

GOING BEYOND



President's Certificate of Commendation (COVID-19)

Ren Ci Hospital is proud to receive the President's Certificate of Commendation (COVID-19) in recognition of our exemplary efforts to care for our seniors as well as the resilience of our staff in the fight against COVID-19. Our Chief Operating Officer, Ms Karen Bek, received the honour from (then) President Halimah Yacob at the National Awards (COVID-19) Investiture.

As one united front, we overcame challenges and did our best to keep our patients, residents and clients safe during the pandemic. While it has been a prolonged journey, we are proud to emerge stronger with the nation.

Special thanks to our partners for their unwavering support over the years, and even more so during the pandemic period!

The Editor

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If you have any contributions, comments or feedback, please get in touch with us.

INAUGURAL INTER-CENTRE SENIORS' SPORTS DAY

More than 120 seniors from Ren Ci's three senior care centres (SCCs) gathered to pit their skills in four sports, namely bowling, basketball, hockey and cup stacking at our inaugural Inter-Centre Seniors' Sports Day on 15 September. These games are selected based on the popularity of these activities at the centres and modified by the therapists with the aim to maintain the seniors' range of motion and standing tolerance as well as allowing those who are wheelchair-bound to take part.

“Our aim is to promote social participation and enable the seniors to participate in sports and physical activities to ensure their health and well-being, as part of the national Action Plan for Successful Ageing and the recently launched Healthier SG initiative.”

Nur Amalina Binte Mohamed Noor
Principal Physiotherapist & Head, Ren Ci Rehabilitation Department

Volunteers from United Parcel Service helped with the logistics, set up of the games, kept track of scores and took care of the seniors throughout the competition. Members of our Friends @ Ren Ci active ageing centre (in transition) also supported the sporting event with meal preparation and cheering the competitors on the sideline. The event was also covered in Lianhe Zao Bao. (<https://www.zaobao.com.sg/lifestyle/feature/story20231001-1437839>)

“Staying active should not be limited by age. It is about a mindset which we hope to instil so that our day care clients can continue to be healthy, strong and age gracefully in the community.”

Dr David Ng, Clinical Director, Ren Ci Hospital



Scan the QR code to watch our video!



Affirmations from the Heart

105

**COMPLIMENTS
RECEIVED**

in July - September 2023

Working in healthcare is both an act of service, and an act of love.

The affirmation and words received from our patients, residents, clients and their families are a motivation for our colleagues to serve with heart and hope. Thank you for your feedback and compliments!

Mdm Tan, Patient, Ren Ci Community Hospital

I benefitted a lot from the therapy in your Community Hospital. My Physiotherapist and Occupational Therapist provided me with tailored exercises suitable for my condition at my various stages of recovery. They helped me progress tremendously from just being able to stand, to walking and even climbing stairs. Thanks to the Nurse Manager and her team of nurses who were warm, friendly, caring and patient. The doctor was also very good and professional, and has a beautiful heart. Thank you all for your friendship, patience, encouragement and professional service.

Ms Jessie, Next-of-kin, Ren Ci Chronic Sick Unit

Great care by the nurses and doctors! The nurses are always warm and friendly, and I am always updated on my father's condition in a timely manner. My father's wounds have improved significantly under the loving care of the team. I am truly thankful for their hard work and dedication.

Ms Lim, Next-of-kin, Ren Ci @ Ang Mo Kio

We are very pleased with the quality of service in the nursing home. Kudos and special BIG THANK YOU to all these beautiful, extraordinary staff who are taking good care of my dear Dad.

We are impressed with your professionalism, work ethics, infectious smiles, optimism, love and dedication showered on my Dad. Your efficiency and strong interpersonal skills with clinical expertise are also beyond comprehension. My family and I are very happy that my Dad is under your care and supervision. Five stars to Ren Ci and the household care team!

Ms Kai Lin, Next-of-kin, Ren Ci @ Bukit Batok St. 52

Understand from my uncles that the nurses' care to my grandfather is excellent!

The nurses will joke & chat with my grandfather whenever they have time. Whenever my grandfather has a challenging moment, they will try to pacify him as much as possible. Their care is truly wonderful!

UNITY IN DIVERSITY: CELEBRATING NURSES' DAY AT REN CI

On 31 July, nurses from our community hospital and two nursing homes came together to celebrate Nurses' Day with the theme "Unity in Diversity." The event was a joyful celebration of the multicultural and diverse backgrounds, and experiences that make our nursing team unique and special.

