



# GOING BEYOND



## Ren Ci Celebrates Silver Jubilee

Ren Ci Hospital held its 25th anniversary celebration with a Charity Gala Dinner held at Shangri-La Hotel on 28 September 2019. The event was graced by Guest-of-Honour, President Halimah Yacob.

Attended by over 700 guests including Senior Minister of State for Ministry of Environment & Water Resources & Ministry of Health, Dr Amy Khor, Senior Parliamentary Secretary for Education & Manpower, Ms Low Yen Ling and Senior Parliamentary Secretary for Home Affairs & Health, Mr Amrin Amin at Shangri-La Hotel, the charity gala dinner raised \$7 million in donations to fund the provision of community care services for its needy beneficiaries. Dr Chua Tian Poh, Chairman of Ren Ci Hospital thanked donors and Ren Ci's 700 regular volunteers, some of whom have been with Ren Ci since day one. "Ren Ci will continue to meet the healthcare needs of Singapore's ageing society. Together, let us continue to deliver care and compassion to those in need."

Dr Chua also announced the expansion plans of operating a third nursing home by 2022 at the upcoming health campus in Woodlands, thus increasing the total bed capacity by almost 35 per cent, to 1,300 beds. He added that Ren Ci will also be providing home care services in Woodlands, Sembawang and Marsiling. Ren Ci's progress over the years is a result and affirmation of the strong support from the Government, donors, volunteers, partners and staff. Cheers! And to many more years to come!

### The Editor

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This quarterly publication is produced by Ren Ci Corporate Communications. If you have any contributions, comments or feedback, please get in touch with us.

# Stepping Out of Retirement



(Second from left) Chief Nurse, Madam Sim Teck Meh with President Halimah Yacob, Health Minister Gan Kim Yong, and Chief Nursing Officer, Ms Tan Soh Chin

More than 5 years ago, Madam Sim Teck Meh Jenny could have all the time in the world to pursue hobbies, take long trips, or spend time with the grandchildren. Instead, she chose not to rest and continued to volunteer actively at her church. There, she found fulfillment in helping the needy and sick with their medical needs including cleaning their wounds and packing their medication. Having been to several homes, she witnessed some seniors' pessimism towards life and they became her motivation to return to the nursing profession, after her retirement.

Respectfully addressed by her staff as Madam, the 68-year-old Chief Nurse in Ren Ci embarked on the journey to strengthen nursing training and improving care delivery in order to give senior residents a dignified and meaningful life. "To give them hope by bettering their quality of life", said Teck Meh. Since her return, she has made several improvements to the nursing and care processes including partnering with a tech company to develop an advanced wound management module. The CARE4WOUNDS is capable of 3D wound imaging, measurement, standardised documentation, trending and remote monitoring, thus saving time and reducing discomfort for senior patients.

For her dedication and contributions, Teck Meh was recently conferred the prestigious President's Award for Nurses, the highest accolade for the nursing profession in Singapore. She is also the first recipient from Ren Ci to win the award.

## PART-TIMERS NEEDED! REN CI @ ANG MO KIO

We are looking for committed part-timers who can make a difference to the lives of our seniors.

Join us at least three times a week with a flexible four-hour shift:

- 7.00am to 11.00am OR 8.00am to 12.00pm

### DUTIES

- Wheeling of residents
- Meals feeding
- Household chores (e.g. cleaning, bed making and laundry)
- Supporting residents' engagement activities

### REMUNERATION

- \$8.00 per hour



### Interested in the opportunity?

- Walk-in interview at Ren Ci @ Ang Mo Kio (Weekdays: 8.30am to 6.00pm)
- Email: [noraini@renci.org.sg](mailto:noraini@renci.org.sg)
- Address: 10 Ang Mo Kio Avenue 8 Singapore 567727 (Beside Townsville Primary School)

