

# GOING BEYOND



Chairman of Ren Ci's Board, Dr Chua Thian Poh, presenting token of appreciation to Mr Dave Poh, (right) HaoProductions Pte Ltd. Also present is Mr Poh Choon Ann, Executive Consultant for the online charity concert.

## An Evening of Timeless Classics

Philanthropy and music go hand-in-hand to bring people together. The first-ever Ren Ci Hospital Online Charity Concert was successfully broadcasted and live streamed on AsiaOne's Facebook and YouTube, with simultaneous artistes performances from Taiwan and Singapore on Saturday, 19 September 2020.

The two-hour plus online concert was jointly organised by Hao Productions Pte Ltd and Old Hong Kong Kitchen and Ren Ci was the sole beneficiary. The event was co-hosted by actor Alex Niu and celebrity host Ellen Chu in Taiwan and actor / singer Marcus Chin and host / actress Lin Youyi in Singapore.

The stellar line-up of local and Taiwanese artistes stirred reminiscence with their repertoire of timeless classics. Singers who gave their hearts and talents to this event included Taiwanese artistes Jeff Chang, Huang Pin Yuan, Li E-Jun, Aaron Yan and David Tao, as well as local artistes Joanna Dong, Dave Fu, Arthur Choo and MICappella. The spectacular star power attracted and pulled the heartstrings of over 5,000 viewers, raising more than \$500,000 for the event.

Donation portal is still open for this event till 31 October.

To donate, you can visit [https://www.giving.sg/ren-ci-hospital/online\\_charityconcert](https://www.giving.sg/ren-ci-hospital/online_charityconcert)



# Masks Sewn with Love

Senior Nurse Manager at Ren Ci Community Hospital, Sister Toh Cheng Yen, decided to make this year Nurses' Day a memorable one. Recognising the demand for quality masks in the community, Sister Toh took to YouTube videos and consulted her mother on how to sew cloth masks. She then purchased quality fabrics and spent her off-duty hours sewing more than 100 reusable masks for patients and fellow colleagues.

The fit and comfort of the masks was well-received by her patients and colleagues in her ward.

"I am happy that my basic sewing skills which I've picked up in the past months are appreciated by my patients and colleagues," said Sister Toh.

Spurred on by the warm reception, Sister Toh went on to contribute her masks to the "Masks Sewn With Love" campaign, a nationwide initiative to provide masks to the needy. Sister Toh even contributed to our fundraising effort by making her masks for a fundraising campaign. She raised over \$3,300 over the campaign period. "It has been a tiring but most satisfying experience for me. I am glad to have been able to do my part to help the community". Thank you Sister Toh!



## To Serve with Heart & Hope

Nurses' Day took on a special significance this year, as the Ren Ci family paid a virtual tribute to all Nurses and Resident Care Associates (RCAs) for their dedication and commitment to deliver care for our patients, residents and clients during this global pandemic. Thank you to all our care staff across the facilities, for embracing the new norm, and courage to serve with heart and hope. With your unwavering commitment, loving kindness and compassion, we will be able to ride the current adversity and emerge stronger together.

