

# GOING BEYOND



Ren Ci 仁慈

REN CI QUARTERLY NEWSLETTER

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ISSUE 57

## 仁慈三十周年庆典晚宴

### Ren Ci 30<sup>th</sup> Anniversary Gala Dinner

Guest-of-Honour  
President Tharman Shanmugaratnam

12 October 2024



## 30 Years of Heart & Hope

On 12 October 2024, exactly 30 years after Ren Ci was registered as a society, over 600 guests gathered at the Island Ballroom in Shangri-La Singapore to celebrate!

We were privileged to have President Tharman Shanmugaratnam grace the occasion as our Guest of Honour, together with his wife Ms Jane Ittogi. Special guests included Mr Seah Kian Peng, Speaker of the Parliament of Singapore; Mr Ong Ye Kung, Minister for Health; Ms Low Yen Ling, Senior Minister of State for the Ministry of

Culture, Community and Youth; Mr Desmond Tan, Senior Minister of State in the Prime Minister's Office; Mr Shawn Huang, Senior Parliamentary Secretary for the Ministry of Education and Ministry of Finance; and Ms Lai Wei Ling, Permanent Secretary (Health).

It was an evening of gratitude and joy, as we thanked our generous donors for pledging \$8.4 million to Ren Ci! The funds raised will support many of Ren Ci's programmes that benefit our needy beneficiaries.

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

30  
Years  
of Heart and Hope



# 30 YEARS OF HEART & HOPE

Our donors' kind contributions will be put to use responsibly and with prudence. Last year, for every donation dollar received, 94 cents went towards patient and resident care.

As part of the Gala Dinner, Ren Ci's Chairman Mr Seow Choke Meng announced findings from a palliative care awareness survey that Ren Ci conducted this year. These findings helped shape our 5-year strategic plan to grow our palliative care services as we commit to expanding these services and developing new programmes. More information about these finding is available on page 9.

Our residents and clients also put on a wonderful performance for our guests, playing a medley of their favourite oldies that had everyone clapping in their seats. To round off the night, we also had a celebratory cake cutting ceremony as the guests sang Happy Birthday to commemorate Ren Ci's 30th birthday.

We are humbled by the trust that has been placed in us, as we continue to strive for excellence in providing holistic care with loving kindness and compassion.



***Thank you to everyone who has stood by Ren Ci and supported our growth over the past three decades!***







# OUR SHINING LIGHTS

## Healthcare Humanity Awards



Priscilla Chng  
Individual Award  
(Resilience Category)



Kristine Ang  
Individual Award  
(Selflessness Category)



Louisa Bielg  
Individual Award  
(Selflessness Category)



Ren Ci Home Care  
Team Award

The Healthcare Humanity Awards (HHA) celebrates healthcare professionals who have gone beyond their call of duty to help those in need and is publicly recognised as an outstanding badge of honour within the healthcare industry.

Ren Ci received a grand total of four awards at the HHA 2024 ceremony in our best showing yet! We're very proud of our winners.

Louisa, who won the Individual Award (Selflessness Category), was also interviewed by the Straits Times and Lianhe Zaobao for her contributions to the community.

Read the stories here:



Straits Times



Lianhe Zaobao



## 17th Human Resources Awards

At the 17th Singapore Human Resources Awards Gala Night organised by the Singapore Human Resources Institute, Ren Ci was honoured with two prestigious awards – a Bronze Excellence in Employee Experience & Well-Being Award as well as being the only recipient for the Excellence in Transformation & Innovation Award!

These awards are a testament to Ren Ci's relentless commitment to excellence, with initiatives to foster inclusivity, create a positive and supportive work environment, recognise individual contributions and committed to good employee well-being and mental health to spark joy at work.



## Community Care Manpower Development & Excellence Awards



Our staff flew Ren Ci's flag high at the Community Care Manpower Development & Excellence Awards 2024, with one of the highest numbers of recipients in the Community Care sector. Five staff received the Community Care Manpower Development Award (CCMDA) while 25 staff received the Individual Silver Community Care Excellence Award (CCEA). We also bagged 1 Individual Gold and one Team Gold Award!

Our Business Office Executive, Ms Ng Ling Ling, received her Individual Gold Award for her use of robotic process automation to automate daily time-consuming financial counselling documents, freeing up more time to spend on other tasks.



Our HERE Together team received a Team Gold Award for the programme which brings together multisensory, psychological and spiritual components to enhance the quality of life for persons who are bed-bound and no longer verbally communicative. These awards recognise our efforts in continuously developing talent and strive for excellence.



# THE GOLDEN GAMES

## UNLEASHING THE BEST IN YOU

Cheers rang out in the South Agora Hall of Republic Polytechnic, as the second edition of the Ren Ci Senior Sports Day was successfully held on 30 August 2024! This year, we partnered Republic Polytechnic to conduct our Senior Sports Day on their premises.

