



Operation Report 2013

Maison Chance Vietnam Association

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Operation Report 2013

Maison Chance Vietnam Association

I. Human resources

1. Beneficiaries

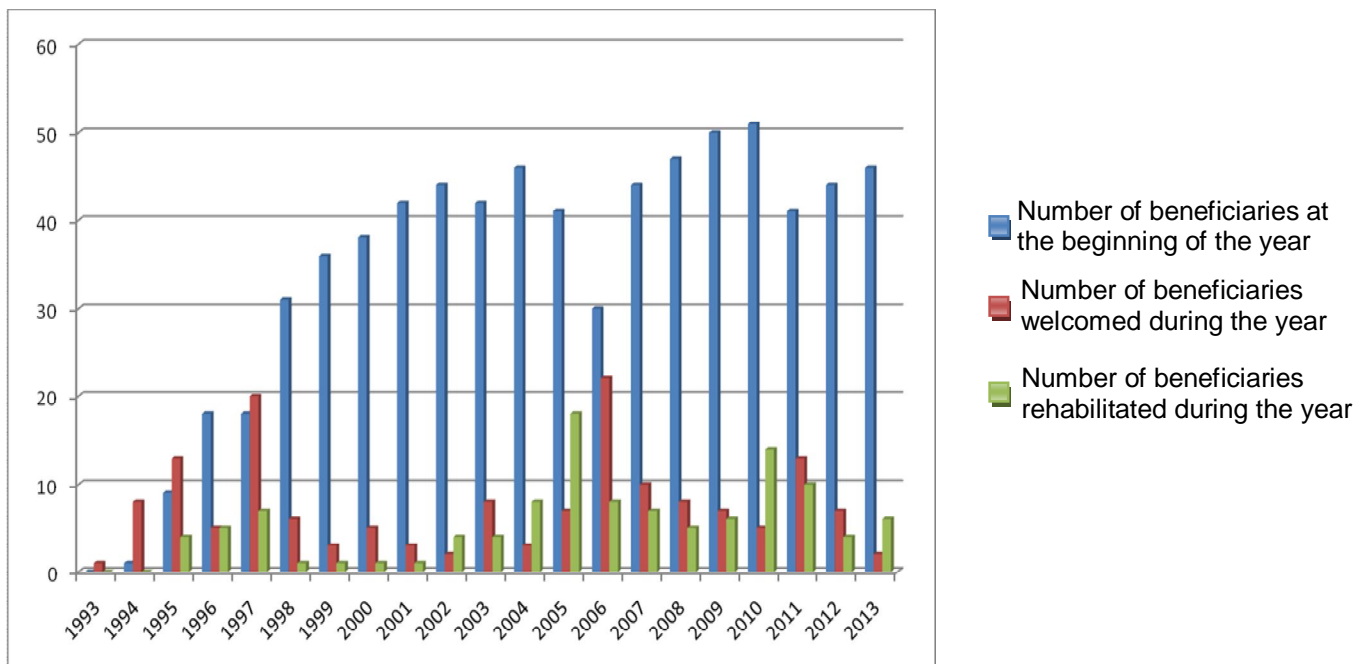
Maison Chance helped 508 people:

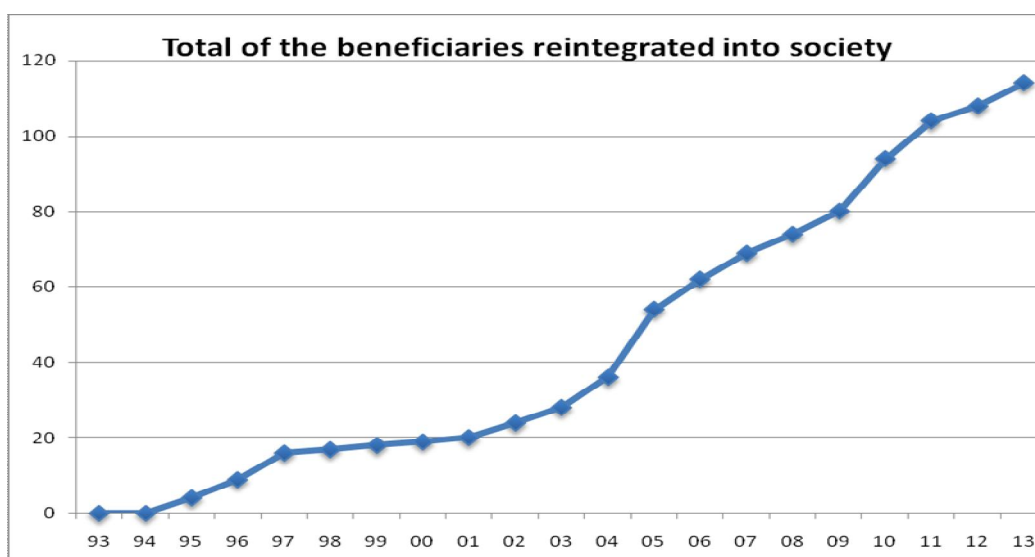
Direct beneficiaries: 45 residents of Maison Chance Shelter, of which 32 are disabled and 13 orphans.

