



**Building Communities**

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# SERVOL

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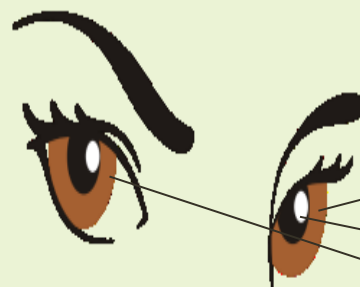


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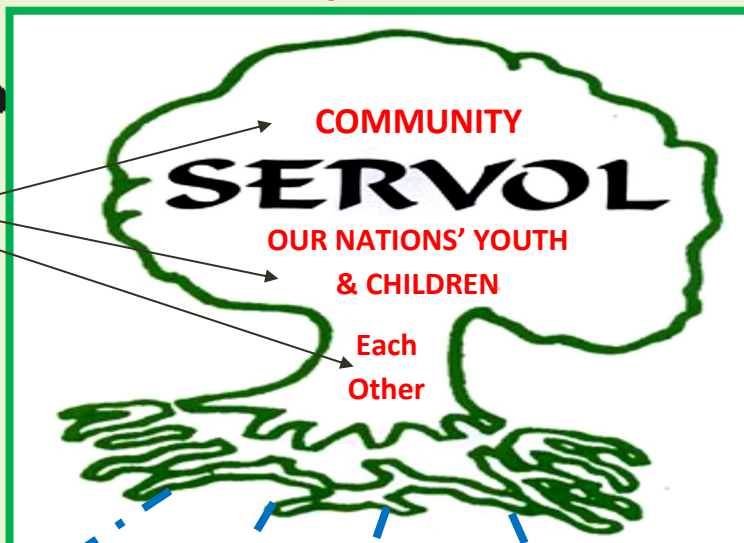
### *Transforming Lives*

For over 51 years, **SERVOL**, also known as

***"Service Volunteered for All"***



***"Can you see  
what  
we see?"***



## ***Every Step counts***

Understanding  
Caring  
Collaboration

Purpose Driven  
Steadfastness  
Unwavering  
Spirit

Diligence  
Wisdom

Humility  
Compassion





Ms. Allison Haynes Basalo,  
Executive Director Servol

**SERVOL** has positively impacted the lives of “*at-risk*” youth, and single parent families in marginalized communities in Trinidad and Tobago. The organization offers a variety of programmes and services designed to empower individuals, break the cycle of poverty, and achieve success. Servol impacts many lives. Some have started their own businesses and become successful entrepreneurs, others secured jobs and are providing for their families, and some have gone on to further their education to achieve successful careers. But, Servol's impact goes beyond the individuals it serves;

*It helps to strengthen communities and create leverage for individuals to cope amid the many day-to-day challenges.*

Collaborations and partnerships with members of the business community, the private sector, government ministries and friends and supporters of SERVOL, help to expand our capacity and revolutionize innovative ideas that can define us as an organization whose dream has become a reality.

*By Ms. Allison Haynes Basalo, Executive Director Servol*



Sr. Ruth Montrichard, Director Emeritus  
and Mr. Douglas Camacho, Chairman

## NEW CHAIRMAN FOR SERVOL

At a meeting of the Board of Directors of Servol on 9th March 2022, Mr. Douglas Camacho was appointed as Chairman of Servol. Douglas, is an accountant by profession with over 40 years' experience in leadership and development in the financial, insurance and sporting sectors. He has chaired many Boards in these areas and continues to volunteer his time and leadership skills to many NGOs. He joined Servol as a Director in 2015 and has chaired and guided the Servol Finance Committee. He was appointed Deputy Chair in 2021. He brings a wealth of experience to the organization and the staff of Servol congratulates and welcomes him as their new leader.

He replaces Sister Ruth Montrichard, who has served the organization for some 48 years. She replaced Fr. Gerard Pantin as Executive Director and served as Chair of the Board since 2008. She will continue to serve on the Board of Directors as Director Emeritus along with the other members, Mrs. Diana Mahabir Wyatt, Mrs.

