



GOING BEYOND



Ren Ci joins Singapore's COVID-19 Vaccine Programme

Mr Abdul Majid Abdul Salam was all smiles when the jab was delivered

Barely a few days into the start of our nation's COVID-19 vaccination roll-out in December 2020, Ren Ci started planning with the Agency of Integrated Care (AIC) to offer the vaccine to our care staff. Our team of nursing home staff at Ren Ci @ Bukit Batok St. 52 were the first batch in the Community Care sector to receive their Pfizer-BioNtech COVID-19 vaccines on 11 January 2021.

The administering of the vaccines was carried out onsite in the nursing home by Ren Ci's internal team, following the prescribed safety guidelines by AIC and Ministry of Health closely. An online townhall was held a week earlier to help address staff's concerns so that they could make an informed choice on receiving the voluntary vaccination.

Mr Joe Hau, CEO of Ren Ci Hospital said, "We have a duty of care towards our elderly nursing home residents as well as day care clients to keep them safe. Taking the vaccination will also help protect us as well as our loved ones at home. I am glad to share that our staff understand the importance of vaccination and we have obtained an overall 93% vaccination take-up rate."

Ren Ci @ Bukit Batok St. 52 was also the first nursing home to vaccinate their residents on 20 January. More stories on vaccination on page 2.

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This quarterly publication is produced by Ren Ci Corporate Communications. If you have any contributions, comments or feedback, please get in touch with us.

COVID-19 VACCINES TO KEEP US SAFE

66 year-old Assistant Director of Nursing at Ren Ci @ Bukit Batok St. 52, Ms Elsie Teo, planned the rollout of vaccinations at the nursing home with help from AIC. She was also the first staff at Ren Ci to receive her vaccination.

“ After almost a year of dealing with COVID-19, I am glad that we are beginning to see some light at the end of the tunnel with the development of the vaccine. I am thankful we are prioritised to be vaccinated now. It gives me added assurance on top of existing safe management measures that I can continue to deliver safe care to the residents in the nursing home. ”

Clients across Ren Ci's senior care centre were also given the option to be vaccinated at the centre by in-house care staff. The vaccination for seniors in the nursing homes is expected to be completed by April 2021.

** Photos: Our elderly and staff getting their vaccinations*



Ms Elsie Teo, Assistant Director of Nursing at Ren Ci @ Bukit Batok St. 52 receiving her vaccination

SPRING @ REN CI

Ren Ci care teams were determined that this Lunar New Year would not be less “huat” even as we had to keep up with strict safe management measures within the nursing homes. The care staff, with the help from our generous donors, volunteers and supporters, organised and arranged for a series of spring festivities to usher in the Year of the Ox and brought about joy and cheers to our nursing home residents. Here’s a snapshot of key events from Spring @ Ren Ci programme.

STAR-STUDDED VISIT

On the morning of 5 February, Mediacorp celebrities, Zoe Tay, James Seah and Zhang Ze Tong visited our Senior Care Centre at Ren Ci @ Ang Mo Kio and spent fruitful hours spreading the lunar new year cheers through a photography session for the seniors. The artistes saw to the makeover of the seniors and taught them how to pose for the camera before the photos were printed for them as mementoes. The three artistes also distributed mandarin oranges and red packets to the seniors in the centre.

“Although it is only a short gathering with the elderly, we really had a good time together!” said James Seah.



Mediacorp celebrities with our client for a photo session



Master Chefs visiting Ren Ci @ Ang Mo Kio



SUMPTUOUS BLESSINGS BY INTERNATIONAL MASTER CHEF

Chefs from International Master Chef Charity Association and their volunteers visited Ren Ci @ Ang Mo Kio nursing home to deliver early reunion meals and gift packs to our residents a week before the festival. Residents tucked into the sumptuous bentos specially curated by the master chefs and gave the thumbs up for the delicious blessings!

EXCURSION BUS RIDE



Our long-term Chronic Sick Unit (CSU) patients have been in-bound for some time now due to COVID-19 restrictions. To bring festive cheers to this group of patients, our care teams got together and planned an hour-ride bus route that took the CSU patients across town for a scenic sightseeing of iconic landmarks including Singapore Flyer, Gardens by the Bay, Marina Bay Sands and Buddha Tooth Relic Temple. They also saw the lunar celebrative décor in the Chinatown area.



