

GOING BEYOND



Mr Joe Hau, CEO of Ren Ci Hospital with Ms Bridget Monica Das, Head of Psychosocial Services (right)

The Champion of Care

Ms Bridget Monica Das, Head of Psychosocial Services in Ren Ci Hospital, started her journey to serve the less privileged in the community since graduating from Social Work in 1997.

She joined Ren Ci in 2010 as she hopes to support the aged and vulnerable population. While at Ren Ci, she utilised her counselling and groupwork skills and introduced new approaches and programmes for Ren Ci's patients and clients. Together with her teammates, they developed the OASIS programme, an acronym for Older Adults Supporting In Sharing (OASIS), to enable our nursing home residents in Ren Ci to derive a sense of meaningful living. She went on to develop other therapeutic group work and programmes, such as spiritual support groups and Colour Me Happy programme, that have benefitted not just our residents and patients, but also their caregivers and staff in Ren Ci.

For her dedication and contributions, Bridget was conferred the prestigious Outstanding Social Workers Award 2020, the highest accolade for the social work profession in Singapore. She is also the first recipient from Ren Ci to win the award endorsed by the Singapore Association of Social Workers.

More stories on Ren Ci's awards and accolades on page 6 & 7.

Tree of HEART & HOPE

The past year has taught us that despite all odds, we can adapt and overcome so long there is love and hope in the community.

We recently put up the Tree of Heart and Hope in our community hospital to symbolise the branching network of support and kind contributions from our donors and friends. Your generosity and kindness have motivated us in our work to keep our patients, residents and clients safe under our care.

In line with our current online fundraising campaign (https://www.giving.sg/ren-ci-hospital/season_of_heart_hope), heart-shaped origami hearts will be folded for donations received. These hearts will then go on to fill the heart casing on the Tree. We aim to fill all the heart casings to the brim by 28 Feb 2021. We look forward to your support to growing the Tree of Heart and Hope together!



Your kind donation will go a long way to support the psychosocial needs of our residents, giving them hope to embrace the new norm through loving kindness and compassion.



ON YOUR MARK, GET SET GO!



While Formula One Singapore Grand Prix was cancelled in 2020 due to COVID-19, that did not stop our nursing home residents from having their own race at Ren Ci @ Ang Mo Kio.

Resident Care Associates (RCAs) transformed the corridor of the nursing home into a race track and residents carried out the race by pedalling on COGY wheelchairs. Prior to the inaugural race, most residents perceived COGY wheelchair as just a piece of rehabilitation equipment to help strengthen leg muscles and improve mobility. However, when residents were invited to sign up for the wheelchair race, the seniors took on their usual practice sessions on COGY earnestly and pedalled with a purpose!

The race was a roaring success in the end. Participating residents pedalled against their own personal best timing to take the checkered flag amid the cheers and under the watchful eyes of the RCAs. The satisfaction of completing the circuit was evident in our residents' victorious smiles.

HAWKER MEMORIES THROUGH FOOD ART



Resident moulding Prawn Vade

10 of our nursing home residents took part in Project Memories which was organised by FoundSpace and funded by National Art Council (NAC). This consist a series of virtual artmaking workshop aimed at engaging seniors to reminisce their life stories and revisit their memories on local hawker culture.

With pre-prepared craft kits and guidance from our art therapists, our seniors were inspired to share their experience with olden days hawker food while sinking their hands to mould using flour clay. Their stories and artworks were then showcased at the week-long Project Memories (Hawker Edition) exhibition in November 2020.

ART THERAPY @ REN CI

Art Therapy is a form of psychotherapy that uses art media as its primary mode of expression and communication. Within this context, art is not used as a diagnostic tool but as a medium to address emotional issues which may be confusing and distressing. In Art Therapy, together with the art therapist and art process, individuals are supported in their journey to enhance their psychological and socio-emotional well-being.

The Art Circle is Ren Ci @ Ang Mo Kio's second group Art Therapy show by members from the Art Therapy Open Studio. The naming of the Art Circle illustrates how members have come to find a sense of belonging in this shared space since its inception in 2018, as they continue to restore their imagination and creativity and undergo a time of positive development, even assuming the identity of an artist. The art show celebrates the works of 15 members from diverse backgrounds, who have come together to create, contribute, connect and communicate in the year 2019. We hope these artworks would capture your imagination as much as they have captured ours.