The event opened with interactive games before the opening address from Dr Jamie Mervyn Lim, CEO, who highlighted the important role that nurses and care associates play in providing high quality care to our patients, residents and clients. Mdm Kuttiamal, Chief Nurse, also gave a welcome address to the audience. The celebration was graced by Mr Seow Choke Meng, Chairman, and Board Members Ms Ang Fung Fung, Mr Cheok Bok Sim, Philip, and Associate Prof Tan Thai Lian, who joined Ren Ci's senior management on stage for the celebratory cake-cutting.

Following the cake-cutting ceremony, there was a variety of performances, dances and singing by nurses from the different facilities. The performances were energetic and spirits ran high, with the audience joining in and grooving to the music.

One of the highlights of the event was the awards presentation. The "Bright Beginner Award" was presented to top performing new hires who had performed remarkably well over the last year. The "Mentoring Champion Award" recognised nurses who had provided guidance and teaching to our newly joined staff. The "Nightingale Award" honoured nurses who provided excellent service and care. These nurses were nominated by their patients and loved ones through feedback forms and their nominations were supported by their colleagues and Nurse Managers.

Nurses' Day is an important day to acknowledge and recognise the hard work and dedication of nurses everywhere. This year's event was a special celebration of the diversity of our nursing staff and applauding the impact they made on our patients, especially after the pandemic. We are truly grateful to all of our nurses and care associates for their commitment to providing high quality care to our patients, residents and clients.

HERE'RE SOME SNAPSHOTS OF THE CELEBRATION



WELCOME AND THANK YOU



Mr Philip Cheok



A/Prof Tan Thai Lian



Ms Gladys Lee



Ms Tan Yee Peng

An important group of volunteers who serve in Ren Ci is our Board Members. This July, we welcomed four new board members who bring with them a wealth of experiences from various domains.

We welcome:

1. Mr Philip Cheok, Acting Group Chief Financial Officer, Surbana Jurong Private Limited
2. A/Prof Tan Thai Lian, Deputy Chairman Medical Board, Woodlands Health Campus
3. Ms Gladys Lee, Managing Director, Group Audit, DBS Bank Ltd
4. Ms Tan Yee Peng, former partner of KPMG



Ms Alice Chua



Dr Ee Chye Hua

At the same time, we bade goodbye to four outgoing board members who had served tirelessly during their term. They are:

1. Ms Alice Chua, 8 years of service.
2. Dr Ee Chye Hua, 10 years of service.
3. Mr Nelson Lim, 13 years of service.
4. Mr Jonathan Yeo, 10 years of service.



Mr Nelson Lim



Mr Jonathan Yeo

As an organisation, we thank them for their invaluable contribution towards Ren Ci's growth and transformation over the years. We wish them the very best.

A BRAND NEW LOOK

You may have noticed that our nurses and care associates have donned their new uniform! The design was a collective feedback exercise conducted by the nursing team. The feedback shared was positive. Our staff like the new material, which is lightweight, cool and suitable for Singapore's heat. It is also easy to dry and iron. The form gives it a professional look and the modern design is comfortable yet functional. The new dark green colour makes it easier to upkeep, and the designation of our staff is clearly shown on the sleeve. We love how smart they look, do you?



ONWARD AS ONE

We embraced the theme “Onward as One” and the celebration is always a highlight for our nursing home residents. This year, over at Ren Ci @ Bukit Batok St. 52, our Friends @ Ren Ci members also participated in the celebrations. It began with the mini parade which our staff took part in, followed by a series of performances not just by volunteers and staff but also by our residents! The residents emceed the event. The weeks spent rehearsing certainly paid off, with the event being a huge success!

Celebrations also took place at other Ren Ci facilities. At Ren Ci Community Hospital, volunteers came by to conduct a fun-filled day with a delicious lunch and there was a cake sponsorship for patients of our community hospital and chronic sick unit residents. There were also carnival games and performances to entertain them. Residents at Ren Ci @ Ang Mo Kio had celebrations with their friends from various households, and had a great time watching the parade, singing their favourite National Day songs and were all smiles! They even competed in a mini sports competition with Household 6D, emerging as the winner.