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

86 disabled people in difficult situations, living at the Village Chance or outside.

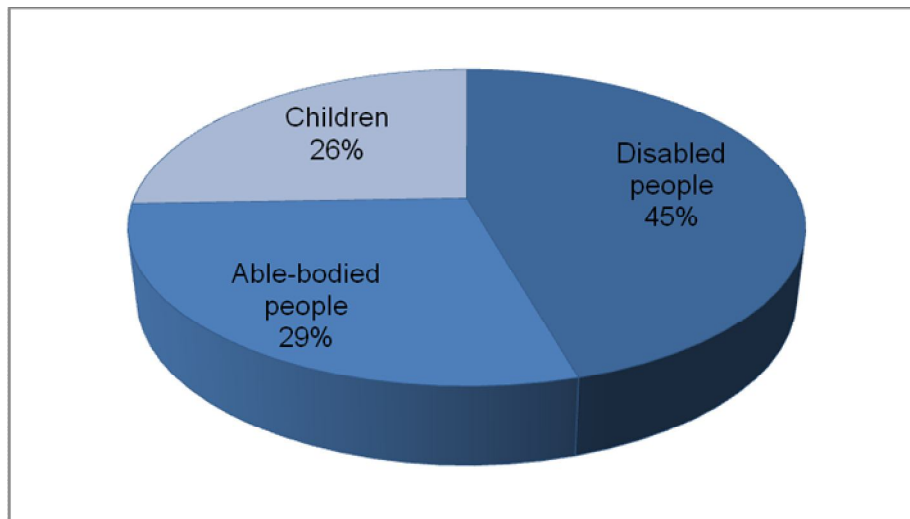
Help to outside: 201 people, including poor and disabled children and adults, and former beneficiaries. This assistance includes medical care, medicines, school tuition, rice and some financial aids to set up a professional activity. Help to find adapted schools, jobs or apprenticeships.





