



## ACTIVITY REPORT FOR 2018

### 1. Introduction

The Social Work Foundation of the Irish Dominican Sisters is a private social solidarity institution, in the legal form of a "Social Solidarity Foundation" approved by the Diocesan Ordinary of Lisbon, with legal personality and constituted without a profit motive, in accordance with the provisions applicable to Private Institutions of Social Solidarity, approved by Decree-Law No. 119/83, of February 25 as updated by Decree-Law No.172-A/2014 of November 14, complemented by Law No.76/2015. The Foundation was recognised as a Public Utility body, by a declaration published in Issue No.267 of the Diário da República, Series III, on November 15, 1993.

It is a foundation instituted by the Catholic Church, and is governed by the Law of Religious Freedom and by the Concordat between the Portuguese Republic and the Holy See, having been established for the purpose of giving organised expression to the moral duty of solidarity between individuals, especially in the area of education and support for the most disadvantaged.

Its amended statutes were reviewed and approved by the Patriarchate of Lisbon on 24 July 2014. The definitive registration was made on 16 March 2015, in accordance with the IPSS registration regulation, which confirmed that these statutes were in accordance with the new law of 2014. That law changed the regulations related to the Managing Bodies, accommodating the need for executive management exercised mainly by lay people.

In addition to its mission, and as a way of defraying the expenses and charges necessary for the pursuit of its social purposes, the Foundation also manages fee-paying educational establishments.

All its activities are guided by the principles and rules of the Dominican Sisters of the Congregation of Our Lady of the Rosary and St Catherine of Siena, Cabra, Dublin, Ireland.

### 2. Statutory objectives and activities

In pursuit of its mission, the Foundation carries on the following activities:

- Education, namely in the areas of kindergarten, pre-school and basic education;
- Support for children and youth;



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- Vocational training and support to families and community through its "Families with Soul" project.

As its secondary objects, it promotes the protection of the elderly and disabled, the protection of health and well-being in general, as well as religious, cultural, sporting and recreational activities.

In relation to the social solidarity activities carried on by the Foundation, through the granting of goods and the provision of free services or through the payment of benefits adjusted to the respective income of each household, we highlight:

- Organisation of education/training projects for children and youth;
- Implementation of vocational training actions for people looking for a first job and/or in socio-professional re-employment;
- Creation and development of leisure centres;
- Implementation of the teaching of religion in the respective centres, adopting a common Catholic and ecumenical approach, so that the centres work in harmony with the values of the gospel and the Catholic Church;
- Participation with other entities in projects aimed at improving the living conditions of the population.

### **3. Activities carried on**

Several initiatives were spread across the various Centres of the Foundation, highlighting the holding of various training events and the sharing of Christian values. Of note in 2018 was the holding of four conferences addressed by our Dominican chaplain, Friar José Nunes, where many collaborators and families of students participated. We had two sessions where we finished the cycle "The figure of Jesus", and we started a new program with seven sessions on the theme "Introduction to the Bible". It was also possible for the third consecutive year to bring together several families from the various centres and to help them prepare for the baptism of their children. On May 13, the ceremony was held in the Church of St. Francis Xavier, in our parish of Santa Maria de Belém, and five children under the age of five were baptised. It should be noted that in the Church of Nossa Senhora do Bom Sucesso, the 11 o'clock mass is celebrated every Sunday, usually attended by families who know the Foundation and the Congregation. In addition to these initiatives associated with the Foundation's Pastoral work, we continued with the Social Project called "Families with Soul" involving all centres. This initiative began by being fundamentally supportive and inclusive, especially in the area of food support, and has expanded with an emphasis on training (Education, Training



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and Employability) and on the reduction of isolation, especially in the case of seniors and children up to 3 years and their care-givers.

The activities are carried out in the Sagrada Familia (Holy Family) Centre, in Algés, in the Bom Sucesso College and in the "Casinha de Nossa Senhora" Centre, in the Convent of Nossa Senhora do Bom Sucesso, in Belém.