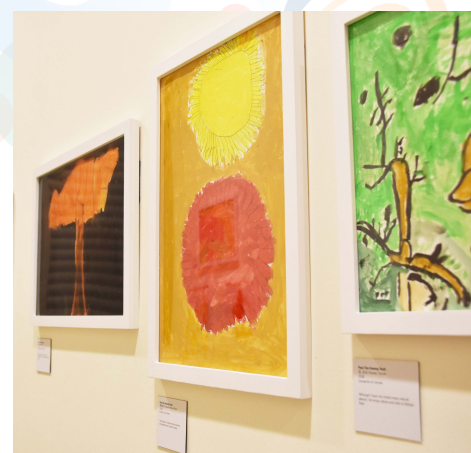


# From Rendering to Remembering

Art therapy is unique. It is a form of psychotherapy that uses art media as its primary mode of expression and communication. Through the visual language, normal and persistent feelings can be contained and given attention. It also gives form to thoughts and feelings that are difficult to put into words. Neuroscientific research also shows that the artistic and expressive abilities of persons with dementia remain at least partially uncorrupted as their cognitive reserve for these creative remains strong well into the advanced stages of the condition.

The use of art is particularly useful on dementia patients and complements Ren Ci's approach towards person-centred care. The art therapy programme is facilitated by an art therapist and incorporates the philosophy of the Memories in the Making art programme from the Alzheimer's Association in the United States. The programme encourages the use of art for beneficiaries to tell their stories from the past.

Nursing home resident Madam Ong, 82, has vascular dementia. Under the programme, she created images of her grandfather's kampong house from childhood memories repeatedly over seven sessions. While the theme remained the same, Madam Ong was able to remember and share additional details, gradually putting together a narrative of her childhood home. The subject was clearly emotional and meaningful to her. It affirms the sense of continuity of self with the act of reminiscing, returning and connecting to the past. The therapy also has a calming effect on another resident who noticed an improvement in her mood after each session. Art therefore, is a wonderful activity that taps on imagination. Even with gradual memory loss, the capacity for imagination remains.



## Caring For Seniors with Dementia

Recently, Ren Ci worked with Hillview Community Club on a dementia seminar to better inform the public about the condition, challenges and tips to manage it.

The multidisciplinary speakers panel comprising doctors, nurses, therapists, pharmacists and medical social workers, provided insights, skills and advice on clinical, social and behaviour concerns. Some of the speakers took to role playing in portraying the challenges faced by caregivers and their loved ones for the audience's understanding. In the skit, they also shared a set of coping skills to help caregivers in establishing a supportive home environment for their loved ones with dementia.

Before the conclusion of the seminar, participants or attendees were taught a set of exercise to help maintain an active lifestyle. More than 150 Bukit Gombak residents attended the seminar with South West District Mayor, Ms Low Yen Ling in attendance to show her support.



# AIC Wellness Programme

Resident Care Associates (RCA) play an important role in the delivery of care at our Ang Mo Kio Nursing Home. Tasked to provide a wide range of assistance in the households, such as managing the residents' personal care and "activities of daily living" (ADL), the RCAs also look beyond clinical needs to enhance seniors' well-being and quality of life through different types of enrichment activities.

Thanks to the Agency of Integrated Care (AIC) Wellness Programme, both our RCAs and care staff have learnt to increase their range and access to quality recreational/social programmes and help foster new skills, interests and meaningful engagement with our residents.

Improvising the ideas from rhythm wellness, visual & sensory arts and therapeutic horticulture, fun-filled and physical strengthening activities have been introduced in our nursing homes, bringing a new lease of life and colours into our residents' lives and helping them to develop interests and skills, and forging new friendships along the way. Many of the seniors under our care have benefitted from the activities conducted by our care staff. Featured here are some of the engagement in our nursing homes.



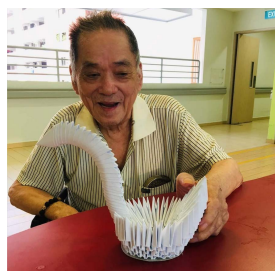
Ukulele



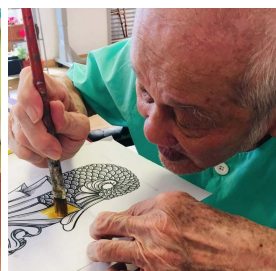
Seated Tai Chi



Cooking Challenge



3D Origami



Art & Craft

## An "Army Birth Daze" Celebration

The SAF uniforms, or more commonly known as "number four", bore witness to the different stages of Singapore's growth. To bring back memories from the older time, seniors at Bukit Batok Senior Care Centre were treated to a mini parade helmed by therapists, who broke away from their usual Ren Ci green uniform. They don attires from camouflage uniform to the new SAF pixelated uniform as their unique way to celebrate Singapore's 54th year of independence. As the therapists marched in and saluted to the Singapore flag, seniors joined them and sang the national anthem with pride.

