the party organized by Roche Cie on June 8. On November 25, the interested beneficiaries were able to participate in an evening entitled "Tho Dem doi van dep." During this event, Nguyen Van Lam, the poet of Maison Chance, was able to present his work and read some of his texts.

In parallel, the social department also conducted a survey to determine the economic situation of the new pupils enrolled at the Village Chance. They must in particular meet the criteria for admission stating that families should be in a difficult situation.

## 2. Employees and volunteers

Maison Chance employs 6 people in its Project office and 73 people for the management and operation of its programs. In addition of employees, 13 Vietnamese and 18 foreign volunteers have helped. There are a total of 110 people working for the association.

Department	Number of employees	Number of volunteers	Total
Project office	6	6	12
Management Committee	6		6
Administration, finances, human resources	6*		6
Social department	3		3
Education	13*	8	21
Training and production	10	2	12
Marketing and sales	4		4
Health department	9	14	23
Catering department	6		6
Goods and services:			
- Repairers	2	1	3
- Cleaners	7		7
- Person in charge of the stocks	1		1
- Person in charge of the property	1		1
- Security guards	9		9
<b>TOTAL</b>	<b>79</b>	<b>31</b>	<b>110</b>

\* Three members of the Administration and finance department, and one member of the Education department are also members of the Management Committee.

Maison Chance also received the support of many Vietnamese and foreign volunteers throughout the year:

**Vietnamese volunteers** Maison Chance worked with 13 people in the following areas (transportation costs are reimbursed):

Education department: 1 volunteer who taught computer skills to the children, 1 volunteer who helped during the summer activities, and 1 volunteer who helped in the kindergarten.

Vocational training department: 1 volunteer who taught website's programming to the IT students.

Health department: 7 volunteer doctors specialized in urology, spinal column and orthodontia. These doctors have been working as volunteers with Maison Chance for several years.

Project Office: 1 volunteer who participated in the project of book for the 20<sup>th</sup> anniversary of Maison Chance.

**Foreign volunteers** Maison Chance collaborated with 18 foreigners in the areas of teaching (French and English), health, communication and IT:

- Short term (less than 3 months): 8 volunteers
- Long term (more than 3 months): 10 volunteers

## II. Operation report

### 1. Education

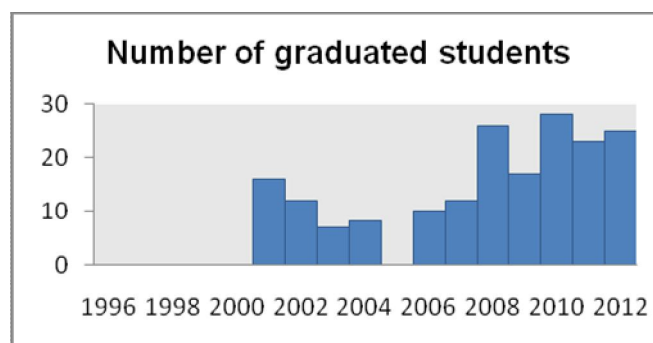
Eight residents of Maison Chance Shelter are enrolled outside:

- 5 students at secondary school
- 2 students at high school
- 1 student at university

They all passed their exams with success.

#### Children enrolled at the Village Chance

All the 137 pupils passed an examination on March 22. The year-end exams were held from May 8 to May 17. The success rate of these exams was 95.6%: 131 students were able to pass to the next grade, 65 with excellent results, 46 with good results and 20 with average results. The 6 students whose assessment deemed to be insufficient have to retake exams in August. They all had good results.





The 25 fifth graders have all passed their exams with very good results, especially for 5 of them who had excellent results in Vietnamese and math.

On May 31, Maison Chance organized a party for the end of the school year at the Village Chance.



*Promotion 2011-2012*

During the summer, from mid-June to the end of July, the children were able to take part in a program to raise awareness of environmental protection as well as summer activities.



*At the launch party of the program, each participant received a green leaf and pasted it on dry branches which gradually transformed themselves into a beautiful green tree.*

To educate the beneficiaries and staff to this ideal, the program "Act together to protect the environment" was launched on June 15, 2012 along with summer activities.

