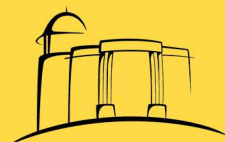


# THE PROJECT CHEER HANDBOOK



A PUBLICATION BY



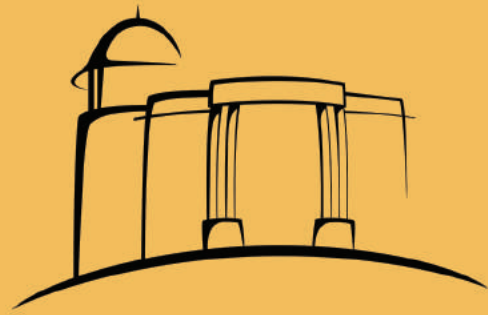
TAN CHIN TUAN  
FOUNDATION



“Bridging the relationship between the young and old is a key tenet of Project Cheer. Our Project Cheer logo, newly refreshed in 2015 to celebrate SG50, highlights the joy that comes when we make the effort to bond and spend time with one another, despite differences in age, ethnicities and family background.”

Ms Yap Su-Yin, CEO, Tan Chin Tuan Foundation





TAN CHIN TUAN FOUNDATION

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## ABOUT THE FOUNDATION

The Tan Chin Tuan Foundation was established in 1976 by the late banker and philanthropist, Tan Sri (Dr) Tan Chin Tuan (1908-2005), to share with society the rewards of a highly illustrious career. Today, the foundation continues his legacy by rendering assistance to the deserving and providing services that help to uplift the less fortunate.

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# ACKNOWLEDGEMENTS

## EDITORIAL TEAM

YAP SU-YIN, LIM SI MIN,  
SHARON SONG, SHAWN  
WONG, PEARLY ANG,  
HANNAH WEE, TAN  
KAH MIN

## DESIGN/LOGO

LYNETTE CHEN,  
Tan Sri (Dr) Tan Chin Tuan  
Scholar (2013/2014)  
Ngee Ann Polytechnic

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# FOREWORD

Organising a project can be incredibly difficult, especially service projects like Project Cheer. This is because the activities inevitably have the power to influence the lives of others, in both big and small ways.

To assist you as a project leader, we have created this handbook of tips and other useful resources we have gathered over the years. We hope that it will be your trusty guide as you go through the step-by-step process of planning your event, and create a successful and meaningful Project Cheer experience for you, your beneficiaries and everyone else involved.

ABOUT

PROJECT  
CHEER

Project Cheer was initiated in 2008 to encourage the foundation's beneficiaries to "pay it forward" by bringing cheer to the less privileged, whilst encouraging multi-generational bonding. Through fun and interactive activities planned by volunteers, in consultation with the charities, Project Cheer spurs people from different backgrounds to connect with one another with kindness and compassion.

**'WITH CHEER, WE BOND' | 因乐而结**

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# PRE-EVENT

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# EVENT



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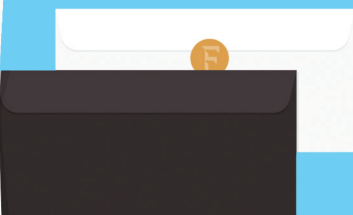
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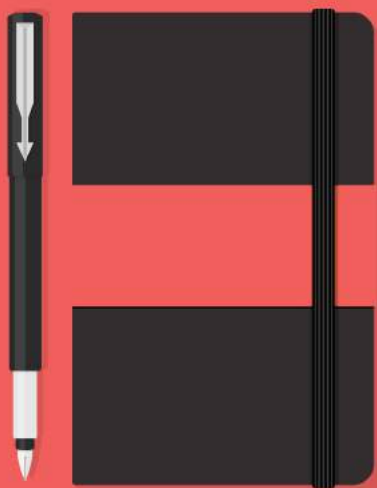
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# EVENT

1



# PRE-EVENT

# "WHO & WHY"

volunteers

beneficiaries

V

What do you wish to gain from this project?

What are their needs?

B

V

What are your strengths/skills? (e.g. dialects)

How can I enhance existing activities?

B

V

Are you free on the day of the Project Cheer session?

What are their strengths?  
How can I learn from them?