Centre Manager, Ms Priscilla Chng, whose team organised the mini-ceremony says, "We always seek ways to ignite the good old memories for our seniors so that it gives them hope for a better quality of life. The parade is an annual fixture of our national day celebration and holding our mini parade in-house will help to invoke unity and national pride across all generations. We are heartened that the ceremony was very well-received by the seniors and their accompanying families."





# A Century of Simplicity

Born even before the days of typing on a typewriter or switching TV channels, her growing years saw and witnessed the second world war, Singapore's independence and the nation's progress. As a woman from the previous era, she was the most dependable figure in the family. While her late husband ran a hardware business, she spent her time raising the family. When her children started their own families, she went on to care for her grandchildren, bringing them to school and carrying them on her back. Today, she is a centenarian who just celebrated her 100th birthday in August.



This is the life story of Martha.

She now lives in Ren Ci @ Bukit Batok St. 52. The mother of four, grandmother of two and great grandmother to seven adorable children, enjoys the simple things in life. While she may not be as agile as before, she is still very fond of going out. Knowing this, her children who visit everyday would bring her out and explore local food on a wheelchair in the neighbourhood, as food brings back memories of the past.

Martha is a co-operative resident, following strictly to her prescribed diet. "My mother feels that she is very well looked after here. And she is so much stronger now," said Mary on her mother's stay at the nursing home.

Notably, Martha has no lack of company at the home. Mary credited her mother's optimism, forward-looking and peace-loving nature to allure people towards her. This made her a very welcoming figure around her children's friends, who also visit her regularly at the home. Martha's simple philosophy of living life is the perfect proof that it is absolutely possible to get better with age.

Ren Ci is glad that we have been a partner in her healthy journey.





# 25 years of Loving, K

This year marks the 25th anniversary of Ren Ci. It has been a walk of gratitude and appreciation. From a small pavilion ward to one community hospital and two nursing homes, this has been a road made possible with the help and generous support from individuals and corporations. Under the leadership of board members and the management, our staff and volunteers have worked hard to enable among seniors regain confidence in their lives.

There have been many significant events which helped to build up the name of Ren Ci. For example, the Vegetarian Food Fiesta which started in 2002 has become a much anticipated annual event for both volunteers and supporters. At the event, it is extremely heartening to witness people from all walks of life pooling their resources together and raise funds for the beneficiaries. Our community partners continue to support us with their service and collaborating with us on public education and technology advancement to better care process.

These 25 years have been nothing short of fulfillment. Ren Ci would not have been able to sail this far without everybody's support. As the silver jubilee concludes, there is so much everybody can still do to support seniors in need. Hence, we invite all of you to continue journeying with us on the road of heart and hope.

1994



## FOUNDING OF REN CI HOSPITAL IN HOUGANG

A group of volunteers and medical professionals came together in September and established Ren Ci Hospital.

2002



## REACHING OUT TO THE COMMUNITY FOR SUPPORT

Ren Ci held the inaugural "Vegetarian Food Fiesta" at Suntec City which became one of Ren Ci's signature annual fundraisers.

2010



## THE START OF REN CI COMMUNITY HOSPITAL

Ren Ci Community Hospital started operations. In the same year, Ren Ci and Tan Tock Seng signed a Clinical Governance Collaboration Agreement to develop clinical services, becoming the first official restructured-community hospital pairing.

1999



## OPENING OF REN CI NURSING HOME IN MOULMEIN

Ren Ci expanded its bed capacity to deliver nursing home service, with the addition of seven pavilion wards in Moulmein (formerly wards from Tan Tock Seng Hospital).

2007



## BECOMING A HOUSEHOLD NAME

The first Ren Ci Charity Show was televised on 12 January to a nation-wide audience over Channel U. The live variety programme received tremendous support, garnering \$6.5 million in donation.



# Kindness & Compassion

## 2013



### SUPPORTING AGEING IN PLACE

Restarting our centre-based services, a day rehabilitation centre began operation within the community hospital to provide sessional rehab care to discharged patients. Subsequently, the Singapore Programme for the Integrated Care for the Elderly (SPICE) and patient-centric day services at our Senior Care Centres were introduced to offer clients in the community a suite of aged care services during the day.