**REN CI NURSES' DAY 2020**

*A Voice to Lead; Nursing the World to Health*





# FORGET-ME-NOT

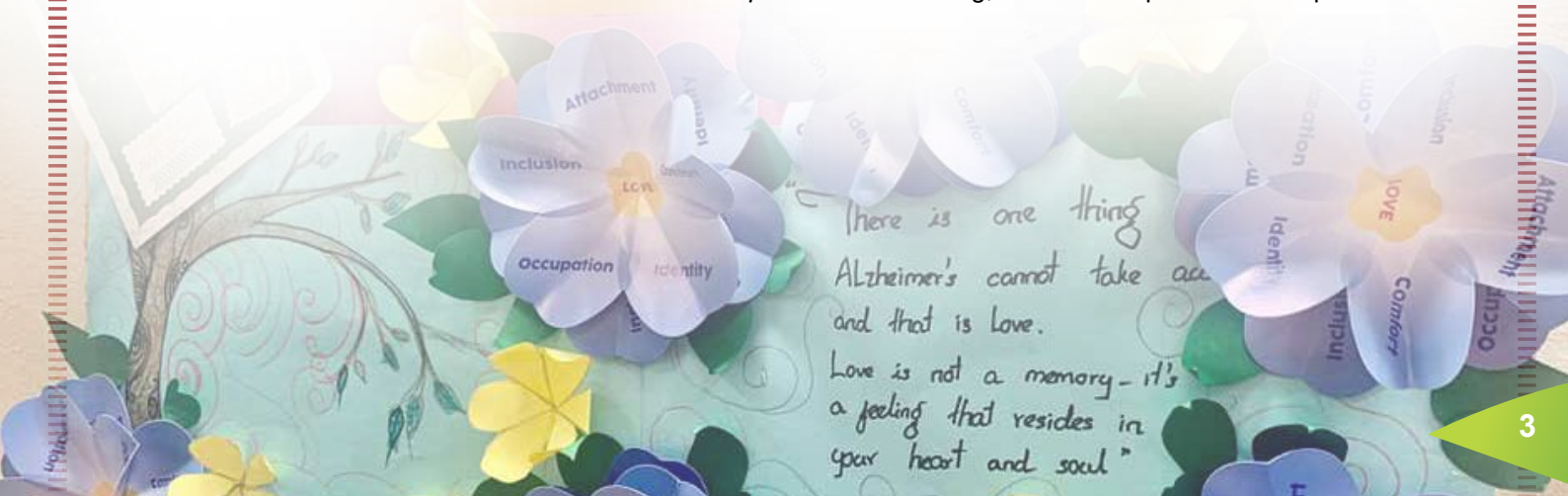
September is World Alzheimer's Month, an international campaign to raise awareness and challenge the stigma that surrounds dementia. An organisational-wide campaign to show support for Persons with Dementia in our midst was launched. Forget-me-not (Myosotis), a small blue flower which represents the true and undying love for Persons living with Dementia and the support for their caregivers, was the symbol to ignite the spirit of building connection and remembering moments with seniors largely impacted by the disease.

Staff across the facilities folded a 3D Forget-me-not paper flower to form creative artworks as a show of our commitment towards loving and respecting Persons with Dementia. Using the flower petals to represent the 5 Basic Psychological Needs with love being at the core of the flower, this symbol beautifully guided all staff on how we can care and connect with Persons with Dementia.



Accompanying the beautiful art creation was deep and thoughtful reflections on the journey of caring and supporting Persons with Dementia.

*"At the Senior Care Centre, the behaviour of our clients with dementia can cause a lot of stress for us. Seeing the Forget-Me-Not flowers being folded and being made into lovely branches by my colleagues reminded me that we should always keep the flowers (our clients) blooming through managing their psychological needs. And most importantly, to make sure we continue to serve them with heart and hope." ~ Priscilla Chng, Senior Occupational Therapist*





# Therapy Buddy Goes High Tech

At Ren Ci, the care teams are constantly seeking improvement to create more value for our patients, residents, clients and even our staff, through harnessing new healthcare innovations to derive the best care possible and achieve efficiency gains operationally.

ROBO, a humanoid robot was piloted as an exercise instructor for seniors' group exercise therapy in the Senior Care Centres with the aim of enhancing productivity, easing the load on the therapists and improving the therapeutic experiences of the seniors under our care.

ROBO is able to perform both seated and standing exercises and the exercise programmes comprise 23 individual exercise movements to meet different needs of seniors undergoing rehabilitation session.

Ms Lai Ka Ying, Principal Physiotherapist at Ren Ci said, "We believe that social robots can be good motivator for seniors, to engage them in routine exercises and foster better interaction during group therapy. We found a like-minded partner in SJ Cosmo Future, which is a local artificial intelligence (AI) robotic education solution provider, to work with us to programme ROBO as a therapy instructor."

At approximately 40cm in height and 1.65kg in weight, ROBO is extremely portable and can be deployed easily. It is perfect size for a group of 5 seniors in a group exercise. The use of ROBO also improves productivity with a manpower saving of roughly one therapy aide per session, approximating a saving of 36.6 man-hours per month. In turn, the therapy aide can now focus more on assisting seniors with higher rehabilitation needs.

