

# GOING BEYOND



*Ms Alice Choo (left) receiving the award from Mr Gan Kim Yong, Minister for Health (Photo: The Courage Fund)*

## Healthcare Humanity Award 2018

In her quiet and modest ways, Senior Medical Social Worker, Ms Alice Choo exhibits extraordinary devotion and benevolence that has appeased and guided many in the darkness of their misfortune and pain towards a life filled with heart and hope.

For her displayed altruism above and beyond her call of duty, Alice emerged as one of the 73 individuals presented with the Healthcare Humanity Awards 2018.

Previously working in the family service centre, Alice yearns to journey with the seniors during difficult times and support them on matters of grief and losses.

In her seven years of extending assistance beyond the call of her profession, Alice remembers the many patients she helped to go home, mend relationships or found new meaning in life.

“These patients remained as my friends even after my job has been done and it has been an enriching experience to journey with them during tough times,” explained Alice.

Besides Alice’s achievement, Mr Edward Wong, a volunteer with Ren Ci for the past 14 years who has been faithfully devoting his time to serve our nursing home residents, also received the Healthcare Humanity Award. Turn the page to read more on Edward.

## Play to a difference

Music serenaded Resort World Sentosa on the last day of May in the name of charity. We are very fortunate to have the support and generosity of a donor who sponsored a night of performance to raise fund for our beneficiaries.

“Super Mommy”, the heartwarming musical drama brings attention to the social issues associated with dementia and the joys and woes of intergenerational relationships. Backed by a formidable cast of local actors and comedian with renowned Taiwanese music writer, Huang Yun Ling as the Music Director for the play. The event succeeded in raising over \$184,000 for our patients and residents. Our deepest gratitude to all the kind support rendered.



## Ren Ci Charity Golf Tournament 2018

The annual Ren Ci Charity Golf Tournament 2018 was held at Sentosa Golf Club, Tanjong Course on 1 June 2018. The event's guest of honour, Mr Lim Swee Say, Former Minister for Manpower was among the 124 enthusiastic golfers who teed off for a good cause.

This event has been one of Ren Ci's iconic fundraising events since 2012. Apart from playing golf and doing a good cause, our golfers get to mingle and bond via this meaningful event. Every little cents count, hence with everyone's effort, the event raised over \$664,000. All the donations collected will go towards patient care and support the needy elderly in our community.

Ren Ci would like to thank Mr Lim Swee Say for gracing the event. A very big thank you to our main event sponsor, Mitsubishi Electric Asia Pte Ltd., and our heartfelt gratitude and appreciation to all sponsors and donors.

## Hand Hygiene Day

The entourage of Ren Ci's Clinical Quality Management Unit (CQMU) walked the ground across all three facilities to spread the word on the importance of cleaning hands. World Health Organisation (WHO) brings this year's theme of "It's in your hands – prevent sepsis in health care" in their advocacy to emphasise the importance of cleaning hands in order to prevent potentially life-threatening complication which affects about 30 million people each year. The message was carried through light-hearted games and treats to the staff and public.



## Drum rolls to celebrate Rehab Day

Exercise balls, buckets and drumming sticks filled the entire Ren Ci multi-purpose hall on 18 May 2018 in celebration of Rehab Day. Ren Ci employees laced up for an extensive workout using the gym balls and drum sticks - Cardio Drumming. While participants were sweating buckets, the public were not left out from the party. Booths, games with attractive prizes were instilled to boost awareness on some simple exercises which they could do in the comfort of their home to stay healthy.



## Riding Harley to the Home

American motorcycle maker, Harley-Davidson made a surprise visit to Ren Ci @ Ang Mo Kio on a hot Wednesday afternoon in June. Riding their way into the nursing home in the iconic prestige bikes, the Singapore team enchanted residents with a series of games with Harley-Davidson merchandise as takeaways. Despite the hot spell, residents were undeterred from catching a glimpse of the bikes and posing for selfies. Closing the event on a high was the distribution of ice-creams which delighted the seniors.

