

GOING BEYOND



REN CI QUARTERLY NEWSLETTER

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The Editor

Ren Ci Corporate Office, 71 Irrawaddy Road, S329562

T 6355 6478 | F 6358 0900 | renci@renci.org.sg

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

Touchstone Award

Ren Ci Community Hospital is currently undergoing renovation to upgrade and refresh the wards to provide a better healing environment for our patients, and the project has been awarded the Touchstone Award (Silver)!

Presented by US-based The Center for Health Design, the Touchstone Awards recognise exemplary use of an evidence-based design (EBD) process in the built environment. An expert review panel consisting of key industry stakeholders judge the submissions.

The judges comments on Ren Ci's submission were:

“

The interdisciplinary team was formed early in the project, involving representatives from diverse areas. Regular design meetings (31 in total!!) ensured alignment with EBD goals.

“

The project team used research-informed design practices rooted in Design Thinking exercises to collect and synthesize user information, which is ideal for generating human-centered design solutions and best practices.

“

Nicely put together, and very concise.

“

The research questions were clear, targeted, and directly linked to measurable outcomes related to infection control and patient safety. The literature review was thorough and key sources were documented. This evidence was translated into specific design strategies, such as relocating toilets to improve daylighting and infection control.

The Touchstone Award represents the pinnacle of achievement for evidence-based design by practitioners, firms and teams, and is testament to the effectiveness of the planning and considerations that have gone into the renovations. We look forward to serving our patients in our upgraded wards!



Artist impression of new Ren Ci Community Hospital wards

Promising Social Worker Award

Medical Social Worker **Louisa Bielig** was announced as the recipient of the prestigious Promising Social Worker 2024 in December by the Singapore Association of Social Workers, with the official ceremony held on 7 March 2025 to serve as a formal occasion to recognise the achievements of all the winners. **Louisa** received her award from Guest of Honour, President Tharman Shanmugaratnam at the ceremony. Our warmest congratulations go out to **Louisa**!



Scan to listen to Louisa's interview on CNA 938



Louisa is pictured standing between President Tharman Shanmugaratnam and Mr Masagos Zulkifli.

Ren Ci is a Great Place to Work!

Ren Ci Hospital has been certified a Great Place to Work®! An organisation-wide survey was conducted and our employees say it is a great place to work. This is compared to 49% of employees at a typical company in Singapore. We have been continuously making improvements to the working environment for our staff, including putting in place anti-abuse policies, psychosocial support programmes, initiatives to support mental health and more to ensure that our workplace is one where everyone feels supported, valued and heard.

If you're thinking of joining us, check out careers.renci.org.sg for current job listings!



Singapore Health Quality Service Awards 2025



We're happy to announce that Ren Ci had another strong showing this year at the Singapore Health Quality Service Awards 2025, receiving 97 Silver, 35 Gold, 5 Star and 1 Superstar awards for a total of 138 winners!

Launched in 2011 by SingHealth, the Singapore Health Quality Service Awards (SHQSA) is Singapore's first dedicated platform aimed at honouring outstanding healthcare professionals from across the healthcare sector who have delivered quality care and excellent patient experience.

Our Superstar this year, Ms Rachel Soh, is a Senior Community Care Associate at our Senior Care Centre @ Ang Mo Kio. Her keen observation and attention to detail, coupled with her creative ways of coming up with way to engage our seniors, clinched her the Superstar award this year. Read more about Rachel in this year's e-booklet here:



Our warmest congratulations go out to all winners. Thank you for all that you do!

Superstar



“Receiving the SHQSA as a Superstar award recipient is a great honour. It recognises my dedication to delivering excellent patient care and commitment to striving for even higher standards.

I would like to thank my amazing teammates for their hard work, compassion and commitment to go above and beyond the extra miles for supporting one another to make a greater impact on our client's lives as we serve with empathy and excellence.

I am grateful to Ren Ci for nominating me for this award. I am honoured to be part of such dedicated team and appreciate the opportunity to make a difference.

”

Rachel Soh
Senior Community Care Associate



Recognising Milestones

ICARE (Integrated Care in Advance REspiratory Disorders) is a collaborative multidisciplinary project that we started with Tan Tock Seng Hospital (TTSH) in 2017. ICARE uses a palliative approach to rehabilitate patients with advance respiratory disorders.

We're happy to share that the ICARE team has been recognised with the Tan Tock Seng Milestone Award!

Dr David Ng, Ren Ci Clinical Director, and Dr Tang Kong Choon, TTSH Chief Executive Officer, placed the plaque at the ceremony, with various staff members and partners observing the event.