B

Periodically review expectations and make amendments to activities. You can get information from Charities' websites, from speaking to their staff, beneficiaries, volunteers and your more experienced peers.



# "HOW"

Ensure volunteers are **ALWAYS EQUIPPED** with information to carry out the project.

Here is a **CHECKLIST** for your first meeting:

1



**VOLUNTEERS**

**BENEFICIARIES' BACKGROUND**

**AIMS & OBJECTIVES**

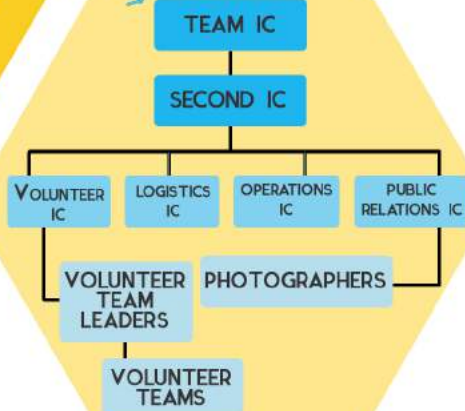
**LOGISTICS, INDIVIDUAL DUTIES & CHAIN OF COMMAND**

**FIRST-AID, EMERGENCY PROCEDURES**

1. Take the injured aside

2. Alert person-in-charge immediately

3. Reduce disruption.  
Allocate volunteers to attend to the injured while activities continue.



**IMPORTANT:** This should be decided before the project begins.



# MANAGING YOUR TWO MAIN ASSETS

## VOLUNTEERS AND FUNDS



TIP: Look for sales items. Collate items into a table to prevent overspending.

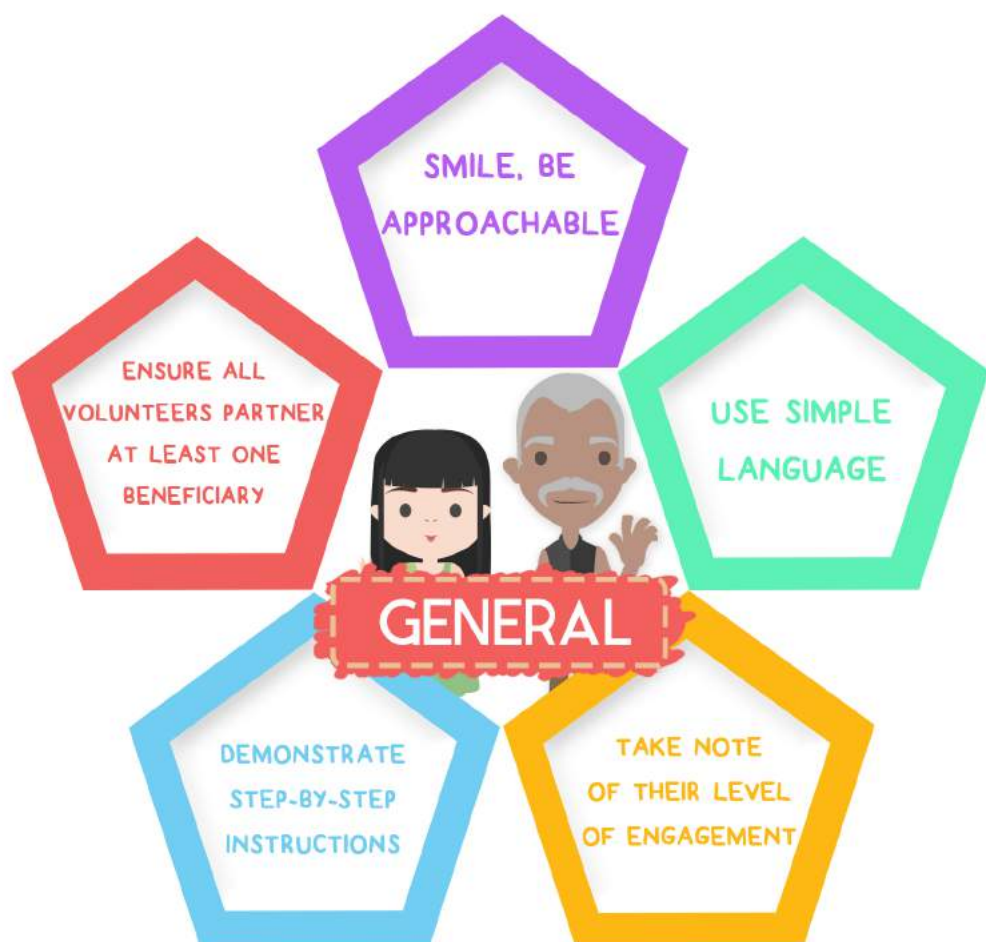
NO.	ITEM	QUANTITY	UNIT PRICE(\$)	TOTAL PRICE(\$)
1.	E.g. Disposable Plates (stack of 50)	2	5.00	10.00
2.	E.g. Plastic Forks (packet of 25)	4	3.00	12.00
3.	E.g. Plastic Spoons (packet of 100)	1	10.00	10.00
4.	.....	.....	.....	.....
5.	.....	.....	.....	.....
6.	.....	.....	.....	.....