A Corporate Centre provides services of accounting, reporting information to external entities, tax compliance, payment of salaries and integrated and efficient management of the Foundation's resources.

In 2018, the teams from the various centres were often together, and the primary leaders held monthly meetings to share their experiences, and to make decisions that impacted all the Foundation's centres. Increased use is being made of the unique "Primavera" Software for all the centres with the acquisition and implementation of the "Collections" solution that complements those already existing in accounting, billing, human resources and treasury. At the level of hardware and information systems in general, significant investments in safety and performance continue to be made. Centralised management of security, energy, telecommunications, insurance and the relationship with banks took full advantage of the negotiating capacity given by the combined size of the three centres. In compliance with new legislation on data protection, internal norms and code of conduct were defined. In the management of investments and real estate assets, the Foundation continues to have the very important support of the Archipelago company. It has been of great assistance in implementing a plan that ensures the sustainability of facilities in the medium and long term. In overall terms, under the project "Caring for the Common Home" measures were introduced to try to end the use of plastics in all centres.

The 25th anniversary of the Foundation was celebrated in a special way on March 16. A Thanksgiving Mass presided over by the Dominican Friar, José Filipe, recalled the main events of this period, with the presence of several Dominican Sisters and we inaugurated the exhibition "The Modern Wing of CBS" by Alberto Pessoa, associating the history of the Foundation with the career of this renowned Architect, who was also responsible for the of the Calouste Gulbenkian foundation's building. On the same day a new branding was announced for each Centre: "Dominican College" – Colégio Bom Sucesso; "Dominican Community" – Centro Sagrada Família and "Dominican Centre" – Casinha da Nossa Senhora. This naming is already included in the billboards next to the buildings will accentuate the Dominican spirituality and the very close connection with the Congregation of Irish Dominican Sisters.

On July 18, a conference was held to launch on the Foundation's website an Oral History of twelve sisters who lived and worked in Portugal between 1944 and 2016. This project was funded by the Irish Department of Foreign Affairs and Trade with the assistance of



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the Irish Embassy in Portugal. The Vice-President of the Foundation explained the approach adopted in collecting and transcribing the interviews and Sister Elizabeth Healy gave a brief presentation in appreciation of the importance of the presence and work of the Sisters in Portugal through the centuries.

On July 19, an event was held with all the staff and several Dominican Sisters. All the participants were issued with a copy of the "Rejoice and be Glad" book of Pope Francis. The analysis of the content of this apostolic exhortation on the call to holiness in the present world was the subject of a conference given by Friar José Nunes. In this event, with all the staff, the Anthem of the Foundation, "Laudare, Benedicere, Praedicare" was sung at the Mass presided over by our chaplain.

On October 2, we celebrated the 25th anniversary of the start of the Sagrada Família Centre. The President of the Oeiras Municipal Council was present, and the work done was recollected and relationships strengthened with many partners, friends and volunteers.

Investment was made in internal and external communication, in particular through the timely updating of the various websites:

Centro Sagrada Família ([www.csagradafamilia.pt](http://www.csagradafamilia.pt)), Colégio Bom Sucesso ([www.colegiobomsucesso.pt](http://www.colegiobomsucesso.pt)), Casinha Nossa Senhora ([www.casinhannossas.org.pt](http://www.casinhannossas.org.pt)), and the website of the Foundation ([www.fosrdi.pt](http://www.fosrdi.pt)), which improved the organisation and the presentation of their information. On these websites, much relevant information is made available, accompanied by photographs.