Training Healthcare Professionals of the Future

We are excited to announce that Ren Ci Learning Academy has partnered with Temasek Polytechnic to facilitate the following programmes:

- » Diploma in Gerontology (Community Health & Social Care)
- » Specialist Diploma in Gerontology (Community Care Practice)
- » Diploma in Social Sciences in Gerontology

If you would like to skill up and embark on a career that will impact seniors and the wider Community, visit Temasek Polytechnic's webpage to find out more. Scan the QR code to see our trainers in action, as they impart their expertise and prepare the future workforce to improve lives of seniors in our community!



Scan here





Caregiver Carnival

Being a caregiver is not easy, and navigating the resources and available to you can be daunting. As part of our Psychosocial Services (PSS) Day celebrations, our PSS team organised the very first Ren Ci Caregiver Carnival on 15 March to help caregivers navigate the healthcare system.

Over 50 caregivers attended the fun-filled carnival, which was filled with informative sharing and activities. We invited organisations including Agency for Integrated Care, Active Global, Red Cross, Caregiver Alliance and our very own Ren Ci Ambulatory Services team to set up booths for attendees to find out more about the support services available to them. Our panelists, which included guest speakers from Tan Tock Seng Hospital and the Association of Employment Agencies, also shared their knowledge generously, and we're sure participants learnt a lot from the session!

Our heartfelt thanks go out to everyone who made this event such a rousing success. See you next year for our next caregiver event!

A Ren Ci Love Story

For Valentine's Day, we uncovered a love story that blossomed in Ren Ci. Mr James Ganesan, Business Office Executive, and Ms Beverly Pineda, Staff Nurse, met each other while working at our Ren Ci @ Bukit Batok St. 52 nursing home. Now happily married, they even had our then-Assistant Director of Nursing, Sister Elsie Teo, be their solemniser. James shared:

"Working in the same organisation turned out to be a blessing for us both. I learnt about ward operations and nursing work processes, which helped me in managing operations and billing at the nursing home. In turn, I shared my knowledge of administrative processes, which helped Beverly better understand how the nursing home operated as a whole.

Even though I'm based at Ren Ci @ Woodlands now and our rest days rarely align, we've learnt to be understanding when one of us is exhausted after a long shift—especially as Beverly works in the dementia ward. Her job is both physically and emotionally demanding, and I make it a point to support her in any way I can.

I am so proud of you, Beverly, and will always be your biggest supporter!"



Rehabilitation Corner

Welcome to Rehab Corner, our brand-new addition to Going Beyond! In this section, you'll get recommendations, exercises, tips and more, straight from Ren Ci's Rehabilitation Therapists.

To kick things off, do you know what Physiotherapists do? Here are three common myths:



Myth 1: Physiotherapists are masseurs

NO! Physiotherapists are highly trained healthcare professionals who assess, diagnose, and treat specific medical conditions. They incorporate various treatment methods such as exercise, massage, manual therapy, electrotherapy, and education, into individualised care plans for clients. Masseurs, on the other hand, focus on relaxation and wellness.



Myth 2: Physiotherapists and Occupational Therapists are the same

NO! Physiotherapists focus on improving physical function, mobility and strength, while Occupational Therapists address life skills and independence by overcoming physical and mental barriers, and adapting tools or environments as needed. Both have their roles to play on your healthcare journey.



Myth 3: Physical Activity and Exercise are the same

They're related but not the same. Physical activity includes any movement that expends energy such as cleaning, gardening, or walking to work. Exercise is a planned, structured, and repetitive form of physical activity aimed at improving or maintaining fitness, such as jogging, yoga, or gym workouts. Both are important to maintaining health, so do your best to incorporate both into your lifestyle!