Since its deployment, ROBO-led group therapy has been a hit with the seniors in our senior care centres. "The seniors, including clients with moderate dementia, are able to stay focused longer during the therapy, more eager to follow the exercises and most importantly, enjoy the session led by ROBO," added Ka Ying.

ROBO was procured using funding from Agency of Integrated Care (AIC) Community Silver Trust (CST). ROBO will soon be introduced across our spectrum of care services.



ROBO leading the group exercise with the seniors

# TRAILBLAZING THE COMMUNITY CARE SECTOR

Despite the current COVID-19 situation, Ren Ci is still actively recruiting. Close to 70 attendees, primarily Singaporeans and PRs jobseekers attended our inaugural recruitment webinar for the role of RCA or Resident Care Associate on Saturday, 5 September 2020.

Senior Minister of State for Health, Dr Koh Poh Koon started the webinar with a short opening address. The sharing by current RCAs, Mr Mizahairi Bin Mahadi and Ms Kelly Kait gave realistic personal accounts of why they joined Ren Ci and the satisfaction they derived from the RCA role.

Miza joined Ren Ci @ Ang Mo Kio as a RCA after spending many years in the music industry with the hope of giving back to the community and gaining a better understanding of the diverse roles as a community care support worker. Kelly has been a caregiver for her late parents before her strong passion and interest to care for seniors led her to join Ren Ci as RCA.

Through this sharing, attendees gained a better understanding of the opportunities in Ren Ci, and learnt that the RCA role in our nursing homes can be a rewarding career choice for Singaporeans and PRs who do not even have healthcare background but would like to be a part of the community care sector.

If you are keen to join the community care sector and would like to find out more about the role of RCA, email us (with your name and contact number) at [rencihr@renci.org.sg](mailto:rencihr@renci.org.sg).





# Finding New Purpose and Satisfaction

Fueled by the passion to serve the seniors, Mr Damien Boey, 47 years old, took the road less travelled by leaving his professional field in Workplace Safety and Health, and joined Ren Ci two years ago as a Resident Care Associate (RCA).

After spending many years in the music industry, Mr Mizahairi Bin Mahadi, 33 years old wanted to give back to the community and gained a better understanding of the diverse roles of the community care support worker through the role of RCA with Ren Ci.

Here's their account of how they switched fields to find new purpose and job satisfaction.

## Q. Why did you decide to join Ren Ci?

**DAMIEN:** I was considering a career switch and I got to know about the role of RCA at a job fair in 2018, which got me excited. I'm glad Ren Ci is willing to recruit me despite my lack of healthcare experience.

**MIZA:** The RCA role matches my objective of giving back in a meaningful and making a foray into community care. Besides, Ren Ci has a structured training programme which allows me to learn the ropes of taking care of seniors.

## Q. What do you think are some important attributes necessary for the RCA role?

**DAMIEN:** Patience, open-mindedness and humility. More importantly, passion to serve with heart and hope.

**MIZA:** The ability to connect with the seniors is important. That's how you can strike conversations and build the bonding so as to look after their well-being better. Also, one should have the passion to work with seniors.