## Terima Kasih!

## Thank You!

The fasting month or Ramadan recently passed with many heartwarming gestures from organisations to our Muslim residents. For example, seniors at Ren Ci @ Bukit Batok St. 52 were entertained during the Hari Raya event and treated to bowls of porridge from Masjid Ar-Raudhah.



## Howdy to the visitors

It's a busy month for Ren Ci where more than 70 visitors arrived at our nursing home and community hospital for a glimpse.

International delegates from the Ageing Asia Innovation 2018 had a pre-conference tour at our latest home in Ang Mo Kio where they received an informational session on the services and programme at the facility. The entourage made up of professionals from the healthcare sector gave their thumbs up for the refreshing concept of the home that mirrors HDB-style living environment.

Arriving next are students from Hillgrove Secondary School. The students were at the community hospital for a better understanding on the work of the intermediate and long term care as part of their career learning journey. The Hillgrovians had the opportunity to speak to representatives from the nursing, rehabilitation and medical social work during the sharing session. Students left inspired to consider a career in the intermediate and long term care sector.



*Hello Singapore: International entourage made up of healthcare professionals*



*Students touring the wards at the community hospital*



## Ren Ci Vegetarian Food Fiesta 2018

### 仁慈素食会 2018

**Date : 21 October 2018**

**Time : 8.30am to 5pm**

**Venue: Ren Ci Community Hospital**

**71 Irrawaddy Road, Singapore 329562**

Support Ren Ci's iconic annual fundraising carnival by joining us!

Bring your family and friends down to Ren Ci for good food and fun, and at the same time contribute towards a good cause.

Call us at **6355 6478** or email **haxy\_huang@renci.org.sg** to get your coupons today!

# Healthcare Humanity Award: Volunteer Category



At the National Healthcare Group Healthcare Humanity Awards held on 26 April 2018, Mr Edward Wong, a faithful serving volunteer with Ren Ci for more than a decade, received the Healthcare Humanity Award (Volunteer Category) in recognition of his contributions to enrich the quality of our residents' life. We catch up with Edward to share with us his passion to serve and help the seniors in our nursing home.

**What prompt you to join Ren Ci as a volunteer in 2004?**

I intended to diverge my time in voluntary community services after graduating from my part-time degree course in 2004. In search of an organisation to render my service, I was inspired by the stories of Ren Ci beneficiaries through the signature Ren Ci Charity Show. Hence, I approached the organisation to register as a volunteer.

**What is your most memorable experience you had with a resident?**

During my volunteering time at Moulmien in the early years, there was a resident of my age, with brain injury and half of his skull was removed. Though unable to talk, he tried very hard to communicate through writing. Despite his impaired conditions, he remains positive in life and we always "talked a lot" and share values in Buddhism. I was inspired by his determination and courage to move on.

**What motivates you to continue serving the seniors in need?**

My deepest consolation is to see the smile and joy on our Ah Gong's & Ah Ma's faces when we bring them long-missed local snack which brighten their day. Their happiness inspires me to serve them better and offer them a balanced and quality lifestyle.

**What advice would you give to those who want to volunteer and serve the elderly group?**

Besides being compassionate, acknowledge the elderly group as your own grandparents and serve them with loving kindness.

**Any new plans/activities to engage the residents?**

Since moving to the new home in Ang Mo Kio, we are trying to work with the residents on soft diet and providing them a chance to go on an excursion despite their dietary restrictions. We brought the first group of soft diet residents out in June 2018.



Edward contributed the prize money of S\$1,500 from the award to the Passion Bonders' Kitty Fund to be used for the residents of Ren Ci @ Ang Mo Kio nursing home.

# Leadership Renewal

The mood inside the multi-purpose hall on 25 April 2018 was celebratory as we launched a secretly planned surprise farewell party for exiting CEO Ms Loh Shu Ching. Amidst the cheers and laughter, moments of sentimental filled the atmosphere as we recalled the times spent together during her 7-year tenure.