Information on the activities of each Centre in 2018 is set out below:

### *3.1 Centro Sagrada Família*

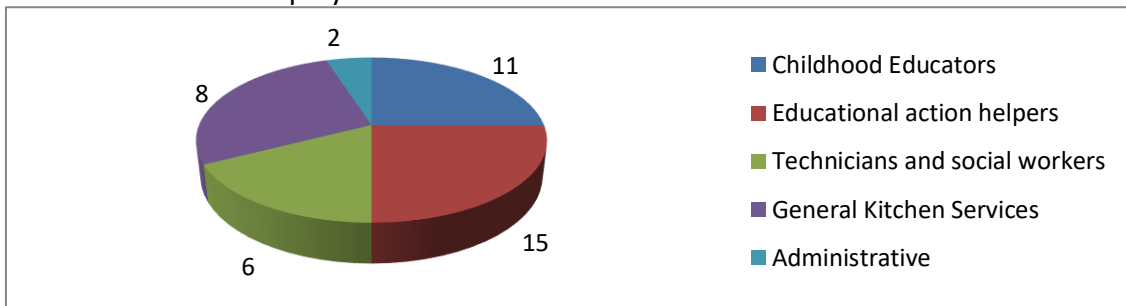
The Holy Family Centre (CSF) is active in two major areas: the Educational area, with Day-care activities (for children from 4 to 36 months), preschool (for children from 3 to 5 years) and Holidays (for children and young people from 6 to 13 years), and the area of social support (Families with Soul), including Community Support and Vocational Training.

The Centre is located on the grounds of Quinta do Leonel and Quinta de Santa Marta, in which an area with green and recreational areas stands out. The building, which is now completely refurbished, is made up of five prefabricated buildings, which include nursery rooms and corresponding support structures, and a 3-storey building with an auditorium and garden where pre-school, the area of vocational training, technical offices and other spaces for events open to the community.



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The Centre has 42 employees:



The Centre also enjoyed the support of 14 employees under the Employment-Integration Contract (CEI) program in 2018, and an average number of 31 employees enrolled in voluntary programmes.

During 2018 we reached the highest number of students ever. Of the 191, 101 are kindergarten and 90 preschool. It should be noted that in September the Centre opened a new kindergarten room, to provide continuity for children who move from the day care centre, whose vacancies had increased in the previous school year.

The educational project on the theme "Together we make the world better" was continued, which aims to promote solidarity, social awareness and responsible citizenship. For the 7th consecutive year, the Centre received the Eco School award, and the Horta dos Passarinhos project (educational vegetable garden) continued to be an ongoing project, since it is a prime example of outdoor activities related to nature care, (Care of Our Common House) recycling and work, using recycled material, continued to focus on educational practices.

With the presence of seniors in the institution, there was an effective promotion of intergenerational relations: weekly pre-school children participated in the gymnodance class. Specific activities such as Santa Claus hunting, rabbit hunting and chocolate eggs were created to promote not only the practice of physical exercise, but also the creation of ties between the different generations that attend the Centre. The seniors went on several occasions to tell stories to the rooms, and the children attended several musical shows in the auditorium, further bringing together the generations.

In addition to the optional extracurricular activities of theatre and english, many activities were carried on throughout the year, aimed at children and their families, such as outings, celebrations, and participation in many events. Much of this information is available on the website with photographs and a brief description of these events

In the area of social support, the project Families with Soul worked mainly in two axes. First, inclusion and empowerment in the following ways:

In the food aid, 1,478 baskets and 21,034 meals were delivered to 65 families and 158 people, mainly with the help of the Food Bank against Hunger, the Food Emergency Program - Cantina Social, the Social Security Institute (ISS), and the Operational Program to Support the Most Needy People (POAPMC).



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In the area of hygiene and comfort 198 baskets of toiletries were delivered and home and weekly distributions of clothing and footwear were made.

In the health area, 58 people benefited from ophthalmology and dental specialist consultations, and complementary treatments.

In the area of employability, 36 services were provided to support the active job search, where it was possible for 3 families to become autonomous from the support provided. As part of the formation of the Group of Assistants in the Job Search (GEPE), under the protocol with the Padre António Vieira Institute, once again participated in the School of Impact, promoted by the Ageas Foundation, in partnership with Impact Hub Lisbon.