1

2

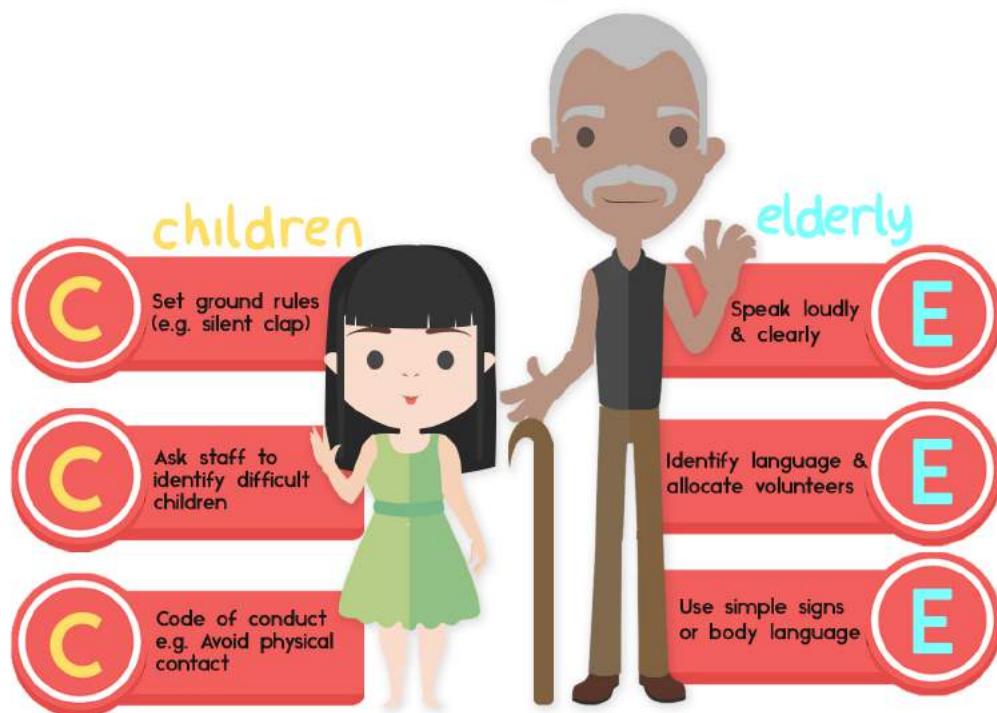
3

# "HOW"



# INTERACTING WITH YOUR BENEFICIARIES

## EMPATHY



# "WHAT & WHEN"

Use this table to plan the project timeline and activities.

2

1



## TIMELINE

## ACTIVITY OUTLINES



Time	Activity	Location	Logistics Required	Background Action	Remarks
0800	<b>PRE-EVENT BRIEFING:</b> General rules and activities.  Rationale: ... Back-up Plan: ...	Blk 3 ... Void Deck	Paper & pen	Ice Breakers Team A to prepare materials.	Contact for Charity X: Ms Tan 91234567
0830	<b>ICE BREAKERS:</b> Whacko (15 min) Split into groups ...  Back-up Plan: ...	Classroom A	Masking Tape (3)  Newspaper (3 sets)	.....	.....