Appointed Ren Ci Hospital CEO on 1 April 2011 and armed with extensive experience in healthcare management, Ms Loh began her leading role in this journey of loving kindness and compassion, providing needy seniors with suite of holistic care. Over the past 7 years as CEO, Ms Loh has steered Ren Ci to new heights, doubled its bed capacity, expanded its services with two new nursing homes in Bukit Batok and Ang Mo Kio, delivered aged care services through the three Senior Care Centres, well positioning Ren Ci as one of the forerunners in the Intermediate and Long-term Care (ILTC) sector.

A firm believer in person-centred care (PCC), Ms Loh recognises the need to rethink the way care was delivered to the nursing home residents. Convincing MOH to endorse the infrastructure requirements and injecting a new model of care, Ren Ci @ Ang Mo Kio became the first nursing home in Singapore that fosters a sense of homely familiarity, privacy and dignity for its residents through adopting a household cluster-living environment, modeled like a typical HDB flats, Singapore.

Returning to Tan Tock Seng Hospital (TTSH) to lead the new Division for Central Health, Ms Loh stressed the importance to remain relevant to meet the needs of the elderly community, and to encourage continuous living within the communities and families as people age.

"The aim is to empower the seniors to maintain an independent life in the community by providing them a suite of integrated healthcare services to support ageing in place," added Ms Loh.

In her new capacity which aims to develop partnerships with the ILTC providers to manage the health of the population in the central part of Singapore, rest assured that Ms Loh will continue to keep a close lookout for Ren Ci, a place she had journeyed 7 years of heart and hope. To Ms Loh, thank you and best wishes!



Photo: Tasked to present exiting CEO Ms Loh Shu Ching with a certificate of achievement during the surprise farewell party, Mr Joe Hau, newly appointed Ren Ci CEO with effect from 1 May 2018, also received a warm welcome into the Ren Ci family as he was handed the corporate t-shirt by Ms Loh.

Mr Hau, with more than 15 years of healthcare experience in hospital management, operations and administration, was TTSH's Director in Planning and Development prior to joining Ren Ci Hospital. He held previous leadership portfolios as Director Corporate Services and Director Operations at TTSH as well as Head Operations and Administration of the National University Cancer Institute, Singapore (NCIS), the University Surgical Cluster and the University Dental Cluster at National University Health System. Joe graduated from Ottawa University with executive education at Harvard Business School.

Under his leadership, the plan is to position Ren Ci as one of the key providers in the ILTC sector and continue delivering affordable, accessible and value based care for the community.

"With the Ministry of Health (MOH) ramping up efforts to improve Singapore's healthcare system in the long term to meet the needs of an ageing population, the role of Ren Ci must evolve to match the healthcare needs and aspiration of the population," said Mr Hau.

With the strong foundation in rehabilitative and nursing home care, Ren Ci will explore supporting our beneficiaries from the first point they touch our services until the end-of-life through expanding care delivery in home care, caregiver support and clinical support as well as integrating care through partnership.

"We hope to work closely with partners and stakeholders to forge ahead to meet the healthcare needs in Singapore and deliver holistic care with loving kindness and compassion in the community we serve," added Mr Hau.

## The Unusual Love Ambassador

Canines and felines are gaining tractions as the latest addition to the giving journey. They come in all shapes and sizes with one common mission – to share some tender moments with our seniors.

These furry therapists are certainly not the most prevalent types of volunteers but their presence are absolutely attention consuming in the most jovial manner. Like a happy pill, they are medicine for the seniors. When they are on “duty”, the canine volunteers typically let residents comb their coat or play “fetch”. Residents adore the obedient dogs. On the other hand, their “cooler” counterpart – cats appear slightly proud but irrisistance to human contact.