Nearly 140 seniors from all four Ren Ci Senior Care Centres were transported to Republic Polytechnic to compete in various sports that were adapted to their functional levels.

They competed in adaptive volleyball, baton relay race, shot put, ball escape and table hockey this year. Four of these games were brand new to our seniors, with table hockey making a repeat appearance due to its popularity. These games were carefully chosen to target not just physical strength, but also cognitive skills.

Our seniors' competitive spirits were ignited and their energy levels remained incredibly high through the entire day. Their joy and sense of accomplishment were palpable as they received their medals. Some of them even won multiple medals!

Congratulations to all our participants!







The Ren Ci Golden Harmonies group, consisting of nursing home residents and senior care centre clients, also put on a special performance for the attendees at the Senior Sports Day. Two of the performers, Mdm Yuen and Mr Fan, even performed solos on the keyboard and harmonica respectively!



# Forging New Partnerships

Ren Ci's mission is to partner the community to provide inclusive healthcare for quality and meaningful living. To this end, Ren Ci signed two Memoranda of Understanding (MOU) with APSN and Republic Polytechnic respectively.

## APSN

The partnership with APSN reflects our ongoing commitment to inclusive hiring and providing meaningful employment opportunities for persons with special needs. Ren Ci will collaborate with APSN to offer employment opportunities for their beneficiaries through various initiatives, including the Apprenticeship Programme, contract work and support for APSN's alumni and student services.

We have students from APSN Delta School interning with Ren Ci @ Woodlands, and some of them are on track to be converted to full-time employees upon their graduation in January 2025! We look forward to welcoming them as official members of the Ren Ci family.



## Republic Polytechnic

The MOU with Republic Polytechnic was signed as part of the Senior Sports Day festivities held on their premises. Almost 300 clients, next-of-kin, volunteers and staff witnessed Dr Jamie Mervyn Lim, CEO of Ren Ci, and Ms Jeanne Liew, Principal & CEO of Republic Polytechnic, sign the document.

This extends the MOU for another five years and will see both institutions exploring new avenues for partnership, including the co-development and delivery of courses, expanding volunteering opportunities, and providing job attachments for staff and students at Ren Ci Hospital.

We look forward to the positive impact these partnerships will bring!





# Key Findings



As Singapore's population ages, palliative care becomes more important than ever as we care for individuals with life-limiting illnesses. To find out the key concerns of Singaporeans at end of life, Ren Ci reached out to almost 500 patients, residents, clients and next-of-kin with our palliative care awareness survey. Here are some of our key findings, which helped shape our 5-year strategic plan to grow our palliative care services.



## Ren Ci Palliative Care Awareness Survey 2024

With an ageing population, emphasis on ageing in place and focus on palliative care, what are the key concerns of Singaporeans at end of life? Ren Ci reached out to almost 500 patients, residents, clients and their next-of-kin to find out.

### Top Concerns

91%

Receiving emotional support

90%

Adequate control of physical symptoms such as pain and shortness of breath



### Wishes at End of Life

85%

of respondents

wanted loved ones by their bedside in the last few hours of life

75%

of respondents

agreed that top priorities in last few months of life included creating memories and celebrating special occasions with loved ones

### Awareness



About 3 in 5 respondents had heard of palliative care and felt they understood what it is

< 1/3

Less than 1/3 of those surveyed were aware that therapists and pastoral team members are also involved in the provision of palliative care

Most respondents were unaware that therapists, social workers and pastoral team members work together to help persons at end-of-life express and process their emotions through stages such as denial, guilt, grief and finally acceptance as they come to terms with impending death

### Key Takeaways



Good palliative care must be holistic, encompassing not just medical support but also psychological and spiritual support.



We should continue creating awareness to recognise the importance of the lesser-known multi-disciplinary team members such as therapists and pastoral team members



Early intervention is crucial in providing emotional support, to have sufficient time to discuss and understand the patient's values, beliefs and care goals and work towards achieving them



## 第二届仁慈乐龄运动会

第二届仁慈乐龄运动会于8月30日在共和理工学院的南广场大厅，在欢呼声此起彼伏下圆满落幕。今年是仁慈第一次与共和理工学院携手合作，在其校园内举办这一盛会。近140名来自仁慈四个乐龄护理中心的年长者齐聚一堂，参与了多项根据他们的功能水平特别设计的运动项目。

本届比赛项目包括改良排球、接力赛、掷铅球、球逃脱以及桌上曲棍球，适合年长者群体参加。其中四个项目是长者们首次尝试，而桌上曲棍球项目因其受欢迎度再次回归。这些比赛不仅旨在增强长者们的体能，还能提升认知能力。

比赛项目让人目不暇接，长者们热情高涨，各显身手，喝彩声此起彼伏。在颁奖仪式上，长者们脸上洋溢着喜悦和成就感，部分长者甚至获得了多枚奖牌！仁慈祝贺所有参与者！



## 仁慈医院与社区伙伴紧密合作

仁慈医院的使命是与社区紧密合作，提供包容性的医疗服务，以促进大众享有高质量且富有意义的生活。为了实现这一目标，仁慈医院与APSN及共和理工学院签署了两份谅解备忘录（MOU）。

