

GOING BEYOND



Committed to Care

Two years ago, Nurse Manager Lingaraj Prabha bagged the SingHealth Superstar award for her unwavering commitment to care for her patients. More endearingly known as Sister Prabha among her peers and patients, the newly minted Nurses' Merit Award 2020 recipient continued to receive recognition for her commitment to care for the seniors' well-being.

Born in India, Sister Prabha moved to Singapore when her husband was assigned to work in the country. She started at Ren Ci's nursing home as a registered nurse before moving to the community hospital. A firm believer in keeping communications open with patients, she started learning conversational Malay, Mandarin and even dialects like Hokkien, to better communicate with her non-English speaking patients, which greatly aids in providing accurate care and helps improve their health whilst under her charge.

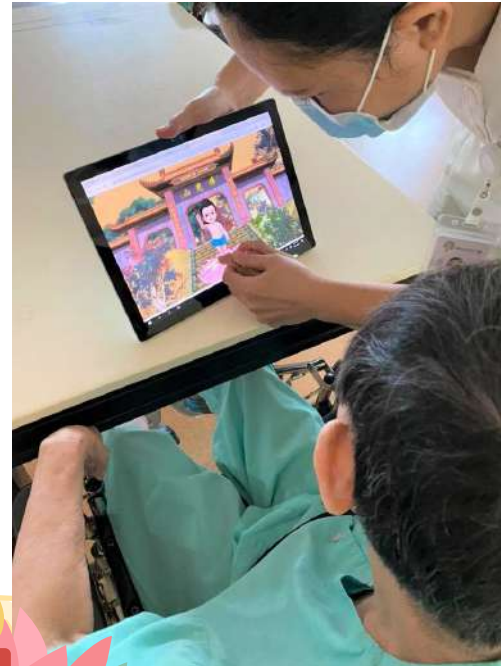
Sister Prabha's aptitude to improve patient care also led her to front several projects which enhanced patients' recovery and experience before being discharged home. Congratulations to Sister Prabha for her achievement! Read more on her nursing journey in "Up Close and Personal" on Page 4.

Celebrating Vesak Day, the e-Way!

Vesak Day has always been a memorable and joyous occasion for the seniors under our care. This year, despite the Circuit Breaker measures, it certainly did not dampen the symbolism of gratitude, compassion and mindfulness on this day as celebrations went on virtually.

For the first time, our residents experienced “e-bathing” of the infant Buddha statue, where essentially the normal ritual of “water bathing” the Buddha statue was done via an electronic app in celebration of Buddha’s birthday. “During this extraordinary time of COVID-19 pandemic, we can feel the purpose and importance of religion and faith,” said Mdm Chua, a resident at our Ang Mo Kio home.

In order to bring the festive cheer and religious support to our residents, the religious support team and volunteer/programme coordinators hosted a series of virtual activities at our nursing homes coupled with sponsoring meals and snacks to round up the celebration.



A DIFFERENT HARI RAYA

A special Eid Mubarak for Ren Ci’s Muslim colleagues, as they celebrated Hari Raya at work to bring festive cheer to our patients and residents by sprucing up the ambience with Hari Raya decorations amidst the sombre Circuit Breaker restrictions.

Our seniors may not get to visit the Geylang Serai night market with our volunteers this year, but our regular volunteer groups like Ar-Raudhah Mosque provided much engagement and spiritual support for our Muslim residents with their rendition of “Masterchef Cook-Off”. Our seniors enjoyed cooking “Daging Rendang”, followed by an e-prayer session via Zoom. “This year’s observance of Hari Raya Aidilfitri has changed as a result of COVID-19 pandemic and the imposed circuit breaker which disallowed visitation to the nursing homes. The use of video conferencing helps to lighten the degree of loneliness,” a resident’s next-of-kin shared.



Staying Safe in Our Homes

Seniors are at higher risk of developing serious health complications if infected with COVID-19. To safeguard the health and well-being of the seniors under our care across our facilities, heightened measures are in place.

The launch of “We Stay Safe in Our Home, You Stay Safe in Your Home” campaign during the nationwide Circuit Breaker measures, sent the message that seniors are particularly vulnerable and everyone can stay safe in their homes.