TABLE LAST UPDATED BY: \_\_\_\_\_ ON \_\_\_\_\_

**IMPORTANT:** Ensure all volunteers and relevant persons-in-charge are given a copy of the table.



When planning activities, take note of the following:



## BACK-UP PLANS

**ALWAYS EXPECT THE UNEXPECTED:**

What if the child is not interested?

What if a child loses a belonging?

What if transport is late?



## RISK MANAGEMENT

**E.g. Food:**

- Preferences (e.g. halal)
- Hygiene (gloves)
- Hazards (hot water)

## LOGISTICS

**PRIZES & REWARDS:**

Avoid disappointment.

Ensure winning/losing team prizes are similar in value.

Bring extra prizes as back-up!



## NATURE OF ACTIVITIES

Fosters bonding?

Leverages beneficiaries' abilities?

Acceptable level of difficulty?



# "WHERE"

## physical compound

What are the available resources?

What changes should you consider to adapt to the compound?

What are the potential hazards?

## activities

Are the activities engaging & beneficial?

What are usually well-received?

Where is a safe and conducive venue to conduct activities?

Who are the beneficiaries?

What needs can you address?

## people

Get permission from the charity and/or beneficiaries to take photographs, prior to the event.

foram gastos,

se não for possível, a empresa deve estabelecer o prazo máximo de validade da informação, sob pena de perder a sua credibilidade. Quando possível, a empresa deve indicar, no momento de divulgação, quais os dados reportados foram sujeitos ao teste. Mas quando não for possível provar o teste, não deve a empresa se comprometer a fornecer informação. Deve, portanto, evitar:

“Nossa administração não está comprometida com a prova. Quando pensamos sobre a nossa divulgação, pensamos em como podemos garantir a credibilidade da informação. Não nos comprometemos a fornecer informação, mas sim a garantir a credibilidade da informação que fornecemos.”

Uma vez que a empresa não pode garantir a credibilidade da informação, não pode também garantir a credibilidade da informação que não fornece, pois não pode garantir a credibilidade da informação que não fornece.



Resposta	Porcentagem
Sim, foram gastos	33%
Não, não foram gastos	33%
Não sei	33%
Não respondeu	3%

# EVENT

# PRE-EVENT BRIEFING

## staff

Ensure staff on-site are briefed about project activities.

Engage their help in managing beneficiaries.



## volunteers

Brief volunteers about activities and back-up plans.

Prepare them for changes & relay information from the staff.





# DONT'S



## VOLUNTEER BRIEFING



# DO'S

DON'T share  
**PERSONAL**  
CONTACT DETAILS



DON'T **CLUSTER**  
among yourselves

DON'T **BE DISTRACTED**  
as instructions  
are given



DON'T **LEAVE** individuals  
**UNATTENDED**

DON'T use **VULGARITIES**  
(apologise if you do)



**NO**  
**SMOKING**

DON'T  
TAKE PHOTOS OF/  
WITH BENEFICIARIES  
or post on **SOCIAL MEDIA**  
WITHOUT PERMISSION



DON'T **ARGUE** in front of  
the beneficiaries

Make sure **A L L**  
children and elderly  
**FOLLOW**  
**BEHIND YOU**  
before  
moving on



Approach **STAFF**  
for help if unable  
to handle  
beneficiaries



Do a **HEAD**  
**COUNT**  
periodically

Take **INITIATIVE**  
Be **APPROACHABLE**

Encourage beneficiaries to  
attempt activities before

**HELPING**



Update the team on your



**WHEREABOUTS**

**BE PATIENT**

# ROLE IN FACILITATION

Your role as a facilitator is important for the programme to run smoothly. You help bridge the generation gap between the young and the elderly to ensure that all are comfortable and engaged in the programme.



## DIVIDE FOCUS EQUALLY

Remember to interact with all groups.  
Engage them in all activities equally.

## ENCOURAGE INTERACTION

Both groups may face difficulties during activities. Encourage them to help each other.

## FIND AND LINK SIMILARITIES

Create opportunities for the elderly and children to interact.