In collaboration with the organization 350.org, recreational programs have been presented to raise awareness of environmental protection. Training days on topics: how to save energy, water, paper, how to reduce the consumption of plastic... have been regularly organized for people with disabilities and the staff of Maison Chance.

### Program of the 2012 summer activities

Maison Chance plans elementary school courses during 9 months for an average of 150 disadvantaged children. According to the curriculum, children are on vacation for one month in June. In July and August, they have classes in the morning only.

The difficult background of the families does not allow parents who are very busy during the day with their job to think about activities for their children. This is why summer activities are a priority for Maison Chance. In addition, some children are a source of income for their families. They have to help with the homework, sell lottery tickets on the streets... These activities provide an opportunity for these children to spend beautiful



summer days, while instilling values of support and sharing. The proposed activities allow them to develop their sporting, manual and language skills, while avoiding the loss of their good habits acquired during the school year.

Thirteen different activities have been proposed to the children (into brackets, the number of participants): French (9), English (35), singing (25), traditional dance (17), aerobic (46), hip hop (31), theater (25), drawing (40), volley-ball (05), swimming (88), football (63), martial arts (62), living skills workshops run by scouts (40). Each child could enroll up to 6 activities and to a minimum of 4. In these 4 choices, there should be at least an intellectual activity, a living skill activity and a sport. Of the 152 disadvantaged children attending school at the Village Chance, 130 participated to the summer activities, i.e. a rate of 85.5%. The other students cannot participate because they returned to the country side for the holidays or had to help their parents at home by taking care of their younger brothers and sisters. The children of the beneficiaries of Maison Chance and of the inhabitants of the Village Chance also could take part. In the morning, the children had tutoring. They could eat and have a nap on site. In the afternoon, they took part to the summer activities. The first session was held from 1:30 to 3:00 pm and the second one from 3:30 to 5:00 pm, except for 2 activities: martial arts were from 5:00 to 6:00 pm and living skills on Sunday from 2:00 to 4:00 pm.

In order to prepare the new school year, the education department began to receive new enrollment demands in July. The new school year officially began on September 4 even if the children went back to school on August 15. In addition, 133 children have been provided with free lunch at the Village Chance canteen since September 7.

From September 17 to October 17, trainings were organized for teachers employed by Maison Chance. First, a refresher course was delivered to primary school teachers. Then, a course about the psychology of children at the age of primary school was proposed to the teachers, trainers, social workers and interested people. These sessions were organized in collaboration with the University of Social and Human Sciences of Ho Chi Minh City.

## 2. Vocational training and production

More than sixty people with disabilities and disadvantaged youth learn and / or work in the six workshops of the Take Wing Centre and the Village Chance.

### Sewing

18 trainees have learned to make stuffed animals, cushion covers, bed linen, gift boxes ...

The workshop has made 27,258 items.



## Painting

The 17 apprentices continue to refine their oil painting and portrait techniques. They have made small paintings, clock-paintings and personalized orders.

The painters have created 1,371 works.



## Bamboo

Four apprentices have been trained in the art of cutting different types and sizes of bamboo and in the creation of products sold by Maison Chance or for customer orders such as frames, lamps, etc.

8,985 products have been produced.



## Information Technology

Sixteen trainees have learned the basics of computing, the use of graphic programs (Photoshop, Adobe Illustrator) and the design of websites. Four quadriplegic apprentices with a severe degree of disability in the upper limbs are continuing to work for a Vietnamese company without having to move to its office.



## Baking

The four apprentices were trained to make different kinds of Western cakes and pastries as well as breads like baguettes, croissants, chocolate croissants, brioches, cookies, pies, ice creams, chocolates and so on.



## Restaurant

Eight apprentices in cooking and serving are working at the restaurant, opened on September 26, 2012. It proposes coffee, fruit juices, cocktails and small dishes.



### 3. Health

In 2012, 115 cases have involved consultations outside and 10 hospitalizations. About forty external recipients have received free medical care.

During March, a first aid course on artificial respiration was given to medical staff and security guards by two Norwegian volunteers. Follow-up sessions are held regularly.



On April 25, 157 beneficiaries participated in vision testing in collaboration with an ophthalmic hospital in Ho Chi Minh City. Doctors have recommended 32 patients further tests at the hospital. In the end, 15 people received glasses to correct their vision.