Decoration in Ren Ci @ Bukit Batok St. 52

SPICE IT UP WITH AUSPICIOUS RED

The auspicious colour Red took centrestage across our facilities as part of the Spring @ Ren Ci festivities. Our seniors at Ren Ci @ Bukit Batok St. 52 Senior Care Centre came together to spruce up the centre with decorations in line with the Year of the Ox theme. Their efforts impressed the panel of judges for the Chinese New Year Decor Contest by Agency for Integrated Care and we emerged as one of the five winners!

REN CI HEROES

The Singapore Health Quality Service Awards (SHQSA) is a nationwide award that recognises and celebrates the exemplary efforts of healthcare professionals in service excellence. To honour outstanding individuals who have gone the extra mile in the fight against COVID-19, individual awards were conferred at two levels :- COVID-19 Healthcare Super Hero and Hero. Senior Nurse Manager, Toh Cheng Yen, was conferred the COVID-19 Super Hero Award (Nursing Category) at the event that was held on 29 March.

At the onset of the pandemic when surgical masks were sold out everywhere, Sister Toh decided to learn sewing so that she can combat COVID-19 by ensuring that all around her were masked up properly.

At her own expense, Sister Toh bought a mini sewing machine and a variety of fabrics with the aim of making reusable masks for colleagues and for her patients who were ready for discharge. After hours of watching Youtube clips and experimentation with various methods of sewing masks, her first official batch of handmade masks were distributed.

Compliments poured in on the workmanship and the fit of the masks and soon, even former patients whom she still kept in touch knew about her masks and Sister Toh's mask-making went full throttle. She utilised all her off-duty hours and weekends to make masks for her neighbours and anyone who asked for it. Sister Toh even volunteered to sew masks to raise funds for Ren Ci. The support poured in quickly and a sum of \$3,300 was raised.

"We have seen during this pandemic that lives are touched and influenced in many ways. I have no regrets spending days and nights sewing more than 500 masks which have benefited many during the early pandemic days," said Sister Toh.

Along with the Super Hero Award, Ren Ci is proud to have 275 COVID-19 Heroes at SHQSA 2021. Congratulations to all for working together to serve our patients, residents and clients in the past pandemic year.



**SINGAPORE HEALTH
QUALITY SERVICE AWARDS
2021**
Honouring our Healthcare Heroes

Ms Toh Cheng Yen, Senior Nurse Manager

TO INSPIRE AND LEAD

It was a joyous occasion when Minister of Social and Family Development, Mr Masagos Zulkifli, presented Ren Ci the Community Cares Award virtually in January. This award was launched in 2019 by the Ministry to recognise and appreciate organisations who passionately drive social change, strive to do good for society and in so doing, inspire those around them.

In line with our founding principles of loving kindness and compassion, we hope to reach out to at-risk youths by partnering Ministry of Social and Family Development (MSF) through offering learning journeys and internships for the youths, employment opportunities and knowledge on the Community Care sector.

Since the start of this collaboration in 2019, we have hosted many youths at Ren Ci @ Ang Mo Kio, recruited some of them as Junior Resident Care Associates, and sponsored one youth for nursing study.

This is the first time that Ren Ci was given this award and it is significant as we strive towards being an inclusive employer and role model for our sector.



New Service – Inpatient Hospice Palliative Care Service

Adding on to our suite of palliative care services within our community hospital, Ren Ci started providing Inpatient Hospice Palliative Care Service (IHPCS) with effect from 22 February, with the aim of improving the quality of life of patients with life-threatening illness and their families through therapeutic intervention.

IHPCS is a common service framework by Ministry of Health that provides the standard scope of services to meet the needs of palliative patients, tiered into general and specialised palliative care. One of the key benefits is that palliative patients with fluctuating care needs in Ren Ci Community Hospital can be looked after without transferring to other care facilities.

Ren Ci has also been recently accepted as the newest member of Singapore Hospice Council (SHC), an umbrella body representing organisations that provide hospice and palliative care in Singapore. At SHC's 25th Anniversary Awards and Appreciation Day held on 26 March 2021, Ren Ci received a token of appreciation from Guest-of-Honour, President Halimah Yacob, as its 25th member. Being a member of SHC is significant for Ren Ci as we expand our palliative services as a continuum of care to improve the lives of palliative patients and give support to their loved ones.



Mr Joe Hau, CEO of Ren Ci Hospital receiving the token of appreciation from President Halimah Yacob

KEEP FIT CENTRE RE-OPENING



Mayor Low Yen Ling (centre) and Bukit Gombak residents at Keep Fit Centre

After a year of hiatus due to covid-19, our Keep Fit Centre (KFC) located at Ren Ci @ Bukit Batok St. 52 Senior Care Centre has reopened with safe management measures in place.