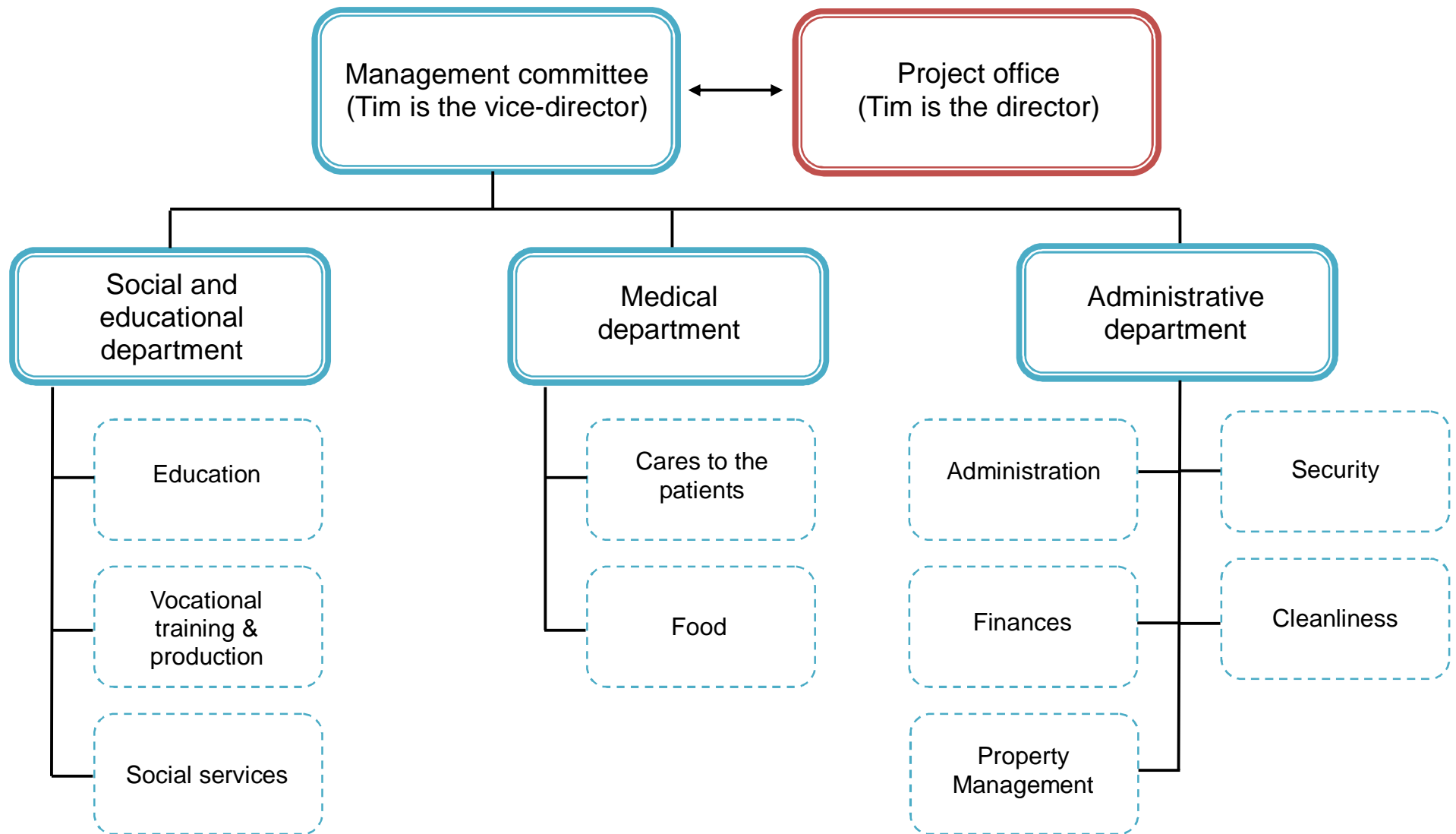
Information about the occupancy of the apartments at the Village Chance

The Village Chance is a complex of apartments fully adapted for people in wheelchair. At the end of 2013, more than 100 people are living there. Within these families, at least one of the parents is disabled. There are also people with disabilities who have completed their vocational training. Becoming independent, they are renting an apartment, often sharing with one of their colleagues.



2. Employees and volunteers

Maison Chance has a significant organizational structure which includes a total of 68 staff and 30 volunteers. Since November 2013, Maison Chance Vietnam has become a social center that meets the criteria of the Vietnamese government in accordance with a new law which came into effect 3 years ago. The regulations governing the operations of these centers require a specific organization. You will find below a chart that will help you have a better understanding of this organizational structure.



To allow these departments to carry out the tasks entrusted to them, Maison Chance employs 4 people in its Project office and 64 people for the management and operation of its programs. In addition to the employees, 14 Vietnamese and 16 foreign volunteers have helped. There are a total of 98 people working for the association in 2013.

Department	Number of employees	Number of volunteers	Total
Project office	4	8	12
Management Committee	5		5
Administration, finances, human resources	6*		6
Social department	4		4
Education	16	10	26
Training and production	11		11
Health department	7	11	18
Catering department	5		5
Goods and services:			
- Property management	3	1	4
- Security guards	10		10
- Cleaners	7		7
TOTAL	68	30	98

* Three members of the Administration and Finance 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 14 people in the following areas (transportation costs are reimbursed):

Education department: 1 volunteer who taught computer skills to the children, 1 drawing teacher, 5 volunteers who helped during the summer activities.

Health department: 6 volunteer doctors specialized in urology, spinal column and orthodontia. These doctors have been working as volunteers with Maison Chance for several years.

Property management: 1 volunteer who repaired wheelchairs.