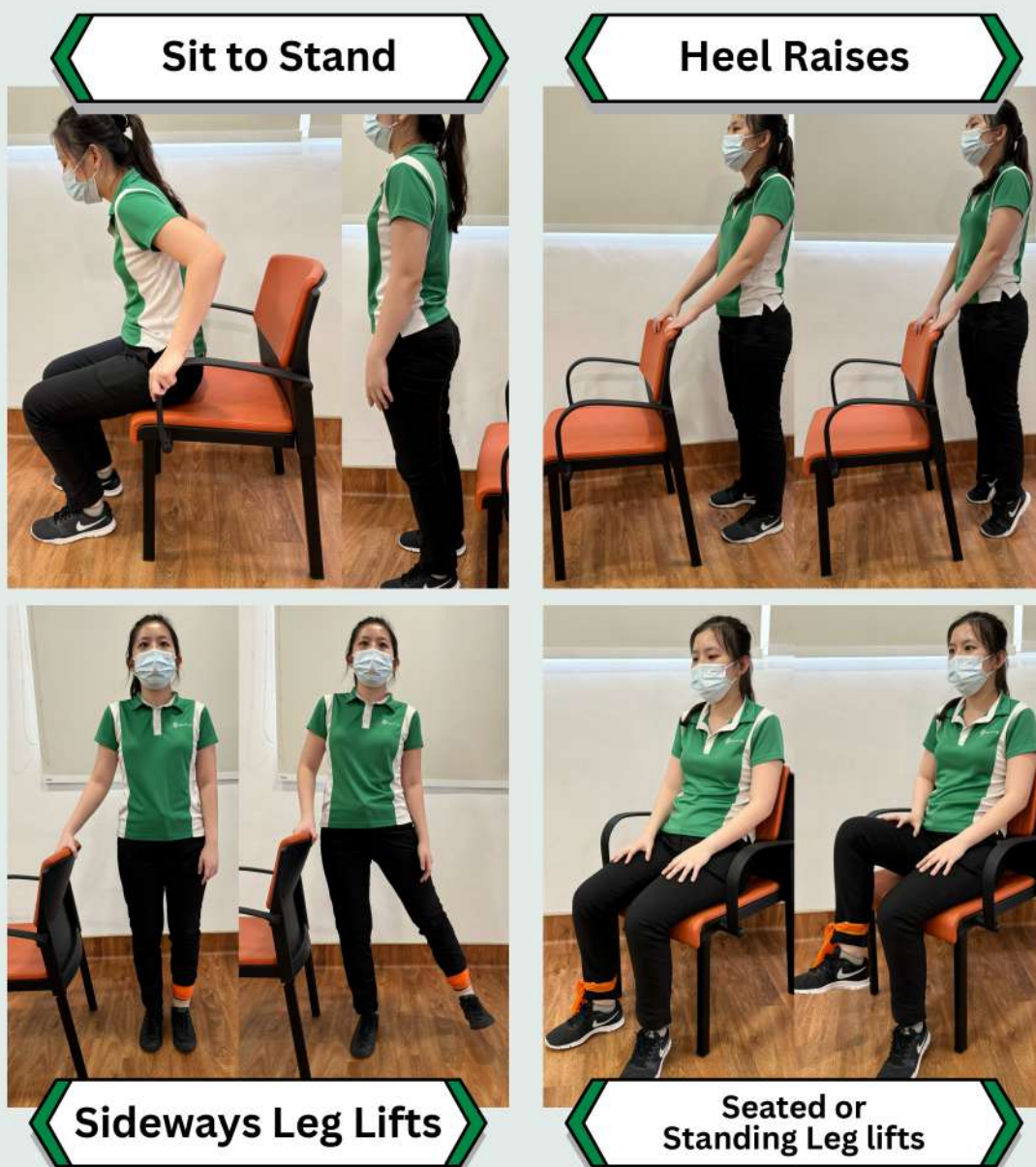
Rehabilitation Corner

Recommended Exercises

If you're looking to improve your physical health, we recommend doing two types of exercises. Firstly, try to do aerobic exercises such as walking, swimming, cycling or even tai chi, which is considered a mild to moderate aerobic exercise.

Secondly, you should work on strengthening your muscles. Here are four lower limb strengthening exercises you can easily do at home. For healthy older adults, try to do 3 sets of 8 to 10 reps every day. Increase or decrease the repetitions until it's challenging but not overwhelming. You can also try adding weights.

Important: If you experience any pain or have specific precautions, please consult your physiotherapist!





Ushering in the Year of the Snake



Chinese New Year came hot on the heels of Christmas this year, so that meant our staff and volunteers kicked into gear early to usher in the Year of the Snake! We had a line-up of festive activities spanning almost the entire month of January. Our Nursing Home residents received a bounty of generous donations ranging from festive treats to mandarin oranges to new clothes, and were treated to energetic lion dance performances. Our Senior Care Centre clients also joined in the fun with festive carnivals. Our Active Ageing Centre (Care) members were even invited to West Mall for a shopping spree and craft session!



Of course, we didn't just receive - we also made sure to give back to the community. The Ren Ci Giving Squad partnered Care Corner to help seniors living in rental flats with their spring cleaning, and we spruced up their homes with some festive decorations too.