In the area of Vocational Training, a partnership with the Union of Parishes of Algés, Linda-a-Velha and Cruz Quebrada/Dafundo (UF ALCD) was started for the actions to raise awareness of the beneficiaries of the (POAPMC) and continued running of the following training actions:

- Good Practices of Solidarity II: Families with Soul Project;
- Holiday camps for monitors, module "Animation and dynamisation in ATL and Campo Beach", in partnership with Campo Jovem-Ritmos Fortes;
- Interpersonal Communication - Collaborative Games, module "The challenges of communication in the field of teamwork", in ISS, IP.
- Cooperation, Solidarity and Social Service II;
- Paediatric First Aid;
- Protection of Personal Data - Procedures and Conduct;
- Fire Safety, in partnership with MWL Training & Consulting;
- Presentation Techniques and Personal Image, in partnership with the Agency of Social Entrepreneurs.

Cooperation protocols were also signed with Qualifica Centres responsible for certified Modular Training actions, courses under the Active Life Measure - Qualifica +, and the protocol was continued with the Congregation of the Servants of Our Lady of Fatima.

In the project Families with Soul, on the side of reducing isolation we continued with some important partnerships: With the Learning, Play, Grow/Open Room Groups, in partnership with the Ministry of Education, it was possible to bring together seven caregivers and seven children, avoiding isolation and sharing experiences and concerns in the education and socialisation of children up to 3 years of age, with professional support.

In support of this project, a fundraising campaign was launched in September through a crowdfunding platform to raise at least €5,000 to complement the support of the EDP Foundation and to reach the target €10,000 needed to extend the project to more children and caregivers. The objective was achieved thanks to the support of: Axa Assistance; Beers and Beverage Centre; Distance, Learning, Consulting; Ageas Foundation; Montepio Foundation; IQVIA; Lusosem and Rotary Club of Algés.



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The development of the Senior Grandfather Academy and (m) Company/Knowledge Workshop was continued, promoting intergenerational relations through workshops and activities, coordinated by a team of professionals, working together with seniors, children and people with disabilities .

With the participation of about 50 seniors, daily activities involved theoretical and practical classes, among which English, gymnodance, pilates, choral group, computer science, traditional European dances, among others, as well as tours and shows in institutions of the municipality of Oeiras .

In 2018, integration took place in RUTIS - Network of Senior Universities and NAUS - Nucleus of Academies of the Senior Universe. The Creative Arts and Recycling Atelier was started, funded by the PT Foundation's APOIAR Program, involving two publics (pre-school children and seniors) in promoting intergenerational relations.

In this context, a project was launched with the aim of promoting active ageing, empowering families, inclusion and intergenerationality. The pilot project was attended by 88 youngsters and seniors, between 11 and 96 years, with two visits to Macedo de Cavaleiros, which took place between 6 and 9 April and between 8 and 11 June, with the support of the Montepio Foundation, Oeiras Municipal Council, Ageas Foundation and UF ALCD. In these actions, it was also possible to share the good practices of social tourism for young people and seniors.

In the context of volunteering, the Centre has an average of 32 volunteers of all ages, on a regular basis, who support the educational area and social activities.

In addition, 11 volunteer actions and/or social responsibility actions, in partnership with companies or schools, should be highlighted, with a total of 447 participants.

Finally, we have also competed for the Infante Dom Henrique Prize and the Solidarity Schools Network of the EDP Foundation, within the scope of the Sustainable Development Objectives, and since 2017 we have the Join4Change Volunteer Seal - Commitment level, with the Portuguese Volunteer Confederation.

Also worthy of note is the celebration of the 25th anniversary of the Sagrada Familia Centre on October 2, which included an exhibition of photographs of the 25th anniversary of the institution.

In order to raise funds and publicize the Families with Soul Project, investment in communication and social marketing was strengthened. The most relevant events are the 3rd Race/Walk in support of the Families with Soul project, at the National Sports Centre of Jamor, on April 22 and the party of end of the year/Solidarity street party, with the theme "25 years in mission", in June.





