

# GOLDENTimes

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**Lions Home  
For The Elders**  
獅子乐龄之家  
Affiliated to National Council of Social Service



# Like a Family Member to the Residents

## *Interview with Principal Nursing Aide, Ms Ma Khin Moe Moe*

Lions Home for the Elders' Principal Nursing Aide Ms Ma Khin Moe Moe is affectionately called 'Kai Kai' by colleagues and residents alike at the Lions Home for the Elders. According to Lions Home Executive Director Ms Doreen Lye, Kai Kai is "well loved by residents as she has good work attitude, patience and great language skills."

### **Being Multilingual**

Yet, when Kai Kai first arrived on Singapore shore 17 years ago, she spoke only Burmese and a little English. It was a challenge for Kai Kai as most residents at Lions Home were senior citizens who spoke different languages and dialects. Today, this is a critical issue faced by not just healthcare workers from overseas, but also younger Singaporeans. So how did Kai Kai overcome this?

"It was difficult at first because I don't understand what the residents were saying. They got frustrated when they were not able to communicate their needs," recalled Kai Kai. "In order not to disappoint the residents, I wrote down what they said phonetically, and then asked my colleagues what the words might mean. I'm glad that I can now understand and speak English, Mandarin, Malay, Hokkien and Cantonese."

### **Satisfying Residents' Needs**

The main objective learning these languages and dialects was to be able to understand the residents, and make sure that their needs and requests are met.

"Some residents can be demanding, difficult to handle and may even beat and pinch us. They often refuse medication and ignore us," explained Kai Kai. "But I understand that they missed their family and feared being bullied. We need a lot of patience to deal with cases like this." She

would smile and greet them every time, regardless of what their reactions may be, try to understand what they like or dislike, and fulfil their requests to her best ability. Slowly she gained trust from the residents. "It could take one to two months to win their trust and friendship, but I feel satisfaction when they are happy and satisfied."

### **Staying Calm**

Ms Lye related an incident where Kai Kai was accused of 'kidnapping' a Home resident, causing much commotion at the Changi Hospital, attracting unwanted attention from the public and even the police. "Actually, Kai Kai was just bringing the elderly resident to Changi Hospital for check-up, but the resident was confused and called the police," Ms Lye explained. "Thankfully, Kai Kai was very understanding and calmly explained the situation to the police, despite being put in such an embarrassing circumstance."

### **Treating Residents Like Family Members**

Kai Kai's ability to connect with the Home residents gave family members a lot of comfort. There was a young teenage resident who suffered from a bad





■ *... we should to try to treat the residents like our family members, and always focus on the their needs.*

in life when she returns to Myanmar soon. She will miss many residents at the Home... the boy whom she treated as a brother, those who refused medication, the Ah Mah whom she helped apply oilment after working hours, etc. And the feeling is mutual.

"I'm sad to leave, but I believe the residents will be in good hands. I shared with my colleagues and younger nursing aides that we should to try to treat the residents like our family members, and always focus on the their needs. We need to have patience to gain the residents' trust, so as to provide them comfort, safety, happiness and hope," said Kai Kai. "It's a tough job physically and emotionally, but we can choose to do it with love and joy."

spinal accident. Being in a Home full of senior citizens only made him feel more depressed. His parents' daily visits did not provide much comfort nor generate response from him. "I treated him like a younger brother and tried to cheer him up and gave him words of encouragement," said Kai Kai. "As he slowly opened up to me, I advise him to be thankful to his parents and all those who loved him." Today, his parents are happy that he is more cheerful and responsive, and are grateful to Kai Kai for her effort.

Unfortunately, as her work permit cannot be renewed after serving faithfully at the Lions Home for almost 18 years, Kai Kai will be looking forward to a new chapter



# Lions Home Flag Day

23 August 2014

The Lions Home for the Elders Flag Day, held on 23 August 2014, recruited about 1,400 flag sellers. This year's street collections of \$95,000 is 58 percent more than that of 2013.

Organising Chairman, Lion Soh Wee Boon, would like to thank all Lions, corporate volunteers, schools and helpers who made the Flag Day a huge success.