**Mizahairi Bin Mahadi, 33**  
Resident Care Associate



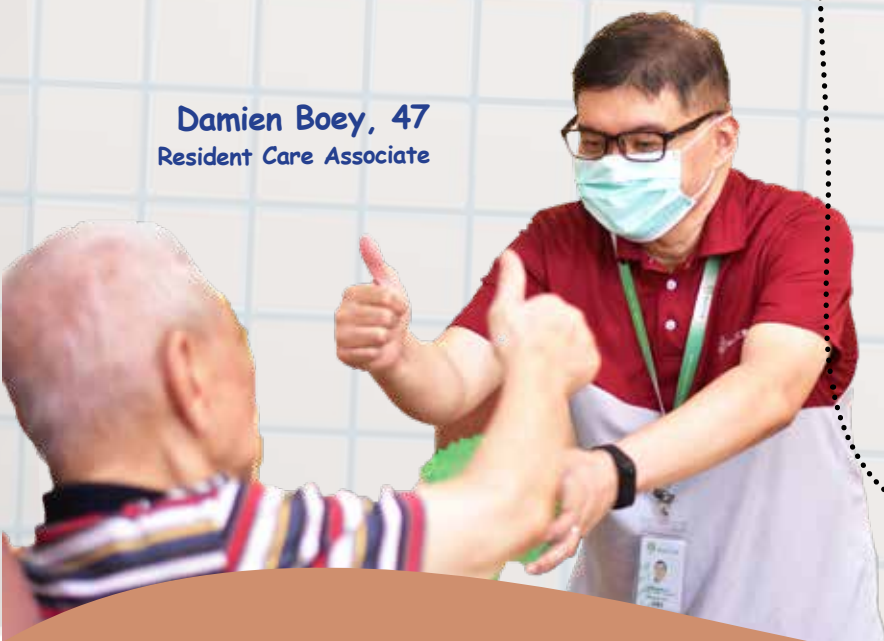


Damien with a resident in Ren Ci @ Ang Mo Kio



Mizahairi engaging a resident with fish feeding

**Damien Boey, 47**  
Resident Care Associate



**Q. What is your favourite moment or encounter as RCA so far?**

**DAMIEN:** I am encouraged by every moment when I can help the seniors in need. I cherish their friendship and trust in me.

**MIZA:** I believe that a nursing home is not just a home, but a healing environment for the seniors. I feel motivated seeing the residents recovering well under our care. When the residents enjoy the new activities and exercises I have introduced, I know that I've made a difference in their daily lives, and that gives me a great sense of satisfaction.

**Q. With a surge in unemployment and uncertainty during COVID-19, do you have advice to share with those facing job issues?**

**DAMIEN:** Try to be as open-minded as possible. When the opportunity arises, take it as a chance to learn something new and share the experience with others around us.

**MIZA:** Never, never give up. Don't be afraid of taking steps into the unknown. Be prepared to face a steep learning curve when new opportunities arise. The crisis is not permanent and with the right attitude, all can be overcome.



# FLYING HIGH AS CARE AMBASSADORS

Since the outbreak of COVID-19, Ren Ci has put in place strict measures to safeguard patients, residents, clients and other staff's safety. This includes health screening and controlled access for visitors via triage counters across our facilities. In July, Ren Ci Community Hospital triage counter duties were taken over by a group of cabin crew members from Singapore Airlines (SIA) who came onboard as care ambassadors.

Temporarily grounded due to reduced flights amid travel restrictions around the globe, SIA's cabin crew members put their relevant skills in communication and customer service to good use. As care ambassadors, they enhance visitors' experience and ensure safe distancing within the facilities, especially during the busy visiting hours. In addition, they are assigned to hospital wards to support care teams in carrying out basic care duties amidst their rounds of befriending activities.

"It has been a great learning experience at Ren Ci Hospital in the last three months, being in the role of care ambassadors. We have learnt a lot from the care staff on how to care for the seniors," said Yi Wen, SIA stewardess. Feedback from the patients' next-of-kin has been more than encouraging, with visitors and staff delighted by the friendly smiles and helpfulness so naturally demonstrated by the cabin crew.

"We are glad to work with Singapore Airlines and its care ambassadors (CAs) programme to complement our service in the areas of visitor management at the front desk and in our hospital wards," said Ms Yasmin Hannah, HR Director at Ren Ci Hospital.



## TOGETHER, A STRONGER SINGAPORE

As we marked our 55th anniversary of nation-building in this unprecedented time, celebrating National Day added a greater meaning as our seniors across our facilities bonded in small groups for the occasion.

Most celebrations took the virtual mode. Our residents and staff at Ren Ci @ Bukit Batok St. 52 planned a mini parade on-site and streamed it 'live' to other residents within the nursing home. Spirit was an all-time high, as the seniors enjoyed the camaraderie of a march-in by different contingents and pledge taking, as well as a traditional dance performed by our multi-disciplinary care team.

Our pool of volunteers, such as Cycling without Age, Ace Seniors and Singapore Women's Association, also planned for various National Day celebration activities via a hybrid model where they sent down gift packs and snacks for the elderly and met with the elderly online to sing National Day songs together. Our seniors appreciated the volunteers' efforts in making them feel inclusive and having the opportunity to celebrate the nation's 55th birthday together.





