



GOING BEYOND



Appreciating Our Volunteers

Close to 200 regular volunteers and helpers at the Vegetarian Food Fiesta 2016 attended the Volunteers Appreciation High Tea on 22 October 2016.

This annual event paid tribute to all the volunteers in recognition of their devotion and selfless commitment in serving our patients and residents over the years.

This year, Ren Ci acknowledged the commitment of 71 long-serving volunteers. Seven volunteers who have selflessly volunteered at Ren Ci for 20 years received a standing ovation from the audience at the event.

To further recognise an individual volunteer or a volunteer group's efforts in bringing forth initiatives in an enabling and empowering way, a new award – **The Inspirational Engagement Award** – was introduced.

Twinkle Hearts, a seasoned volunteer group, won this inaugural award in recognition of their effort to partner our Medical Social Workers and provide a day of bonding beyond the ward for our chronic sick patients and their families.

Ren Ci also partnered with Mount Alvernia Hospital Outreach Team and Singapore Cancer Society to conduct a free health screening on 30 October 2016 for close to 80 volunteers. The health screening included BMI calculation, blood pressure check, blood-taking to test for diabetes and lipid disorder, as well as body composition test. Test for colorectal cancer and pap smear test for ladies were also available.

Heartfelt thanks to all volunteers for being a part of Ren Ci's mission to enhance our seniors' quality of life.

ON THE NOTICEBOARD

Ren Ci Flag Day 2016

Over 700 volunteer tin-bearers including Ren Ci's staff, volunteers, students and organisations, came together for a common cause on 12 November 2016. From all walks of life and unfazed by the sweltering heat, our enthusiastic flag sellers hit the streets islandwide in full force, garnering donations and generating awareness for Ren Ci's work in providing health and community care for the elderly and poor in our midst.

"It was quite a nice experience to have people come up to you to *"tong"* the coins into your tin", said Lim Hon Wai from Hillgrove Secondary School. Indeed, the sound of coins dropping into the tin was exceptionally pleasant for first-time participants on a day when the kindness of the human spirit shines through for a good cause.

The island-wide street collection raised over \$54,000 to support patient care across Ren Ci's facilities. Thank you to all our volunteers for your time, and to our supporters for your contributions!



Students from Hillgrove Secondary School helping out on Ren Ci Flag Day.

New Job Role with New model of Care

As part of the Ministry of Health's (MOH's) plan to add 5,000 more nursing home beds by 2020, Ren Ci Hospital will operate a 470-bedded nursing home in the heartland of Ang Mo Kio in 2017. This 11-storey home will adopt a more home-like "household cluster concept" of 4 residents sharing a bedroom. 4 such bedrooms make up a household and each household will have a common living, dining and activity area.

Besides infrastructural changes that give the residents a greater level of privacy, dignity and autonomy, Ren Ci @ Ang Mo Kio will introduce a new model of care through a dedicated caregiver, the Resident Care Associate (RCA), who is tasked to provide a wide range of assistance in the household as well as responsible for caring and looking after the seniors.

The role of RCA originates from the concept of *Shahbaz* (plural form is *Shahbazim*) adopted by the Green House model of care in New York. *Shahbaz* is the name of an ancient Persian fable which literally means "royal falcon" – one who watched over and protected the kingdom. The RCA will watch over the residents, managing their personal care and in areas such as "activities of daily living" (ADL), meal management and light housekeeping duties. They will also engage the residents on daily activities or work with our volunteers to offer different types of enrichment activities. The associate will be supported by roving clinical and nursing teams.

If you are interested to join us as an RCA, please contact Ren Ci's Human Resource department via email rencihr@renci.org.sg.



FROM THE FRONTLINE

Eye Care for Our Residents

63 residents and day care clients had their eyes checked on 11 November 2016 at the Multi-Purpose Hall in Ren Ci @ Bukit Batok St. 52, thanks to Eagle Eye Centre. Dr Julian Theng, founder, Group Chairman and Medical Director of Eagle Eye Centre, his fellow Ophthalmologist colleague, Dr Harold Choi and a team of seven optometrists spent over three hours to conduct checks on visual acuity, refractive power and intraocular pressure of the retina for the seniors.

From the eye screening, cataract and glaucoma, common vision impairments among the seniors, were flagged out. Our sincere appreciation to Dr Theng, Dr Choi and the optometrists for volunteering their expertise and time to check on our seniors' vision for age-related eye health problems.



