

GOING BEYOND



REN CI QUARTERLY NEWSLETTER

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Ren Ci Charity Golf Tournament 2026

Despite dark skies and rain that lasted until just minutes before tee-off, spirits remained undampened as 135 golfers gathered for the annual Ren Ci Charity Golf Tournament, including our Guest of Honour Mr Seah Kian Peng, Speaker of Parliament.

From long-time donors and corporate partners to new supporters, participants rallied behind Ren Ci's mission to provide compassionate, affordable healthcare to those in need. Through the sale of golf flights, sponsorships and donations, the tournament continues to be a key fundraising platform that sustains the organisation's programmes and services.

This year, the tournament set out to raise over \$500,000 in support of Ren Ci's ongoing care delivery. Thanks to our supporters, we successfully met the target!

The Editor

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

Beyond the fundraising, the event also created opportunities for connection and fostered a sense of shared purpose among all who attended. It is this spirit of collective giving that lies at the heart of Ren Ci's work.

Ren Ci extends our deepest appreciation to all sponsors, donors and partners for braving the weather and making the event possible. Their unwavering support ensures that quality care continues to reach those who need it most.





Inspirational Patient and Caregiver Awards



Care often happens in the quiet margins of everyday life. This year, three of Ren Ci's nominees were honoured at the Singapore Health Inspirational Patient & Caregiver Awards. Here are their stories.

Walking the journey together

For Mdm Norliaa, caregiving shapes both her personal and professional life. Her days begin before dawn as she prepares meals, manages medications, and gets her husband, Hafez, ready for his day at Ren Ci's Senior Care Centre. He lives with multiple chronic conditions that require close management and frequent medical appointments. Through careful dietary adjustments and daily routines, his condition has stabilised, leading to fewer hospital visits.

This dedication also shapes her work as a Senior Patient Service Associate, where she supports patients with the warmth, attentiveness, and understanding she practices at home.



Mdm Norliaa Binte Yang Rozaliff
Inspirational Caregiver Award



Mdm Chan Suat Keow
Inspirational Caregiver Award

A Lifetime of Devotion

After over five decades of marriage, Mdm Chan continues to care for her husband through years of declining health and progressive illness. Once juggling multiple jobs, she eventually became his full-time caregiver as he grew fully dependent.

Following his recent hospitalisation, he was transferred to Ren Ci Community Hospital for rehabilitation. The care team's support made a meaningful difference — providing financial aid, daycare arrangements, and respite care so she could find much-needed rest amid her daily demands. Through it all, she shoulders caregiving with quiet, unwavering strength.

Giving from the Heart

For Mdm Low See Mooi, caregiving takes the form of service. Over the past decade, she has dedicated several days each week to volunteering across Ren Ci facilities. From preparing meals and feeding residents to offering haircuts, massages and companionship, her care brings comfort and joy.

With patience and empathy, she navigates the meaningful and challenging moments of volunteering to find fulfillment in simple connections such as a shared song, a smile or a moment of comfort. Through her selfless giving, she has touched many lives.



Ms Low See Mooi
Inspirational Partner Volunteer Award

Though their journeys differ, Mdm Norliaa, Mdm Chan and Ms Low share a deep commitment to caring for others. Their stories remind us that caregiving is not defined by grand gestures, but by everyday acts of love, resilience and presence. Together, they embody the spirit of care that continues to inspire our community.

Celebrating Care that Goes Beyond

Care+ is Ren Ci's way of celebrating and recognising the acts of compassion, empathy and dedication that make a meaningful difference in the lives of our patients, residents, clients and their families. Here are just three of the wonderful compliments that our staff received recently!

If our staff have touched your life in anyway, do let us know at

<https://renci.consap.sg/feedback/public-form>



I was admitted to TTSH A&E and transferred to Ren Ci with a cast on my leg. I was at first sceptical coming over to Ren Ci but my experience here proved me very wrong.

Throughout my stay here, I witnessed and experienced for the very first time how the group of nurses work in unison, giving their best and full support to the patients. With their ever-smiling faces filled with compassion and kind words, they give the patients much encouragement.

Some patients are more difficult to handle and being sick, they can be very temperamental, frustrating and naggy. However, the nurses treat them with professionalism, remain calm, tolerant, understanding and portrayed much patience handling them.

We should not forget the Occupational Therapists and Physiotherapists for imparting their skills and giving expert advice. They went the extra mile asking for snapshots of my house toilet layout to provide suggestions and guidance to reduce future fall risks.

I wish to express my gratitude and appreciation to the doctors who discharge their duties professionally with the patients interests at heart.