The CSF applied for several prizes and funding lines, namely Gulbenkian Academies of Knowledge, of the Gulbenkian Foundation; Frota Solidária, of the Montepio Foundation; Jumbo Foundation for Youth, Auchan Foundation; Mission Continente; PACT Fund Deloitte Portugal; Senior BPI Award; Special Prize 15 years SIC Esperança - Delta; Community Fidelity Award; Maria José Nogueira Pinto Award from MSD Merck Sharp & Dohme; Program for the Celebration or Extension of Cooperation Agreements for the Development of Social Responses (P.R.O.C.O.O.P.), of the Institute of Social Security; and the Montepio FACES Program of the Montepio Foundation. Of the 11 applications submitted, 3 were approved.

Through special events and in many other ways, many partners have joined the CSF, supporting their projects: Scouting Group of Miraflores 1208; Grouping of Schools Nuno Gonçalves; D. Pedro V Association; Higher Institute of Social and Political Sciences of the University of Lisbon; Humanitarian Association of Dafundo Volunteer Firefighters; LIGA Foundation; AXA Assistance; Food Bank Against Hunger; Bank of Donated Goods; Oeiras City Hall; Beers and Beverage Centre; National Sports Centre of Jamor; Clinics Dr. Olívio Dias; College of Bom Sucesso; Nordigal; Dariacordar - Zero Waste; DLC - Distance, Learning, Consulting; Entrajuda; Everything Is New; Santa Rita Pharmacy; Portuguese Volunteering Federation.

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In the area of quality and continuous improvement, the Centre continued the implementation of the Integrated Management System, with a view to requesting certification. Very important was the process, the answers, and in general the evaluation made by the Education Officers. 96% of the responses to the Satisfaction survey reported that they were satisfied or very satisfied and the recommendation level was 100%.

Through the Pastoral activity, the children and families were encouraged to contribute in some campaigns of the project Families with Soul. In the advent, the importance of the family and of the affection was worked, it was tried to transmit the meaning of giving us as a gift to the others. The values of friendship, sharing, togetherness, solidarity, were transmitted to children throughout the year by exploring different stories and group activities. At Lent a placard was placed with a schedule of daily tasks to promote these important values.

There were also two visits to the shrine of Fátima, on July 24 with the users of the Families with Soul Project and some volunteers and on October 20 with the Centre's collaborators. Among the collaborators, the weekly meeting of reflection on spiritual subjects was held. At the Christmas Party, organised and participated by all employees, children and family, it was possible to share the Christian values of Christmas.

### **3.2 Centre - Colégio do Bom Sucesso**

Colégio do Bom Sucesso is a Dominican school in the Convent of Nossa Senhora do Bom Sucesso, Belém. Conscious of the importance that training and the integral education of the students has in its development, the College invests in and carries on different



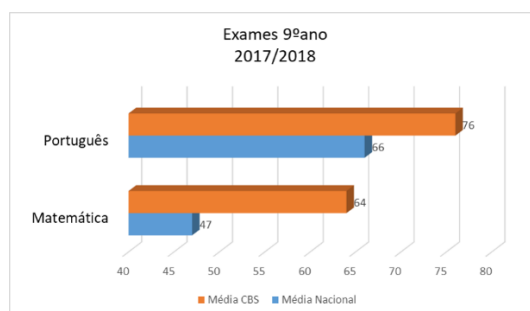
activities that are intended to complement cognitive, social, emotional learning and spiritual development of the student.

In this regard, the school promotes experiences that cover different areas of knowledge, growth and living, which aim to consolidate learning that allows the student to grow and develop in a complete, full and current way.

At the end of the year 2018, the number of active employees was 105, in the following categories:

Headmistress	1
Teachers	58
Administrative staff	7
Helpers/Maintenance	36
Pastoral	1
Psychologists	2

The Colégio do Bom Sucesso has a long tradition as a Portuguese Catholic school - it has been in operation since 1829 - and in 2018 it taught 735 pupils ranging from pre-school to the 9th grade. The results of the external evaluations were as follows (national average in blue, Colégio Bom Sucesso average in orange):



It is important to highlight that this year more than 50 students were covered by Decree-law No.3 of 7 January 2008 (special educational needs).