With effect from 19 March 2021, the use of KFC is available for Bukit Gombak residents on Fridays and weekends and strictly via online booking appointment.

Gracing the re-opening event, Mayor Low Yen Ling shared that her residents were happy to learn of the reopening and welcome another safe option to stay active and keep fit.

During her visit, Mayor Low also presented Ren Ci with the Community Spirit Award 2020 in recognition of our strong partnership with

South West Community Development Council (CDC) and contributions made in community service such as the 'Care for Elderly with Dementia' talk we organised in Bukit Gombak constituency.

Please scan the QR Code to book a session at KFC. For enquiries, please email keepfitcentre@renci.org.sg or contact us at 6665 2001.



From My Generation To Yours, With Love 🧡💖

24 year-old Chris Tan was determined to give back to the society as a form of love for his grandparents so he kicked off a fundraising campaign titled, **"From My Generation To Yours, With Love"** for Ren Ci Hospital. He challenged himself to "David Goggins 4x4x48" and 10,000 pull-ups to raise a total of \$11,580 through the giving.sg platform.

"I have always loved helping others in any way possible, to provide value wherever I go. I saw the struggle of less privileged seniors and I hope to help them financially with this campaign, and at the same time, pushed myself to a new level, both physically and mentally," said Chris at the end of his online fundraising effort.

If you would like to raise funds for Ren Ci in your own special way, please email renci@renci.org.sg



Chris Tan with his late grandfather

WHY I QUIT TECH AND BECAME A THERAPIST

Science and technology was Mr Jason Lim's chosen career path upon graduation but the passion to help people soon led to a leap of faith to explore a career switch in 2012. Joining the community care sector to help seniors regain their functional abilities has been most rewarding and fulfilling for Jason. He shares with Going Beyond how embarking on the Professional Conversion Programme for Allied Health Professionals (PCP-AHP) has been his toughest yet most satisfying decision to date.

I graduated from Nanyang Polytechnic in 1998 and joined the Republic of Singapore Air Force while studying for Degree in Mathematics and Engineering. Then I continued my engineering career in A*STAR as research support while I obtained a Master of Science in Smart Product Design from Nanyang Technological University.

I was progressing well and was at the peak of my engineering career. However, inwardly, I keenly felt that my calling was towards helping people. Then while I was working on providing engineering support for medical imaging research, I had the chance to engage patients and observed how they were coping with their illnesses. I was most inspired by some of the patients' determination and strength to overcome their health obstacles. That seeded my interest in a healthcare career.

However, it would be a few more years before I finally mustered up enough courage to respond to my calling and need for a fulfilling career. In part it was due to the awareness of the PCP-AHP path.

PCP-AHP is a wonderful option for mid-careerist who wish to make a switch to healthcare setting. It provides training for mid-career PMETs to become a Physiotherapist, Occupational Therapist (OT) or a Diagnostic Radiographer. In addition to the current Accelerated PCP for Physiotherapy, a new Accelerated PCP-OT degree programme was introduced where eligible candidates will be able to complete their degree in three years instead of four. I also received full course fee funding and a monthly training allowance during the training period.

For me, it was a strong desire to help others towards health recovery that spurs me to make the switch to healthcare. I had really enjoyed my course of study though there were struggles with some of the medical science, including the medical jargons. But I have very helpful classmates, patient lecturers and I am very thankful that I can now embark on my second career as an Occupational Therapist with Ren Ci Hospital to help seniors stay healthy and functional in their silver years.

I get a real sense of achievement when my patient achieved their health goals. I spend time with patients and their families to motivate them to build up capacity to perform some of their usual activities of daily living. I get appreciation from patients and their family who understand that we are doing our best although there are restrictions and limitations.

I really enjoy my job now. The added bonus is that I can apply my engineering knowledge and contribute to assistive technology and even help repair wheelchairs for some of my patients along the way. I have no regret taking on this path and am thankful that my family has supported me on this journey.

