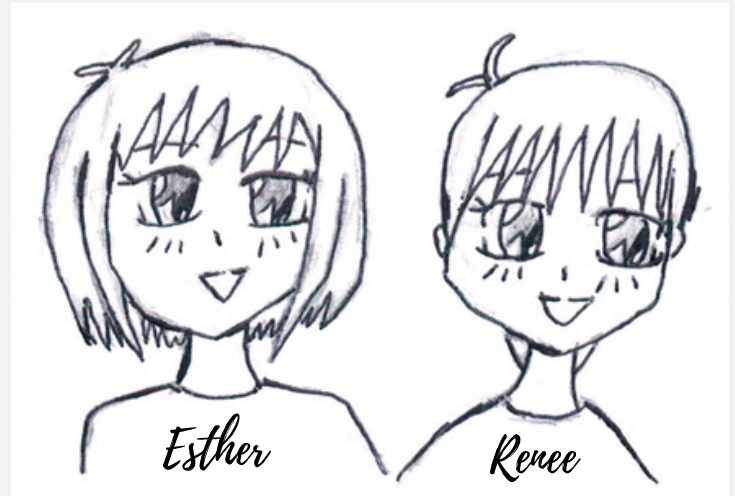


Editor's notes

Hi I am Renee Chan. My friend Esther Emily and myself are your Newsletter Editor for the year 2021. To all my friends, it has been a very tough year for us, some people even lost their job because of Lockdown. Due to the rising cases of COVID 19, things have change and the situation outside is not quite good. Because of that, please follow the SOP that is given and always check your temperature when you are at home do not go outside often. Please remember to wash your hands frequently. This is for the safety of our love ones and people around you and protect them against COVID 19. During the lockdown, there is a few challenges I went through and is something new for me because I have not experienced how is it like to work at home. Soon more things make a huge change like the vaccination that I took, I took 2 Sinovac jab and one more Booster jab to make me strong and protect me from the virus. I am happy as I take those jabs if all of you have not get it, please get it done. It is very important to take the jab I urge everyone do not be scared and take the jab. As the cases are higher, my colleague and me work by taking turns and I struggle during the process. As a UV member and a staff, I always attend the meeting that is scheduled including activity like staff meeting, Peer Support Group meeting, Self-advocacy training and during Christmas, I work in the bakery to do Christmas cookies. This year I hope all of you protect yourself and be safe.



Hi, my name is Esther Emily. As an Employment Project member in United Voice, I used to go to work in UV four times a week from Monday to Thursday. But since the pandemic, UV was closed for a while and all of us have to work from home. Middle of last year we were told to take turn to work in UV according the schedule. So, I went to UV two times a week. During my time working from home, I also attended the Peer Support Group Meeting held on Zoom together with few other UV members every alternate Fridays. We chat and discuss about different topics everytime we meet. It was fun and entertaining. I also attended the self-advocacy training in Zoom for members as a facilitator. I missed the normal life that we used to have and the activities and events we used to attend in UV. I hope life will be back to normal again as soon as possible.

I'mPossible Cafe

CELEBRATING 1 YEAR OF OPERATIONS



BY ESTHER EMILY

On the 9th March 2021, United Voice's I'mPossible Cafe was officially opened. The cafe served a variety of baked pastries, cookies and cakes besides serving coffee and tea. It also displays UV's weaving and sewing products and paintings by our artist. This year was the cafe 1st anniversary and was well supported by members, staff and parents and friends. I felt happy that our members learned customer service and coffee making as well as collecting money. It will boost our self-esteem and confidence. There was a lot of promotion deals offered in conjunction with our 1st year anniversary. I hope everybody will continue to support the cafe.



BY RENEE CHAN

As a customer, I am amazed by how UV trained their barista and the bakery team very hard on making this possible. I want to thank United Voice on the hard effort you have put on and I wish that more customers will come and visit us in the future. Happy 1st year Anniversary to I'mPossible café. I would like to invite my friends to visit UV so that they can visit the I'mPossible café and know about what we do. Hope more customers will also drop by for our coffee, cookies, cakes and delicious pastries.



Social Thinking Transition Training

Over the years I have enjoyed working together with each of the individual as well as learning from them. I see a lot of them move from a place of no confidence and isolation to a place of where they feel comfortable to speak up, share their ideas and able to work together as a group. That's the most wonderful part of my job.

Cindy Lim - Trainer

WHAT THE MEMBERS SAY....

I choose to join STT Class because I can make new friend. I hope I can improve my social skills by attending STT Class. Something I like about STT Class is meeting my friends. My biggest learning from learning STT Class is I learn about my emotion.

Jeremy Heah Kian Jin

I choose to join STT Class because I want to make new friends and try something new . I hope I can improve my money skills. Something I like best about the class is to spend time with friends . My biggest learning is working with friends.