# DEBRIEF

Conduct a post-event debrief on the actual day.  
Recap & Reflect: Ensure everyone has learnt something useful.  
Here is a guideline on what to ask during the debrief:

## BRAIN

1. What did you learn?
2. What was done well?
3. What would you improve?

## EARS

1. Were your inputs heard during the planning, execution process?
2. Did you receive feedback?

## STOMACH

1. What actions required courage?
2. What pushed you outside your comfort zone?

## EYES

1. What new traits did you observe in yourself/others?
2. How did you envision the event? Did it change?

## HEART

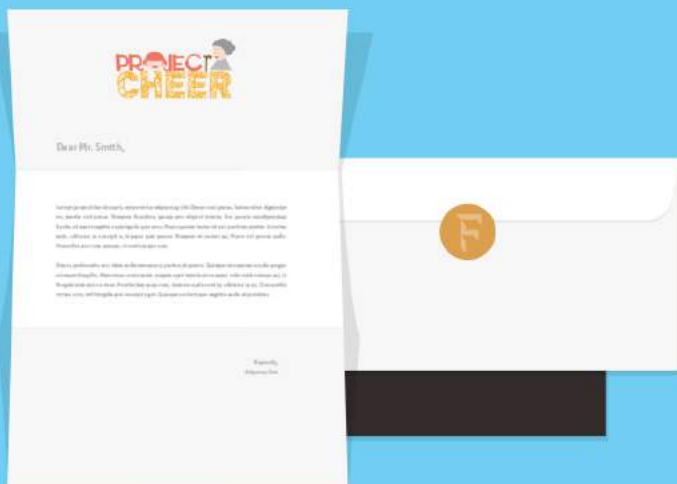
1. What were two emotions felt?
2. Why did you feel that way?

## HANDS

1. How did the group support you?
2. Who would you like to commend?



3



# POST- EVENT



# "COLLATING FEEDBACK"

## SAMPLE LETTER



Date  
Recipient  
Address



Remember to get  
permission from TCTF  
to use the logo!

Dear (name of staff),

On (date), our team from (school) organised Project Cheer for your beneficiaries.

We humbly request your help in completing the attached feedback form.

Project Cheer, an initiative by the Tan Chin Tuan Foundation, encourages multi-generational bonding. It is intended as a service-learning opportunity for students to champion community partnerships and gain project planning experience.

Thank you for your support.

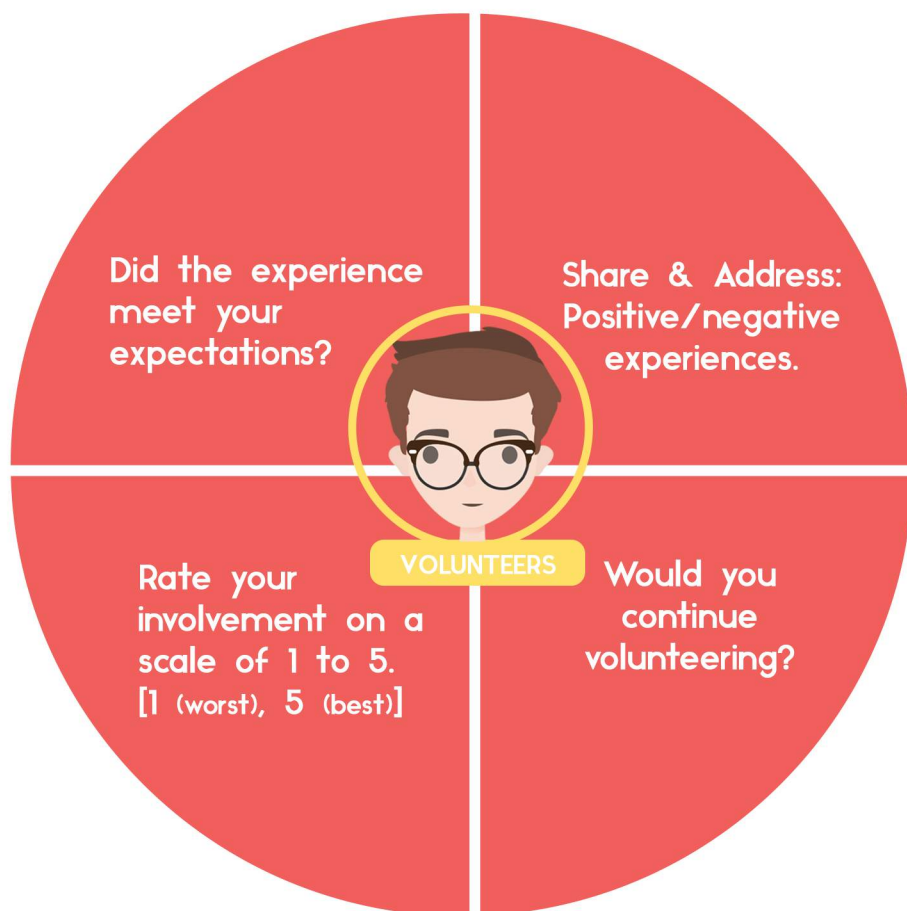
Yours sincerely,  
(Group members' names)  
(Class), (School)