## 2014



Ren Ci 仁慈

### SERVICE WITH HEART AND HOPE

Ren Ci refreshed its logo, vision and mission to reflect its new directions. In the same year, Ren Ci embarked on the person-centred care journey.

## 2015



### OPENING OF REN CI @ BUKIT BATOK ST. 52

Ren Ci's nursing home in the heartland of Bukit Gombak started operation. This 257-bed facility has a dementia unit and a senior care centre that provides elder day care, dementia day care and day rehab services.

## 2017



### OPENING OF REN CI @ ANG MO KIO

Ren Ci started operating a nursing home in Teck Ghee, Ang Mo Kio. This 472-bed facility adopted household cluster-living concept to give residents a greater level of privacy, dignity and autonomy in the home. The Senior Care Centre co-located within the home provides integration of aged care services to support ageing in place. The home also piloted Short-Stay Unit (SSU) to offer a limited term of care of up to 6 months for seniors that require longer period to recuperate after discharge from a hospital.

## 与您共舟25载

今年是仁慈欢庆25周年。这一路走来充满着感激与感恩。

从一间病房发展至现今的一间社区医院及两家疗养院，仁慈一路走来有幸地受到各界人士地帮助与支持。员工和义工们默默耕耘，为年长者恢复自信心而努力。他们也经过董事会及管理层的领导下为有需要的年长者募款。

而一年一度的仁慈素食会是仁慈标志性的筹款项目之一。在活动上，来自不同领域的人士出力为仁慈的院友谋福利。我们的社区伙伴也不间断地以他们的服务支持我们。他们与仁慈合作开拓公共教育，宣导维持健康的重要信息。同时，仁慈也运用科技优化护理程序，减缓对院友造成的不便与不适。

在这银禧年拉下帷幕之前，大家仍可以继续以仁心慈爱为本，为有需要的年长者伸出援手。我们谨邀请各位继续与仁慈携手为年长人士尽力。

## 2019



### OPENING OF REN CI LEARNING ACADEMY

The increasing demand for healthcare professionals, in light of the ageing population and the importance of delivering quality healthcare, has propelled the establishment of Ren Ci Learning Academy (RCLA). RCLA seeks to upskill the community's capabilities to better care for the elderly. It will also be at the forefront to drive the innovation and redesign of care to deliver and spread value-based and affordable care for the elderly.



# SHARED MEMORIES

## Gardens by the bay

Planning an outing is not as easy as it seems, especially for patients who are bedbound or limited to wheelchair. But it is also their wish to go beyond the doors of hospitals and nursing homes to look at the evolving world despite their physical limitations.

“Shared Memories” was conceived as a family bonding event at the famed Gardens by The Bay to reconnect and build memories for our residents and their families. 27 Chronic Sick Unit (CSU) patients made the trip on a sunny Saturday afternoon with their 52 family members, along with a 37-membered group of doctor, nurses, medical social workers and volunteers.

To kickstart the trip, cards specially designed by the Medical Social Workers team were distributed, where patients and their families were asked to indicate their emotional condition with the flower stickers depicting different moods; peace, happy, remembrance and gratitude. This step was repeated four times upon arrival at the tourist hotspot, a few hours into the tour and towards the end of the activity. Each moment was specially selected to capture the change in emotional condition of each patient and their families. Patients and their families were given time to discuss their emotions.

The discussion process helped patients and their families recognise their emotion and discover new feelings while improving communications. One family in particular was initially apprehensive to join the trip as they were worried about the condition of their loved one who was dependent on oxygen tank to breathe. Upon assurance and clearance by the medical team, they begin to look forward to bringing her out. They were further assured on the well-being of the patient when a doctor accompanied the group to the outing. During the outing, the team was encouraged to receive acknowledgment by the family including her daughter, who repeatedly expressed their appreciation for the meaningful activity. They were thankful for the learning opportunity and wrote“感恩”or grateful as the feeling they would enduringly hold on the memory card.

The outing was a wonderful experience as it taught patients and their families to take a moment and recall their feelings at different phases of the trip. They each walked away with a small gift to grow their new feelings into a small pot with the new seedlings given to them.