If you are interested to make a career switch with our Healthcare Professional Conversion Programme (PCP) and make a fulfilling change in your life and the lives of many others, email us at renci@renci.org.sg



Occupational Therapist, Jason with a patient during a rehabilitation session

春到仁慈

仁慈护理团队深信农历新年不能缺少普天同庆的气息。仁慈疗养院在采取严格的安全措施下欢庆佳节。在捐助者，义工和支持者的慷慨帮助下，疗养院的护理人员安排了一系列春季庆祝活动来迎接牛年，为院友们带来佳节欢乐。《春到仁慈》的一些佳节庆祝包括以下活动：

星光熠熠的探访

在2月5日上午，新传媒艺人郑惠玉、张哲通、谢俊峰一起走访仁慈宏茂桥乐龄护理中心，并在短短几个小时带给年长者农历新年的祝福。新传媒工作人员也为年长者上妆，等待艺人引导他们如何摆出姿势拍出最美的照片，并打印出来作为纪念。这三位艺人还给年长者分发橘子和新年红包！

谢俊峰说道：“尽管这只是个短暂的聚会，但我们确实度过了愉快的时光！”

新传媒艺人来到仁慈宏茂桥疗养院



名厨来到仁慈宏茂桥疗养院



国际名厨的祝福

国际名厨慈善协会的厨师们及义工来到仁慈宏茂桥疗养院，为院友在农历节日来临前一周提带来团圆饭和礼品包。院友共享大厨精心烹煮的丰盛便当，并对美味的食物赞不绝口！

乘坐巴士郊游



由于疫情的限制，仁慈慢性病患单位的病友已经好一段日子不能外出。为了给他们带来节日的气息，我们的护理人员安排了一个小时车程的路线让病友到新加坡著名地标的风景名胜“郊游”，如新加坡摩天观景轮、滨海湾金沙和佛牙寺，甚至还绕牛车水一圈观赏农历装饰。

院友坐巴士游览名胜地



新年，新布置



红彤彤的色彩充满在仁慈各个单位，为《春到仁慈》的布置增添佳节气息。位于武吉巴督52街仁慈乐龄护理中心的年长者也齐聚一堂，以“牛年”为主题，把中心装饰一番，春意盎然。他们的装饰让护联中心评委们留下深刻的印象，成为春节布置比赛的五位获奖者之一！

仁慈武吉巴督52街乐龄护理中心的精心布置



带着爱，从一代传承到下一代

24岁的陈修文下定决心以回馈社会，作为他对祖父母爱的表达。于是为仁慈医院发起一项《以爱转代》的网上筹款活动成功通过 giving.sg 平台筹集了11千580元的善款。

陈修文在网上筹款活动结束后分享，“我一直喜欢以不同的方式帮助有需要人便看到较弱和不幸的长者所经历的困难便借机会希望能够帮助并借此提升个人在身心方面的健康发展。”



陈修文体能挑战以表示祖父母的爱



仁慈社区关怀奖

仁慈社区关怀奖

今年1月，社会及家庭发展部长兼卫生部第二部长马善高给仁慈颁发社区关怀奖。该奖项发起于2019年，宗旨是为了表扬那些热心推进社会、努力造福社会，并激励他人的机构。本着我们仁心慈爱的原则，我们希望通过与社会及家庭发展部（MSF）合作，为年轻人提供学习和实习机会，提供就业机会，并和他们分享社区医疗知识。

自2019年开始合作以来，我们已在仁慈宏茂桥疗养院与许多青年分享，也招募了其中一些作为初级院友护理人员，并赞助一名青年修读医护课程。仁慈第一次获得这个奖项，意义重大。

住院慈怀疗护服务 (IHPCS)

除了在社区医院内提供姑息治疗服务外，仁慈已从2月22日开始推出住院慈怀疗护服务，目的是通过治疗改善并提高患有生命受限疾病的病友及家属的生活质量。

住院慈怀疗护服务 (IHPCS) 是卫生部推出来提供标准服务范围以满足需求。新服务可以给与住院在仁慈社区医院接受慈怀疗护的病患更完善的照顾，而无须转移到其他护理机构。

仁慈最近也加入新加坡慈怀理事会，成为最新的成员。于3月26日举行的新加坡慈怀理事会25周年颁奖典礼上，作为第25位成员的仁慈医院也很荣幸收到由贵宾哈莉玛总统颁发的褒扬状。成为新加坡慈怀理事会成员对于仁慈来说意义重大，也协助我们扩展慈怀疗护服务，并为病友和他们的亲人提供帮助与支持。