Foreign volunteers Maison Chance collaborated with 16 foreigners in the areas of teaching (French and English lessons, summer activities with the children, awareness about the protection of the environment), health (physical therapists, occupational therapists, nurses) and communication:

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

II. Operation report

1. Education

Nine residents of Maison Chance Shelter are enrolled in the outside:

- 4 students in secondary school
- 3 students in high school
- 2 student in university

They all passed their exams with success.

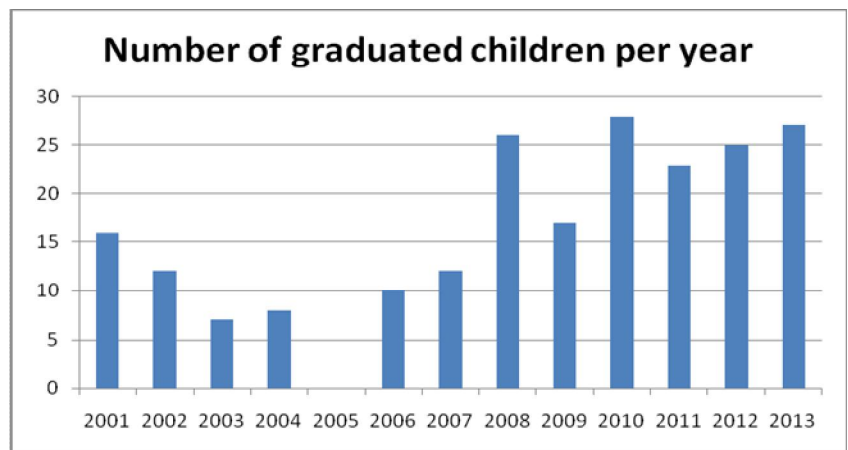
Children enrolled at the Village Chance

All the 140 pupils passed an examination on March 13 and March 14. The year-end exams were held from May 7 to May 10. The success rate of these exams was 100%: all the students were able to pass to the next grade, 79 with excellent results, 51 with good results and 10 with average results.

The 27 fifth graders have all passed their exams with very good results: 24 with excellent results and 3 with good results. Special mention to two of them who achieved a perfect score (10/10) in Vietnamese and mathematics.

A tutoring was established in February. This new free service is offered to both children attending Village Chance School and to those of other schools in the district. There are 93 who benefit from this service.

On May 31, Maison Chance organized a party celebrating the end of the school year at the Village Chance. The new school year began on August 15.



After a month of summer vacation, the summer program began on July 15 and ended on August 10 with a trip to the sea. During this period, the children had classes in the morning and activities in the afternoon such as sports, English language classes, cooking and baking classes or other creative activities.



Cooking classes and kites making: two summer activities offered to the children.

In addition to these activities, a Taekwondo club in the district is allowed to use the Take Wing Center for free. Fifty neighborhood children are attending this course three times a week.

Kindergarten

In 2013, 17 children attended the kindergarten. Children as young as 6 months old (provided that they can sit) are taken cared of from Monday to Saturday, from 7am to 5pm. They receive balanced meals (breakfast, lunch and snacks) in accordance with food safety standards.

The children's health is monitored in accordance with the regulations of the Ministry of Health: they are weighed frequently and get deworming twice a year. All the children are healthy.

In addition, measures are taken to prevent seasonal diseases such as hand-foot-mouth disease or H1N1 flu.

2. Social department

The first responsibility of the social workers is to take care of the daily needs of the residents of Maison Chance shelter. Meanwhile, all requests for assistance are also considered by them.

In addition to its regular activities, the social department has also organized the following activities for the beneficiaries:

- Tutoring and helping with homework for the Maison Chance students enrolled in the outside,
- Activities during the Tet New Year holiday,
- A visit to the Lang nghe mot thoang Viet Nam for the beneficiaries,
- Participation in a conference with Nick Vuijic on May 25. Nick Vuijic is a 23 year old Australian born without arms or legs. After a difficult childhood, his passion for life and the supports of his family and relatives helped him overcome his disability. Now he dedicates his life to share his experience with other disabled people as well as able-bodied people.

During the course of the year, the social department organizes the 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 19, the International Day of People with Disability on December 3 and Christmas.



Several activities were organized to celebrate the disabled people on April 18.

Game and a small collation welcomed the International Women's Day on March 8.



Since June 2013, a dozen of the children have been taking acrobatic lessons three times a week. They trained very hard and were rewarded at the end of the year by winning the second prize in a competition.