In line with no visitation rule across all residential care facilities in Singapore, this campaign was timely to assure families of our nursing home residents that their loved ones are safe and well looked after. To bring the message across effectively, our bubbly residents were quick to agree as poster boys and girls. As much as they miss the visits from their family members, our residents understand that the outbreak situation calls for everyone to stay safe at home.



Staying Connected Goes Beyond

Stay
Connected

To curb the spread of COVID-19, visitation at hospitals and eldercare facilities has been disallowed during the Circuit Breaker measures enforced by the Ministry of Health. That kicked off the use of virtual connection so that patients and nursing home residents can still interact with their family.

Noticing that some next-of-kins are not tech-savvy, our art therapists offered an alternative that is innovative and yet simple to execute.

“Stay Connected” Postcard Project was launched in our community hospital and nursing homes, much to the delight of seniors under our care and their families. In this digital age of conference calls and emails, a simple penned message on a postcard is all it takes to convey words of encouragement and comfort. This initiative, via a good old-fashioned snail mail, has the power to evoke emotions and excitement, tugging the heartstrings and bringing a beacon of hope for our seniors.



Nurses' Merit Award 2020

Nurse Manager, Sister Lingaraj Prabha, has her father to thank for encouraging her to take on nursing as a career. Sister Prabha shares with Going Beyond on her story of being committed to impacting patients' lives through empathy.



Lingaraj Prabha
Nurse Manager
Ward 13

Why did you join nursing? How does your family support you in your nursing career?

My father was the one who encouraged me to join nursing. Initially, I had no idea of what nursing was. It was alien to me as no one in my family had worked in the healthcare sector. Nevertheless, I still took my father's advice to be a nurse and I am proud to be one till this very day.

What motivates you to strive in doing your best in nursing?

I could not appreciate nursing when I first entered college. However, as soon as I started clinical practice, I was able to see the magic of nursing. Being able to see my patients recover and go home was truly heartwarming. That's the motivation for me at work every day - to nurse my patients back to health.

What was one incident in your career you will never forget?

I remembered a young teacher who met with a terrible road traffic accident and had to undergo 14 surgeries, and was bed-bound for a long period of time. After 6 months in the hospital, she was able to walk out of the hospital. I had never felt happier, knowing that I had a part to play in her recovery. When her family came to thank us, I realised that my job had so much significance and impact on the lives of others and their families.

What is the greatest challenge you face in your nursing career and how did you overcome it?

Language was a key problem when I first came to Singapore. So I made sure I picked up some Malay, Mandarin and even Hokkien. The other was coming to term that I might not be able to help all my patients. Instead, I find solace knowing that I have done my best to make my patients feel more comfortable while easing their pain till the end. I have enjoyed every moment of nursing life for the past 17 years.

What would you say to those who are considering nursing as a career?

A nurse's job is really about showing genuine care for their patients, aiding the patient in daily activities that he/she is unable to do. From not having an idea what nursing was to finding my calling and passion in nursing, what you really need is empathy, not sympathy for your patients.

How would you like to see nursing develop in future?

The fast-paced and unpredictable nature of healthcare amidst COVID-19 has changed the way care can be delivered. Hence, to be a nurse at this time and age, you really need to have an open mind, coupled with passion and drive, so as to embrace the challenges and render assistance to our patients.



Nurses' Merit Award badge presentation from CEO Joe Hau to Sister Prabha



Picture moment of Sister Prabha and her family

COVID-19 Roller Coaster Ride



The past five months have been anything but routine. Ever since the first case of COVID-19 appeared in Singapore, all of us at Ren Ci @ Ang Mo Kio Nursing Home had to make multiple adjustments to our daily lives. I have encouraged the team to do journal writing as a way to cope with the challenging times and I was most privileged that they have shared their reflections with me. I have attempted to summarise their ups and downs in following paragraphs:

There was sadness for trips that were cancelled; weddings, funerals, graduations, reunions and festivities missed; separation from family members; and uprooting from a place that was home for many years. There was also fear and anxiety about the risk of being infected, especially when the confirmed cases skyrocketed. Despite these, there was gratitude. Everyone was grateful that their safety was taken care of with adequate PPE and safe accommodation. They are thankful to donors for provision of meals and snacks and surprise treats at work. For the large group of foreign staff working in Singapore, they are grateful that they can continue to send money home from their jobs here.