Hian Chuan Shuen

I choose to join STT Class because I just want to make new friends and learn about independent. I hope I can improve better in helping and working with others. Something I like best about STT Class is understanding the feeling of my friends and family. My biggest learning from STT Class is working together as a team.

Syed Rakin Hazman Bin Syed Redzal Hisham

I choose to join STT Class is because I want to learn how to work. I hope I can improve myself. Something that I like best about the class is to learn about something new. My biggest learning from STT Class is about work.

Alice Tan Hui Yong

I choose to join STT Class because I try to get more friends. I hope I can improve on work skills. Something I like best about STT Class is communication skills. And my biggest learning from the class is working with friends.

Oh U-Mhing



Social Thinking Transition Training

A program that transforms...



We were looking for a good 'living/social skills' program for Jeremy, when we came to know of United Voice at an event some 3 years ago. There were a few 'graduates' of United Voice who were present there and their behaviors and thinking and friendliness impressed us. We somehow intuitively knew that the STT Program which UV was conducting would be the right one that Jeremy needed then, to accelerate his growth and development. He is now more independent, confident and interacts well with family, friends and people he is meeting for the first time. He has more focus and a sense of responsibility in helping us out in household and other social activities.

Certainly, the staff/trainers and students at United Voice has done a marvelous job in his transformation.

Thank you all for your passion, commitment and love shown.

Michael & Anglene Heah (Jeremy's Parents)



Social Thinking Transition (STT) program is for UV members to learn how to understand themselves, understand perspective of others and relate to others. The training is conducted twice a week for 6 months in view for employment with job coach support.

I'mPossible Patron Project

Why I joined the Patron Project....from our Patrons

I got to know about United Voice back in 2007. My husband had a serious car accident then and was unable to return to work immediately. During his course to recovery, we were introduced to UV and decided to be volunteers as part of his rehabilitation in 2008. It was a humbling and touching experience as we learnt how to mingle, teach and guide each of the UV members who have various types of learning disabilities. I am very glad and appreciative that UV provides these training sessions to enable the UV members to be more independent and even some of the high functioning members are now able to secure jobs at various fast-food restaurants and hypermarkets. Therefore, I participated in the Patron project to support your vision to be the Voice of your members. Kudos!



Sharon Siew



Every one of us have our strengths and disabilities. Everyone of us both young and old like to be empowered and to take control of our life. Similarly for individuals with learning disabilities they too like to be empowered and be given the opportunity to speak and make choices for their life despite their disabilities. I am proud to be a Patron of United Voice (UV) as UV serves the unheard voices of the society and empower them to unleash their potential despite their disabilities.

Lee Jadelyn

FOR MORE VISIT:

<https://www.unitedvoice.com.my/im-possible/>

Baking Adventures with United Voice Members

by Adeline Low, Baking Consultant

I see my role as supporting UV members in whatever way possible to succeed in creating something they love and want to create as a product. I believe a successful bakery requires a few ingredients as well. It involves the dynamics of working in a team that will work in any workplace. I noticed that UV places high importance on quality of ingredients for their products and they are generous. But sometimes, due to the recipes, the flavours of the ingredients get overwhelmed. That was the beginning of our adventure together. We started by tweaking the fruitcake recipe to something we enjoyed; experimented with laksa bites, and in more recent years, we worked together to make the members' dreams and requests possible - they wanted to expand to loaf cakes.

Be open and honored to see the world through their eyes

The UV members see things quite differently and from a perspective of innocent beauty and are not afraid to ask questions. There was once I was asked to assess a young member's ability for a job opportunity. It was interesting to see how we both had different ways of interpreting instructions. Even in a simple method of lining a pan, deciphering a recipe and handling processes. In some areas I find his ideas better and more efficient than mine. It was a learning experience. I learnt to let go of any insistence of the methods, and let him show the way. The final result was a lovely baked cake. So proud of him, and it reminded me - different is not wrong. It's an opportunity for further growth and learning.

Create a safe space for exploration, ask questions and set reasonable boundaries for mistakes.

I remember one time being asked to troubleshoot why the choc chips look different from the usual batch. Instead of spreading beautifully as they ought to, that batch remain tightly clustered together like a frustrated spiky ball and did not spread to create the nice, crispy bite we were familiar with. I was really puzzled, and nothing was wrong with the recipe itself. The members were well versed with the steps and processes according to paper. Quietly speaking with the bakers individually to check processes did not produce any results.