During 2018 significant investments were made in the improvement and conservation of buildings and equipment. Of note: intervention in the cloister coverage (2nd part) and the remodelling of the main entrance of the College. Several computers and 2 interactive whiteboards were purchased. The internet network was expanded and the servers reorganised. Also noteworthy is the investment in sound equipment in the



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Church and the improvements in the classrooms, namely blinds for windows in the first cycle classrooms.

The "Inovar" educational management software program was successfully acquired and implemented.

Some space in the Convent of Our Lady of Bom Sucesso that became available with the departure of the sisters were allocated to use by the College. The new areas have been occupied particularly with offices for teachers and psychologists.

*Activities in the educational area:*

- Ateliers, workshops, study visits, sports activities
- Christmas party at CCB - "Heal the world"
- English Week
- Science Week
- England Travel for 2nd and 3rd Cycle Students (EBC Education)
- Open Day - "Taking Care of the Common House"
- Sports Day
- Street party

*Related to the Department of Psychology:*

- "Infante D. Henrique Award" 9th year
- Development of NEE'S Decree-Law 3/2008,
- Training for sexuality - Decree-Law 60/2009,
- Vocational orientation
- "Acerta na Letra" programme

*Professional qualification:*

During the year, several training events were organised for teaching and non-teaching staff.

- "The future of Education" congress in Florence, involving 3 teachers who shared the experience with the rest of the faculty.
- Virtual School, Dec. Law 54/2018, Fire Protection, Data Protection and Catholic Training.
- Several meetings are held every year between College officials. This year, the meeting was held in Queluz with a guided tour followed by a snack and delivery of trophies to long-serving employees.

*Pastoral/Social Program:*

- Preparation and celebration of the Profession of Faith, First Communion and Confirmation,
- Rosary in October and May,
- Via Sacra,
- Pilgrimage to Fatima 9th,
- 3rd, 6th and 9th year graduation
- Collection of food for the Food Bank and the project "Families with Soul"
- Collecting items for the victims of the Pedrógão fires



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- Water Campaign
- Bees campaign
- Dresses for Africa Project

*Partnerships with the following entities:*

- Banda da Armada
- Domus (Old folks home)
- Youth Centre of Pragal
- Centro Cultural de Belém
- “O Público” newspaper
- “Diplomatic Magazine” review
- AEEP (Associação de Estabelecimentos do Ensino Particular)
- Colégio “Os Maristas”
- 

*Awards and Distinctions:*

3rd place - category schools - in the Contest promoted by PSP "We recycle"

An exhibition was presented concerning the architect of the "new" primary school building, Arq. Alberto Pessoa which was later available to the general public in the premises of the Order of Architects.

### **3.3. Centro – Casinha de Nossa Senhora**

The "Little House of Our Lady" is a Day Care Centre for very young children. It has a Cooperation Agreement with the Social Security covering 27 pupils, and cared for 44 children during 2018 (at full capacity).

The growing number of registrations in the day-care centre observed in 2017, increased during 2018. It was evident a demand with greater expression, not only because there are more needs in this area of the city, as the Parents are sensitive to the good level of quality the Team and the facilities, as expressed in the satisfaction surveys. The three activity rooms have a Child Care Educator and an Educational Action Helper, and the Nursery Room has two teacher's educational assistants and the supervision and support of the educational coordinator/technical director. There is also a cook and a general service assistant, and the team is composed of 11 full-time professionals.

There are weekly meetings between the team of kindergartens and monthly with all the helpers of educational action. The whole team meets four times a year, where the topics of day care organisation, pedagogical or Foundation related issues are addressed.

The service is provided by professionals, with specific training, under the guidance and supervision of the Technical Director of the Institution. The plan is established so as to guarantee the quality and effectiveness of the services, meeting the following



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requirements: to have the necessary and adequate training to carry out the functions that it performs in all the services provided; to have knowledge that ensures appropriate intervention in specific situations; to have communication skills and an easy relationship that allows them to adopt an attitude of listening and observation regarding the needs of the children.