Many embraced their faith and found strength and solace in it. It helped them through their difficult times, and gave them the strength to continue doing what many considered their calling as a healthcare worker. Almost everyone had support from family members and friends, and found comfort through phone or video calls, when hugs were discouraged or simply unavailable.

There was a high degree of trust – trust that the Ren Ci Board and Management team will do all that is necessary for the safety and well-being of all staff, as well as the safety of the clients and residents that we serve.

Above all, there was conviction that despite all the havoc that SARS-CoV-2 has wrecked, we will eventually prevail, and our residents and clients will be protected. There was faith that the storm will pass, and we will emerge stronger and more confident than before, and we will be able to tell our children and grandchildren how we won the war against the virus.

I feel truly humbled by how much the team has given of themselves during this difficult period. There was such a deep sense of purpose that I could feel it at every corner of the nursing home on a daily basis. I am looking forward to the future, knowing that all things are possible with my Ren Ci Family!

Chong Wai Fung
Executive Director
Ren Ci @ Ang Mo Kio

Do Good & Zumba

6th with a twist! Our annual fundraising event, Zumba Charity has gone virtual this year! Ms Venus Wang started fundraising for Ren Ci since 2015 via an annual Zumba Charity event. Together with her team of Zumba instructors, they have leveraged on conducting exercises to create awareness and raise funds for Ren Ci through dance, fitness and friendship.

The physical event which was originally planned for April 2020 had to be cancelled due to the pandemic. However, no obstacles can stop Venus as she was determined to continue her annual efforts to fundraise for the needy elderly. Not only did Venus bring the usual one-day Zumba Charity to the online platform, she also gathered a number of fitness instructors friends both locally and from overseas to lend a hand and turn it into a month-long fitness classes.

The online sessions started from 25 July and will end on 2 August. We thanked all supporters who sweated it out for meaningful cause!



Keep 'HAXERCISING' for a Good Cause

One of our own also took to fundraising online to pay tribute to the healthcare frontliners who have fought hard to screen, contain and treat COVID-19 infections since the start of the pandemic. Haxy Huang from Ren Ci's Fundraising & Partnership department hosted an hour of Facebook LIVE aerobics exercise regime on her birthday!

All participants were geared up for the workout, which was filled with vigour and gusto. "Haxercise" concluded with a punch, raising \$3,878 to help the needy seniors in our midst. You can do your part too, by chipping in with your kind donations for our senior care needs.

Support our fundraising campaigns at Giving.SG (www.giving.sg/ren-ci-hospital/stay_safe_stay_strong_during_covid-19) or scan the QR code to donate now.



Your donation will help bring in twice more funds under the dollar-for-dollar matching from Toteboard through the Enhanced Fundraising Programme.





Gift of Nourishment

The COVID-19 pandemic and its heightened measures have impacted the food and beverage (F&B) industry greatly. Therefore, we are especially grateful when we continue to receive tributes to our healthcare workers from F&B business owners.

One of our significant donors during this trying period is Old Hong Kong Kitchen. For three months, Old Hong Kong Kitchen modified their kitchen operations to churn out over 200 daily lunch bentos for Ren Ci's staff.

“While the COVID-19 situation has dealt a hard blow to the F&B sector, we take it in our stride and use this unprecedented opportunity to show our support and appreciation to healthcare workers, starting with lunch donations for staff of Ren Ci,” said Ms Victoria Li, founder and owner of Old Hong Kong Kitchen.

Victoria’s effort was aided by Mr Dave Fu of Hao Productions Pte Ltd who was the main sponsor behind the meal donation for Ren Ci. Their joint efforts to provide delicious Cantonese bentos was not without any challenge. From creating the weekly menu to cooking sequence in the kitchen and sorting out the assembled lunch boxes - the series of logistics issues are real but that did not stop Victoria from sparing any effort to get the meals out timely.

Dave added: “I am moved by the sacrifices made by all the staff at Ren Ci Hospital during this difficult period despite facing various challenges in their work, personal life. Your selflessness, dedication and love are an inspiration for us. Keep fighting and we will stand together with you!”



Victoria
Founder
Old Hong Kong Kitchen

Dave Fu
Executive Director
Hao Productions

The battle against COVID-19 may be a long one but with good food, good team spirit, we will be able to journey victoriously together.



Gifts of Encouragement

The Ren Ci Family is grateful for the many heart-warming gestures from our donors and sponsors during these past months. Thank you for recognising our efforts, thank you for your care and concerns and thank you for your generous gifts of encouragement.

