



Operation report 2014

NGO Maison Chance

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Introduction

The NGO Maison Chance is represented in Vietnam by the Project Office. Managed by Tim Aline Rebeaud, the office is composed of 7 members. In addition, 5 foreign volunteers (architecture, communication, Information technology) worked on the development of the different projects run by the Project Office in 2014.

In the field, the NGO Maison Chance works to ensure the financing of the Social Center Maison Chance in Ho Chi Minh City as well as continuing the development of the ongoing projects.

Officially registered with the Vietnamese authorities since 1998, this year the Project Office finalized updating its new license under the new law regulating the works of the NGOs in Vietnam, which came into effect on June 1, 2012, as well as its extension to the Dak Nong province. Maison Chance received its new 5-year license in May. A legally registered stamp was received in July.

The Project Office also took care of the visa application procedures, as well as the implementation and supervision of 24 international volunteers who collaborated with Maison Chance directly in the Project Office or in the Social Center Maison Chance.

Another mission of the Project Office was to find new partners and to make good use of donations. During this year, the Project Office has mainly followed the proper application of agreements with Future First Foundation – HSBC, the Albatros Foundation, the Masikini Foundation and Roche Diagnostics Vietnam.

At the end of 2013, a book entitled “Maison Chance, a future for the less fortunate of Vietnam” was published in French. It told the story of Tim Aline Rebeaud in Vietnam since her arrival in 1993. In 2014, this book has been translated into English and Vietnamese. The book is pending publication.

In addition to monitoring the programs in Ho Chi Minh City, Maison Chance continued creating a social center in the Dak Nong province.

Social Center Maison Chance in Ho Chi Minh City

The Social Center Maison Chance in Ho Chi Minh City is composed of three facilities:

- The Maison Chance Shelter, which accommodates the beneficiaries;
- The Take Wing Center, which includes vocational training workshops and the administrative offices;
- The Village Chance, which includes the school, 33 handicap-accessible apartments, a guesthouse, a restaurant, and a bakery.

Maison Chance has supervised and coordinated the activities of these three structures. Here are the main achievements.

1. Beneficiaries

Maison Chance helped 550 people:

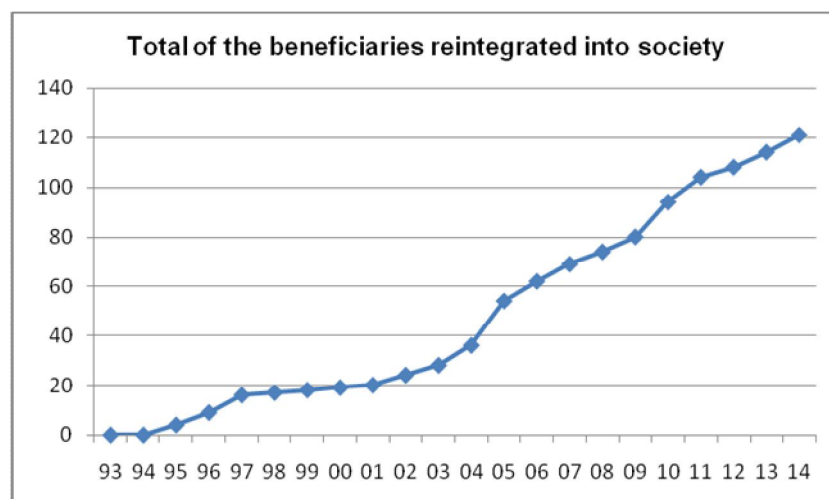
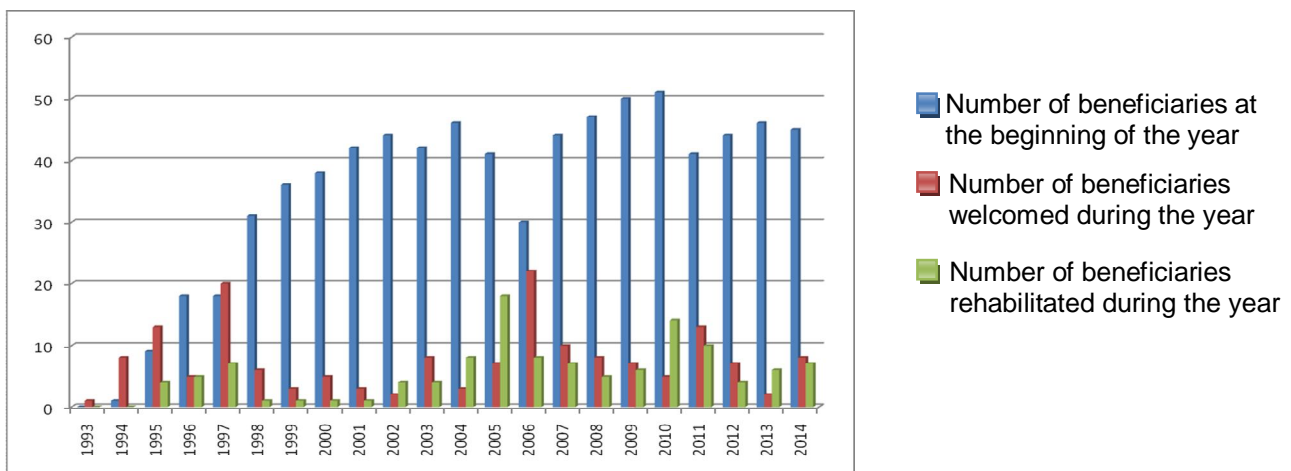
Direct beneficiaries