Dr Julian Theng conducting vision check for Ren Ci @ Bukit Batok St. 52 residents.

Did you join us in May 2000?

That was when Joseph Koo and the late Wong Jim led a team of Hong Kong artistes to raise funds for Ren Ci Hospital.

Come 3 June 2017, Goh Lee Hiang Memorial Fund is extremely pleased and proud to bring back Joseph Koo, who retired in 2015, to return for a special one-night only Charity Concert to once again raise funds in aid of Ren Ci Hospital with their third instalment of its **"Because of Love (因为有爱)"** Charity Concerts.

Remember those childhood years when you cozy up at home every Sunday night with your family to catch "Ah Wai" and "Hei Mun" and be totally drawn into all the family drama? Or be enchanted by "Guo Jing" and "Xiao Long Nu" and all the mythological characters in "Legend of Condor Heroes"?

Yes, those were the good old days of many Cantonese TVB serials which were so much a part of our lives. Be it "The Shanghai Bund" by Frances Yip or "Man In the Net" by Teresa Cheung, these instantly recognisable tunes are just some of the 1,200 compositions by Hong Kong's most prolific maestro Joseph Koo!

Titled **Joseph Koo "Love & Blessings" Charity Concert**, Joseph Koo will lead this concert comprising renown Hong Kong Cantopop artistes such as Frances Yip, Johnny Ip, Teresa Cheung, Eliza Chan and Luo Jia Liang; with further artistes subject to finalisation.

Join us for a nostalgic journey through the years and the timeless hits that have provided us with so much joy and memories through the past four decades.

Limited preferential donation tickets of **\$2,000, \$500, \$350** and **\$250** will be made available from January 2017 onwards. VIP package at \$2,000 per seat includes a pre-concert banquet dinner and a gift set to commemorate the event, limited to the first 250 seats.

For pre-booking of seats or enquiries on donation tickets and sponsorship, please contact Karen Tan at 6355 6428. These donations will be entitled to 250% tax deduction. Ticket sales will be released to public from March 2017 at all SISTIC channels.



* Ren Ci Charity Concert 2000 Poster

A Wonder-filled Christmas at Ren Ci

Be it a ward in the community hospital, a block in the nursing home or the DRC, wonder was filled in every nook and cranny of Ren Ci last month during Christmas! Our staff created many wonderlands, and scenes of Christmas. From a Santa's village to a snowmen community, our residents and patients, as well as visitors, got to soak in different Christmas scenes and ambience.

Volunteers also lent a hand! Some of them helped transform Ren Ci @ Bukit Batok St. 52 into a winter wonderland. Many youth volunteers from our regular groups, institutions, associations and churches helped organise parties and outings. They brought in Christmas crafts (by Singapore Hokkien Huay Kuan), decorating trees (by SMILEZ), building snowmen (by NKF), and many other activities (by the various schools)!

The caring volunteers from the various churches enhanced the Christmas spirit with their melodious Christmas carolling, and invited our residents and patients to sing along. Ang Mo Kio Methodist Church partnered with our Social Work & Counselling department in organising a party at the Multi-Purpose Hall in Ren Ci Community Hospital.

With the festive cheer spread in so many ways, our residents and patients certainly had a fun-filled year end celebrations at Ren Ci.



Reconnecting for the Third Time

Camp REConnection, an annual interactive youth camp organised by Ren Ci and National University of Singapore's University Scholars Club (USC) which aimed at building relationships between the younger and older generations, was held from 12 to 15 December 2016.

Into its third year, this 4-day camp which was attended by 42 youths, offered a variety of learning and inter-generation activities to connect youths with the nursing home residents. To kick off the publicity campaign, some of our residents' stories were featured as a sneak peek via social media (search #facesofRenCiSG on Facebook and Instagram). The theme this year was "Raise", with a duo meaning. One, to recognise the efforts parents took to raise their children and secondly, the notion of the children taking care of their folks in their old age. Through a series of enriching activities from learning dialects to aid communication to singing karaoke and gardening, both the youths and the seniors spent quality time together.

"At Ren Ci, we believe in engaging the youth and provide them the platform to understand the changing landscape of elderly issues in Singapore," said CEO of Ren Ci Hospital, Ms Loh Shu Ching. "I can see that the youths have learned to respect, cultivated patience and selflessness in caring for the seniors," added Ms Loh.