Chinese New Year is a time of celebration and togetherness, and we loved bringing this energy to our seniors throughout the month!



Iftar at Ren Ci @ Bukit Batok St. 52

Ren Ci @ Bukit Batok St. 52, in collaboration with community partners from Ar-Raudhah Mosque, hosted an iftar event for 20 residents on 19 March. During the month of Ramadhan, Muslims fast from dawn to dusk, refraining from eating and drinking. Iftar is the meal taken after sunset to break the fast. It is usually a brief and peaceful meal taken before Muslims start their prayers. The event was truly a team effort, as it was organised by our nursing home's Operations team with support from our Nursing, Psychosocial Services, and Senior Care Centre departments. A variety of food, including fruits, kuih, cakes, and favourite staples such as nasi goreng, tempeh and bubur lumbuk was provided for the residents by the Operations team and volunteers from Ar-Raudhah Mosque.

Community partners from Ar-Raudhah Mosque worked with our staff to engage our residents and shared the iftar meal. Meanwhile, the youth team led prayers for the residents during the event. Our residents embraced the spirit of Ramadhan, and expressed gratitude that they had the health to fast and pray. They cherished the opportunity to connect with community partners and fellow residents while enjoying iftar and prayers together.

On Hari Raya eve, 20 residents broke their final fast of the month and celebrated Hari Raya with staff members, Ar-Raudhah Mosque volunteers and each other! The Ar-Raudhah team provided food such as lontong, porridge, fruits and teh tarik. They also gifted festive cookies and snacks to our residents! We would like to thank Ustaz Ali Bin Atan, Mr Hendra, Ustaz Syarif and Ustazah Khamisah as well as all the volunteers and staff members for making this Hari Raya a memorable one for our residents.



2025年新加坡保健优质服务奖

仁慈医院在2025年新加坡保健优质服务奖中再次取得了优异的成绩，共有138位获奖者分别获得了97项银奖、35项金奖、5项星级奖和1项超级明星奖！尚达曼总统担任活动主宾，为所有获奖者颁奖。

新保集团于2011年创立新加坡保健优质服务奖，旨在肯定为病人提供优质服务和卓越病患体验方面贡献的医护人员。来自仁慈宏茂桥疗养院的高级社区护理助理苏宝凌女士是今年的超级巨星奖得主之一。宝凌拥有敏锐的观察力和对所有细节都十分关注。她经常以创意的方式为年长者设计许多互动活动。恭喜所有获奖者！感谢你们为长者、病患和社会所做出的努力与贡献！

欢迎点击此处阅读电子手册，了解更多关于宝凌的故事：



Great Place to Work® 认证

仁慈医院荣获卓越职场研究所Great Place to Work® 认证！

仁慈医院最近内部进行了一项员工满意度调查，结果显示有百分之六十五的员工认为仁慈是一个极佳的工作场所，这一比例显著高于新加坡企业的平均水平百分之四十九。仁慈始终致力于为员工营造更优质的工作环境，陆续推出多项改善措施，包括制定防止职场霸凌的政策、实施心理社会支持计划以及心理健康关怀举措等，确保每位员工在工作场所都能感受到支持、重视与倾听。

如果您有意加入仁慈大家庭，欢迎访问我们的网页以了解当前的职位空缺。期待您加入我们，共同创造更有意义的职业旅程！



杰出社工奖

仁慈医院的医务社工Louisa Bielig奉献精神获肯定，获颁第25届杰出社工奖。该奖项由新加坡社工协会举办，以表彰所有获奖者的卓越成就。Louisa获总统尚达曼颁发奖项。

Louisa对社会工作的热情源于她早年与年长者的接触，包括在大学期间参与友伴活动，协助他们买东西和探望独居老人。仁慈向Louisa及所有获奖者表示最诚挚的祝贺！你们的奉献和专业精神，持续为社会带来温暖与希望。



仁慈与年长者们一同迎接蛇年



今年，农历新年紧随圣诞节而至，这意味着我们的员工和义工早早就投入准备，迎接蛇年的到来！我们策划了一系列喜庆活动，贯穿整个一月份。我们的疗养院院友收到了许多温暖的捐赠，包括节日美食、柑橘和新衣服等，还欣赏到了热闹的舞狮表演。我们的乐龄护理中心的年长者也沉浸在欢乐的节日庆典中。而活跃乐龄中心的成员们更是受邀前往西城购物中心享受购物的乐趣，并参与手工艺制作活动！当然，我们不仅仅是接受众人的祝福，我们也积极回馈社区。仁慈关爱团队（员工参与义工活动）与关怀机构合作，为租住组屋的年长者进行春节大扫除并精心布置节庆装饰，让他们的家焕然一新。