Recognising Excellence

The Community Care Awards, organised by the Agency for Integrated Care (AIC), recognises and celebrates the outstanding achievements of individuals and organisations dedicated to the Community Care sector. The award ceremony held on 6 September, graced by Guest of Honour Senior Parliamentary Secretary, Ministry of Health, Ms Rahayu Mahzam.

The Community Care Manpower Development Awards (CCMDA) provide opportunities for in-service staff or new joiners looking to pursue and grow a career in the Community Care sector. The awards cater for entry and advanced skills training in a range of clinical and non-clinical areas. CCMDA covers short courses, formal academic programmes and attachments to local or overseas healthcare and Community Care facilities.

The Community Care Excellence Awards (CCEA), on the other hand, aim to recognise the contributions of community care workers who have demonstrated exemplary service and commitment in delivering quality care as well as project teams that have embarked on outstanding quality improvement projects within the Community Care sector. CCEA was first introduced by AIC in 2014.

This year, Ren Ci Hospital has a total of 13 CCMDA awardees, and 62 individual & 1 team CCEA recipients. Congratulations!



Scan the QR code below to hear from two of our winners!



Leadership Transition at Ren Ci @ Ang Mo Kio



Ms Teo Lay Hong



**Mr Darren
Au Yeong**

After five years of dedicated service, Ms Teo Lay Hong stepped down as Executive Director, Ren Ci @ Ang Mo Kio. She started her journey with us as the Executive Director of Ren Ci @ Bukit Batok St. 52, where she championed the use of technology at work and introduced the hydroponics garden.

Under her leadership at Ren Ci @ Ang Mo Kio since 2018, Lay Hong continued to introduce new technology and innovations as part of the work processes, eventually securing prestigious awards for the solutions. She also initiated and organised various programmes and hawker delight treats to enhance the quality of life for the residents under her care. Lay Hong has indeed brought much difference and care to the residents at the nursing home.

Taking over from Lay Hong is Mr Darren Au Yeong. Darren brings along his years of experience in different industries and functional domains such as Management, Operations, Organisation Excellence and Risk Management. His healthcare career started in 2015 when he oversaw Organisational Excellence and Risk Management for the SingHealth Group Education division. He later joined the Community Care sector.

Prior to joining Ren Ci, Darren was the Head of Operations & Centre Director with Vanguard Healthcare. As Head of Operations, he provided oversight on the operations for Vanguard's five Residential Care Facilities. Concurrently as Centre Director for Vanguard Senja Home, he was responsible for the day-to-day running of the facility, which was integrated with a Polyclinic, Senior Care Centre, Community Rehabilitation Centre and a Residential Care Home. During the pandemic in 2020, Darren worked with the Ministry of Health to set up the National Cohorting and Decantment Centre.

We welcome Darren to the Ren Ci family and look forward to his contributions.

仁慈医院获颁总统表扬状（冠病）

仁慈医院很自豪地获得总统颁发的总统表扬状（冠病），以表彰我们的员工在抗击冠病中所作出的出色努力，在抗疫前线奋勇作战，携手同心对抗冠病，并将病人的安危置于个人安危之上。

仁慈医院充分发挥齐心协力共同克服挑战的精神。仁慈为保护病人而不懈努力，成功地在疫情期间保护病人、院友和客户的安全。仁慈为保护风险较高和易受感染的年长者付出心血。我们与合作伙伴在冠病变种加速传播之际，紧密携手合作度过难关。

仁慈衷心感谢我们的合作伙伴多年来的坚定支持。



多元统一的护士节



仁慈社区医院和旗下两家疗养院的护士于7月31日齐聚一堂，以“多元统一”为主题庆祝护士节。活动以互动游戏拉开序幕，然后由执行总裁林世权博士发表开幕词。林世权博士强调了护士和社区护理专员在为我们的病患、院友和客户提供高质量护理方面扮演的重要角色。护理总监Kuttiamal女士随后向观众发表欢迎词。仁慈医院主席萧作鸣先生也参与此庆典，并与医院的高级管理层一同参加切蛋糕仪式。在切蛋糕仪式后，来自不同设施的护士们进行了各种表演、舞蹈和歌唱。这些表演富有活力，现场气氛高涨，观众也跟着音乐一起欢舞。