Helen Drayton, Mr. Peter Clarke, Mr. Ian Collier, Justice Roger Hamel Smith, Fr. Ashton Pierre C.S.Sp. and Mrs. Allison Haynes Basalo (Executive Director).

***The staff at Servol congratulates and welcomes Mr. Camacho as their new leader!***



Servol Board of Directors (Left to Right)

Justice Roger Hamel Smith, Diana Mahabir Wyatt, Sr. Ruth Montrichard, Director Emeritus, Douglas Camacho, Chairman, Helen Drayton, Fr. Ashton Pierre C.S.Sp., Allison Haynes Basalo, and Ian Collier, (missing in photo Peter Clarke).



Servol Executive Committee (Left to Right)

Raana Ramoutar, Adeltha Wilson, Douglas Camacho, Allison Haynes Basalo, Stacy Salazar, and Gillian Johnston Adams (missing in photo Ian Gomes and Pat Mosca).



## 50th Anniversary of SERVOL Special School

**I**ndeed, it was the discernment of one brave woman named Margaret Adams- Roberts who dared to look upon the children who were *differently-able* without flinching; consequently, on September 3rd, 1972, *SERVOL SPECIAL SCHOOL*, located at *Duncan Street*, welcomed its first set of students, fourteen (14) mentally challenged and fourteen (14) hearing impaired. The school remained at Duncan Street for four and a half years; in 1977, it was relocated to the *MORAVIAN HALL on Laventille Road*.



On December 10th, 1978, *SERVOL SPECIAL SCHOOL found a home on Calvary Hill, the former Calvary Roman Catholic School compound. SERVOL SPECIAL SCHOOL was called SUNSHINE HILL LIFE CENTRE*. Sunshine Hill Life Centre opened its doors with sixty (60) students and three (3) teachers. In 2000, I joined Sunshine Hill staff on their journey when the school was 28 years old. There I met a team of vibrant, creative people such as Ms. Drayton, Pierre, Richards, Julien, Alexander, Winchester, Courtney, Thomas Roberts and Mr. Percival. Then Ms. Charles and Ms. Brewster came we became the school's core. The staff created an energy that motivated all who came into place. Teachers were always challenging each other; there was never a challenge that they did not rise to, whether it be preparing the students for Special Olympics, School Sports Day, Power Gen or taking them out to sing at a special event, or School Open Day. 'Open Day' was used to bring out the competitive behaviour of the staff. Every teacher wanted to **"WOW THE PARENTS AND EACH OTHER."** They went out to decorate their class and display their students' crafts. Nothing was too hard for this group, and it was exciting to be part of it. Parents supported our events, whatever the occasion, our parents were always there.

Even though teachers gave their best to their students, not all had been to university, so when GATE was opened to society, teachers ran through that gate with such a speed that **Seven (7) of them Graduated from CREDI in 2012**, including Mrs. Roberts, who was the principal at that time. I saw Sunshine Hill as the flagship for special education in society. I was very excited to have these trained teachers at school. ***If these teachers were giving their best without training, how much more will they give now that they are qualified?*** It turned out to be just a dream, a figment of my imagination. Instead, teachers left because salaries did not change, and the environment was changing.

Over the years, as teachers were moving on, coming and leaving, the community at Calvary Hill where the Special school is located, was changing. It was now known as a **"HIGH-RISK"** area, with **"shots ringing out"** every day. Unfortunately for us, replacing teachers became a serious challenge since no one wanted to come to Calvary Hill. Nevertheless, Digicel still sent Therapists to train us in Speech and Language Therapy, Occupational Therapy and Therapy for Autism.

From 2014-2019, Sunshine Hill was compared to **CITY GATE**, where teachers came, stayed a little while, and then left. This was replayed for five years. Meanwhile, the remaining teachers were becoming discouraged, tired and frustrated, for each one felt like a single parent raising seventy (70) children. *(Continued on Page 4)*



SUNSHINE HILL STAFF & MANAGEMENT



(L to R) Geraldine Martin Roberts ,Principal Servol Special School , Margaret Anne Roberts, Allison Haynes Basalo (Executive Director) & Mrs. Elizabeth Courtney . Servol RTRC

## 50th Anniversary **SERVOL Special School** *(Cont'd)*



Those were depressing and emotionally draining days for the few staff. Students also suffered from the malaise that enveloped the school. Some students dropped out, some parents removed their children because they were too scared to visit the school, and some complained about the quality of the violence; ***They refused to come up the hill!*** Once some professionals from the Community Police, Hearts and Mind Division came to visit and told us that we were traumatized from working in such a volatile environment.