1

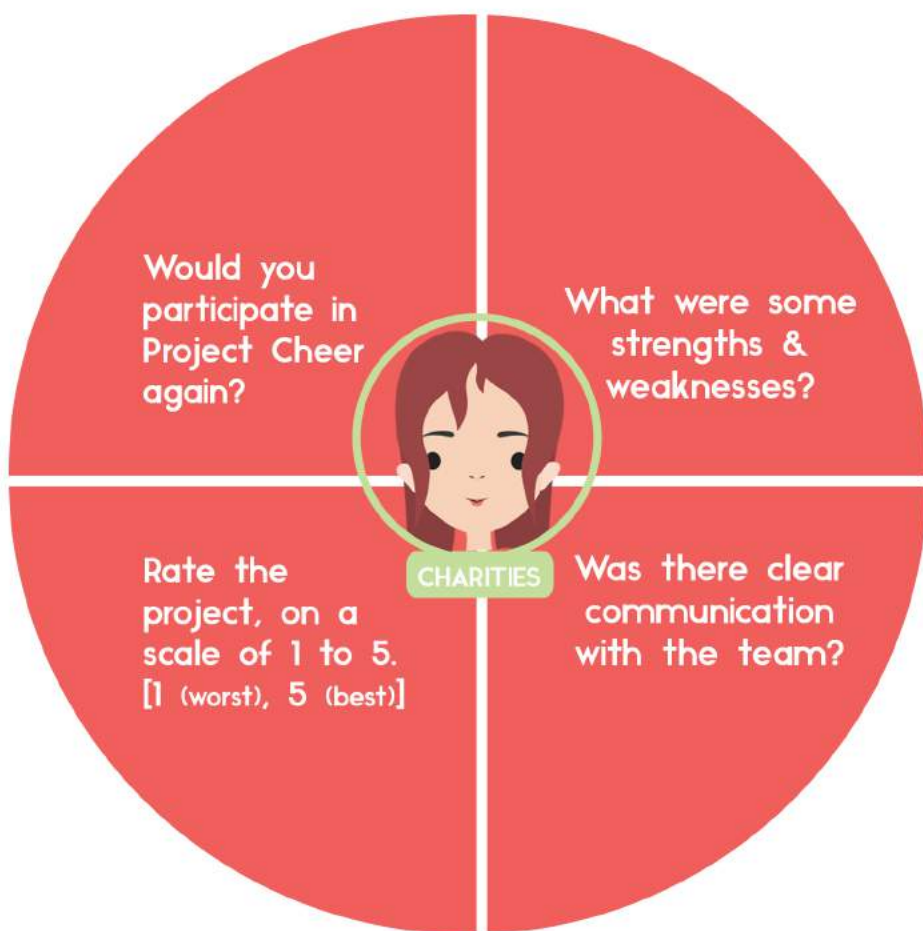
2

3

# "COLLATING FEEDBACK"



# SAMPLE FEEDBACK QUESTIONS



# "ACCOUNTABILITY"

After a project, it is key to relate the process to stakeholders and sponsors in the form of a report.

Before you begin your report, conduct an analysis on the Strengths, Weaknesses, Opportunities and Threats (SWOT) of your project.