"Art gave me a challenge and showed me I can achieve. Art helps me to occupy my time, get myself going and challenge my mind. Be happy, enjoy yourself, draw it!" said 70 year-old Mr David Tan, who have since learnt to express himself through his artworks. In view of COVID-19, a virtual art show was conceptualised. Check out The Art Circle at www.theartcircle2020.com



**Photo taken on January 2020*

From Passion to Compassion

Medical Social Worker Ms Nur Sahara B Kamsani, our newly conferred Gold Award winner at the Community Care Excellence Awards 2020, plays a pivotal role in working with people with dementia and embodies “sensitivity” and “compassion” when bonding with her nursing home residents. Sahara shares with Going Beyond on what motivates her to empower those who are vulnerable and in need to lead a more purposeful life.

Q. Why did you join social work?

I majored in Counselling while in university and have been working with vulnerable children at the Muslim Children's Home upon graduation. I realised then that being a registered social worker will allow me to reach out to more people. With that in mind, I went back to school to obtain my Graduate Diploma in Social Work.

Q. What motivates you to continue in the social work arena?

My late mom was my inspiration. I have witnessed in the past how she supported her siblings, friends and relatives during their most vulnerable times. Although she was not a professional social worker, she was an amazing role model and her deeds still motivated me till this very moment in life. In turn, I am inspired to be my best self through supporting people we care for.

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

I had the privilege of being allowed into the lives of so many different elders, families and their loved ones in my course of work. Many of them have left deep impressions in various aspects of my life. But episodes that involve unexpected deaths often leave the deepest impact in my heart.

I recalled vividly a single lady in the nursing home whom I was supporting. She would request for hawker food which I would help to buy; she would also seek my help to massage her aching arm/back especially after her dialysis sessions. She lost her consciousness during a dialysis session and subsequently passed on due to medical complication. This experience has taught me to treasure each moment I have with the people I cross path with. At the end of the day, there is always a person who has the desire to love and be loved.



Q. What are you currently working on to develop yourself?

I am intrigued with work surrounding narrative approach, psychodrama and linguistic therapy. I will be exploring deepening knowledge on these expressive mediums to enhance my work with our residents, patients and clients.

Q. For those who are keen to join social work, what advice would you give them?

In this field of social work, it is important to be kind to yourself and be open to possibilities. Every day is a new experience and a new start to something exciting. Just when you think you have seen it all, you can be surprised and amazed by the impossible acts made possible by the human spirit. So be kind to yourself, take care of your heart and spirit and only then, will you be strong and grounded enough to journey with those you are supporting compassionately.

Sahara during a group work program with a client.

Nur Sahara B Kamsani
Medical Social Worker

**Photo taken before COVID-19*

Harvest of Awards & Accolades

Our commitment to excellent work and service delivery were recognised in the various awards ceremonies held by national agencies. We are both humbled and motivated by these various recognitions and endeavour to continue to give of our best in our journey to be a leader in community care.

COMMUNITY CARE EXCELLENCE AWARDS 2020



Sahara recieved the award from CEO, Mr Joe Hau

Agency for Integrated Care (AIC) held their Community Care Excellence Award ceremony virtually via Zoom and Facebook "Live" on 30 October 2020. Ren Ci received a record-breaking number of 60 award recipients from the individual and team categories. Medical Social Worker, Ms Nur Sahara B Kamsani, bagged the individual Gold award for her commitment to meet residents' psychosocial and spiritual needs through therapeutic program, the Spark of Life, and supporting caregivers beyond the call of duty.

58 Silver awards and one Team award under client experience improvement category completed the harvest of awards.

THE COURAGE FUND HEALTHCARE HUMANITY AWARDS 2020

The Courage Fund by National Council of Social Service held the Healthcare Humanity Awards 2020 virtually to recognise exceptional staff for their commitment to go beyond. Dr Nyunt Thaw, our resident physician and Ms Quek Bee Geok, senior medical social worker were our Ren Ci winners amongst the pool of 95 national recipients. Dr Thaw has been looking after chronically ill patients, often with multiple medical conditions and various levels of disabilities since 2002. Bee Geok supports and cares for clients who are admitted for slow stream rehabilitation. Besides working relentlessly with the interdisciplinary team, to ensure a smooth discharge and transition back to the community, she will continue to show concern for those discharged through phone calls and visits, especially if they are alone with no or poor family support, just to ensure that they are coping well at home.