# 在滨海湾花园共享记忆

你对安排一场郊游活动有什么见解？

对于长期卧床及需依靠轮椅代步的年长者来说，“出门”是一个难得的机会。郊游可以让他们走出社区医院和疗养院大门看看每天变幻莫测的世界。

“共享记忆”是让院友及他们的家人一起出游而安排的活动。为此，由37名医生，护士，医疗社工，志愿工作人员及义工们组成的仁慈团队携带27名慢性病患单位的院友及他们的52名家庭成员来到滨海湾花园度过一个愉快的周末。

这次的“出游”由社工们设计的一张卡片开始。社工让每人包括他们的家属都将自己当下的心情由代表着不同情绪的花贴来表达，贴在卡片上。贴纸的“情绪”包括“和平”，“快乐”，“怀念”和“感激”。这个步骤在整个过程重复了四次，直到活动结束为止。每个让参与者在卡片上标志自己的心情是经过社工们“精心挑选”的。目的是为了捕捉他们心情的转变。同时，他们也和家人探讨彼此当下的情绪。讨论过程帮助院友及他们的家人了解自己的情绪及发现新的心情并改善彼此间的沟通。

有一位院友的家人最初担心“出游”会为长期依赖氧气呼吸的女儿造成身体上的不适。经过医疗团队的评估及许可后，他们同意和女儿一起参与此次的郊游。当然陪同的护理人员也让家属们安心不少。工作人员很庆幸这次的活动深受院友及家属的支持。参与者的反馈令人十分鼓舞。其中一名家属很感激可以出游的机会并屡次以“感恩”表达在卡上。

此次的活动是一个别具意义的“出游”。院友及他们的家人在郊游的当儿可以重识自己在不同过程中的情绪，从新认识自己。活动结束后，他们每人都获得一份小礼物，将自己的“新心情”栽种在获赠的小花盆里，象征一个新的开始。





# 简单的一世纪

在打字机发明之前，在电视频道可以随意转换之前，她已出世在这个世界。



她是刚在上个月庆祝自己100岁生日的人瑞。她也历经过第二世界大战，也见证了新加坡独立以后的每一个成长阶段。出生于上个世纪的女性，她是家中的依靠。当做生意的丈夫专注于五金店的业务时，她负责照顾孩子，照料他们的生活起居。在孩子各自成家后，她便担起照顾孙儿的责任，带他们上学，甚至背他们回家。

这就是玛达女士的人生故事。

现居住于仁慈武吉巴督疗养院的玛达是四个孩子的母亲，俩个孙子的婆婆及7个可爱曾孙的曾祖母。虽然玛达的身体已不像年轻的时候，不过她仍然十分喜欢出门。每天探望她的孩子们深知这点便天天推着轮椅带她到邻里探寻本地美食。因为食物可以让人寻回过去的回忆。她的次女玛丽说道：“妈妈住在这里觉得很受大家的照顾。她也变得更强壮”。

这位人瑞也似乎是个深受欢迎的人物，每天不乏探望者。当中还包括孩子们就学时期的同学前来探望。根据玛丽的说法，母亲的为人十分地亲切。她乐观积极的态度及和蔼可亲的性格就像是个磁铁，吸引不同的人到她的身边。玛达对待人生的态度及哲学实实在在的证明人可以越活越好。她100岁的诞辰也为仁慈的银禧年增添色彩。我们由衷地感谢玛达及家人让仁慈伴随着她原地养老。

## 横跨艺术和心理领域的疗法

艺术疗法是一个独特的心理疗法。艺疗主要以艺术媒体作为表达和交流的平台。通过视觉语言，参与者平时和持续拥有的感受得以抒发。它给予那些平时难以言喻的思想和感情一个形态。曾有神经科学研究表示，失智症患者的艺术和表达能力并没有因为疾病而有太大的影响。因为人类的认知能力储备仍然可以很好地保存至疾病的晚期阶段。

艺术适用于失智症患者并为仁慈以人为本的护理理念起着相应陈章的效果。这项艺术疗法均由艺术治疗师协调而且融入了美国阿尔茨海默氏症协会“制作艺术记忆中”的记忆哲学。该计划鼓励使用艺术品让参与者从过去记忆讲述他们的故事。



居住在仁慈宏茂桥疗养院的王女士今年82岁，她患有血管性失智症。王女士参加了7次的艺术疗法。期间，她反复地画出儿时与祖父所居住的甘榜屋图像。虽然疗程期间的主题维持不变，王女士却可以在每一次的过程中在图画上面增添更多关于甘榜屋的细节，将自己的童年故乡叙述整合起来。显然的，这个艺术疗程的主题对她有着深厚的情感意义。这也证明艺术疗法对受益者所带来的连续感并让他们回想起过去的记忆。