- 42 residents of Maison Chance Shelter, of which 29 are disabled and 13 orphans;
- 255 disadvantaged children, disabled youths of the neighborhood or children of disabled beneficiaries providing with free kindergarten and primary schooling at the Village Chance;
- 104 disabled people in difficult situations, living at the Village Chance or outside.

Help to outside

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

The graphs below show the evolution of the number of beneficiaries living at Maison Chance Shelter since 1993:



2. Employees and volunteers

The Social Center Maison Chance has a significant organizational structure which includes a total of 76 staff and 31 Vietnamese volunteers as well as 19 foreign volunteers. There are a total of 126 people working in the three facilities in 2014.

Department	Number of employees	Number of volunteers	Total
Management Committee	3		3
Administration, finance, human resources	6*		6*
Social department	4		4
Education	16	37	53
Vocational training and production	11	3	14
Health department	11	10	21
Catering department	6		6
Goods and services :			
- Property management	3		3
- Cleaners	7		7
- Security guards	10		10
TOTAL	76	50	126

*One member of the Administration and Finance department is also member of the Management Committee.

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

Vietnamese volunteers 31 people worked in the following areas (transportation costs are reimbursed):

- Education: 1 computer teacher, 1 drawing teacher, 23 volunteers for the summer activities.
- Health department: 4 volunteer doctors specialized in urology, spinal column and orthodontia. These doctors have been working as volunteers with Maison Chance for several years.
- Vocational training: 2 IT teachers.

- Foreign volunteers 19 teachers (French and English lessons, summer activities with the children) and health professionals (physical therapists, occupational therapists, pharmacists) ...
- Short term: 13 volunteers (less than 3 months)
 - Long term: 6 volunteers (from 3 months to 1 year)



3. Education

Children from Maison Chance Shelter enrolled in the outside

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

- 4 students in secondary school
- 4 students in high school
- 1 student in university

They all passed their exams with success.

Children enrolled at the Village Chance

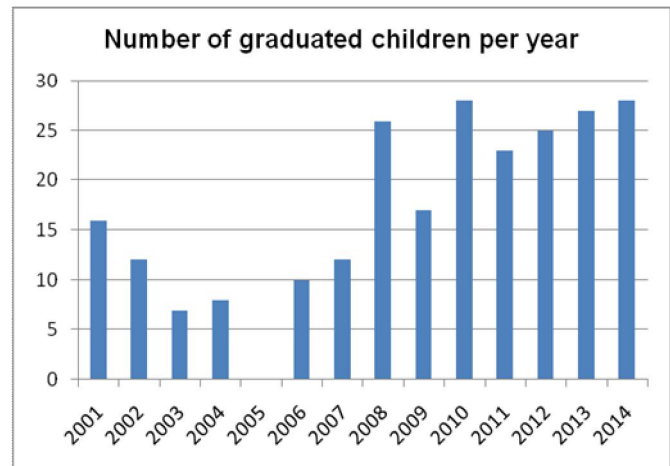
The children provided schooling at the Village Chance are from poor families in the area. When they submit their application form, a team of social workers visit these families to ensure that their situation is accurate.

Teaching conforms to the official program of the Ministry of Education and includes the following subjects: Vietnamese, mathematics, English, music, art, sports, civic education, and also computer lessons, history, and geography for the oldest children. Thanks to the therapy pool, students can also learn to swim. In Vietnam, few people know how to swim, so every year there are many cases of child drowning.