During the first semester, the health department has also renewed the medical insurance of the beneficiaries. Thanks to this coverage, 80% of the costs are borne by the State. Patients should only pay 20%.

### 4. Buildings and equipment

The main mission of the Buildings and equipment Department is the maintenance of the three sites of Maison Chance.

During these first 6 months, the department has carried out the following work:

- January: Change of the signs indicating the 3 sites, purchase and installation of additional equipment in the Bakery workshop.
- February: Property inventory



- March: Improving the filtering system of the drinking water at Maison Chance shelter and at the Take Wing Center, finalizing the installation of an elevator suitable for disabled people using wheelchairs at the Village Chance.
- April and May: Addition of computers in the computer workshop, purchase of additional equipment for the kitchen of the Take Wing Center, installation of lockers and a special seat to help people with disabilities to enter the swimming pool more easily, the finalization of the modification of the hatch between the kitchen and the second floor of the Village Chance restaurant.
- June: Setting-up of a room for the archives at the Take Wing Center, set up blinds against the sun and the rain at the Village Chance.
- July: Change of the sign indicating access to the Take Wing Centre, purchase of an ice cream maker for the Village Chance and implementation of a time clock for employees.
- August: Purchase of additional equipment for the bakery, construction of sewage disposal system for the kindergarten.
- September: Change of the generator of Maison Chance shelter, purchase of equipment for the kindergarten and for the canteen at Village Chance, work at the restaurant.
- October: Purchase of equipment for the kitchen and for the physiotherapy room at the Take Wing Centre. Purchase of equipment for the kindergarten.
- November: Installation of a new electric system in the baking workshop at the Village Chance.
- December: Change of the signs indicating the access to the Village Chance, purchase of material for the Education department (computers and cupboards), small repairing work in the therapeutic pool, adding awnings in front of the kindergarten.

## 5. Project office

In 2012, the Project Office worked on the following projects:

### Maison Chance at the countryside

The aims of this project is to establish the "Maison Chance model" in a poor countryside area (350 km North of Ho Chi Minh City), where the number of disabled people and children who do not go to school is quite high.

It is a large project that will help people with issues, young and elderly, providing them with a better quality of life, because every moment of life is precious and everyone should be able to live them in the best possible conditions.

Here are the objectives:

- Improve the life of children and people with disabilities
- Help people with disabilities to recover health
- Help them to reintegrate into society in the best way
- Teach the families and employees how to take care of people with disabilities



The new Maison Chance center will include residential accommodations for the most underprivileged children and disabled people as well as various educational programs, medical services and production facilities to ensure direct incomes for the program. These would include a farm (breeding rabbits, hedgehogs, horses...) and tourist services in accordance with the values of eco-tourism. Maison Chance wishes to create a pool of development in this region.

During this year, we first made various surveys to have a better understanding of the needs of the target population (i.e. the local population as well as severely disabled elderly people). Meanwhile we also made 5 exploration trips to visit different areas that would be fit for a future Maison Chance model in the countryside. We finally choose Dak Nong province in the Highlands (pink zone on the map to the right.).



These trips were also opportunities to visit several associations already working with the target population of the project, to understand the real needs of the field, and to make contact with potential partners for the future realization of this major project.

## Kindergarten

In Vietnam, children can go to the nursery from nine months of age but only few schools accept the babies because of the responsibility and the high workload. In addition, the high monthly fees select children from wealthier families. Consequently, in general, children are sent to school once they passed 2.

Kindergarten responds to a real need of the poor population. Without this service, parents cannot work and can undermine the family locking it in a state of poverty.

Maison Chance also recognizes that the creation of an educational center for children with disabilities is a real need. This is why the kindergarten will integrate and host such children who subsequently may continue their studies in primary school.

The Project Office made paperwork, prepared the premises and the equipment, recruited teachers, a manager and child minders to open the kindergarten on September 17, 2012.

## Restaurant

The objective is to establish a business for Maison Chance beneficiaries who have an interest in the restaurant trades. The beneficiaries will be trained so that they can then open their own business. In addition, the restaurant will also accommodate visitors, residents. It will be possible to organize events such as weddings, birthdays on request.