# 重出“江湖” - 总统护理奖

五年前，沈德妹毅然从退休生活返回工作岗位。活跃于义工工作的她，在过程中接触不少年长者。他们因为自身的病况而对生活失去了希望。因此她下定决心返回护理领域，给予年长者提升生活素质的希望。

现年68岁的德妹拥有超过40年的护理经验。她加入仁慈医院成为护理总监后便积极强化护理培训及提升护理素质，提供院友有尊严且有意义的生活素质。德妹也联合科技公司优化和开发“CARE4WOUNDS”应用程序。该程序设有3D伤口投影，测量伤口并详细记录及分析院友的病况。使用这程序以后，伤口处理所需的时间减半并减缓院友伤口上的不适。

为表扬德妹的贡献，她荣获今年的总统护理奖。该奖项是护理领域中的最高荣誉。德妹也是首位获得该奖项的仁慈人员。



## 认识失智症讲座

仁慈致力于与社区伙伴合作，帮助增强区内的健康抵御能力。失智症是日益获得大家关注的课题。因此仁慈与山景民众俱乐部联合开办失智症讲座，让公众可以了解失智症及病情所带来的挑战。同时给予出席者一些使用于应付失智症的意见。

这次讲座由仁慈医务，护理，治疗师，药剂及医疗社工的人员组成的多学科演讲团队，分享有关失智症在临床，社会和行为问题的见解。他们当中还以角色扮演让大家更好地了解疾病所带来的挑战及处理方式。他们还分享了一套应对技巧，帮助看护者为患有失智症的家人建立一个支持性的家庭环境。在讲座结束前，治疗师也教导公众一套运动，鼓励他们积极运动，减缓患失智症的风险。此次活动共吸引超过150名武吉甘柏。西南区市长刘燕玲小姐也是座上嘉宾。



## 同欢共庆国庆日

仁慈武吉巴督乐龄护理中心的年长者在国庆日期间获得意外的惊喜。平时身穿绿色仁慈制服的治疗师们卸下制服并换上了新加坡武装部队的军服，令人眼前一亮。这场别开生面的国庆典礼就此展开。

治疗师们身着绿色军服，随着乐声有条不紊地迈入乐龄护理中心。他们随后与乐龄人士高唱国歌并朗诵国家宣言。这场迷你国庆庆典就简单又庄严地结束了。这次的庆典是治疗师们为欢庆新加坡建国54年而精心策划的。中心负责人表示：“我们总是想方设法点燃年长者们的良好回忆。希望可以激起他们对未来生活有所期待。恰逢国庆日，因此我们决定以军阅方式勾起往日国家庆生的回忆。同时拉近隔代距离。我们很欣慰年长者们及他们的家属都非常欢迎这次的庆祝活动。”



# 超越无限



国际名厨慈善协会会长葉紹文（左二）从仁慈医院主席蔡天宝博士手中接过仁慈纪念品。

## 国际名厨慈善晚会为仁慈医院筹款

国际名厨慈善晚会于7月6日在圣淘沙名胜世界宴会厅举行盛大的千人慈善晚宴，为仁慈医院筹得109万善款。

仁慈医院主席蔡天宝博士在晚宴致辞时，感谢国际名厨慈善会选择仁慈医院作为指定受惠机构。蔡博士表示，慈善晚宴在仁慈医院成立25周年之际，意义更为深远。在晚宴慈善拍卖活动中，一名嘉宾标得慕娘摩哆赞助的一辆厢型货车，过后又将货车捐赠给仁慈医院，获得全场最热烈的掌声。

本届慈善晚宴由国际名厨慈善会荣誉主办，新加坡厨师俱乐部、新加坡姑苏（慎敬堂）餐饮协会、新加坡厨师协会、新加坡香港之友国际饮食协会及新加坡中厨协会协办。参与举办的名厨包括30多名米其林级大厨和70多名五六星级酒店名厨。六道美味佳肴，由400多名本地及国际名厨联合呈献。

通讯及新闻部兼文化、社区及青年部高级政务部长沈颖受邀担任晚宴主宾。