During the 2013-2014 school year, the pupils passed an examination session from March 11 to March 14. The year-end exams were held from April 23 to May 9. Among the 173 children of the school, 158 were able to pass to the next grade, 60 with excellent results, 56 with good results and 42 with average results. The 15 Students with insufficient marks had to pass a resit in July. Following this review, 9 students were able to move to the next grade and 4 had to repeat the year. The success rate for the 2013-2014 school year is 96.5%.

The 28 fifth graders have all passed their exams with very good results: 24 with excellent results and 4 with good results. Special mention to 4 of them who achieved a perfect score (10/10) in Vietnamese and mathematics.

This chart shows the number of children who have completed the fifth year of primary teaching since 2001.



Since the beginning of 2013, free tutoring is available for the children three times a week. At the end of the school year in May, thanks to a more specialized service tailored to the needs of the 86 pupils following this program, the majority have seen their results improved. The tutoring resumed in September for 93 children.

On May 31, Maison Chance celebrated the end of the school year at the Village Chance. With the representatives of the Vietnamese partner of Maison Chance and the Education Department of Binh Hung Hoa A ward. The children sang and danced to celebrate the occasion, and then the fifth graders received their primary education degree. All 173 children received a gift of encouragement.



After a month of summer holidays, the summer program began on July 7 and ended on August 9. During the five weeks, the children had academic support classes in the morning and themed activities in the afternoon: sports, foreign languages, handicrafts, living skills, and dance. 156 children and 28 Vietnamese and foreign volunteers participated.

The new school year officially began on September 5, but the students returned to school for a half day on August 11. 213 underprivileged children are provided free schooling.

In addition, the children could also take part in the following cultural and recreational activities:

- In January, a group of students from Nguyen Tat Thanh University and staff from Nalco Cie organized games for the children at the Village Chance. The pupils also had fun and discovered jobs at the leisure center KizCiti under the “Mai am gia dinh viet” (the Vietnamese family) program.
- In April, a group of students from the University of Dental Medicine explained to the children the importance of oral and dental hygiene. They then conducted a dental check for all the children.
- In May, to celebrate the end of school and the International Children’s Day on June 1, the children had fun in the Cu Chi Water Park; assistance and small gifts were also given to the mentally disabled children and orphans of the Thien Duyen Shelter.
- To celebrate the Mid-Autumn Festival in September, the children were able to participate in several games organized by the students of Ton Duc Thang University. Some of them have also been invited to celebrate the Mid-Autumn Festival with the Ton Hoa Sen Cie.
- In October and November, some children participated in football tournaments organized by different associations and companies so football fans could improve their technique and evaluate their level by confronting other teams.
- In the frame of social activities, the 4th and 5th grades students visited two social centers. These visits allow children to experience life outside Maison Chance and realize the difficult living conditions experienced by other children of their ages.

In addition to these activities, Maison Chance organized Taekwondo lessons. Almost 100 children of Maison Chance and the neighborhood attended this course three times a week.

Kindergarten

In 2014, 42 children attended the kindergarten. Children from 6 months to 6 years old are taken cared of from Monday to Saturday, from 7am to 5pm. They received 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.

The children are divided into 2 groups. The first one covers children up to 3 years old and the other group children from 3 to 6 years old. The activities proposed in the first group are mainly educational and discovery games. The second group is slowly preparing to enter primary school. The activities are more focusing on learning how to write, read and calculate.

Throughout the year, different volunteers also gave English lessons to the children, mainly through songs.

The manager of the two classes is a former disabled beneficiary who had begun training in management of kindergarten before her accident. Maison Chance helped her to finish her study and become the person in charge of the Village Chance kindergarten.

4. Social department

The first mission of the social department is to follow up with all the beneficiaries of Maison Chance by providing them with psychological assistance and guidance. The social workers also take care of the daily needs of the residents of Maison Chance Shelter.

Another mission of the social department is to consider all the requests for assistance and the demands to enter Maison Chance. It is also responsible for preparing the social reintegration of the beneficiaries. This is a process with comprises several stages. First, the social workers check the health condition of the candidate for independence in collaboration with the health department. They also ensure that the income generated by his work is enough.

Personalized meetings are organized to prepare the beneficiaries for independent life at psychological and material levels. The social workers help them with administrative work and preparations of their new home. They also provide them with advice on how to manage a budget. They listen to the concerns of the beneficiary and strive to provide them with answers to their questions as well as comfort.