## 冲上云霄的关怀大使

来自新加坡航空的空务人员停止飞行后，在七月十三日到了仁慈开始接受关怀大使的重任作为护理大使，他们改善访客的体验，并确保设施内的距离安全，尤其是在繁忙的探望时间。此外，他们也在医院病房，协助护理团队的基本护理和提供支持。

空少庆晏说：“为病友用心照料也是我的一种回款社会的方式” 年长者的家人也感到特别欣慰，他们从中也感受到护理大使发自内心的快乐与微笑。

仁慈管理层也很高兴能与新加坡航空的护理大使一起合作，以辅助前台访客服务和社区医院病房管理工作。



## 以爱缝制口罩

今年的护士节对于高级护士经理卓清燕意义特别。受网络教程视频的启发，她去购买布料缝制口罩。没有缝制经验的她在下班时间为患者和同事缝制100多口罩。

她说：“虽然学习了短短几个月，但我很高兴我的病人和同事对我缝制艺感到满意。”

她为这活动付出时间和精力，用缝制的口罩筹集超过三千三百元支持仁慈的筹款活动。



## 物理治疗走向科技化

仁慈一直不断地在创新，为年长者提供最好的护理治疗。“ROBO”一个可以胜任基本运动导师的微型机器人是仁慈最新启用的运动间护理治疗教师。微型机器人目前在乐龄护理中心协助治疗师引导年长者做各项坐姿运动，改善互动效率及提升复健治疗体验。

“ROBO”利用了16个肢体来进行23项坐着和站立式运动以符合年长者的复健需要。仁慈首席物理治疗师黎嘉盈说：“我们与 SJ COSMO FUTURE 的合作就是为了给年长者有个完善的复健体验。我们相信“ROBO”能够帮助年长者提升身心及锻炼身体。”



小小一个40公分，重量1.65公斤的微型机器人适合为五位年长者进行小组复健运动。每次活动可节省一位治疗师的人力。中心的年长者包括患有中度失智症的都对“ROBO”很感兴趣并能够在运动过程中保持更长的专注力也更热衷于进行锻炼。

# 寻找新目标新开始

47岁的梅焯华离开安全与卫生专业工作，并在两年前加入仁慈成为院友护理人员。在音乐界工作多年之后，33岁的 Mizahairi Bin Mahadi 开始寻求机会回馈社区，加入仁慈作为一名院友护理人员。以下是他们与我们的分享，娓娓道来他们寻找新目标和工作的满足感以及亲身体会：

问：你为什么加入仁慈？

**梅焯华：**我在2018年的招聘活动上了解院友护理人员工作便感到很兴奋。尽管我缺乏医疗护理经验，但我很高兴仁慈愿意栽培我。

**Mizahairi Bin Mahadi：**院友护理人员的角色符合我对人生的目标，让我感到非常有意义。此外，仁慈有一个结构化的培训计划，可以让我学习照料年长者。

问：你觉得作为院友护理人员必要的资格是什么？

**梅焯华：**耐心和开放的思想，更重要的是，对待年长者的爱心与热诚。

**Mizahairi Bin Mahadi：**与老年人建立联系的能力很重要，从建立联系更好地照顾他们的健康，除此之外也要有热心去照料年长者。

问：到目前为止，作为院友护理人员你最满足的是什么？

**梅焯华：**每当我能帮助有需要的老年人时，我都会感到非常欣慰；也珍惜他们和我的友谊以及对我的信任。

**Mizahairi Bin Mahadi：**我相信养老院不仅仅像一个家，而且是年长者康复的最佳环境。看到院友们在我们的照料下康复，我感到非常开心。当院友感受到新活动和锻炼的乐趣，这就给了我极大的满足感。

问：在新型冠状病毒疫情期间，失业人数增加，你是否可以和大家分享你的建议？

**梅焯华：**尽量保持身心开阔，当机会出现时，借此机会学习新知识，并与周围的人分享经验。

**Mizahairi Bin Mahadi：**永不放弃，勇敢面对。出现新的机会时，要努力学习。要相信这场危机不是永久，以正确的态度去克服困难。



梅焯华  
院友护理人员



Mizahairi Bin Mahadi  
院友护理人员



# 加入社区护理行列

仁慈医院于9月5日首次举办网络招聘活动，目的是讲解社区护理领域里的一些职务如仁慈疗养院里的院友护理人员。通过线上分享，参与者可以了解到院友护理人员在疗养院工作的性质，即便没有护理背景依然可以用热心照顾疗养院的的长者。