3. Vocational training and production

About sixty people with disabilities and disadvantaged youth are learning and / or working in the six workshops at the Take Wing Centre and at the Village Chance. The interesting aspect of the system is that each worker is paid for his work. They immediately receive 20% of the amount and the remaining 80% is placed in a separate account, all of which will be given to them at the time of total independence. Thus, each beneficiary of Maison Chance can make a new start with a small capital.

Sewing



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

The workshop has produced 36,065 items.

Painting



The 19 apprentices continue to refine their oil painting and portrait techniques. They have made small paintings and personalized orders.

The painters have created 1,818 art works.

Bamboo



Five apprentices have been trained in the art of cutting different types and sizes of bamboo and creating products sold by Maison Chance or for customer orders such as frames, lamps, etc. 3,216 products have been produced.

Baking



The apprentice bakers have completed their training. They can now make various kinds of pastries and cakes as well as Western breads like baguettes, croissants, chocolate croissants, brioches, cookies, pies, ice cream, chocolates...

Information Technology



Of the 17 apprentices of the computer workshop, 7 have received basic training and education in the field of website development and SEO. 10 others are working as webmasters for different customers and one of them is responsible for the online sales of products at Maison Chance.

Restaurant



The apprentices are trained in food and service. The restaurant was rented out to an individual in order to bring in more customers and allow the apprentices to gain more experience.

4. Health department

In 2013, 127 cases have involved consultations for ENT, spine or bladder problems. Moreover, 36 external beneficiaries received free medical cares.

In addition to the medical cares, the physical therapy and the water therapy, the health department also:

- Organized a general dental examination for 139 pupils. The volunteer dentist treated 146 students, beneficiaries and employees.
- Organized several information sessions about infectious diseases and the prevention of back pains. In particular, on June 22, a volunteer gynecologist gave a seminar about gynecological diseases for the female beneficiaries and staffs.

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



5. Administration

The work of the administrative department is to organize and manage the daily activities of Maison Chance Vietnam. During this year, the administrative department has worked specifically on the following:

- a. The most important task was the administrative procedures to transform Maison Chance into a social center in accordance with the new Vietnamese legislation on social centers. Throughout the year, the administrative department worked with the different concerned services to finally get the permission for the foundation of the social center Maison Chance on November 5, 2013. The Department of Labor has now to accept its rules. Once this is done, it will be possible to request a new seal.
- b. Procedure to get a house number for the Village Chance.
- c. Preparation for the application to establish a family book for Maison Chance. The file is ready but it requires the new seal of Maison Chance to hand it.
- d. Application for exemption from property tax on land use of the Village Chance.
- e. Writing an extension of the collaboration agreement between Maison Chance and its Vietnamese partner, the Ho Chi Minh City Sponsoring Association for poor patients.
- f. Writing of a report on the work of Maison Chance for the People's Committee of Ho Chi Minh City to obtain a certificate of appreciation for the social work and the betterment of society made by Maison Chance.

In addition, the administrative department also participated in the organization of the activities to celebrate the 20th anniversary of Maison Chance.

6. Buildings and equipment

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

During 2013, in addition to small repairs and daily maintenance, the department has carried out the following works:

January:	Taking property inventory
February:	Extending the bamboo workshop outside the Take Wing Center to minimize the bad effects of the dust on the apprentices; digging a well at the Village Chance and adding equipment at the kindergarten.
March:	Performing maintenance of the generators of the 3 centers.
April and May:	Repairing the chairs of the dental room, adding equipments at the kindergarten and at the restaurant.
June:	Installing the heating system for the therapeutic pool.
July:	Checking the quality of the water of the 3 centers, setting up a water warming system at the shelter, and adding equipment at the kindergarten.
August:	Repairing the rails at the Village Chance
September:	Purchasing carpets for the acrobatic classroom, additional tables for the canteen and installing a wooden ground at the kindergarten.
October:	Performing repairs at the restaurant, adding equipment at the kindergarten.
November:	Purchasing mattresses and desks for the beneficiaries of the shelter; and cabinets and desks for the school.
December:	Installing new computers in the IT workshop.

7. Project Office

At the administrative level, the Project Office continued all year long with the updating process of its license under the new law regulating the works of NGOs in Vietnam which came into effect on June 1, 2012, as well as its extension to Dak Nong Province.