In addition to these regular activities, the social department has also organized the following activities:

Every evening, the children of Maison Chance enrolled outside are provided with tutoring with homework. Once they have completed primary education at the Village Chance, the children continue school outside because Maison Chance does not offer secondary teaching.

Different activities were organized for the residents of the Shelter and the inhabitants of the Village Chance to celebrate the Tet Festival (the lunar New Year). Firstly, the beneficiaries took part in the program “Mai Am Gia Dinh Viet” (the Vietnamese Family) organized by Ton Hoa Sen Cie. Then during the eve, games and a meal were proposed to make the children and adults wait patiently until midnight.

A family evening was organized to celebrate the International Women’s Day on March 8. Flowers were offered to the female residents of the shelter and the beneficiaries could sing karaoke over a snack.

Games and a meal were organized at the Village Chance to celebrate the disabled people on the National Day of People with Disabilities on April 8.





The social department also organized the Christmas and New Year parties for beneficiaries in the Shelter who have no relatives. For them, Maison Chance is their new family.

The teenagers of the Shelter are taking care of a dozen dogs and a small garden. These activities are an original educational tool to teach them how to be responsible.



The ten children taking circus lessons three times a week since June 2013 continued their training, including the use of ropes. They have already had a few opportunities to perform and continue to progress.

5. Vocational training and production

About sixty people with disabilities and disadvantaged youth are learning and/or working in the five workshops at the Take Wing Center and 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



With the help of a volunteer designer, the 17 apprentices realized and improved a new model of goat, the animal of the Chinese zodiac corresponding to 2015. The workshop completed a command of 5,000 stars and, in collaboration with the bamboo workshop, he realized 15,000 pet accessories (rods). In total, no less than 61,974 products were made.

Painting



The 19 apprentices continue to refine their oil painting and portrait techniques. They realized small paintings, clock paintings (watch integrated in the painting) as well as orders.

In 2014, they produced more than 330 paintings. The workshop also received a bookmark command. Nearly 1,200 pieces of this new product were made by the workshop.

Bamboo



Five apprentices have been trained in the art of cutting of different types and sizes of bamboo for products sold by Maison Chance or for customer orders such as frames, lamps. The workshop received an order for 15,000 toys fishing rods which were made with the sewing workshop. The bamboo workshop was responsible for cutting and grinding rods while the sewing workshop produced the animals in fabric hanging at the end of the fishing rod and serving as bait.

Information Technology



In 2014, 17 students completed an online marketing course. Following this training, a design competition was organized so that students can propose a new graphic line for the online sales site of Maison Chance products.

In December, the association was contacted by a company hired by the authorities of District 5 in Ho Chi Minh City to computerize handwritten archives. This contract will allow the workshop to have a steady job during one year.

Bakery



By obtaining papers legalizing the activities of the bakery, the apprentices were able to accept their first official order: 3,600 boxes of cookies! Production will finally be able to start in 2015.

6. Health department

In one year, 106 cases have involved consultations outside and 8 hospitalizations. The health department also organized 50 consultations for external beneficiaries.

Three Vietnamese volunteer dentists proposed free dental cares to the beneficiaries. During the year, all the children learning at the Village Chance have been checked as well as the beneficiaries and employees who wanted. After this check, 107 people received further treatment.

Water therapy sessions are organized in the therapeutic pool of the Village Chance for the disabled beneficiaries. The exercises in the water are good for all types of disabilities, even the heaviest. The weightlessness reduces the pressure on the back and joints as well as the feeling of heaviness. The water is heated so the patients are not cold.

Two beneficiaries had significant intervention: Tran had surgery to replace both hips with prostheses. He is becoming more independent and could say goodbye to his wheelchair.

Vuong had an operation in France, for an adjustment of the spine. He learned to gradually split off from his corset in favor of a more comfortable waist belt. But the most notary improvement is that it can breathe normally again because his spine is no longer vaulted.



Vuong grew 17 cm after his operation. He must now wear a brace to solidify his new spine.



Tran is now training to walk again.

On September 13, a group of volunteer doctors proposed a check-up to 485 disabled beneficiaries, students and employees.

During this year, the health department has renewed the medical insurance of 57 beneficiaries as well as 208 children learning at the Village Chance. Thanks to this coverage, 80% of the hospital costs are borne by the State. Patients should only pay 20%. Without this insurance, the totality of medical and hospital expenses have to be paid by the patients.