Two young people have received vocational training in cooking and hospitality at Know One Teach One (Koto), an Australian NGO that provides training to disadvantaged youths. They both have just received their degrees. They are now involved in the establishment of the restaurant. In parallel, several young beneficiaries of Maison Chance received cooking classes given by an Australian volunteer of Vietnamese origin during 6 months.

The restaurant opened on September 26, 2012. It proposes coffee, fruit juices, cocktails and small dishes.

### **Heating system for the therapeutic pool**

In order to improve the quality of physical therapy, Maison Chance has built a therapeutic pool for the disabled people. The water exercises are beneficial for all types of disabilities, even the most severe. The weightlessness reduces the pressure on the back and joints, reducing the feeling of heaviness.

Water has the advantage making the muscles work more deeply. The entire body and individual limbs can work in a smooth way. Physical therapy in water can treat psychomotor problems, rehabilitation after an accident and joint or muscle problems.

Earlier this year, therapy sessions in the water were established. However, they had to be stopped because of the cold water temperature. Therapists realized quickly that the cold water made the exercises less beneficial.

To solve this problem, a Vietnamese company has been hired to find the best solution to heat the pool. The idea is to use a heat pumps system. The manufacturer of these machines is a Canadian company. Through Maison Chance Canada, we have contacted the company in order to buy the machine directly from Canada. They arrived in Vietnam at the end of December and the administrative procedure to get them out the port is in process.

### **Adapted bus**

Transporting disabled people in Vietnam is very complicated because the layout of houses, streets and sidewalks is poorly adapted to their needs.

Today Maison Chance helps to transport many people with disabilities, but the organization only has an old 16-seater bus. Because it is not adapted for handicapped use, the staff has to carry the disabled people from their wheelchairs to their seats on the bus, which is very tiring.

The need of better transportation is real and relatively urgent. Maison Chance has worked for over a year to find a solution in Vietnam with some bus companies. This kind of vehicle does not exist in the country so these companies have had difficulty to well understand our needs and have all refused to collaborate on this project. We therefore are trying to find one aboard. But again it is difficult to find a vehicle that meets our requirements. Finally, Maison Chance chose to buy a bus in Vietnam and to adapt it according to its wishes. The vehicle will be available in the first quarter of 2013.

At the administrative level, the Project Office initiated the updating process of its license under the new law regulating the work of NGOs in Vietnam coming into force on June 1.

There are several types of authorization to work in Vietnam for NGOs. From 1998 to 2010, Maison Chance worked under an operating license. In 2010, it was able to obtain a license for Project office. As we want now to expand our activities to other provinces, so it is better to apply for a license from Representative Office. The application process is underway.

The Project Office has also requested 8 visas renewing for expatriate staff and volunteers as well as 9 new demands.

It also assured the implementation and monitoring of the work of the 18 foreign volunteers who have collaborated with Maison Chance this year.

### III. Financial report

For 2012, the expenses for programs' operations are 488,089 USD; the investments for the programs are 81,213 USD. The total expenses for the programs are 569,302 USD.

The projects office expenses are 44,826 USD.

The total expenses for 2012 are 614,128 USD.

The amount of income generated is 694,709 USD.

Expenses	VND	USD
<b>Operations of the programs</b>	<b>10,152,246,148</b>	<b>488,089</b>
Maison Chance Shelter	2,833,324,000	136,218
Take Wing Center	4,559,213,512	219,193
Village Chance	2,759,708,636	132,678
<b>Investments for the programs</b>	<b>1,689,227,630</b>	<b>81,213</b>
Maison Chance Shelter	483,009,000	23,222
Take Wing Center	174,339,500	8,382
Village Chance	1,031,879,130	49,610
<b>TOTAL of the expenses for the programs</b>	<b>11,841,473,778</b>	<b>569,302</b>
<b>Projects office expenses</b>	932,379,490	44,826
<b>FINAL TOTAL</b>	<b>12,773,853,268</b>	<b>614,128</b>

1USD = 20,800 VND

Thank you for your interest and precious collaboration!

Report written by Maison Chance Vietnam in March 2013

Tim Aline Rebeaud