These are part of animal assisted therapy. An approach that has just started gaining attention in Singapore. The therapy helps beneficiaries by providing affection and comfort to them, particularly to those who are bed-bound. They also act as companions to help in the recovery and improve medical conditions such as depression, anxiety and lowering blood pressure. A comfort ambassador with fur and the volunteer work of these furry ambassadors has captured the attention of local media outlets with their paw prints on newspapers and broadcast television.

At Ren Ci, these furry volunteers conduct their therapy sessions on a monthly basis. Before extending their paws to our residents, our furry buddies have to overcome a series of test includes a basic medical examination and an extensive assessment to determine suitability of the animals to human interaction. Our most profound appreciation towards SOSD and Love Kuching Project for their support and care to our residents.



1. *Meow: Our furry therapist*
2. *Madam Huei enjoying her time caressing the dog*
3. *Looking jovial - Mr Hamzah, who resides in our nursing home at Ang Mo Kio*
4. *One of Madam Salama's most treasured moments*



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](mailto:renci@renci.org.sg).

## 《仁心奖》- 义工组

国立保健集团于4月间举办了一年一度的仁心奖颁奖典礼，表彰过去一年来不辞辛劳的医务人员及义工们。已在仁慈奉献超过10年的义工，黄志成也获得了表扬。《超越无限》与志成作了一段访问，了解他开启义工之旅的初衷与过程。



**什么原因让你决定加入义工的行列？**

我在2004年完成兼职大学课程之后，想把空出来的时间用于义工的事宜。通过早期的电视筹款活动，我获得了很大的启发。因此决定到仁慈担任义工。

**你在义工之旅有什么难忘的经历吗？**

我在摩棉疗养院当义工的时候就碰到一名脑部受伤的院友。他只有一半的头盖骨。尽管他有言语方面的障碍，他仍不断以书写的方式与大家沟通，完全不受任何的局限影响他积极向前的精神。这点令我十分敬佩，也给了我很大的勇气面对人生的任何挑战。

**是什么推动你去帮助有需要的年长者？**

他们脸上的欢笑就是我最大的推动力。他们其实是一群很和蔼可亲的年长人士。即使是给他们一个许久未吃的本地小吃，他们也会很满足。他们的快乐让我想继续给予院友们更好的生活素质。

**你对那些正考虑加入这个义工行列的人士有什么忠告？**

拥有一颗恻隐之心是必备的条件。此外，义工也必须视这些院友为自己的爷爷奶奶，用关爱来对待他们。

**你和义工团队们接下来会有什么新的计划？**

我们自迁进宏茂桥的疗养院后，就积极与院方合作让那些有饮食限制的院友们可以获得出游的机会。而我们在六月间成功为这些院友举办了第一个出游日。



## 哈雷戴维森骑临仁慈宏茂桥疗养院

美国知名高档摩托车品牌哈雷戴维森在六月的一个周日下午给宏茂桥疗养院的院友们带来惊喜。哈雷标志性的摩托车也出现在现场，令许多同是摩托车发烧友的院友雀跃万分，纷纷涌到摩托车旁拍照留念。通过一系列精密设计的乐龄活动，院友们玩得不亦乐乎。他们也带回了哈雷商品作为纪念。活动结束前，院友们各获得冰淇淋作为消暑甜品，满脸的满足感回味无穷。



## 仁慈武吉巴督疗养院欢庆开斋节

为期一个月的开斋日刚来到了帷幕。这期间仁慈获得各界的施惠，为院友们尽一份心力。其中，我们有幸地获得位于武吉巴督阿尔日阿塔回教堂的鼎力支持。每逢星期五傍晚，回教堂会分派免费的热粥给予院友享用。简单的一碗粥带着浓浓的关爱，吃在嘴里，暖在心里。我们谨此鸣谢各界人士在这佳节期间的善举。



## 亚洲养老产业研讨会2018

过去几个月以来，仁慈接待不少来自各个组织及阶层人士的访问，总人次超过70人。

约40名来自亚洲养老产业研讨会的与会者在5月14日参观了刚投入运作的仁慈宏茂桥疗养院。这些来自世界各地的医疗服务人士也从中了解仁慈在亚级性护理所扮演的角色。疗养院别具一格的政府组屋式设计也深获好评。