In internal training, all staff participated in different training actions, covering various topics in the area of child development, hygiene and food safety or health and safety at work organised by the Association of Professional Education Childhood (APEI), among other entities.

Workshops were provided the parents, as part of the educational project of nursery, health and nutrition to establish a continuous support of the families and to create bonds of trust between the crèche, the parents and the child. There were also initiatives of solidarity in order to support the project Families with Soul, with donations in kind. As usual, two parties were held during the year, one in the summer, celebrating the end of the school year and the other in the winter in celebration of Christmas

Activities with children are pre-programmed taking into account their age, level of development, and socio-cultural reality of the environment in which they are inserted, and are in accordance with the pedagogical project defined annually, subject to periodic evaluations. The daily activities will ensure the physical, affective and cognitive needs of children, in particular regarding their physical and emotional safety, food, rest, preventive health care, hygiene and comfort, sensory-motor stimulation, social and intellectual stimulation and play activities.

The Casinha de Nossa Senhora is used every year as a work experience entity. In 2018, the pre-school education master's degree courses and the professional course of Child Support Technician were held, with students who will be equivalent to the 12th grade.

As in previous years, the staff have taken part in various institutional activities of FOSRDI, such as in baptisms, the solidarity race or the celebration of the school year with all the centres present.

Throughout 2018, the objectives set out in the business plan were achieved. Regarding the schedule of educational activities, the schedules and all planned activities, tours and events were fulfilled.

The Day Care Centre runs from Monday to Friday from 8 a.m. to 6 p.m. during weekdays, except for August, in addition to Christmas, Carnival and Easter breaks for cleaning and disinfecting facilities, as well as for the training of employees

Throughout the year the day-care centre was supported by two very dedicated volunteers, a secondary school student and a retired former helper.



#### 4. Meetings of the Administrative Council

Four meetings of the Board of Directors were held, at which the quarterly accounts were analysed and approved. The main activity and investment management indicators of each centre were followed by comparisons with prior year's information and budget, approved in detail and involving the entire policy team.

#### 5. Accounts for the year

The Balance Sheet, Net Profit and Loss Statement and Appendices constitute the accounts for 2018.

The financial statements of the Foundation for Social Work of Irish Dominican Sisters were prepared in accordance with the accounting principles recommended in the accounting regulations for non-profit institutions. In summary, the accounts for the year show:

<i>(Amounts in Thousands of Euros)</i>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Fixed Assets	1,105.9	1,369.4	1,917.9	1,948.2	2,001.8
Current assets	2,660.8	2,476.0	1,855.9	1,882.3	1,808.6
Total Assets	3,766.7	3,121.4	3,773.8	3,830.5	3,882.4
Total liabilities	1,134,8	1 121,4	1,231.4	1,187.0	1,251.5
Total net worth	2,631.9	2,724.0	2,542.4	2,643.5	2,630.9
Results for 2018	86.7	23.6	- 147.5	14.5	4.7

##### 5.1 Net surplus

The net surplus was €4,700.42 which will be added to accumulated profits.

#### 6. Relevant events

On November 16, 2018, the Patriarchate of Lisbon approved the appointment of Dr<sup>a</sup>. Maria José Pereira Melo Antunes as a member of the Board of Directors to replace Dr<sup>a</sup>. Aurora Cristas Valois Gomes.

As in the first year of the code of conduct - anti-fraud measures, in the second year of implementation, there was no incident that required application of the relevant procedures.



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## 7. Expressions of appreciation

The Board of Directors thanks

- The Audit Board for its dedication and competence in solving various problems;
- The users, students and caregivers, for their confidence in our ability to fulfil their needs as users of the foundation's services;

and expresses its appreciation to all employees and service providers for their performance and very positive attitude.

Lisbon, 21 March 2019