

# EDWIN

*Found Hope in ServeHope*

**ServeHope**

**Serving to give Hope Since 2005**



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## About ServeHope

Founded in 2005, ServeHope started supporting Job Creation Programme for the Disadvantaged. More than 50% of the employees in ServeHope are People With Disabilities (PWDs).

The PWDs that ServeHope employs are mostly home-based with challenges in mobility. The company is committed to customise the job specifications to every PWD in the company. (E.g. 1 hour/day Jobs). The company focuses on the PWDs strengths and complements their weaknesses with their fellow colleagues strengths.

It is a joy to see them grow day-by-day . developing self-confidence, improving skills, and finally becoming a mentor to fellow colleagues (also PWDs).

This book will allow readers to understand the challenges and struggles that one of our employee . Edwin had to go through, and how he has not let his disability affect him, but rather motivate him through his life.



## Edwin

At the age of 5, my parents noticed that I walked differently from other normal kids of my age. After seeing a specialist in Tan Tock Seng Hospital, I was diagnosed with Duchenne Muscular Dystrophy.



As the disease causes the death of muscle cells and tissue, my motor skills got progressively weaker. After losing the ability to walk, I became permanently confined to a wheelchair. In school, I required extra time to finish my exam papers.

After my Oqlevels I was admitted to Bishan ITE, did a year for NITEC in Office Skills followed by 2 years of Higher NITEC in Accounting. In the meantime, I retok my Oqlevel English while picking up some basic html during my free time. During the first year of polytechnic, my condition took a turn for the worse.

In the course of pursuing my education, I felt thankful to have met many helpful people, including teachers and classmates, as well as friends who helped me along the way.

**I am able to accomplish most of my daily task with minimal assistance, still dependent on my Mum - aged 55, for most of the things in my daily routine from personal hygiene, changing, from toileting to feeding. She literally became my hands and legs, doing errands for me. I am grateful to have such a mum.**

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## Life Before ServeHope

I had a positive attitude towards my disability to live life to the fullest, and focus on doing what I could while I can. However, I never thought I could get a job due to my disabilities. One of challenges would be getting to the workplace, The only form of transport I could rely on was to get London Cab. Secondly, my mum had to be by my side wherever I went.

Another thing to consider would be the working environment, whether the wheelchair could fit in the office desk.

However, that never ever put me down. I started going to Muscular Dystrophy Association, every Tuesday and Friday. We were taught how to do web-design and graphic design, and most of the time we designed greeting cards and e-cards. My designs were not very pleasing. It dampens my creativity whenever I am asked to edit them. It often results in something that is not what I intended it to be. However, it was important for me to not give up and continue trying until my designs were accepted.

I wanted my efforts to be recognized. I started looking for home-based data entry job and went to Biz-Link for a job interview but was told there were no vacancies for data entry.

I continued going to Muscular Dystrophy Association, I prayed that an opportunity would come for me.

I believe that obstacles may hinder you if you just give in, but if you overcome it, it will become a stepping-stone for opportunities to come.

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## Knowing ServeHope

It was when I came across an interesting post on one of the Muscular Dystrophy Association circulars offering home-based jobs. I saw it as an opportunity and decided to submit an application with a resume. It was important to seize every opportunity given. I waited and finally, I received a response from Muscular Dystrophy Association requiring me to arrange a date for a job interview. I was given the name and address of the company. I had no idea what ServeHope was all about until I went for the interview.

We still made it to the interview without fail despite the heavy rain. I was introduced to the company upon meeting Uncle Chu. The interview went on smoothly, I was asked to do tele-marketing, but how was I supposed to call when I am unable to lift my own hands up to use the phone? My mum was supportive enough to say that she would hold the phone for me for the duration of work. I appreciated her help and thought, but it was going to be tiring for her. I told myself I need to find another method and decided to use skype instead.



Road Show in 2008

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## After Joining ServeHope

Ever since I joined ServeHope things changed for the better. The training sessions taught me to be more confident in the way I am and the way I spoke to people.

Through the help of my mentors I became more fluent and confident. Everyday, Auntie Grace would point out to me what areas I could improve on and that made me work harder to ensure that I make improvements. Life became more meaningful to me, and I felt a sense of fulfillment.

Whenever I received encouraging words from my boss, I felt that my efforts were paid off, and I was kept motivated. Auntie Grace . the CEO of ServeHope, never gave up on me despite all the challenges I faced, and gave me the sense of belonging I needed.

As a tele-marketer, people often tend not to entertain our calls. I got a great sense of satisfaction when I finally got my first client through persistent effort and hard work. Perseverance pays off!

During the 2 years with ServeHope, I came into contact with various platforms of marketing . Email, Mobile Marketing, Youtube, Social media. I felt a great sense of satisfaction as I gained various skills in the course of work.

I learnt to be more appreciative towards the people and things around me. To me, attitude is the keyword. In order to succeed, having the correct attitude is important in all aspects of life.

I hope to explore and expand my potential to acquire skills so I can contribute more to the company in the future.

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## A message to all PWDs

**To all PWDs,**

There are always opportunities around us, so long as you do not give up, and seize every opportunity given. When one door closes another door opens; but we so often look so long and so regretfully upon the closed door, that we do not see the ones which open for us. I dream things that never were, and ask why not? Instead of seeing things the way they are, and ask why

To all PWDs looking for a job, **Vincent Van Gogh** once said, when you hear a voice within you say you cannot paint, then by all means paint, and that voice will be silenced. Do not let your negativity get to you and tell you what you cannot do. Accomplish what you can!



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