On the last day of the camp, emotions ran high, especially during the polaroid photo-taking and farewell party. The youths came to embrace the act of paying tributes to the seniors, nurturing the spirit of compassion and left with a bagful of life lessons from the seniors.



Ren Ci welcomes all volunteering efforts from the community. If you would like to volunteer with us, please contact us at renci@renci.org.sg.

UP CLOSE AND PERSONAL

Inspirational Engagement Award -

Twinkle Hearts

Twinkle Hearts is the winner of Ren Ci's inaugural Inspirational Engagement Award. This award was conceived to acknowledge volunteers' efforts in going beyond to partner Ren Ci to offer quality care for our patients. *Twinkle Hearts'* involvement in the special outing with our chronic sick patients won them unanimous votes for the award.

Twinkle Hearts' volunteering journey started with Ren Ci 20 years ago. Their journey has been one of commitment, passion and dedication. Here, we caught up with the group on their thoughts on winning the award.

How did your volunteer group get involved in the outing for our Chronic Sick Unit (CSU) patients?

It was through one of our meetings with Ms Alice Choo, Ren Ci's Medical Social Worker (MSW), that we found out that some of the chronic sick patients and their families wish to go out together. As our focus has always been facilitating outings, we felt we have the experience to coordinate such an activity, so we wanted to work with Ren Ci to fulfil their wish.

Going on an outing with a group of chronic sick patients. Do you think it's possible in the beginning?

We have organised many outings with nursing home residents but never with chronic sick patients due to the complexity of care needed. At first, we are not confident that we have the resources to organise such outings. But after numerous discussions with the MSWs and knowing that the patients' next-of-kin, Ren Ci's nurses and therapists will chip in to help, we finally believe that this outing for eight patients is possible.

Which aspect of the outing touches you most?

It was the first time that the chronic sick patients and their family members get to bond outside the ward. The balloon-releasing activity was a perfect way to end the outing on a high note. The patients and families were presented a balloon with a wish slip attached. It was heartwarming to watch them pen down a wish as a family and then release the balloons into the sky, which symbolised watching their dreams take flight. Reading the wishes that they wrote was the most touching that day. We are glad that our involvement not only makes a

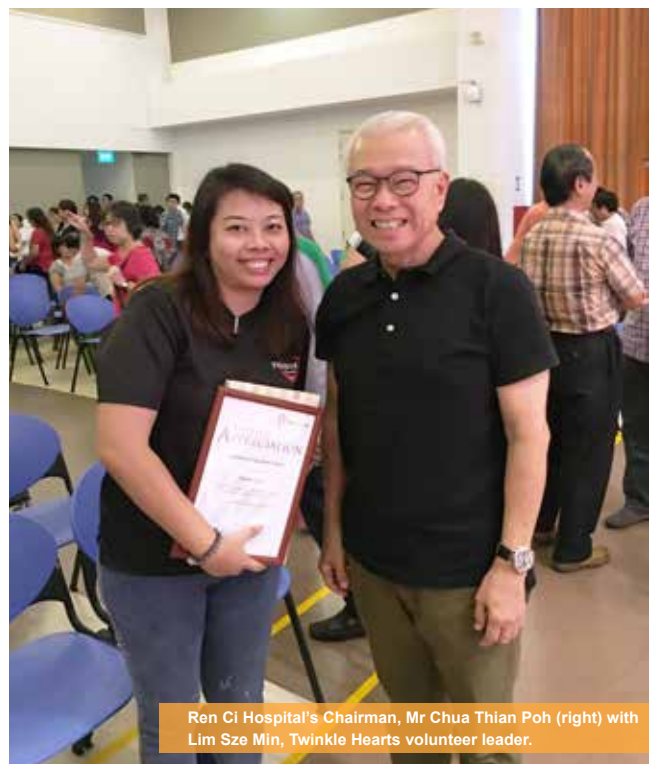
difference to the patients, but also creates a significant impact on their next-of-kin.

Winning the Inspirational Engagement Award, what does it mean to your group?

The award was unexpected! We were delighted and strongly encouraged. Every member of *Twinkle Hearts* appreciates the recognition from Ren Ci and we will definitely brainstorm on new activities during our annual retreat.

In one word, summarise your experience volunteering at Ren Ci.

Priceless.



Ren Ci Hospital's Chairman, Mr Chua Thian Poh (right) with Lim Sze Min, Twinkle Hearts volunteer leader.