Last but not least, thanks to the cleaners who ensure the ward is always clean, dry and safe for the patients to walk and to the chefs who churn out nice dishes (some dishes are tastier than my own!).

You are all our special caring friends giving your best shots and dedication to all the patients here, like me. At 70, it is indeed an eye-opener, first-hand experiencing the dedication, warmth, care and compassion, leaving a fond memory etched in my mind forever! Words cannot simply express my heartfelt thanks to all.

**From: Mdm T, Patient
Ward 12, Community Hospital**



I want to thank Nurse Manger Katrina and Senior Staff Nurse Cristina for going beyond the call of duty when they rushed down to TTSH one afternoon. I had called earlier to inform SN Cristina that I can't come in that day to visit my brother as my mum and I had been in a car accident. When they heard about it, they rushed down to ensure that we were okay. I was still in triage and really surprised to see them.

Their presence spoke volumes to me. They are not only nurses to my brother – their care and compassion extend to the patient's family too. I haven't been able to visit my brother for over a month now since I was hospitalised. Throughout this period, they assured me not to worry and that they will take great care of my brother. In fact, many of the other staff nurses looking after him are more than willing to help buy the necessities that he needs which I wasn't able to bring over.



My grateful thanks to the wonderful Nursing Team at Ward 5. A lot has to do with Nurse Manger Katrina, who leads by example. Thank you and God bless.

**From: Ms Y, Next-of-kin
Ward 5, Chronic Sick Unit**




During my three-month stay, I felt all the love & care from the entire staff. They make me feel like we were one family. My condition has improved a lot and my wounds have slowly healed.

I appreciate all the care given to me by the ward staff, nurses, doctor and therapists. They taught my helper so that she can take care of me independently. The therapists encouraged me to do exercises so that I can regain my strength. The doctors are all experts who listen to me. I guess this is the best ward I have ever been to. The pharmacist explained to me the medications one by one. The nurses taught my helper how to care for and dress my wound. I am very thankful & greatly appreciate each & everyone.

**From: Ms C, Patient
Ward 11, Community Hospital**




Compliments have been edited for length

Planting the Seeds for a Greener Future



In celebration of World Environment Day on 5 June, Ren Ci's Sustainability Workgroup organised a meaningful seed-planting initiative across our sites, bringing staff and leaders together in a shared commitment to sustainability.

Held concurrently at Ren Ci's facilities in Novena, Bukit Batok, Ang Mo Kio and Woodlands, the ceremony saw senior management representatives and staff take part in the symbolic planting of seeds as a hands-on reminder that protecting greenery begins with individual effort.

Each site chose to plant seeds that will eventually grow into edible vegetables and herbs that can be harvested and used by our seniors. From tomatoes and coriander to chives and eggplants, we will soon have nutritious crops ready to be used in cooking activities or even added to our seniors' meals!

As the seeds begin to take root, they remind us that Ren Ci's sustainability journey is nurtured by the collective efforts of every staff member, and continues to grow with each small step forward.



INNOVATING CARE, CONNECTING LIVES

At Ren Ci @ Woodlands Nursing Home, residents are getting to know a new companion – Daisy, a humanoid robot introduced to support both staff and residents in delivering more engaging and responsive care.

Daisy was purpose-built and designed to support the eldercare industry, and to complement our staff. She is able to conduct group games, aerobic exercises, sing-along sessions and even hold personalised AI-chat experiences.

Daisy has been a great source of interest for our residents since she began working alongside our staff! Care staff have seen that residents who were previously unwilling to participate in exercises join in due to the novelty of having a humanoid conduct the activity. Overall, residents are extremely interested in Daisy, and we have seen increased engagement and participation from them.

It's not just our residents who are benefitting from Daisy. Not only has Daisy taken on some of the care staff's workload, key staff have been appointed Team Champions, giving them leadership opportunities that foster greater confidence and teamwork. This support has been invaluable in supporting our staff in delivering better care!



Enhancing Resident Safety with SoundEye



Ren Ci @ Woodlands and Ren Ci @ Bukit Batok St. 52 nursing homes have taken another step forward in strengthening resident care with the implementation of SoundEye, an AI-powered sensor-based fall prevention and detection system designed to support safer living environments.

Installed as part of ongoing efforts to enhance resident safety, the system helps care teams better monitor residents and respond more quickly to potential fall risks. This initiative reflects our continued commitment to leveraging technology to complement clinical care and improve outcomes for residents.