However, from 2019-2022, a window was flung open and bright beams of light and fresh air was pumped into Sunshine Hill. We got teachers willing to stay who enjoy working with the children and shared the work of educating Seventy (70) students. The community has not changed much, we still have to deal with the shooting and crime, and teachers are still traumatized.

Today we have seventy students (70) and a staff of eleven (11). Our vision is to educate each child in a manner that will prepare him/her for life. To fulfil this vision, we provide a curriculum that prepares the child for life in society;

***Self-help skills, reading, art and craft, math, community awareness, computer literacy, language arts, life skills, health education, home economics, science, social studies, pre-vocational, and organized games. Our extracurricular activities include drumming, singing, field trips, powerlifting for Special Olympics, sewing and pan.***

With the advent of COVID-19, 90% of our students worked online, which helped them improve their computer skills. Today, 90% of our students are more computer literate. Thanks to Digicel, who donated Seventy-five (75) tablets to the school, which made it possible for all our students to be online.

Over the years, our students have made us proud through their contributions to society as masons, hairdressers, nail techs, seamstresses, chefs, welders, carnival band designers and Olympic gold medalists. For fifty (50) years, we have helped our students develop drive, strength, self-management, and high self-esteem, all of which work together to help them fulfil their life goals.

*By Geraldine Martin Roberts ,Principal Servol Special School*

## Beautiful You World Fashion Tour

**T**he International Beautiful You Fashion Tour, held at the prestigious NAPA in Port of Spain, Trinidad, on Sunday, June 5th, 2022, was a showcase of the island's vibrant and diverse fashion scene.

**Six children from Servol's Special School** were given the opportunity to participate in the show as models. Despite their limited practice time, they amazed the audience with their confidence and poise. The audience was moved by the children's performance, giving them a standing ovation.

As the show came to a close, Ms. Valerie Remey, the Servol Marketing Officer and liaison to the production team, was invited on stage to highlight the work Servol does in Trinidad and Tobago. She spoke about the organization's mission to empower and educate children and adults from disadvantaged communities and praised the designers for their inclusion of models with disabilities.

The event was produced by none other than the renowned international fashion show producer, Mr. Dewayne (Mr. Debonair) Williams, who has been producing shows for over 20 years all around the world. He was thrilled to bring his show to Trinidad for the first time and declared his intention to come back again in the future. *By Valerie Remey ,Marketing Officer*



**Models:** Shawndell Clarke, Macaiah Glasgow, Faith Thomas, Keron Thomas, Britney Williamson, Kerry Williamson of **Sunshine Hill Special School**



## Effective Customer Service and Communications for the world of work

The one-day “Effective Communication Skills & Customer Service” workshop at the Servol Advanced Skills Training Centre (ASTC) in La Romaine South Trinidad was nothing short of transformative. Led by the dynamic Ms. Valerie Remey, marketing officer, the workshop was a masterclass on how to delight customers through exceptional communication.

With a packed room of approximately 80 senior students and instructors from the Point Fortin, La Romaine, Forres Park and Chaguanas Life Centres, as well as representatives from the job training departments, the energy was high from the start. Ms. Remey's engaging presentation style, supported by powerful videos and handouts, kept everyone on the edge of their seats.

But the real magic happened during the role-playing skits. The students were given the opportunity to put into practice the skills they had learned, and the results were nothing short of astounding. The skits were so realistic that the audience could feel the tension and excitement as each customer service scenario played out. The workshop was rounded off with a presentation by Mr. Anil Wahid on the interview process, complete with supporting videos that gave the students valuable insights into what employers look for when hiring Customer Service Representatives.