*Photo taken before COVID-19



Ms Quek Bee Geok (extreme left)



Dr Nyunt Thaw



INSPIRATIONAL PATIENT & CAREGIVER AWARD 2020



Singapore Health Inspirational Patient & Caregiver Award is a recognition platform with a difference. Instead of healthcare workers, this award pays tributes to Caregivers and Patients who have demonstrated courage, strength and resilience, either in their caregiving or personal health journey.

72 year-old Mr Ng Buan Hian and 81 year-old Riechard Ang, are husbands and caregivers to two of our nursing home residents. These gentlemen have displayed exceptional commitment and devotion to their respective wives as they brave rain or shine to visit their wives every day at the nursing home. They do so despite their own health conditions and have partnered our care team well in the holistic care delivery.

82 year-old Madam Barbara Tan was nominated and was recognised as a winner of the Inspirational Patient Award. Mdm Tan suffers from Parkinson's disease and had a bad fall which led to a fractured left hip. She demonstrated extreme courage and resilience as she overcame her fears of losing her balance, put in extra efforts in her rehab sessions and was finally able to regain her mobility with walking aid.



Mr Riechard Ang, 81
Singapore Health Inspirational
Caregiver Award



Mr Ng Buan Hian, 72
Singapore Health Inspirational
Caregiver Award



Mdm Barbara Tan, 82
Singapore Health Inspirational
Patient Award

*Photos credit: Singhealth Group

Ren Ci is proud to be able to play our part, to partner and empower our patients, residents and clients to achieve their goals.

COMMUNITY CARE MANPOWER DEVELOPMENT AWARD 2020



Ren Ci taps on AIC's Community Care and Manpower Development Award (CCMDA) to provide training sponsorships to enhance the skills and knowledge of our staff for career advancement. Nine new students received learning sponsorship in nursing, rehabilitation and social work to help build Ren Ci future talent pool and support future Manpower needs.

One noteworthy CCMDA winner is Ho Ting Xuan who joined Ren Ci last year as a therapy aide and is currently pursuing a Bachelor of Science (Honours) in Occupational Therapy at the Singapore Institute of Technology. Her working stint with Ren Ci sparked her passion for helping seniors to regain their ability to perform activities of daily living like eating, bathing and getting dressed. Ting Xuan will begin her new role as an occupational therapist in Ren Ci when she graduates in 2024.

GOING PLACES, VIRTUALLY

The COVID-19 pandemic necessitates our nursing home residents to be inbound to ensure their safety. Volunteers and care staff constantly bring the “outdoors” to the residents via Zoom or video calls.

Cycling Without Age, a non-profit organisation, went one step further by leveraging on virtual reality (VR) technology to bring a different immersive experience for our residents. Gifted with a set of VR accessories, residents including bed-bound ones took turns exploring a new reality of journeying to some of the nostalgic spots without leaving the home.

Within a short span of 10 minutes “ride”, our resident in the nursing home was fully immersed in the great 360 scenic view and heard the sounds of nature from Marina Bay, Woodland Park, Bishan – Ang Mo Kio Park and the new Punggol Waterway Park. The virtual reality also runs on 4 official languages. The resident had the most amazing time interacting with passerby, focusing on the greeneries, hearing the monkeys, children and people playing sports at the park.



“Despite the huge headset over their eyes, they (residents) embraced the VR experience with ease and enjoyed the virtual journey of familiar sights and sounds and “meeting” people on the streets”, shared Lisa Wee, Programme Coordinator at Ren Ci @ Ang Mo Kio Nursing Home.



Resident Care Associate helping resident with the VR headset



CONTINUUM OF TRAINING AND MENTORSHIP

For the third consecutive year, Ren Ci Hospital renewed its commitment to partner Institute of Technical Education (ITE) as one of the sponsoring organisations to provide apprenticeship-based training for ITE students on the Work-Study Diploma (WSDip) in Rehabilitative Care. This collaboration endorsed virtually on 8 December due to COVID-19 aims to meet the growing demand in community rehabilitative care brought upon by the ageing population.

Through providing a platform for realistic training and mentorship, the community care sector will benefit from skilled workforce and more will be encouraged to join our sector. It is also an avenue for Ren Ci’s care staff to upgrade their skills and knowledge through this technical diploma.