We began phased installation works in March, and officially rolled out the system in May. This phased approach ensured that systems were carefully set up and that teams were prepared to integrate the technology into their daily workflows.

To support transparency and build trust, informational materials were also developed to help reassure residents and their next-of-kin, explaining how the system works and its role in enhancing safety while respecting residents' privacy, comfort and dignity.

By adopting innovative solutions like SoundEye, we continue to create a safer and more responsive care environment where residents can feel confident and well-supported in their daily routines.

Turning Up the Heat: Seniors National Games

After months of dedication, discipline and spirited training, our Active Ageing Centre (Care) seniors put their skills to the test at the West Cluster Heats of the Seniors National Games on 10 June.

In the lead-up to the competition, our seniors trained consistently in four out of this year's five adaptive sports: Ladder Toss, Sport Stacking, Disc Golf and Boccia. Not only did they build up their physical strength and coordination, they also gained confidence, teamwork and resilience. Their hard work paid off with an impressive showing at the heats! Competing against strong teams, including facing off against last year's overall sport stacking champions, our seniors clinched 2nd place in sport stacking and 3rd place in ladder toss!

With this strong performance, our seniors will go on to represent the centre at the upcoming finals in August. Join us in cheering on our seniors as they continue on their journey to the finals!



仁慈活跃乐龄护理中心 长者勇闯全国总决赛

仁慈活跃乐龄护理中心的长者经过数个月的积极训练，于6月10日参加全国乐龄运动会西区预赛，展现训练成果。

长者在梯绳投掷、竞技叠杯、飞盘及地板滚球四个项目中全力以赴。这不仅提升了体能与协调能力，也培养了自信心和团队精神。面对众多实力强劲的队伍，包括去年的竞技叠杯总冠军，我们依然表现亮眼，勇夺竞技叠杯亚军及梯绳投掷季军。

凭借优异表现，长者们成功晋级8月举行的总决赛。让我们一起为他们加油，祝愿他们在决赛中再创佳绩！



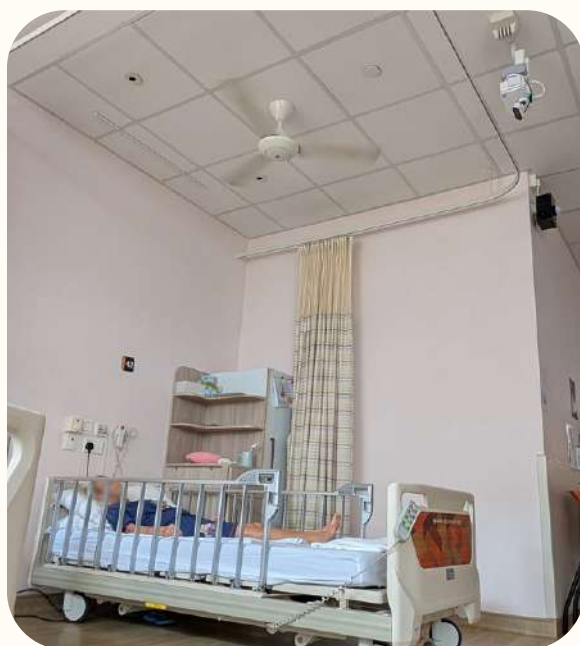
SoundEye智能系统上线 提升院友安全保障

仁慈兀兰疗养院正式引入SoundEye人工智能防跌与跌倒侦测系统，进一步提升院友的安全，为院友打造一个更有保障的生活环境。

作为提升院友安全的重要举措，SoundEye利用人工智能感应技术，协助护理团队更有效地监测院友情况并及时应对潜在跌倒风险。这项创新科技不仅提升了照护效率，也体现了仁慈医院善用科技辅助临床照护，持续提升院友的生活质量。

疗养院自今年3月起分阶段安装此系统，并于5月正式投入运作，让护理团队逐步熟悉系统操作，并顺利融入日常照护流程。同时，院方也向院友及家属提供相关资讯，介绍系统的运作方式，以及如何在保障院友隐私、舒适与尊严的前提下，加强院友的安全。

未来，仁慈医院将继续运用创新科技，为院友营造更安全、更优质、更具响应能力的照护环境，让他们获得更全面的支持与照顾。



科技创新照护 连接温暖人心

仁慈兀兰疗养院迎来了一位新的护理伙伴 - 人形机器人Daisy。她不仅为院友带来更多有趣的活动体验，也协助护理团队提供更具互动性的照护服务。专为乐龄护理而设计的Daisy能够带领团体游戏、有氧运动、唱歌活动，并透过人工智能与院友进行个性化互动，为他们带来欢乐与陪伴。