*By Valerie Remey, Marketing Officer, Servol*



## Beauty Culture Department, Fr. Gerry Pantin Life Centre Point Fortin

During the April to July 2021 term, the Beauty Culture department of the Fr. Gerry Pantin Life Centre Point Fortin, in collaboration with the Board of Education, embarked on an Essay writing competition. The competition was designed to educate and bring awareness about the Covid-19 virus and its effects on the cosmetology industry, as well as to boost the morale and confidence of trainees who were demotivated due to the suspension of beauty services and the return to online classes.

The competition was open to all Beauty Culture Departments in Servol, and trainees were asked to submit a 700 word essay on "*Ways to cope with Covid-19 in the Cosmetology Industry.*" The essay was to include information on the definition and symptoms of Covid-19, the history of the virus, its effects on the Cosmetology industry, and possible solutions. The essays were also judged on grammar, presentation.

Three of the five Servol Beauty Culture Departments submitted essays: Point Fortin, El Socorro, and Arima. The competition was a success and helped boost the trainees' morale and confidence. The Board, through the President (Mr. Jackson) and PRO (Mr. Nonan Lezama) sponsored all the prizes and participation prizes were also given to the other trainees. All the trainees did exceptionally well and made their instructors and, by extension, their Centres' proud.

- 1<sup>st</sup> Place Reanna Ramesar (Point Fortin), 2<sup>nd</sup> Place Nicholette Thomas (Arima), 3<sup>rd</sup> place Kesarah Watson (Arima)

**Other participating trainees** were Abby Mayers (El Socorro), Akuricia Best (Point Fortin) and Shania Riley (Point Fortin). **Congrats to All!**

*By Camilly Greenidge-Charles, Beauty Culture Instructor, Point Fortin*



## The SERVOL Early Childhood and Care Education (ECCE) Centre, Pembroke St

Was gifted school supplies by the National Information and Communication Technology Company Limited (iGovTT). Since 2015, the iGovTT staff have contributed needed supplies to various groups and institutions.

In presenting the school supplies, Team Lead of Corporate Communications and Marketing at iGovTT, Marcia Hope, said the Servol aims to add value and improve the lives of others. Head Teacher of the ECCE Centre, Nicole Joseph, expressed gratitude to iGovTT as she noted the donations will assist the future generation to become positive contributors to society. As the implementation arm of the Ministry of Digital Transformation, iGovTT is committed to transforming the Government of Trinidad and Tobago through its suite of e-services and solutions. **Thank you.** iGovTT!



## GOING GREEN at Forres Park Life Centre



The Servol Forres Park LC has achieved another accolade in its quest in “Going Green” and in contributing positively to the Nation’s Food Security.

During the September to December 2022 school term, approval was received from the National Examination Council (NEC) and Servol for the implementation of our NEC Level 1, Hydroponics Programme.

Excellent feedback and support was received from the NEC Chief Examiners, Mr. Humphrey and Mrs. Ferguson, together with the NEC Curriculum Officer, Mr. Ramjattan, as they were particularly impressed with the existing programme being offered at the centre.

The newly certified Programme is now a major benefit to the Skill trainees attending the Forres Park LC, as the programme remains a supplemental programme and is being offered at no additional cost to the trainees. Only an Examination Fee is paid. NEC Validations and Examinations took place in November with eight (8) trainees and very positive feedback was received.

Commendations must be extended to Centre Management and the Instructor, Mr. Ivan Baksh, for their praiseworthy efforts at the centre. *Thank You Mr. Baksh!*



## SERVOL 25 & 10 YEARS SERVICE AWARDS



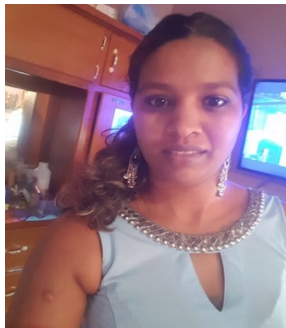
From left to right: Douglas Camacho (Chairperson), Geraldine Martin-Roberts, Denise Campbell, Michelle Grant, Indrawatee Bissoon-Ramlal, Osavia Toussaint, Annette Aberdeen, Jennifer Cadogan, David Jankey, Cheryl Charles, Eustace Joseph (missing)