庆典的其中一个亮点是颁发奖项。“明星新人奖”颁发给在过去一年表现出色的新加入员工。“指导冠军奖”表彰那些为我们新加入的员工提供指导的护士。“南丁格尔奖”表彰提供卓越服务的护士。所有得奖者都是由患者和他们的亲人通过反馈表提名的，所有的提名必须得到他们的同事和护士长的支持。

护士节是一个重要的日子，用以表彰全世界护士的辛勤工作和肯定他们敬业乐业的精神。我们对所有护士感到由衷的感激，感谢他们致力于为患者、院友和客户提供高质量的护理。

“齐心向前进” 欢庆国庆

为欢庆我国建国58周年，位于武吉巴督52街的仁慈疗养院配合今年的庆典主题“齐心向前进”（Onward as One）一起庆祝新加坡的生日。今年，仁慈的员工与活跃乐龄中心的年长者、乐龄护理中心的客户和疗养院的院友一同欢庆国庆。

庆祝活动始于由我们的员工组成的标志性“迷你游行”。随后进行了一系列表演，不仅由义工和员工参与，院友们也很踊跃地参与！院友也被赋予主持的任务。数周的排练没有白费，这个活动取得了巨大的成功！



庆祝活动也在仁慈其他的设施继续进行。在仁慈社区医院，义工们前来为病患和慢性疾病患者提供美味的午餐和蛋糕，还有嘉年华游戏和表演来娱乐他们。在仁慈宏茂桥疗养院，各个住户的院友聚在一起，一同欢庆。他们观看游行，唱他们最喜欢的国庆歌曲，笑容满面！院友们甚至参加了一场小型运动比赛，由住户6D获胜。

全新面貌

在您最近到访仁慈的各个设施时，您可能已经注意到我们的护士和社区护理专员现在穿着全新的制服！这套制服是根据护士们提供的意见而设计的，团队的反馈非常积极。护士们对这新的制服的评论如喜欢新材料、轻便、凉爽，非常适合新加坡的高温天气、容易干燥和熨烫、结构良好、有助于呈现专业的形象等。新的深绿色更容易打理，护士的职务也清晰地显示在袖子上。下次您到访仁慈的设施时，不妨看看我们的新制服！



培训与提供卓越服务的收获

请扫描QR码
观看视频



护联中心于9月6日举办颁奖礼，颁发社区护理人力资源发展奖以及社区护理卓越奖给500多名社区护理人员。这奖项旨在表彰并庆祝那些致力于社区护理领域的个人和组织的杰出成就。该典礼由卫生部兼律政部高级政务次长拉哈尤玛赞（Rahayu Mahzam）作为活动主宾。

今年，仁慈医院有13名社区护理人力资源发展奖获奖者，以及62名个人和1支团队的社区护理卓越奖获奖者。这个成就标志着仁慈致力于培养和提升员工的技能，以便为我们服务的年长者提供高质量的护理。



社区护理人力资源发展奖为在职员工或新加入者提供了追求和发展社区护理领域职业的机会。这些奖项涵盖了临床和非临床领域的入门和高级技能培训包括短期课程、正式的学术课程以及在本地或海外医疗和社区护理设施的实习。另一方面，年度社区护理卓越奖旨在表彰在社区护理领域提供卓越服务的社区护理工作人员以及进行了杰出质量改进项目的项目团队。仁慈的获奖者也被选中在颁奖典礼上播放的视频中亮相。



超越无限



意义非凡的“仁慈乐龄运动会”

仁慈医院于9月15日在仁慈社区医院举办了一场专为年长者设计的运动盛会——仁慈乐龄运动会。来自三家仁慈乐龄护理中心的年长者于当天聚集在仁慈诺维娜乐龄护理中心，兴致勃勃参加这项盛会。乐龄运动会项目包括篮球、保龄球、曲棍球和叠杯运动，既有竞技性，又有娱乐性。这些运动项目不仅能增强他们的团队协作能力和竞争意识，还能锻炼年长者的身体。

仁慈举办这项乐龄运动会的另一宗旨是对年长者的尊重和关爱。院方希望年长者可以展示他们的才华的同时并享受运动带给他们的乐趣及感受到义工们的关爱。这不仅能提高他们的生活质量，还能加强他们的自信心，让他们的晚年生活充满活力和希望。

这项活动也刊登早《联合早报》的报导。网址：<https://tinyurl.com/2z35ka75>

请扫描QR码观看仁慈乐龄运动会的视频