ENHANCING PATIENT CARE

One Project, Two Awards

A collaborative project between Pharmacy and Nursing departments led by pharmacist Ms Yek Hwei Ling, on getting patients to manage their own medication won praises from the panel of judges at the inaugural Mrs Tan Shook Fong - Innovation and Scientific Research Award 2016, given by the Pharmaceutical Society of Singapore (PSS). The project "Self-administration of Medication" (SAM) Programme aims to prepare patients to manage their post discharge medication to minimise hospital re-admission due to adverse drug events from medication non-compliance. The project also won a Special Mention award at the SingHealth Age Friendly Award 2016 on 8 November 2016. We caught up with the team to share with us about the significance of the project.

"Poly-pharmacy or the consumption of five or more medications is prevalent among the seniors in Singapore. A common cause for hospital re-admission is the development of adverse drug events from medication non-compliance," explained Hwei Ling.

From an in-house survey, it was found that only 30% of the patients in Ren Ci Community Hospital are able to understand conventional drug labels and their usage in terms of amount and frequency. "We want our patients to be competent in taking their medication at home upon discharged. Whether they have difficulty differentiating the drugs or not having the motor skills to administer the medication, this project will identify and prescribe solutions so that patients go home with the ability of taking their medicine safely," said SN Beulah.

The process of helping the patients starts with the pharmacist counselling them in their native language or dialect. The nurses will monitor the level of competency. In the event that the hindrance is due to motor skills, therapists' help will be sought. "In serious cases of poly-pharmacy, we will work with the pharmacist and doctor to explore possibility of simplifying the medication regime," said SN Ivy.

Over the 6 months of this project, SAM programme led to improvement in patients' competency, with the Drug Regime Unassisted Grading Scale (DRUGS) score, an outcome indicator used to measure patients' competency in identifying, recalling the dose and frequency and accessing the medication, increased from 51% during pre-counselling to 98.5% upon discharge. "We feel a sense of fulfilment to help patients be competent in managing their medications safely when they return home. It also gives the patients a sense of dignity and autonomy despite their health condition," said Lay Keuan.

Although the pharmacists and nurses need to dedicate additional time to supervise the patients to self-manage



(From left) Pharmacist Ms Tan Lay Keuan, Senior Nurse Beulah Rajaiah, Senior Nurse Visaya Ivy Cristel G and project leader, Ms Yek Hwei Ling.



一个项目，两个奖项

仁慈医院的药剂部和护理部共同合作的一个质量改进项目获得新加坡医药协会第一届的创新与科学研究奖。这项名为“自我管理药物”质量改进项目希望能达到让病人们自我管理他们的药物，从而减少因为不正确服用药物而入院的病例。该质量改进项目也提高了病友们在出院后识别药物的标签和清楚服药的指示。虽然护士们需要在病友们出院前花更多的时间来教导和监督他们的自我管理药物能力，但他们知道让病友们出院后自我管理药物是很重要的。这项质量改进项目也于2016年11月8日获得新加坡保健集团2016年的Age Friendly Award。在本期的《人物放大镜》，我们邀请了他们来分享这个项目的意义。



“对很多年长者或病友来说一次性服用多过5种药物时一个普遍性的现象。这其中在医院里，最普遍的入院者是因为不正确服用药物等而造成的。”质量改进项目组长惠玲说道。

根据内部调查，在仁慈社区医院只有百分之三十的病人能够了解药物的标签和清楚服药的指示。

“我们希望病人能够出院后在家里定时服用他们的药物。无论他们是难以区分药物或没有能力管理他们的药物，“自我管理药物”这个质量改进项目将识别和规定解决方案，让病友出院回家后可以安全地服用他们的药物。”注册护士Beulah说道。

这个过程是从药剂师使用病人熟悉的语言来跟他沟通开始，让他们了解所有的指示。护士将监测他们的能力水平，如果是在行动上的障碍，护士们就会请教治疗师的帮忙。

注册护士Ivy说：“在较严重的情况下，我们将与药剂师和医生一起探讨简化药物治疗方案的可能性。”

在这6个月的时间内，“自我管理药物”质量改进项目带来了明显的效果。经过药物治疗独立衡量表（DRUGS）的评分，病人在药剂师辅导他们之前只获得51分，但在辅导后却上扬到98.5分。药物治疗独立衡量表是一项用于测量病人在识别药物，记得服用剂量和频率的测试。