与APSN的合作彰显了我们包容性招聘及为特殊需求人士创造有意义就业机会的坚定承诺。仁慈医院将通过多项计划与APSN携手合作，为其受益人提供就业机会，包括学徒计划、合同工作以及对APSN校友和学生的服务支持。

目前，有数位来自APSN立达特别学校学生正在仁慈兀兰疗养院进行实习，预计部分的学生将在2025年1月毕业后成为全职员工！！我们欢迎他们正式加入仁慈大家庭。

作为仁慈乐龄运动会活动的其中一项项目，仁慈医院与共和理工学院签署了一份谅解备忘录。近300名服务对象、家属、义工及员工共同见证了仁慈执行总裁林世权博士与共和理工院校长兼首席执行官刘珍妮的签约仪式。

该协议将双方的合作关系延续至未来五年，促进两机构在多个领域的合作探索，包括共同开发和实施课程、拓展义工服务机会，以及为仁慈医院的员工和共和理工学院学生提供实习岗位。我们期待这些合作能够带来积极的成果！





# 仁心奖2024

由卫生部控股主办的仁心奖旨在表彰那些超越职责，为有需要的人提供帮助的医护专业人员，并肯定了他们在医疗护理领域的无私奉献。在仁心奖颁奖典礼上，仁慈医院共获得了四个奖项，创下了我们有史以来的最佳成绩！我们为获奖者感到非常自豪。



## 第17届新加坡人力资源奖

仁慈医院在第17届新加坡人力资源奖颁奖晚宴上荣获两项殊荣，员工体验与福祉优秀奖铜奖，以及唯独获得的卓越转型与创新奖！

这项由新加坡人力资源协会主办的颁奖礼彰显了仁慈医院对卓越的不懈追求和认可仁慈通过推动包容性和营造积极支持的工作环境等的努力。仁慈一直致力于员工福祉和心理健康，让工作充满喜悦。



## 社区护理人力资源发展及卓越奖

在2024年社区护理人力资源发展奖（Community Care Manpower Development Awards）以及社区护理卓越奖（Community Care Excellence Awards）颁奖典礼上，仁慈医院的员工赢得了诸多荣誉，成为社区护理领域的佼佼者。五名员工获得了社区护理人力资源发展奖，而25名员工则荣获个人社区护理卓越银奖。此外，我们还获得了一项个人金奖和一项团队金奖。

仁慈业务处的行政人员吴玲玲因运用机器人流程自动化技术来简化繁琐的财务咨询文件处理，荣获社区护理卓越奖，从而为其他工作任务节省了更多人力时间。我们的“HERE Together”团队凭借一项结合多感官、心理和精神元素的项目获得团队金奖，该项目旨在提升长期卧床且无法进行言语沟通患者的生活质量。

这些奖项充分体现了仁慈在人才培养和追求卓越方面的持续努力。



请扫描二维码阅读更多关于其中一位获奖者吴玲玲的报道





# 超越无限



Ren Ci 仁慈

2024年8月-10月

仁慈季刊

第57期



仁慈医院于10月12日在香格里拉酒店举行30周年庆慈善晚宴，共筹得逾840万元。尚达曼总统伉俪、国会议长谢健平、卫生部长王乙康、贸工部兼文化、社区及青年部政务部长刘燕玲、总理公署高级政务部长陈国明、教育部兼财政部高级政务次长黄伟中以及卫生部常秘赖慧玲等600多人出席了当天的晚宴，共同庆祝这一重要时刻！

所筹集的善款将支持仁慈的多个项目，惠及我们的弱势受益者。在晚宴期间，仁慈主席萧作鸣宣布了仁慈医院委托福布斯研究机构(Forbes Research)，今年6月至7月针对仁慈提供的纾缓疗护(Palliative Care)展开意见调查。共460多名仁慈的病患、住户和客户以及家属参与调查的临终关怀意识调查的结果。这些调查结果有助于仁慈医院制定未来五年发展纾缓疗护服务的战略计划，旨在扩大我们的临终关怀服务并开发新项目。

我们的院友和客户在当晚为嘉宾们带来了精彩的表演，演奏了一系列他们喜爱的经典老歌，令在座的每位嘉宾都忍不住鼓掌欢呼。晚会的高潮是切蛋糕仪式，嘉宾们齐声唱起生日快乐歌，共同庆祝仁慈的30岁生日。

感谢所有在过去三十年中支持仁慈、与我们同行的人们。我们深感荣幸，承载着大家的信任，继续努力追求卓越，以爱心和同情心提供全面的关怀。

仁慈编辑

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此季刊由仁慈医院企业通讯部编辑。我们欢迎您的反馈和宝贵意见。

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