将近70位新加坡公民及永久居民参与了这场研讨会。当天我们也很荣幸邀请到卫生部高级政务部长许宝琨医生为研讨会拉开序幕。仁慈宏茂桥疗养院的两名院友护理人员Mizahairi Bin Mahadi和郭美丽也在线上分享了自己工作经验及如何照顾疗养院的院友。通过分享，大家更了解仁慈以及院友护理人员在疗养院的工作。这不仅仅是个普通行业，而是富有精神酬劳的职业。即便个人没有医学背景，但如果您有这份热心，也能加入我们的大家庭。

如果您有热衷于和兴趣加入社区护理行业，请把您的联络号码与名字电邮到 [rencihr@renci.org.sg](mailto:rencihr@renci.org.sg)



# 勿忘我



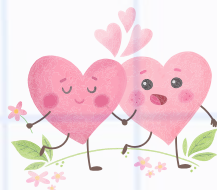
9月是世界阿尔茨海默氏症月，这个国际运动的目的是为了提高人们对失智症的了解。在我们仁慈发起了一项“勿忘我”（Myosotis）活动，表示对失智症患者和照料者的支持。

各单位的同事使用了勿忘我纸花折成创意作品，以表达对失智症患者的尊重与爱心。当院友护理人员看到勿忘我的花朵时，这提醒我们应尽量鼓励和给予我们的失智症长者支持，更重要的是，将心比心才能得人心。

尽管失智症长者可能不知道自己在哪儿或要去哪儿，但是，当我们的脸孔充满爱意时，他们将感受到我们对他们的关怀与爱护。



# 依旧庆祝节日



今年国庆对新加坡人来说意义深重。因新型冠状病毒，仁慈把庆祝活动搬到了网络平台，依旧让长者感受到今年特别的国庆气息。在国庆日之前，疗养院的长者互动也以“更强大的新加坡”为主题制作国庆手工艺品及作画。他们的创作也在仁慈社区医院连接陈独立医院的走廊展览，鼓励大家一起克服疫情。多姿多彩的庆祝活动在院友护理人员的安排下展开。义工团队们也集体在网络线上于疗养院的长者互动。

国庆之前，庆祝护士节的活动有着非凡的意义。为了感谢护士和院友护理人员的贡献以及他们对年长的关怀，仁慈也在各个单位为他们举办小规模感恩活动。长者得到良好的照顾而生活安适，是因为您们坚持不懈的服务、仁爱和善心。



# 超越无限



仁慈医院董事主席，蔡天宝博士颁发纪念品，感谢老香港小鲜，李惠贞女士。  
(左) 傅春安先生，线上音乐会执行顾问。

## 新台巨星云集发挥大爱

仁慈医院首办线上音乐会于9月19日（星期六）晚圆满完成。《爱你，爱我》慈善音乐会主办单位由豪艺制作有限公司和老香港小鲜主办，连同协办的公司则有玺季文化有限公司和制作单位非凡制作有限公司及华贵娱乐，集聚新台两地歌手呈现一场好歌不间断的线上音乐会。

自七月开始筹备，这场义演算是本地今年规模最大的线上音乐会。演出委员会主席傅英豪说道：“不少相熟的艺人好友听到做慈善都义不容辞参与。”

尽管冠病肆虐，来自新台两地的红人都乐意为慈善尽力，不分彼此，以实际善举体现“爱你，爱我”！为这场大型慈善演出串场的强档主持人则有艾力克斯、曲艾玲、林有懿以及名嘴陈建彬。

巨星演出阵容包括台湾的陶喆、张信哲、黄品源、李翊君、炎亚纶，还有本地歌手董姿彦、阿德、麦克疯以及傅宇昊也特别为慈善献声，带来首首充满深情的抒情歌曲。

企业家傅春安先生是《爱你，爱我》慈善义演的演出委员会执行顾问，演出委员会主席是傅英豪和李惠贞。这场线上慈善音乐会吸引了近5,000观众，同时也为仁慈医院筹集了超过\$500,000的善款。