仁慈艺术治疗

艺术治疗是一种心理治疗。它以艺术媒体作为主要的表达和沟通方式。通过创造过程，与艺术治疗师的扶持，参与者能强化心理素质。院友展开自我探索、表达并加强个人的心理思想，释放不安的情绪。仁慈在宏茂桥疗养院举办第二届的艺术疗法展。画展展示了来自不同背景的艺术治疗开放工作坊成员2019年的作品。成员在艺术治疗师的支持下，加上通过创作过程表达了内心世界，也从中逐渐建立成就感。作品验证了人生的成就，也发挥了创造能力。这个艺术疗法过程让年长者连接内在的自己，以非语言的表达方式来呈现他们要发出的信息。在这过程中他们获得多方面的支持，也得到不少成就来验证他们人生的一大步。对70岁的陈福书先生而言，“艺术给予我挑战，也让我发掘自己的潜能。创作过程鼓励我充实地利用时间，促进我的身心发展，和挑战我的思维。要开心，享受过程，画吧！”因2019冠状病毒疫情，画展以网上模式呈现。请到艺术之园网www.theartcircle2020.com游览。



陈福书先生和他的作品

仁慈“COGY”竞赛
冠军得主

一起出发吧！

世界一级方程式锦标赛2020年新加坡大奖赛因为疫情被迫取消，但这不会阻止我们在仁慈宏茂桥疗养院举办一场非凡的“仁慈竞赛”。宏茂桥院友护理人员将空荡荡的走廊改成赛道，让院友展开COGY轮椅比赛。COGY轮椅是一款特别的轮椅，它可以加强院友的肌肉以及流动能力。当院友们受邀报名参加这项COGY轮椅大赛时，他们都很兴奋，勤奋锻炼，做好准备，等待比赛当天的到来。这项比赛也在当天圆满结束，院友尽全力骑到终点，在场的院友护理人员也目睹了院友兴奋与胜利的笑容。

跨越到科技的境界

新冠病毒带来的影响非常大，院友也因此不能外出，感受不到外界的气息，但是在仁慈我们有一群非常热心的义工们，安排了网络外出，带着院友以虚拟的方式到新加坡各个地方去。“忘年骑车乐”（Cycling Without Age）是仁慈多年来的义工，以往常常骑着三轮车带着院友出外感受大自然，因为疫情便推出虚拟方式带着兴奋的院友到新加坡各个角落去。虽然院友带着巨大的护目镜，但他们非常开心能够看到熟悉的街道和跟路人打招呼。在仁慈，我们经常想办法改善年长者的生活，所以也使用虚拟来带给他们更富有意义的活动。



唤醒熟悉的小吃记忆

新加坡小贩文化正式被联合国教科文组织列入非物质文化的同时，10名疗养院院友也动起手来制造新加坡一系列的小吃艺术品。在仁慈，我们的艺术治疗师激发了院友们亲自揉面粉粘土来制造一系列的小吃艺术品。这些完成的艺术品已在去年十一月的展览秀出。

热诚与关怀

2020年社区护理卓越奖，仁慈唯一的金组社工Nur Sahara B Kamsani，在仁慈医院扮演很重要的角色。她跟失智症院友和病友建立非常亲切关系。她与季刊分享促使她决心协助脆弱群体寻获生活意义的原因。

问：为什么你会加入社工行业？

我在大学专研心理辅导，毕业后在孤儿院工作，和孤儿相处之后，我意识到社工行业能够让我帮助到很多不幸人士，于是去考了社工文凭。

问：是什么激发你继续做一名社工？

我母亲过世前给我很多教导，我也亲眼目睹她是如何在最艰难的时刻仍扶持亲戚朋友们。虽然她不是一名专业社工，但她是她人生中最伟大的模范。扶持需要的人也成为完善自我的原动力。

问：有什么事是你在社工生涯中最难忘的吗

我有这个机会走入不同的家庭以及年长者的生活里，他们留下的印象非常深刻，最让我难忘的是他们的离别。我清楚地记得有名女士会经常在洗肾后要求帮忙按摩手部以及背部，她特别喜欢小贩中心的食物。但有一天她在洗肾时突然间就失去意识也就离开了。这也让我意识到生命的宝贵，唤醒我要珍惜身边的每一个人。