西南区市长刘燕玲颁发2020年社区精神奖

仁慈武吉巴督52街健身中心重新开幕

位于仁慈武吉巴督52街疗养院的健身中心因疫情中断了一年之后，于3月19日采取了安全措施后重新开放。

贸工部兼文社青部政务部长兼西南区市长刘燕玲在重新开放典礼说到武吉巴督的居民很高兴得知健身中心又可以正常使用，让居民拥有另一个安全设施、保持活跃和健康的选择。当天市长刘燕玲也颁发2020年社区精神奖给仁慈医院，答谢仁慈在社区服务所做的贡献，例如去年我们举办的“年长失智症讲座”。

欲知更多详情，请发电邮到 keepfitcentre@renci.org.sg 或联系6665 2001。

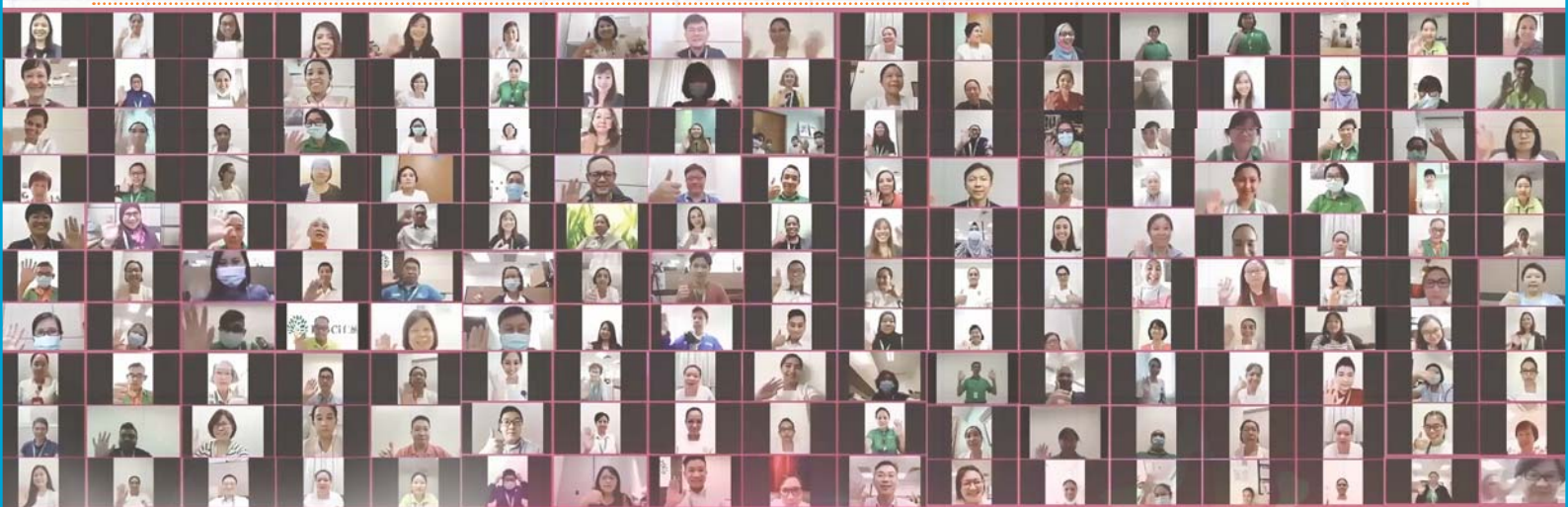
仁慈的冠病医疗英雄

仁慈的276位员工在3月29日举行的新加坡保健优质服务颁奖典礼获颁“冠病医疗英雄奖”。这是一项全国性给予医疗人员在卓越服务方面做出杰出贡献的奖项。这一届对抗疫情付出努力的医疗人员授予的奖项有两个级别：冠病医疗超级英雄奖项及冠病医疗英雄奖项。仁慈医院高级护士长卓清燕被授予冠病医疗超级英雄奖项。

新加坡在全球疫情扩散的初期出现“一罩难求”的局面。清燕在阻断期间挺身而出，上网学习如何缝制口罩并分发给身边的人，一起努力阻止疫情传播。她自掏腰包购买一台缝纫机和各种布料，每天下班后就开始制作口罩，亲力亲为给同事们缝制口罩。大家对她的口罩缝制赞不绝口。其他部门的同事和她之前照顾过的病人得知她自制口罩后，都询问她是否可以帮忙自制口罩。清燕来者不拒，利用下班时间和周末制作口罩，并把售卖所得的款项，共3千300元捐献回给仁慈医院。

“在疫情期间可以为社会尽一份力，让大家在更安全的环境度过，我感到十分满足。我日日夜夜缝制超过500个口罩，我觉得这一切的付出都是值得的。”