A Golden Jubilee's Gift of Hope

UOB KayHian



To mark its 50th anniversary, financial group UOB Kay Hian (UOBKH) celebrated the milestone by giving back to the community. UOBKH, its management and associates joined efforts to donate a total of \$600,000 to Ren Ci Hospital in support of our care for the seniors across our facilities.

As the planned grand celebration has been disrupted by the COVID-19 pandemic, UOBKH management decided to channel the funds set aside for the celebration to support the communities most affected by the outbreak, in particularly the more vulnerable group of seniors, needy children and youth.

UOBKH hopes that more people will step forward to offer help during this unprecedented time as the COVID-19 pandemic continues to impact our lives, especially the groups in need of financial assistance. On behalf of Ren Ci's beneficiaries, our heartfelt thanks to UOBKH for supporting our cause with this munificent donation.



6ix 6ix Restaurant

Candlenut

Everyday Heroes SG

Haidilao Hot Pot @ Novena

Love Pink Food Pte Ltd

Majulah Movement



Paul Bakery

Pu Ti Lian She

ST Logistics Pte. Ltd.

Sunshine Calligraphy

Tzu Chi Singapore

United Industrial Corporation Limited



护士优异奖2020

两年前，护士长普拉芭（39岁）凭着坚定扶持病友的理念而获得了2018新加坡健康素质服务奖“超级巨星奖”。被同事和病友情切称为‘普拉芭姐’的她，因致力照顾年长者而继续被认可，并夺得了今年的护士优异奖。出生于印度，普拉芭随着丈夫被分配到新加坡工作，开始她在新加坡的护士生涯。普拉芭加入仁慈的第一分任务是在疗养院当一名注册护士，之后转入仁慈社区医院。她一直坚信交谈和沟通能更好地照顾病友。于是，她努力学习马来语，华语和方言如福建话，用以与非英语病友交谈。语言的沟通促进更好的理解，故此她对病友的护理更加完善。

普拉芭改善护理的意志也让她带领了许多个改进项目，如提高病友出院前的康复能力和护理。



“Haxercise有氧运动” 面簿筹款

仁慈筹款及合作部的行政人员黄秀仪，在生日当天对前线医务人员在疫情间的奋斗与努力致敬。她在面簿直播“Haxercise有氧运动”教学，呼吁热衷运动的公众在居家跟着运动的同时，能为弱势群体出一份力。当天所有的参与者充满活力和激情，成功筹集到3千878元。虽然“Haxercise有氧运动”已经结束，您还是可以通过Giving.sg网站捐赠给仁慈医院，帮助更多年长者。您的捐款将使仁慈医院获得新加坡赛马博彩管理局（Tote Board）一对一的资助，从而获得更多捐款。



更热闹的仁慈慈善尊巴

随着秀仪在面簿直播“Haxercise有氧运动”教学的成功后，仁慈之友Venus女士与往年一样再次利用跳尊巴舞为仁慈医院筹款。Venus女士是全职尊巴舞教练。她原本计划于4月举办的“仁慈慈善尊巴2020”因疫情的关系而被逼取消。坚韧不拔的Venus聚集了28名教练，利用科技来进行为期一个月的日常网络课程（Ren Ci Fitness Charity - Spread Love with Dance）。此课程包含带氧拳击皮拉提（Piloxing）、派韩式有氧舞蹈体操（K-Kardio Dance）、拉丁舞蹈等舞蹈并开放给公众免费参与（随缘捐款）。

这项年度尊巴舞慈善活动始于2015年，由Venus带领近100名狂热的尊巴舞员参加。多年来，这活动已从一位教练扩大到十位教练和获得300多名与会者。



传统的方式来传达信息

为了遏制新型冠状病毒的传播，卫生部在阻断措施期间加强防疫措施，禁止疗养院院友的亲友亲临探望，而改用电话或视讯等方式进行，透过视讯与家人见面。一些年长者或家属对通讯科技一窍不通，仁慈的艺术治疗师为他们提供一个简单兼传统的替代方法：在社区医院和疗养院的登记处设置“保持联系”明信片角落，让家属在明信片写上他们的祝福语和信息。随后治疗师会整理所有的明信片，然后再交到院友的手上。在这电子时代，很多人或已不习惯书写，但明信片依然能让人感到手写的温度和握在手里的质感，让不能与亲属见面的院友感到格外兴奋。