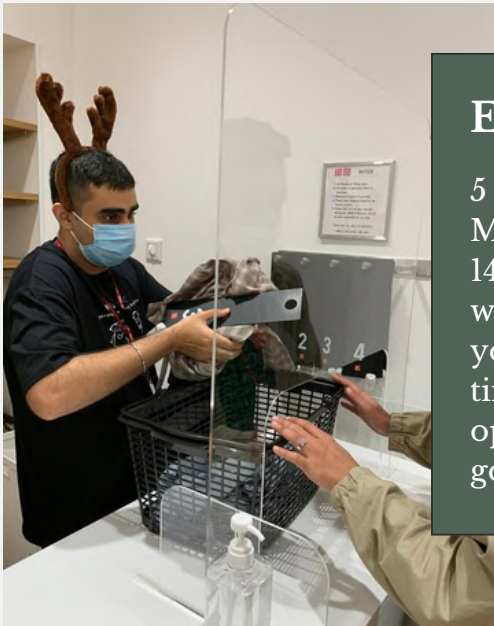
Adeline (Right) training UV members at Bakery
(photo taken pre-Covid19)

Finally, a staff mentioned she had recently bought 5 kgs of flour and put it on table, and all 5kgs had disappeared. That felt like an Aha! clue. Suddenly a usually cheerful and helpful member apologetically quipped, "I think I added all the flour...". I was deeply grateful for her trust and courage. Then we unanimously affirmed and encouraged her to let us know immediately when if a mistake happens so we can rectify it on the spot.

The basic courtesy of respecting one another's views, and being open for creativity and unknown paths will lead to great discoveries. Thank you, United Voice members for allowing me to journey with you in this enriching path.

2021 Events

Reported by Esther & Renee



Experience with Uniqlo

5 UV members were invited to Uniqlo at Melawati Mall for a In-Store Retail Experience Event (ISRE) on 14th December. Our members learn the basic task of working at Uniqlo together with their staff. Thank you Uniqlo and your supportive staff for spending time with our members and giving them the opportunity to have a new work experience. It was a good exposure for all of them.

Awareness Training On Understanding Disability

2 sessions of Awareness training on "Understanding Disability" was conducted for CIMB staff in August 2021. UV members Renee Chan and Lee May Yoong and UV trainers shared about United Voice and their testimonies plus the following topics "Understanding Learning Disability" and "Diversity and Inclusion in the Workplace."

Committee Of Japan's Woman Club Visited United Voice

The Trustees of JCKL Charitable Foundation Registered visited UV. Thank you for your donation of the new coffee machine.



2021 Events



Celebrating The Malaysian Spirit *#BerbudiBahasa*

United Voice was invited to be on the panellist in Yayasan Hasanah's Ilmu Hasanah series, to explore our sense of togetherness and care for one another - a reflection of true Malaysia spirit. UV staff, Moh Foong share about what we do on the "Celebrating the Malaysian Spirit" series alongside with esteem panelist Datuk Nicol Ann David, Harith Iskandar and Rezza Razali.

People with learning disabilities deserve the right to get access and support to justice

United Voice represented by president, Felicia Fang went to Singapore High Commission to submit a letter to request to stop the death execution of Nageanthran. The letter, written by United Voice garnered signatures from 13 organisations and 88 individuals.



2021 Events



'Lend a Helping Hand'

Christmas Campaign by The Gardens Mall Shoppers can perform a convenient and contactless donation through their Touch 'n Go eWallet.

As part of the Christmas campaign, the mall has also donated RM5,000 to United Voice.

Series of online Workshops for UV members

- "Understanding Communications Styles"
- "Empathy"
- "Cyberbullying"
- "The Art of Listening for Better Communication"



Workshop together with Uniqlo Staff

An interactive baking and weaving session with Uniqlo's staff held on 22nd Dec 2021 at United Voice together with our I'mPossible employment project members who were the trainers for the day.



TO GET UPDATES FOR OUR EVENTS:
<https://www.facebook.com/unitedvoicemalaysia>

Thank You!

United Voice would like to express our heartfelt thanks and gratitude to all our Donors, Friends and Families for their financial support, making it possible for UV to continue our advocacy work, vocational training and employment support to empower persons with learning disabilities.

- Bangsar Lutheran Church
- Bayer Co. (Malaysia) Sdn Bhd
- Hewlett-Packard Corporation (M) Sdn Bhd
- I'mPossible Patrons
- Jabatan Kebajikan Masyarakat Selangor
- Johnson & Johnson Sdn. Bhd
- KDK Fans(M) Sdn Bhd
- Malaysian Community & Education Foundation
- Maybank
- MGS Golden Girls & Friends
- Nestle' Malaysia
- Subang Jaya Assembly of God
- Sunway University
- The Gardens Mall
- The Trustees of JCKL Charitable Foundation Registered
- Touch 'n Go Sdn Bhd
- Turtle Conservation Society of Malaysia
- Uniqlo (Malaysia) Sdn Bhd
- Yayasan Sin Chew



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