*照片：新加坡保健优质服务英雄奖



SUPERHERO
AWARD

NURSING

Toh Cheng Yen
Senior Nurse Manager,
Ward 12,
Ren Ci Hospital

SINGAPORE HEALTH
QUALITY SERVICE AWARDS
2021



卓清燕（中）获得新加坡保健优质服务超级英雄

专业加入社区护理

科技是职业治疗师林竹声毕业后选择的职业但他对帮助社区的热忱及热诚让他在2012年，机缘巧合之下加入了社区护理帮助年长者恢复体力回返社区。林竹声分享了，他人生中做的难但最正确的决定是加入了“专业人士转业计划”。

“在1998年从南洋理工学院毕业后，我便加入新加坡空军部队在服务期间便进一步深造，获得数学和工程学大学文凭便开始工程生涯。我在新加坡科技研究局（A*STAR）担任研究助理职位同时间自我提升，获得南洋理工大学的硕士文凭。我的工作范围包括对医学影像研究，这让我解到年长患者面对各种健康问题是如何克服一切困难。因此启发我加入社区护理的行业。

尽管喜欢我当时的的工作，但我希望自己能够帮到周围的人。我经常希望能够进入医疗行业来回馈社会。在2012年我发现了“专业人士转业计划（PCP）”，我犹豫了几年才决定踏入医疗行业做出更有意义的贡献。便在2018年以职业治疗师的身份毕业，开启了我人生第二个职业的道路，帮助年长者保持他们的健康和活动能力。

专业人士转业计划让我人生中开辟一条新道路，使我展望梦想也很高兴能够学到体能和心理医学知识以及医学诊断是如何影响个人参与的职业。此外，我了解到整体参与环境和人为的影响。它为职业生涯中期 PMET 人士提供培训后变成合格的物理治疗师和诊断放射技师。除了目前的课程他们还推出了一个全新加速学位课程，让大家能够在三年内完成还在培训期间得到了全课程费用和每月培训津贴。

尽管病友丧失行动功能，但让我非常欣慰的是在治疗师的帮助下，他们可以日渐康复，并回到社区里。我经常得到病友和家属的赞赏，他们知道治疗师们一直都在尽最大的能力帮助他们康复。

其实我也应用我工程师的知识为辅助科技技术提出我的意见还在日常工作里帮年长者修轮椅。我毫不后悔做出这个选择，庆幸的是我的家人也非常支持我。展望未来，我希望成为一名出色的治疗师同时也能照料好我的家人。我非常感谢能够被赞助进修这课程以协助我追求梦想。最主要的是必须尽你最大的努力，面对任何问题和取决方法解决。”

如果您有兴趣加入我们的社区护理行业实现您的梦想，请发电邮联系我们至 renci@renci.org.sg

林竹声
职能治疗师

超越无限



仁慈参与全国疫苗接种计划

在新加坡开始实施疫苗接种计划的前几天,仁慈与护联中心进行一系列的规划,为护理人员提供疫苗注射。于1月11日,仁慈武吉巴督52街疗养院是社区护理领域第一批接受辉瑞(Pfizer-BioNTech)疫苗接种的护理机构。仁慈医疗团队按照护联中心和卫生部的规定进行疫苗注射。在疫苗接种的前一周,仁慈举办了一场线上论坛,解答员工对于疫苗的疑问,让所有员工在自愿性接种疫苗时做出重要的选择。

“照顾疗养院的院友和乐龄护理中心的年长者们,确保他们的安全是我们的责任。接种疫苗也有助于保护自己以及亲人。我很高兴仁慈的员工了解疫苗接种的重要性,而且高达百分之九十三的员工支持接受疫苗接种。”仁慈医院执行总监侯自成说道。

仁慈武吉巴督52街疗养院的护理副主任张秀云,66岁,在护联中心的协助下策划在疗养院的疫苗接种程序。她也是仁慈第一位接受疫苗接种的医护人员。对抗疫情已经一年多了,她很高兴随着疫苗的推出,作为医护人员,她很感谢能够优先接种疫苗。除了现有的安全措施之外,疫苗接种也提供进一步的保障,让我们可以继续为院友提供安全的护理。在1月20日,首批拥有健康资格的20名疗养院的首批病友也接受了疫苗接种。乐龄护理中心的年长者也可自由选择在该中心进行疫苗接种。所有年长者的疫苗接种于4月完成。