问：有没有计划或安排去深造吗？

我对心理和语言疗法非常感兴趣，也计划会在这方面深造，以便更有效率帮助我身边的院友，病友和年长者们。

问：你有什么能对想要加入社工行业的人士说的吗？

我做社工的每天都是一个新体验，一个新开始。你会感觉到社工是个很奇妙的行业，当你认为你已经了解一切的时候，你会发现面前会有另一个更精彩的挑战等着你。只要意志坚定就能够帮助所想要帮的人。

Sahara与同事策划的‘Sparks of Life’项目



*照片在疫情前拍摄

奖项和荣誉

仁慈的优质服务得到不同机构的认可而获颁多项奖状，我们感到非常荣幸。

这些奖项给予我们更大的推动力，成为社区关怀服务的引导者。



仁慈之心，助人为乐 - 关怀守护者

仁慈医院的社会心理服务主管碧琪女士，在1997年从心理服务专科毕业后，便踏上社工之路，帮助许多不幸人士。她不仅充满动力还对脆弱的年长者有非一般的热诚，无时无刻指导、鼓励及支持他们。她于2010年加入了仁慈大家庭，专注于医疗社工。

在碧琪的带领下，她激发整个团队的活力及提升她们的动力，一起创建“Older Adults Supporting in Sharing (Oasis)”计划，为了给院友的生活添加更多色彩和意义。除此之外，她所开展的其他计划让病友、看护者和护理同事受益良多。她的贡献也使她被授予2020年杰出社工大奖最高荣誉。

2020年社区护理卓越奖

护联中心在2020年10月30日举办了Zoom和面簿直播的社区护理卓越颁奖典礼。今年仁慈刷新往年的记录，获得60个人和团体奖项，其中包括体验改善团队奖。仁慈社工Nur Sahara B Kamsani女士因策划一些计划和她尽心尽力照料疗养院院友而获得个人组金奖。其余的奖项包括58个银奖。



Nyunt Thaw 医生

郭美玉

2020年仁心奖

国立健保集团举办2020年英勇基金医疗仁心奖，以答谢服务优越的医护人员。仁慈武吉巴督疗养院医生Nyunt Thaw和仁慈宏茂桥疗养院社工郭美玉是其中的获奖得主。Nyunt Thaw医生不遗余力地照顾给慢性疾病院友，郭美玉给予院友悉心和贴心的照料，都很令人赞扬。

激励人心患者和护理奖

新加坡激励人心患者和护理奖是个特殊的奖项，不是为了鼓励医疗人员而是为了把这荣誉献给在面对疾病挑战时表现出勇气、力量和坚韧精神的患者及其护理人。72岁的黄万贤和81岁的洪文华，他们两位的妻子是仁慈疗养院的院友，身为丈夫的他们对妻子不离不弃，每天不论日晒雨淋都来探望和照料妻子，令人深受感动。同时，82岁的陈女士因为患了失智症和髋部骨折入院，在这困难的期间她用了巨大的力量和勇气来克服各种障碍，重新获得行动能力。我们衷心祝贺三位得奖者。



黄万贤

洪文华

陈女士

* Photos credit: Singhealth Group

2020 社区护理人力资源发展奖项

仁慈今年安排9名员工参加护联中心（Agency for Integrated Care, 简称AIC）与社区护理人力资源发展奖赞助的课程。值得一提的是，社区护理人力资源发展奖 奖项得主亨莹，在去年以护理治疗助手加入仁慈大家庭，现在她也通过这种方式在新加坡科技学院攻读职业治疗师的大学文凭，希望学到技能协助年长者康复以及恢复行动能力。她也会在2024年返回仁慈当职业治疗师。



超越无限



仁慈关怀与希望之树

过去一年跌宕起伏，疫情带来许多不确定性，在我们努力适应冠病带来的限制时，也体会到有爱和希望就能克服一切难题。我们在仁慈社区医院“种”了一棵“关怀与希望之树”，象征着仁慈与所有支持者的友好关系。仁慈在这项通过网络平台的筹款活动所收的每一份捐款，院友们都带着感恩的心，以行动折出爱的纸心，以表感谢。

届时所有的纸心将挂在关怀与希望之树上。这项活动的截止日期是2月28日。我们藉此呼吁所有仁慈之友通过 (https://www.giving.sg/ren-ci-hospital/season_of_heart_hope) 这个网址，慷慨捐献，为仁慈的院友点燃希望的曙光。



您的捐款将能帮助到我们的院友让他们在这季节感受到爱与温情。