## SWOT ANALYSIS FACTORS

1



EXECUTION  
PLAN

2



ACTIVITY  
IDEAS

3



VOLUNTEER  
MANAGEMENT

4



FINANCIAL  
MANAGEMENT



# OUTLINE OF FINAL REPORT

1

Details of beneficiaries,  
organising team &  
volunteers

2

Executive Summary  
(overview & goals)

3

Timelines: Planning,  
events & post-event

5

Evaluate activities  
(using SWOT)

4

Statement of  
expenditure

6

Reflections & feedback  
from all participants

7

Evaluate if project  
objectives were met

1

2

3

# "LOOKING BEYOND"

Can your project be expanded/adapted for future use?

CONSIDER:

1. Continuing long-term.

OR

2. Passing on project to others to develop long-term.

## CONTINUITY

### SUSTAINABILITY

1. Facilitate long-term partnerships with charities.

2. Develop a sustainability plan.

### ADAPTABILITY

Good practices & programmes could be adapted for future projects.

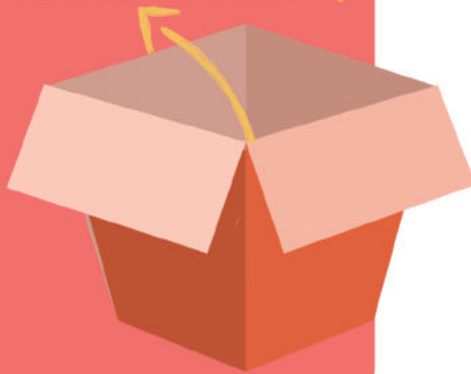


# HAVE YOU DONE THESE?

## RESOURCEFULNESS & CREATIVITY

Thinking out of the box?

Using fun mediums?



## ENTHUSIASM

Sustaining energy levels?

Encouraging interaction?



## REFLECTIONS

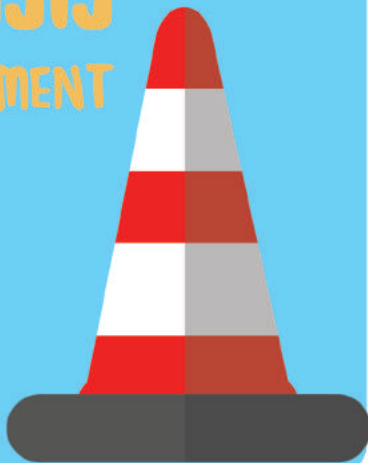
Depth of thought in reflections?

Constructive feedback?



## CRISIS MANAGEMENT

Proposed back-up plans?



## EXECUTION

Activities on schedule?

Adequate manpower?





# " RECAP: TIMELINE "

1. **Aims/Needs** of beneficiaries.
2. **Roles** of volunteers, beneficiaries & the charity's staff.
3. **Initial ideas** for programme.

1. Get to know the charity's staff.
2. **Propose initial programme**; get feedback.
3. Search for suitable **venues & facilities**.
4. Find out if the charity has **logistical requirements**.
5. Understand the **daily programme** of the beneficiaries.

1. **Confirm** the programme.
2. Include **back-up plans** & time-fillers.
3. **Delegate responsibilities** to volunteers.
4. Seek **approval** from teachers and charities' staff.

INITIAL  
PHASE

SITE  
RECCE &  
MEETING

PROPOSAL



1. Confirm the **number of participants** & staff.  
Any **dietary needs**?
2. Prepare and confirm **logistics, transport, venue and food.**
3. Conduct a **dry-run.**
4. Distribute **programme booklet** to volunteers.
5. Relay relevant information timely to all **stakeholders.**

1. **Arrive early** in anticipation of unforeseen circumstances.
2. Hold a **pre-event briefing.**
3. Appoint a **time-keeper.**
4. Give simple and clear **instructions.**
5. Check for **understanding.**

1. Collate **feedback.**
2. Reflect on **strengths & weaknesses** of programme and team.
3. Write **closure report.**
4. Collect **receipts** of logistics and ensure the money spent is **accounted** for.

**PREPARATION  
OF EVENT**

**EXECUTION**

**POST-  
EVENT**



# " POST-EVENT REFLECTIONS "

What is *one word* to describe  
your experience?



Were your expectations met?

What went  
well?

What  
went wrong? How  
can you improve it?

Share a memorable experience you had :)

On a scale of 1-5 (1 - worst, 5 - best),  
how satisfied are you with the session?

1

2

3

4

5