我们的社区医院也迎来一批来自育林中学的师生们。为配合校方的“职业学习之旅”，仁慈安排了护理、复健及社会关怀及辅导部的代表向学生解说社区医院的运作方式和各个工作岗位的责任，让学生可以更深入的了解不同部门的工作性质。仁慈希望借此通过介绍会及参观病房吸引他们加入保健服务领域。



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](mailto:renci@renci.org.sg)

## 《我的妈妈是Eny·狮城温馨版》

仁慈医院很幸运获得一位捐助者的支持，赞助一晚的音乐剧《我的妈妈是Eny·狮城温馨版》给仁慈医院。所筹集的捐款将协助仁慈医院继续为病友们提供优质的护理。这部由台湾剧场天后郎祖筠执导的音乐剧探讨失智症老人、外籍帮佣、双薪家庭等课题。《我的妈妈是Eny·狮城温馨版》除了保留原住民歌手罗美玲饰演的印尼帮佣ENY，其他角色由本地艺人演出。这场音乐剧成功为仁慈医院筹集超过18万元的善款。仁慈医院衷心感谢支持者和捐助者的出席。



## 仁慈复健日2018

仁慈于2018年5月18日在社区医院庆祝复健日。仁慈的复健部举办了各种活动。来自各部门的职员集合在多功能礼堂进行集体运动。职员们拿起鼓棒，在教练的指导下跟随音乐的节奏拍打健身球。在社区医院二楼大厅也设有各种活动让大众参与并有机会赢取奖品。同时治疗师们也灌输一些简单的运动给公众，让他们在家也可以继续锻炼，保持健康。



## 手部卫生日

仁慈医院的临床质量管理组走遍仁慈医院旗下的所有设施宣导手部卫生的重要性，努力加强手部卫生。世界卫生组织今年的主题是“在你的手，预防医源性败血症”，倡导强调预防并发症的重要性。这病症每年影响约3000万人。临床质量管理组通过进行简单和轻松的游戏来传达相关信息。



## 仁慈高尔夫球竞赛2018

仁慈一年一度的高尔夫球慈善竞赛于2018年6月1日在圣淘沙高尔夫球俱乐部举行，成功筹集超过66万元。共有124位高尔夫球手齐聚俱乐部一同切磋球艺，为慈善尽一分力。当天的大会主宾是前人力部长林瑞生先生。仁慈衷心感谢主要赞助商Mitsubishi Electric Asia Pte Ltd自2012年起每年赞助仁慈标志性筹款活动之一的高尔夫球竞赛。此外，仁慈也要感谢所有支持者和筹备委员会的付出。



# 超越无限



朱伟琳（右）获颁国立健保集团设立的“仁心奖”

## 表扬专业及助人精神

仁慈医院高级医疗社工朱伟琳的责任是协助病人解决与疾病相关的社会经济，家庭，职业，心理等问题。伟琳时常为病人付出和着想，尽心尽力地帮助他们。为了表扬她出色的服务精神及无私的奉献，伟琳获得本年度的医疗保健“仁心奖”，成为73位获奖者之一。

在加入仁慈之前，伟琳在一所家庭服务中心工作。她渴望帮助更多的年长者。在他们面对困难时，与他么并肩作战；在他们失落时，为他们辅导；在他们绝望时，为他们点燃曙光。

“在完成工作后，我的病人仍然是我的朋友。可以在他们最艰难和需要帮助的时候陪伴着他们是一件很有意义和难忘的事”，伟琳说道。

除了伟琳以外，在仁慈服务了14年的义工，黄志成先生也获得医疗保健义工组的“仁心奖”。志成风雨不改定时来到仁慈疗养院为院友们服务，与他们进行各种活动及陪伴他们。

请到第5页阅读《超越无限》与志成的采访。