农历新年是团聚的最佳时刻，我们很高兴能在整个一月份里，将这份节日的温暖和喜悦带给我们的年长者！

在仁慈喜结良缘，收获满满的幸福

在情人节之际，我们见证了一段在仁慈绽放的爱情故事。James Ganesan 先生（业务办公室执行员）与 Beverly Pineda 女士（护士）在仁慈武吉巴督52街疗养院相识并相爱。如今，他们已步入婚姻殿堂，婚礼上由当时的护理副主任张秀云担任证婚人。James 表示：

“

在同一个机构工作对我们来说是一种福气。我向 Beverly 学习到了病房的运作和护理流程，这使我能够更有效地管理疗养院的运营和账单处理。同时，我也向 Beverly 传授了行政流程的知识，帮助她更深入地理解疗养院的整体运作。

尽管我现在在仁慈兀兰疗养院工作，我们的休息日很少重合，但我们学会了相互理解，尤其是在一方经历长时间轮班后。Beverly 在照顾失智症患者，她的工作不仅体力上消耗巨大，情感上也充满挑战。因此，我会尽力支持她。Beverly，我为你感到自豪，我永远是你最坚定的支持者！

”



仁慈ICARE气喘综合疗护计划

仁慈的气喘综合疗护计划（Integrated Care for Advanced Respiratory Disorders，简称 ICARE）是仁慈医院与陈笃生医院于2017年共同启动的合作项目，旨在通过缓和医疗的方式，协助患有晚期呼吸系统疾病的病人进行康复治疗。

今年二月，ICARE团队有幸荣获陈笃生医院里程碑奖（Milestone Award）。

在里程碑奖牌安放仪式上，仁慈医务总监黄维翰医生与陈笃生医院首席执行官总裁邓光中医生共同为奖牌揭幕，现场亦有多位员工及合作伙伴一同见证这一重要时刻。



首届仁慈看护者嘉年华

看护者的旅程充满挑战且漫长，而且要寻求合适的资源也可能让看护者深感压力。仁慈医疗社工团队于3月15日庆祝世界社会工作日，举办了首届仁慈看护者嘉年华，旨在为看护者提供全面支持，帮助他们更好地利用社区资源，以更好照顾亲人和家人。

此嘉年华吸引了超过50名看护者参与，活动内容既有趣又富有知识性。我们邀请了多家机构参与，包括护联中心(AIC)、国际乐龄护理中心（Active Global）、新加坡红十字会及照护者联盟（Caregiver Alliance）。现场设有多个信息摊位，让看护者能够深入地了解各种支持服务。此外，我们还特别邀请了来自陈笃生医院和 Association of Employment Agencies的专家进行讲座，分享了丰富的专业知识。与会者从中获得了宝贵的收获！我们期待在下一届看护者嘉年华相见！



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SERVICE WITH HEART AND HOPE

Since the inception of Ren Ci, we have grown to serve over 3,500 beneficiaries annually, with strong support from donors like you. From a single chronic sick unit at the former Woodbridge Hospital, we now operate a community hospital, chronic sick unit, three nursing homes, four senior care centres and an active ageing centre (care). Our comprehensive range of services today include rehabilitation, residential care, palliative care, home care, art and music therapy, training academy and more. None of this would have been possible without you. Your generosity enables us to provide the best care we can for our seniors, allowing them to age with dignity and grace. From the bottom of our hearts, **THANK YOU!**

仁慈医院得益于慷慨捐助者的鼎力支持，我们每年为逾三千五百名年长者提供服务。我们从创立时单一的慢性病患单位发展至今，现在拥有一家社区医院、慢性病患单位、三所疗养院、四家乐龄护理中心和一间活跃乐龄护理中心。我们今天提供的全面服务包括复健、住宅护理、慈怀疗护、居家护理、艺术和音乐疗法、培训学院等。没有您的支持，这一切都将是不可可能的。感谢您的慷慨，使我们能够为年长者提供优质的护理服务。仁慈衷心感谢您过去的支持，让我们共同迎接未来三十年和更长时间。



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仁慈医院
Ren Ci Hospital
71 Irrawaddy Road
Singapore 329562

 www.renci.org.sg

 renci@renci.org.sg

 6385 0288

 6358 0900

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