From left to right: Melissa De Roche, Giselle Phillip, Michael Ramroop, Melissa Sue-Ann Sandiford, Jeanna Barrow, Michelle Mosca  
Missing: Regina Charles, Hesma Walker, Indira Seetaram-Smaguline



## What are they saying about POP !



Andrea Jassessar

**T**he Parent Outreach Programme (POP) is a life-changing initiative that has helped me in countless ways; I am a mother of three children. Nine years ago, I was introduced to this programme. It has given me numerous opportunities to grow and develop personally and professionally.

Through the various craft sessions, I acquired a wide range of skills, including making different items from recyclable materials like glass bottles, plastic bottles, or anything you could find around the home. These skills have been incredibly beneficial in helping my children with their school projects. Additionally, the cooking sessions have helped me prepare delicious meals for my family and gain the confidence to make and sell my creations, which has assisted me financially and provided support

during the Covid-19 pandemic. My POP facilitator, Mrs. Bissoondath, would call to check up on my family and drop off a food hamper from Servol, which was greatly appreciated. The programme is not only a learning opportunity but also a support system that helps parents like myself to improve their lives and the lives of their families. I highly recommend this programme to any parent who wants to learn new skills, gain confidence, and improve their financial situation. I am forever grateful to Mrs Bissoondath and Servol/POP for providing such an excellent programme and her unwavering support and guidance.



Radha Anirudhsingh- Boochoon

**I**, Mrs Radha Anirudhsingh- Boochoon, am a proud parent of Lengua TIA Early Childhood Centre and Parent Outreach Programme. Approximately two years ago, I met my POP Officer Mrs. Bissoondath who has significantly impacted my life. Through this, I was better equipped to communicate and work with my family. It has been a wonderful personal experience for me. I hope (POP) will be publicized more for mothers and fathers like myself to be aware of this self-awakening programme which allows you simple opportunism.

The craft sessions were effortless, with a considerable effect in attaining your own small business to earn an income right from home. I had the privilege of making the following items: a desk caddy for supplies, a water cup dispenser holder and a huge flower for a centrepiece or wall decoration, which I distributed to family members

and church for its' use.

This programme has helped me equip myself more than I can say, and even though we are not able to meet every session, Mrs. Bissoondath is just a phone call away and truly a gem. Thank you for allowing her to help me physically, mentally, emotionally, and financially find myself and know that there is always a way out. I'm truly blessed to have met her. I suggest that this programme be extended to Lengua TIA Primary School. I know some parents long for sessions like this, but they are overwhelmed with daily activities.

Thank you again, and continue to be safe in this pandemic we are currently faced with. *May God bless you.*

***So how do I start?.....*** Just before the Christmas holidays, my POP Teacher, Ms. Lystra Mitchell, gave us a craft assignment. It was a vase made from cardboard.

***At first, my response was cardboard, Miss?***

So ok, we then became excited to do this craft. First, we cut out the cardboard using the pattern provided. We then attached the tape, pulling the pieces together. *Your girl had fun doing this vase!*

Finally, it was time to decorate the vase. This was the best part for me. I used gold glitter and board to cover the vase, then ribbon to cover the edging, and when I was finished, I used three flowers for the *final touch!*

Overall my vase came out very well.

Everyone who visited my home during the Christmas holidays loved it!

I even did a pair for my Mother-in-Law for Christmas..... she loved them!

This craft was one of my best craft accomplishments so far. We all enjoyed this craft in class. ***Thank You Servol POP Facilitator, Ms Lystra Mitchell.***



By Maureen Ramoutar, Parent of (POP)

## **SERVOL'S MISSION STATEMENT**

*Servol is an organization of weak, frail, ordinary, imperfect yet hope filled and committed people seeking to help weak, frail, ordinary, imperfect, hope-drained people become agents of attitudinal and social change in a journey which leads to total human development.*

*It does so through respectful intervention in the lives of others and seeks to empower individuals and communities to develop as role models for the nation.*



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