“看到病人们有能力出院回家管理自己的药物让我们有种满足感。同时这也让病人们重拾信心，更有尊严地面对人生。”质量改进项目组员丽娟说道。

虽然药剂师及护士们需要腾出而外的时间来看管人们的自我管理药物能力，但这个项目的好处不仅是让病友们有能力管理他们的药物而已，该项目也有利于减低原地养老会带来的相关风险。该项目于10月26日在新加坡第26届药剂大会上展示引起了如陈笃生医院和邱德拔医院等综合医院的兴趣。他们也希望向仁慈了解更多关于此项目的信息。

启发启心奖 - Twinkle Hearts义工团队

20年的义工服务及如何保持那股热情是一个漫长及巨大的挑战。在这段期间，仁慈在服务及设施上都有很大的改进和变化。仁慈医院的Twinkle Hearts义工团队的义工们也经过学生到成年时代，拥有许多的改变，但唯一不变的就是那颗为年长者服务的心。他们一直努力举办对病友们有趣的活动，让病友们过着更有意义的生活。在本期的《超越无限》，我们找来了在今年的义工慰劳下午茶会上获得启发启心奖的Twinkle Hearts义工团队与我们分享他们为慢性病患单位的病友及他们的亲属举办郊游的心得。



您和您的队友如何参与或策划这次的郊游？

我们是在与仁慈医疗社工朱伟琳女士的一次会议上了解到慢性病患单位的病友及他们的亲属想要一起到外郊游的意愿。由于我们拥有带疗养院病友们到外郊游的经验，我们认为我们有能力办到这个活动并希望能完成他们的意愿。

当您在策划这次的郊游时，你有犹豫过带慢性病患的病友到外郊游的决定吗？

就如我所说的，在这之前我们已经有带疗养院病友到外郊游的经验，但不曾为慢性病患病友举办任何的郊游。那主要是因为慢性病患单位病友需要比较复杂的护理。开始时，我们觉得这是一项不可能的任务，但经过数次与医疗社工们商讨后，及在病友的亲属、护士和治疗师们愿意提供帮助下，我们觉得这是有可以办到的。

这是一个特别的郊游。有没有任何东西让您感触最深呢？

是的！这是我们有史以来第一次带慢性病患单位病友及他们的家属到户外团聚。在这郊游结束前，病友和他们的家属把他们的愿望写在一张纸，然后把它绑在气球上，接着释放那个气球让它随空而飘。这举动象征着让他们的愿望启程飞翔。读着他们所写的愿望让我感动，很庆幸的我们的参与不仅对病友们产生了影响，而且对他们的亲属也有很大的意义。

赢得激励约定奖，对您和您的团队有任何的意义吗？

获得这个奖项对我们来说是一个意想不到的惊喜。对于仁慈的这份认可我们真的感到很开心。此外，这也激励我们为病友们付出更多。我们会在接下来的年度活动商讨如何策划更多的节目给病友们。

请用一个字来总结您在仁慈当义工的经验。

无价的。

圣诞佳节气氛和装饰

不管是在社区医院的病房，疗养院或日间复健中心，您都会体会到浓浓的圣诞节气氛。仁慈医院的职员发挥他们的创意设置雪人军团，使用旧瓶子打造成圣诞树等，让病友及来到仁慈医院的公众可以观赏及体会到不同类型的圣诞节气氛。

此外，义工们也伸出援手帮忙仁慈医院的职员和护士们布置病房。他们把仁慈武吉巴督52街疗养院装饰成一个冬天的仙境。很多企业机构、社团、协会和教会也来到仁慈举办聚会和带病友们到外郊游。新加坡福建会馆带来了圣诞手工艺品、SMILEZ义工团队布置圣诞树、全国肾脏基金会带来了雪人军团及学校们也带来了各种活动。

今年来自各个教会的义工把圣诞节的气氛推到最高点，义工们在为病友们歌颂的同时也邀请病友们跟他们一同合唱。此外，仁慈医疗社工部门和宏茂桥教会合作在社区医院的多用途礼堂举办一场团聚会，让病友们可以边吃东西边欣赏义工们为他们带来的表演。病友们都感到很开心因为能体会到不一样的佳节气氛及欢庆方式。