7. Administration

The work of the administration department is to organize and manage the daily activities of the Social Center Maison Chance. In 2014, the administrative department has focused on the following:

- a. In November 2013, Maison Chance became a social center (Social Center Maison Chance) in accordance to the Vietnamese law on social work. After this change of statute, the administrative department has continued finalizing the rules of the Social Center Maison Chance according to the suggestions of the Service of Labor and Social Affairs. The rules have been approved on July 31, 2014. The big change is that now employees must be registered with the Chamber of Labor. They can benefit from social insurances (maternity, unemployment, retirement) and health insurance.
- b. Completion of the demand of official recognition of the activities of the kindergarten. It welcomes the children of disabled people and is now open to poor children of the area. The structure takes care of children from 6 months to 6 years old.
- c. Registration of the different « commercial » activities of Maison Chance, i.e. the sale of handicraft products of the workshops, those of the bakery and the guesthouse (suitable for people with reduced mobility) located in the Village Chance.
- d. In Vietnam, as elsewhere, every family has a family book that lists its members. A request for such a booklet for Maison Chance Shelter was filed a long time ago but it is only last year that this problem could be solved. The various police offices

concerned have provided advice and indicated the changes to make. The administrative department has taken these comments into account and an adjusted request was filed with the Police of Binh Tan District. On August 25, Maison Chance Shelter received its family book. Thanks to it, the orphans and street children who did not have an identity card yet were finally able to get it.

- e. In May, a delegation of the Service of Labor and Social Affairs of Binh Tan District has conducted an administrative review of the three sites. Another delegation from the Centre for Medical Prevention of Binh Tan District conducted a sanitary inspection. The goal of this inspection was to verify that the kitchens follow the hygiene standards and that the cooks have well taken the compulsory course on food safety. In both cases, the activities of Maison Chance comply with regulations.

8. Buildings and equipments

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

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

- Final installation of the 7 rooms of the guesthouse at the Village Chance;
- Maintenance of the lift and the heat pumps of the therapeutic pool of the Village Chance;
- Addition of lights in the courtyard of the Village Chance to promote the practice of sport for disabled people. The inhabitants are already playing basketball in wheelchair;
- Maintenance of the fire protection system of the three centers;
- Redevelopment of the drainage system of waste water at the entrance of the Take Wing Centre to link it to the newly built public sewer system;
- Purchase of equipment for the kitchen, the kindergarten, the office, the bakery, the school, the rooms of the residents ...

9. Ongoing development projects

Guesthouse at the Village Chance

Through the development of this project, we are proposing to our clients to stay at the Village Chance in our rooms and apartment specially designed for people with reduced mobility. This concept is part of a process of responsible tourism and will allow visitors to enter the life of Maison Chance and its beneficiaries; to see the organization and understand how it works, to live a rich cultural sharing and discovery experience, and to raise awareness of disability and social problems and how they are managed within Maison Chance and Vietnam.

In collaboration with two volunteers, the project office has coordinated the installation of the rooms at the Village Chance, wrote a presentation of the project and finalized the communication media.

A website presenting the project and to make online reservations is under construction. In 2014, the license to receive clients was obtained. Although the communication campaign has not started yet, we have had a total of 178 nights since early July.

A kindergarten for disabled young children

The kindergarten already welcomes the children of former beneficiaries and of the employees of Maison Chance. The second step is to accept disabled children. Therefore the kindergarten will propose an inclusive education to these children who can continue primary school at the Village Chance.

During the second semester, the Project Office has worked on the development of this project which could be implemented in 2015.

Development of the commercial production of the bakery

In addition of an analysis of the needs in staff and equipment, the administrative steps have been taken to request the necessary paperwork to start commercial production. These authorizations have been received in October.

The bakery already has several potential customers. A free sales area will become operational during the first half of 2015. Finally a first major order of 3,600 boxes of cookies was made for Tet. Each box contains 80 biscuits; the bakery has had to produce 288,000 cookies!

Development of a social center in Dak Nong province

The Project Office continues to develop the first social center of Dak Nong province, in the highlands, at 350 km in the North of Ho Chi Minh City.

The preparation of this project consists of several aspects developed in parallel:

Administrative procedures: On March 3, 2014 during a meeting between the representatives of the province and Maison Chance in the office of the People's Committee of Dak Nong province, all the concerned services supported the project and unanimously agreed to provide Maison Chance with a plot of land 27,719 m² in the district of Krong No to build the future social center.