自投入服务以来，Daisy深受院友欢迎，也成功鼓励部分过去较少参与活动的院友积极投入运动和互动，提升整体参与度和活力。除了为院友增添乐趣，Daisy也协助分担部分照护工作，让护理人员有更多时间专注照顾院友。同时，疗养院委任多位员工担任“团队大使”(Team Champions)，带领同事学习和应用新科技，进一步提升团队合作与服务质量。



播下绿色希望 共建永续未来

为响应6月5日世界环境日，仁慈医院永续发展工作小组在各设施同步举办“绿色播种行动”，邀请管理层与员工携手参与，以实际行动实践永续发展理念，共同为绿色未来播下希望的种子。

活动于仁慈社区医院、武吉巴督52街疗养院、宏茂桥疗养院及兀兰疗养院同步举行。各院区的管理层代表与员工一同参与播种仪式。通过亲手播下种子，提醒大家守护环境和珍惜绿意应从每个人的日常行动做起。

各院区精心挑选了日后可收成食用的蔬菜和香草植物进行栽种，包括番茄、茼蒿、韭菜及茄子等。待作物成熟后，不仅可用于烹饪活动，也可加入长者的日常餐点，让大家品尝亲手栽种的新鲜食材，体验“从农园到餐桌”的乐趣。

随着一颗颗种子生根发芽，也象征着仁慈医院的永续发展之路，在每一位员工的共同努力下不断成长。我们相信，每一个微小的行动，都能汇聚成推动绿色未来的力量，为环境、社区及下一代创造更美好的明天。



仁慈高尔夫球慈善竞赛圆满举行



尽管天气不佳，135位高尔夫球爱好者仍热情于5月15日参与一年一度的仁慈高尔夫球慈善竞赛。今年的主宾为国会议长谢建平先生。活动汇聚长期支持仁慈医院的善长仁翁、企业伙伴及新支持者，大家通过球赛报名费、企业赞助及善款捐赠，共同支持仁慈医院为有需要人士提供优质且负担得起的医疗照护。今年赛事以筹募超过50万新元为目标。在各界善心人士和企业伙伴的鼎力支持下，成功达成筹款目标，为仁慈医院持续提供优质照护服务注入力量。仁慈医院衷心感谢所有赞助商、合作伙伴、球友及善心人士的慷慨支持，与我们携手传递爱与关怀。

新保集团激励人心病患与看护奖

今年，仁慈医院三位提名者Norliaa女士、曾雪姣女士和刘细妹女士荣获新保集团激励人心病患与看护奖，她们以爱心、坚毅和奉献精神，诠释了照护的真正意义。恭喜她们！

携手同行

Norliaa女士每天悉心照顾患有多种慢性疾病的丈夫，从准备餐食、安排药物到陪同就医，帮助他稳定病情。身为高级病患服务助理，她也将这份耐心与关怀带到工作中，温暖每一位病患。

五十载相守

结婚五十多年来，曾雪姣女士始终陪伴丈夫走过疾病的挑战。丈夫转至仁慈社区医院接受复健治疗后，医院提供经济援助、日间护理及喘息护理服务，让她在照顾丈夫的同时，也获得喘息与支持。

用爱服务

十多年来，刘细妹女士坚持在仁慈医院担任义工，为院友准备餐食、协助用餐、理发、按摩及陪伴聊天，以无私奉献为长者带来温暖与欢乐。

虽然她们的照护方式各不相同，却都以平凡而坚定的行动，展现了爱与关怀的力量，也体现了仁慈医院以人为本的照护精神。

CONSENT FOR COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA & WITHDRAWAL OF CONSENT

By submitting this donation form, you agree that we may collect, use and disclose your personal data as provided in or attached to this donation form in accordance with, and for the relevant purposes set out in, our Personal Data Protection Policy (as may be updated from time to time). Please visit our website at www.rencl.org.sg/Personal-Data-Protection for further details on our Personal Data Protection Policy, including the purposes for which your personal data may be disclosed and/or used, how you may access and correct your personal data or withdraw consent to the collection, use or disclosure of your personal data.

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☐ \$200 ☐ \$100 ☐ \$50 ☐ Other Amount: _____

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- You are entitled to reject this debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
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* Please delete where applicable.

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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，这一切都将是是不可能的。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。



Ren Ci 仁慈

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Ren Ci 仁慈

您的慈悲善举
将为病友点燃希望的曙光

Your Act of Compassion

brings a Ray of Hope to our Patients