The Project Office has also assured the implementation and monitoring of the work of the 16 foreign volunteers who collaborated with Maison Chance this year.

One of the tasks of the Project Office was to find new partners and to follow the good use of the donations. In 2013, the Project Office has mainly followed the proper application of agreements with First Future Foundation - HSBC, the Albatros Foundation and Masikini Foundation.

In parallel with the paperwork and fundraising, the Project Office has worked on the following projects:

Celebration of the 20th Anniversary of Maison Chance

In 2013, Maison Chance celebrated its 20th Anniversary. For this occasion, the Project Office, in collaboration with the administrative office and the concerned departments, organized a party at the Saigon Opera House on July 5. Even though Maison Chance has been active for 20 years in Vietnam, this anniversary was the opportunity for the association to publicly present itself in Vietnam for the first time. This celebration also allowed Maison Chance to show appreciation to its partners and sponsors.

A month later, on August 4, another event was held at Dam Sen Park. The objective was to introduce and publicize Maison Chance to the Vietnamese public. Under the sign of the exchange, activities favoring interaction between visitors and beneficiaries were organized. Passersby were able to get acquainted with the programs of Maison Chance while discussing with the beneficiaries.

Throughout the year, the Project Office also assisted Tim in writing the book telling the 20 years story of Maison Chance from its beginnings to today. Published in French in early autumn 2013, the English and Vietnamese versions of this book should be published at the end of 2014.

Maison Chance in the countryside

In 2013, two trips to make contacts with the local population and authorities of Dak Nong province were organized. In addition to the negotiations with the authorities in signing a partnership to build the first social center of the province, wheelchairs and therapeutic equipments were distributed to the neediest.



Working meeting with local authorities



Meeting with the local population and donation of therapeutic material.

In parallel, two volunteers (a special education teacher and a psychologist) have gathered information on the care of people with mental disabilities. As Maison Chance has not had much experience with this type of illness, it is important to have a good theoretical and practical basis before the actual start of the implementation of the project.

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.

During the first therapy sessions, the cold water temperature appeared to be a problem. Because of the lack of mobility, the therapists realized that the disabled people got cold quickly, which made the exercises less beneficial.

To solve this problem, we bought two heat pumps directly from Canada. They arrived in Vietnam at the end of December 2012. After several weeks of administrative procedures the pumps arrived at Maison Chance and were installed during the first semester of 2013.

Adapted bus

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

Thanks to the support of the Masikini Foundation, Maison Chance was able to buy a 29-seats bus that we adapted to the transport of people with disabilities.

The new bus adapted for Maison Chance has been running between the different centers since April.

Operation of a young paraplegic in France

At the end of 2013, the Project Office, in collaboration with the association La Papaye Verte, began the preparations for the trip for Vuong to France.

Vuong is a young 24 year old man who suffers from a severe scoliosis as a result of an accident when he was 15. His spine is heavily distorted, causing a lot of pains and prevents breathing.

In November, a French surgeon visiting Ho Chi Minh City met and examined Vuong. His conclusion: an operation of the spine was essential for his survival. As such a complicated operation could not be performed in Vietnam, the project office arranged for Vuong to undergo this procedure in France during the month of April.

Bakery

In December 2011, nine young people started training in making breads, croissants, chocolate croissants, brioches, cookies, pies ... and the basics of baking and pastry.

Their teacher was himself a former youth in a difficult situation who had the opportunity to train in this field for 6 years in Belgium. Coming back to his country, he chose to give back what he has received by helping Maison Chance. The advantage is that this foreign-trained Vietnamese understands the differences in taste and production techniques. His teaching allows the apprentices to make western cakes according to the taste of Vietnamese.

His busy schedule only allowed him to provide three lessons per week. A trained assistant took over the remaining time to ensure complete supervision of the apprentices. This training lasted a little more than one year. These apprentices have now completed their basic training and are capable of producing pastries, breads and cakes.

The ultimate goal of this training is to establish a distribution network of Western quality pastries such as croissants, chocolate croissants, and cakes for hotels and restaurants downtown that have significant foreign clients. For local customers, it is expected to sell their breads. The bakery also accepts orders for special celebrations such as birthday cakes, petit fours.... For almost one year, the bakery produced for internal orders that allow trainees to become familiar with the production and at the same time provide pastries and breads to the school and all the beneficiaries of Maison Chance.