Last May, Maison Chance received a new license from the Ministry of Foreign Affairs authorizing it to work in the province of Dak Nong. We then field the request to create a social center in the region and have recently received a reply from provincial authorities: the order had been given to the related offices to release funds to buy the parcels of land that will become the property of Maison Chance. After that, the application of a building permit may be made.

Social surveys: In 2014, four journeys of wheelchair distribution were organized to continue to analyze the needs of the local population, including people with mental disabilities and elderly disabled people. These trips have allowed us to meet 69 new beneficiaries.

Architectural concept: Waiting for various approvals, volunteer architects have already started working on the land development plan.

Agriculture and breeding: Several surveys have been made especially about laying out a biological garden, about breeding and therapy with horses, and about the manufacture of fruits by-products such as jams. The objective of these activities is to give work to the beneficiaries of the center and occupational activity for those who are too disabled to engage in gainful employment.

In order to be able to present this project to potential sponsors, the Project Office is regularly updating its presentation.



Financial report

In 2014, the expenses were 622,367 USD:

No	Categories of expenses	Maison Chance Shelter	Take Wing Center	Village Chance	TOTAL
I.	SOCIAL CENTER MAISON CHANCE	123,380	217,868	227,661	568,909
1	INVESTMENTS	1,596	4,640	7,069	13,305
	Equipment	1,596	4,640	5,083	11,318
	Reparations	-	-	1,986	1,986
2	OPERATION EXPENSES	121,784	148,259	220,592	490,634
	Food	29,947	22,357	33,779	86,083
	Health	26,340	26,964	1,484	54,788
	Leisure	11,011	-	-	11,011
	Social	8,806	10,441	2,106	21,353
	Education	-	-	56,969	56,969
	Kindergarten	-	-	22,028	22,028
	Vocational training	-	11,193	28,283	39,476
	Transportation	9,331	2,259	-	11,590
	Administration	12,275	23,278	1,985	37,538
	Reception	4	784	-	788
	Volunteers	140	638	-	778
	Buildings	23,706	41,536	71,548	136,790
	Expenses for the staff	115	8,363	1,346	9,824
	Other expenses	110	445	1,063	1,618
3	PRODUCTION	-	64,970	-	64,970
II.	PROJECT OFFICE				41,852
	Salaries				23,796
	Operation expenses				11,542
	Travels overseas				3,543
	Help to other social structures				397
	Audit				2,574
	TOTAL OF OPERATION EXPENSES				610,762
III.	EXPENSES FOR DAK NONG PROJECT				4,679
VI.	EXPENSES FOR THE OPERATION OF VUONG IN FRANCE				6,926
	TOTAL OF EXPENSES				622,367

During the same period, the incomes were 772,563 USD:

	Categories	Amount in original currency	Exchange rate	Amount in USD
1	Incomes from production			
	Incomes from production	892,187,647 VND	21,385	41,720
		1,210.00 EUR	1.21	1,464
		28,107.17 USD	1.00	28,107
	Total			71,292
2	Donations			
	Maison Chance USA	216,720.33 USD	1.00	216,720
	Maison Chance Switzerland	99,941.50 USD	1.00	99,942
	Fondation Masikini, Switzerland	90,489.76 USD	1.00	90,490
	HSBC Future First, Vietnam	58,993.00 USD	1.00	58,993
	Fondation Albatros, Switzerland	49,980.50 USD	1.00	49,981
	Individuals	787,379,000 VND	21,385	45,161
		2,000 AUD	0.82	
		4,712 EUR	1.21	
		1,000.00 USD	1.00	
	Terre des Hommes Alsace, France	27,098.20 EUR	1.21	32,789
	Maison Chance Canada	30,000.00 USD	1.00	30,000
	Maison Chance International Foundation	13,885.49 USD	1	13,885
	Cie Roche Vietnam	252,263,134 VND	21,385	11,796
	Maison Chance France	9,000.00 USD	1.00	9,000
	Maison Chance Australia	4,615.66 USD	1.00	4,616
3	Other incomes			
	Renting at the Village Chance	530,951,000 VND	21,385	24,828
	Kindergarten	199,302,000 VND	21,385	9,320
	Other incomes	52,640,600 VND	21,385	2,462
	Guesthouse	16,789,500 VND	21,385	785
	Bank interests	189.61 USD	1.00	504
		5,979,243 VND	21,385	
		4.20 AUD	0.82	
		26.26 EUR	1.21	
	Total			701,271
	Final Total			772,563

Exchange rate as of December 31, 2014

Thank you for your interest and precious collaboration!

Report written by Maison Chance Vietnam