仁慈欢迎并邀请大家参与我们的义工及筹款活动。如果您有兴趣和任何意见，请电邮联系我们：

renci@renci.org.sg

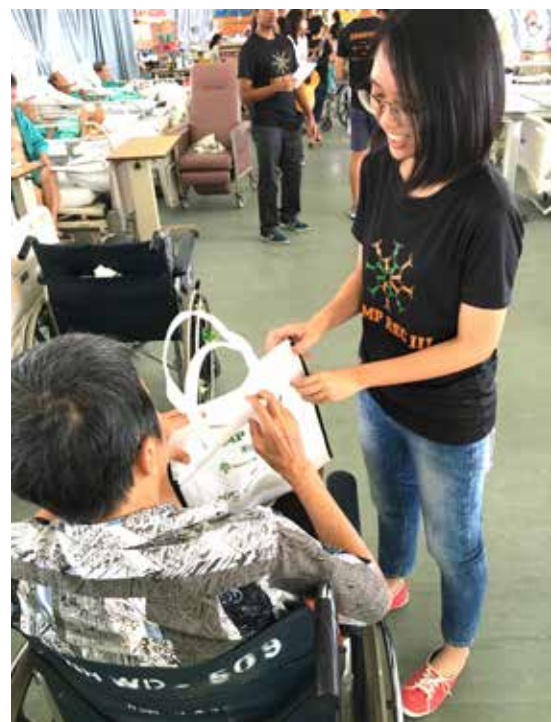
第三届仁慈激励营-向年长者致敬

已经进行了两届的Camp REC激励营是仁慈医院与新加坡国立大学奖学金者俱乐部（USC）携手举办的一个活动，旨在拉近青少年与年长者之间的距离。42位青少年参与了这从2016年12月12日至15日举行并为期4天的第三届激励营，通过学习各种方言、唱歌和一系列丰富的活动与年长者沟通及拉近青少年与年长者之间的距离。这群青少年们在激励营前已开始了一系列的宣传活动，这当中包括在社交媒体上进行#facesofRenCiSG活动与公众分享疗养院的病友的动人故事。

今年的主题是“养育”。养育具有两个意义，一，赞同父母亲抚养和养育孩子的努力；第二，灌输青少年在老年时照顾他们的父母或年长者的观念。

“在仁慈，我们鼓励及支持青少年们与年长者互动。为他们设计一个可以和年长者们沟通的平台，可以让他们了解到目前社会所面对的人口老化的问题。我也观察到在这激励营，这群青少年学习到尊重、耐性及无私地为年长者们付出。他们通过与年长者们沟通来了解他们的背景及培养更多的同情心和慈悲心。”仁慈医院执行总监罗淑晶说道。

这群青少年们在在激励营的最后一天都感到依依不舍，情绪高涨。他们带着一颗学习的心态来参与仁慈激励营，同时也从病友的身上获得宝贵的经验。



为病友们进行视力检查

鹰眼科中心于11月11日来到仁慈武吉巴督52街疗养院为63位疗养院和日间护理的病友进行视力检查。鹰眼科中心创办人兼集团主席和医疗总监唐添寿医生和他的眼科医生同事，蔡加贤医生及七名验光师花了三个小时来为病友们检验视网膜、屈光力和眼内压。

在这次的视力检查，患有白内障、青光眼及老年人普遍的视力障碍的病友都被标记起来。仁慈医院衷心感谢唐添寿医生、蔡加贤医生及验光师们抽出宝贵的时间来到疗养院为病友们检查。



鹰眼科中心的医生和验光师同仁慈医院的职员合照。

2000年5月，你有出席吗？

当时，顾嘉辉和已故的黄霑带领了数名香港资深艺人为仁慈医院筹款。

吴丽香纪念基金非常荣幸能够邀请到在2015年已退休的顾嘉辉回到新加坡特别呈现一晚命名为顾嘉辉《祝福~因为有爱》慈善演唱会。这是继5月6日的《感恩~因为有爱》慈善演唱会，吴丽香纪念基金所接续呈现的第三部曲为仁慈医院筹款。

还记得在80年代，每逢星期天晚上与家人共聚一堂地捕捉网中人物里的“阿伟”和“希文”，还是迷惑于射鵰英雄傳神话传说中的英雄人物“郭靖”和“小龙女”吗？这些我们熟悉的TVB香港广东连续剧和家喻户晓的人物是我们童年生活中的一部分。无论是著名歌手叶丽仪所演唱的“上海滩”或实力派歌星张德兰所唱红的“网中人”主题曲，都是资深音乐家顾嘉辉1200首作品中的一些不朽名曲。