To attain professional production, various administrative formalities are required. We must obtain a business license and a food safety certificate. Another requirement is to ensure consistent quality.

The Project Office has planned the development of the bakery over 3 years in order to have an overall vision and concrete goals. First step: a reorganization of staff duties, an analysis of staffing and equipment; and obtaining a business license and food safety certificate.

Step Two: Once the different legal papers have been obtained, it would be possible to contact companies to propose partnerships to obtain raw materials for free or at reduced prices, as well as to begin the canvassing of the first customers. It will be better to start with a small number of customers and increase the number gradually.

Step Three: If everything goes as planned, commercial production is expected to begin in the second half of 2014.

III. Financial report

2013 EXPENSES					
No	Categories of expenses	Maison Chance Shelter	Take Wing Center	Village Chance	TOTAL
I.	MC VIETNAM	125'055	236'999	206'560	568'613
1	INVESTMENTS EXPENSES	-	16'787	28'167	44'953
	Equipment expenses	-	16'787	23'083	39'870
	Important reparations	-	-	5'083	5'083
2	OPERATION EXPENSES	125'055	139'965	178'393	443'413
	Food expenses	31'883	22'021	25'103	79'006
	Medical expenses	24'214	19'362	563	44'138
	Leisure expenses	15'171	-	-	15'171
	Social expenses	12'604	15'805	464	28'874
	Education expenses	-	-	49'679	49'679
	Kindergarten expenses	-	-	11'764	11'764
	Vocational training expenses	-	8'697	29'863	38'560
	Transport expenses	9'999	1'963	-	11'962
	Administrative expenses	10'214	22'769	2'846	35'829
	Reception expenses	-	1'682	204	1'887
	Expenses for volunteers	-	924	-	924
	Building expenses:	20'971	32'711	56'788	110'469
	Expenses for the staff	-	13'755	220	13'975
	Other expenses	-	276	899	1'175
3	PRODUCTION EXPENSES	-	80'247	-	80'247
II.	PROJECT OFFICE				44'967
	Salaries				17'732
	Operation expenses				20'670
	Overseas travel				3'945
	Support to others charities				-
	Audit				2'620
	TOTAL OPERATION EXPENSES				613'580
III.	EXPENSES FOR DAK NONG PROJECT				3'688
IV.	EXPENSES FOR THE 20TH ANNIVERSARY				23'656
V.	PURCHASE AND MODIFICATIONS OF THE ADAPTED BUS				56'588
	TOTAL OF EXPENSES				697'512

During the same period, the incomes were 736,801 USD:

	Categories	Amount in original currency		Exchange rate	Amount in USD
1	Incomes from production				
	Incomes from production	2'029'535'242	VND	21'080	96'277.76
		1'650.64	CHF	1.12	1'848.72
		6'242.54	EUR	1.37	8'552.28
		11'153.98	USD	1.00	11'153.98
	Total				117'832.74
2	Donations				
	Maison Chance Switzerland	94'942.10	USD	1.00	94'942.10
	Maison Chance USA	166'500.00	USD	1.00	166'500.00
	Maison Chance Canada	30'000.00	CAD	0.94	28'200.00
	Maison Chance Australia	6'259.40	USD	1.00	6'259.40
	Terre des Hommes Alsace, France	26'900.00	EUR	1.37	36'853.00
	Maison Chance France	8'000.00	EUR	1.37	10'960.00
		10'000.00	USD	1.00	10'000.00
	Fondation Albatros, Switzerland	60'000.00	USD	1.00	60'000.00
	Fondation Masikini, Switzerland	56'980.50	USD	1.00	56'980.50
	HSBC Future First	50'647.00	USD	1.00	50'647.00
	Cie Roche Vietnam	197'070'908	VND	21'080	9'348.71
	Individuals	1'064'913'465	VND	21'080	55'928.72
		5'411.00	USD	1.00	
	Renting at the Village Chance	506'830'000	VND	21'080	24'043.17
	Other incomes	162'594'733	VND	21'080	7'713.22
	Bank interests	190.23	USD	1.00	592.90
		7'400'655	VND	21'080	
		11.78	AUD	0.89	
		30.01	EUR	1.37	
	Total				618'968.73
	Final Total				736'801.46

Thank you for your interest and precious collaboration!

Report written by Maison Chance Vietnam