

MEDIA RELEASE

Backend Staff Stepping Up to Provide Direct Care

Singapore, 21 February 2022 – Once Ren Ci management learnt about the infection pattern of the Omicron variant, we decided to prepare a group of current admin and non-clinical staff for step-up care as part of our contingency plan.

Known as the Para Care Volunteers, the current group of 50 comprises employees who are mainly from backend roles - including administrators and regular volunteers of Ren Ci.

"While enhanced infection control measures and safe management measures are the norm for our staff, we need to prepare for the impact of the surge amid the Omicron wave in the community. It's assuring to know we have additional manpower to tap on, should the needs arise," said Mdm Kuttiammal D/O Sundarasan, chief nurse of Ren Ci Hospital.

A four-tier approach has been mapped out to manage potential manpower crunch. Firstly, care staff will be redeployed where assistance is required. Next, staff from other family groups such as therapists and medical social workers will fill the gap. Thereafter, backend staff and volunteers after completing their para care training will lend a helping hand when needs arise.

Since 9 February, Ren Ci Learning Academy (Ren Ci's training arm) has put together a basic programme to train Para Care Staff Volunteers to carry out less-specialised but still essential nursing and bedside care such as turning patients in their beds to prevent bedsores, taking patients' vital signs and feeding. In times of need after the training, they will be deployed to the wards to provide that extra helping hand.

Three of those who had stepped forth to extend help are Ms Nurul Ain Abdul Latiff, a senior executive in the Clinical Quality Management Unit, Madam Sin Yoke Kheng (冼玉琼) and Mr Edwin Lim Teck Seng (林德成), both retirees and Ren Ci's regular volunteers.

In her previous role, Ms Nurul was a nurse before her current role at Ren Ci. Though armed with nursing care experience, the training was helpful as a refresher as she prepares herself to move frontline to provide that extra helping hand.

"When the organisation introduces the Para Care Volunteer Scheme, I volunteered without hesitation as I think this is the right thing to do. Everyone of us can do our part to ensure we ride through this together," said Ms Nurul.

Also eager to share some of the workload, Mr Edwin, who worked as a Healthcare Assistant for about 10 years before retirement, believes that his past experience will come in handy to support some care duties during these trying times. Together with Madam Sin, they took the training, both virtual and practical seriously. Aside from getting ready to perform duties such as measuring vital signs and assisting patients to the toilet, they are all geared up to lend patients a listening ear in the current state where visitation to hospitals is still suspended.

"As a Para Care volunteer in Ren Ci, I am glad to have the opportunity to relive my earlier days of delivering nursing care and attend to the patients' needs as they recuperate," said Mr Edwin.

- End -



For media enquiries, please contact:

John Tang	Chia Ying Mei
Corporate Communications	Corporate Communications
DID: 6355 6421	DID: 6355 6373
Email: john_tang@renci.org.sg	Email: yingmei_chia@renci.org.sg

About Ren Ci Hospital

Established since 1994, Ren Ci Hospital is one of the few charity healthcare institutions in Singapore to provide high quality and affordable medical, nursing and rehabilitative care services for the community, based on the principles of loving kindness and compassion. Ren Ci plays an integral role in supporting the healthcare needs of the elderly through adopting holistic way of delivering person-centred care.

Besides giving hope to the frail elderly by helping overcome their disabilities and teaching their families to care for them at home, Ren Ci also partners various community groups and social enterprises to give dignity back to the elderly.