一直沉浸在慈善工作的顾嘉辉将会在2017年6月3日，带领数名香港资深艺人连同多年好友及乐坛老将如叶丽仪，叶振棠，张德兰，陈洁灵和罗嘉良等在星宇表演艺术中心再次为仁慈医院出一份力。

\$2000, \$500, \$350 和 \$250 的限量优惠捐款门票，可以从1月起直接通过仁慈医院提前预订。\$2000座位的贵宾配套包含演唱会前晚餐和纪念礼包，限于首250个座位。这些限量门票的捐款将享有二点五倍的税务回扣。

预知更多详情，或是想直接捐款或赞助这场及具意义的活动，可拨电话63556428与Karen联系。演唱会公开门票将从3月起在所有SISTIC购票处开始售卖。

敬请期待这场温馨的慈善演出，回忆香港乐坛怀旧经典名曲的一晚。今天就拨电话预订优惠捐款。



*2000年輝黃新加坡慈善演唱會海报

仁慈售期日2016火力全开

约有700名义工朋友包括仁慈的职员、学生、公众人士和企业机构齐聚一堂于2016年11月12日为仁慈筹款。大家都为时隔两年的仁慈售期日拿起铁罐，走上街头筹款。虽然大家来自不同背景但却拥有共同目标，那就是除了在当天为仁慈医院筹款以外，也希望能够提倡社区对仁慈医院的认识，让公众对仁慈医院为年长者提供的服务有更深入地了解。

“当有人把钱放进你的铁罐里时，听见那硬币落入铁罐里的声音，你会感到无比满足。”林宏伟说道。对于第一次参与仁慈售期日的义工朋友们，这是一个特别愉快又充满意义的任务。

这项全岛性的筹款活动成功筹集到约5万4千元（未经审计）。仁慈医院衷心感谢所有参与此活动的全体职员、学生、义工朋友和捐款者的付出与贡献。所有捐款将直接让病友们受惠，让他们享有更优质的医疗护理服务。



崭新的护理职位和模式

卫生部的目标是在即将到来的2020年把疗养院病床的数量增加到5000张。仁慈将会在2017年运作位于宏茂桥并拥有470张床位的疗养院。这个高11层的疗养院的设计是每个聚落由四个病房组成，每个病房有四张病床，每个聚落有一个共同的活动空间。

除了在设施上的变化，给予病友们更多的自主权、隐私和尊严，仁慈将会设立一个崭新的护理模式，推介一个全新的看护者职位 - 病友护理人员（Resident Care Associate, RCA）。病友护理人员的主要任务是打理疗养院里的家务及看护病友们。

病友护理人员是仿效源于纽约的一个疗养院护理概念的一个角色，Shahbaz。Shahbaz象征着传说中负责看守和保护王国的“皇家猎鹰”。

病友护理人员将帮忙护士们看护病友及照顾病友们日常作息所需要的一切任务，如膳食管理及简单的疗养院家务。病友护理人员也需要与病友们进行他们的日常活动或与义工朋友们一起为病友们提供不同类型的义工活动。流动临床队和护理团队将会协助进行这些活动。



如果您有兴趣成为病友护理人员，请联络仁慈的人事部或电邮至 rencihr@renci.org.sg。

超越无限



感激义工们的奉献

为了表扬及感谢义工们的贡献和支持，仁慈医院特别在2016年10月22日于仁慈社区医院举办了一场义工慰劳下午茶会。

大约200名定期来到仁慈的义工及参与今年的仁慈素食会的义工朋友受邀出席这场盛会。

今年共有71名义工获颁长期服务奖，其中7位已为仁慈无私付出20年的义工获颁20年长期服务奖。

为了进一步表彰及感谢个人及义工团体的努力，仁慈新增设一项新的奖-启发启心奖。

仁慈医院经验丰富的义工团队Twinkle Hearts，荣获这项第一届的启发启心奖。在这之前Twinkle Heart团队也携带慢性病患者的病友及他们的家属们到外郊游。

此外，仁慈医院为了答谢义工们多年来为病友们默默付出的努力，与安徽尼亚山医院团队及新加坡防癌协会携手合作为义工们提供免费的健康检查。健康检查项目包括血压测量、抽血检验血糖指数和脂质病症等。

这项于10月30日进行的检查吸引80名义工朋友们的踊跃响应。