思念使人更会懂得珍惜

年长者在疫情期间的风险最高，因为他们在感染病毒后引起严重并发症的可能性更高。随着冠病疫情来势汹汹，仁慈疗养院依据卫生部的指示，禁止访客到访。仁慈也发起“院友在疗养院很安全，你也可以安全地呆在家”运动，希望在外的一年长者可以留在家中，避免外出。院友们也很兴奋地配合此运动拍摄了一系列的照片用于宣传。“思念使人更会懂得珍惜”，此后团圆的日子将会变得更加宝贵。



线上欢庆卫塞节

受阻断措施影响，今年的卫塞节，仁慈疗养院佛教徒院友无法到寺庙浴佛和供灯，而改用线上方式在疗养院里进行线上浴佛和点灯，善用科技来庆祝卫塞节。“这是我们第一次采用线上方式来庆祝卫塞节，以满足佛教徒的心愿，让我们度过一个难忘和不一般的卫塞节，”仁慈宏茂桥疗养院院友蔡女士说道。为了让其他院友感受到卫塞节的气氛，宗教团队与义工团队在疗养院引用电子科技进行一系列的虚拟活动，并赞助食物和饮料给年长者。



开斋节的愉悦气氛

尽管阻断时期受到限制，但开斋节的装饰仍在仁慈散发着节日气息。仁慈疗养院的回教徒同事在这期间于百忙中抽空进行布置摆设，让其他同事和院友一同感受开斋节的愉悦气氛。今年院友无法与义工朋友到芽笼士乃夜市购买过节的用品和食品。定时到仁慈疗养院的义工团队，Ar-Raudhah了解到院友们的感受，而为他们举办一场“名厨烹饪”来欢庆开斋节。院友们一边忙着一边聊着，食材全部准备就绪，将锅灶点燃，“Daging Rendang”拉开序幕。接着大伙们通过ZOOM应用程序进行了线上祷告。相比往年的欢庆方式，今年的庆祝一点都不逊色。“由于受到疫情与阻断措施的影响，院友家属无法到疗养院与院友一同庆祝开斋节。通过ZOOM应用程序，在很大的程度上让亲朋好友们还可以与院友保持联系，大幅降低院友的孤独感。”一位院友的亲属说道。



超越无限



捐赠食物献温情

冠病疫情始料未及地袭来，打乱了各行各业的生产节奏，餐饮业乃是受疫情冲击较大的行业之一。在阻断措施期间，餐饮业者为了防疫必须暂停堂食服务。不少餐饮企业开始主动寻求新方式求存，包括电脑化与数据化转型或选择结业。仁慈的长期支持者及捐助者“老香港小鲜”在疫情下也逃不过冲击，在这期间迅速改变营业模式和调动厨房人手，每天赞助200份便当给仁慈医院的护理人员，为期三个月。“尽管疫情对我国餐饮业冲击较大，但我们会继续往前看，并利用这一次的空档向医疗人员致敬，感谢他们在疫情期间的付出。我们会从捐助爱心便当给仁慈医院开始。”“老香港小鲜”创始人维多利亚女士说道。

维多利亚女士的行动获得好友傅英豪先生，豪艺制造（新加坡）有限公司执行董事的支持，赞助此便当捐赠行动。这次善举遭遇许多挑战，从构思每周的菜单、改变厨房操作模式、采购便当盒到派送等，都得费一番功夫。但这并没有影响维多利亚女士每天及时把食物准备好的热心。仁慈的员工在拿到所有便当后，再分批派送到仁慈各个单位，让所有护理人员有机会感受到“老香港小鲜”的爱心和获得足够的营养。

“我真的很感动。仁慈医院的员工在这段期间面临各种挑战，但他们每天都在奋斗，为病患提供优质的护理。他们的无私，奉献和爱心是我们所有人的榜样。您是新加坡的英雄，请继续战斗我们将与您站在同一阵线！”傅先生说道。

维多利亚女士补充说：“这次的午餐捐赠活动得到很好反馈，食物非常可口，全部都被吃光。这样可以激发我的团队花更多的心思去创造具有创意的食谱。”此次疫情将是一场漫长的战役。但有了美食和团队精神，我们将能够一起取得胜利。