## Volunteers in action...



## Getting the tins ready...





### Counting the coins...



# Lions Home Annual General Meeting

20 September 2014

At the 2014 Annual General Meeting held on 20 September 2014, Lions Home For The Elders welcomed the following members to its Management Board for 2015-2016:

**Chairman Designate:**

- PDG Isabel Cheong (LCS Arcadia)

**1st Vice Chairman Designate:**

- PDG Bobby Eng (LCS Katong)

**Secretary Designate:**

- Lion Angeline Woo (LCS Evergreen)

**Treasurer Designate:**

- Lion Davie Ong (LCS Host)

**Directors Designate:**

- Lion Dr. William Choo (LCS Nassim)
- Lion Shirley Lee (LCS Central)
- Lion Victor Lee (LCS Katong Mandarin)
- Lion Eugene Tan (LCS Seletar)



## LCS Chatsworth Fundraising Project

LCS Chatsworth participated in the Wesley Methodist Church fundraising food fair, of which the Lions Home for the Elders was one of the beneficiaries. Spearheaded by LCS Chatsworth member Lion Dora Chan, the project has raised \$16,000 for the Lions Home.



## LCS Sunshine's Donation-in-Kind Project

Lions Home appreciates the cartons of daily essentials and food items totalling about \$50,000 donated by ESW Manage, in conjunction with the project organised by LCS Sunshine.



# Ngee Ann Polytechnic's 'Be Nice' Project

The project 'Be Nice!' was organised and carried out in 2012 with the support of Ngee Ann Polytechnic as well as Singapore Kindness Movement. 'Be Nice!' aimed to bring out the kindness and graciousness in people by staging scenarios to elicit spontaneous responses and reactions from the public.

The pre-event, 'Sponsor a Change', was held in Ngee Ann Polytechnic. Yellow gerberas, signifying graciousness, were sold to students and staff. Proceeds were donated to the beneficiaries, which included the Lions Home for the Elders. The project managed to raise \$425 for each beneficiary after a week of events.



Encouraging people to brighten up the day by saying something nice to each other



What would you do if someone in crutches fell down...



... or if someone accidentally dropped her paperwork along the street?



Applause for those who lend a helping hand!

The main event, 'What Would You Do?' was held in Orchard Road and focused on bringing out graciousness in people. One scenario was having one of the volunteers fall from her crutches whilst having a bandaged ankle. The public's reaction to the scenario was encouraging and reflected that kindness and compassion do exist in our society.

The other main event, 'Say Something Nice', encourages the public to say something nice to brighten up each other's day. A microphone was placed in the pedestrian walk along Orchard Road and many people did respond by saying something nice.

'Be Nice!' simply brought out the graciousness of Singaporeans and the public by encouraging everyone to pay it forward and be nice!



*Ngee Ann Polytechnic students presenting the cheque donation to Michael Lee of the Lions Home*



*The Ngee Ann Polytechnic project team*

## LCS South

7 June 2014

Bedok South Lions Home residents enjoyed the Nonya kueh, soy bean milk and soy beancurd desserts served by LCS South on 7 June 2014.



## Other clubs' visits

### LCS Bedok

5 July 2014

LCS Bedok members visited the Toa Payoh Rise Lions Home and treated the residents to a Cantonese Opera performance and presented goodie bags to the residents.

### LCS West and Ms Singapore International

12 July 2014

Ms Singapore International, together with LCS West, sang for the Bedok South Lions Home residents and served them soy beancurd dessert.

## LCS Phoenix

17 May 2014

Toa Payoh Rise Lions Home residents had cakes and soy bean milk while being entertained by members from LCS Phoenix.



## Connell Bros Co. (Singapore)

20 June 2014

Staff from Connell Bros brought food, daily essentials and sang for the Toa Payoh Rise Lions Home residents. They also presented a cheque of \$6,250 for the residents who are on the Glucerna milk diet.



## Sensual Nails Spa

12 August 2014

Toa Payoh Rise Lions Home's female residents had their manicure done by staff from Sensual Nails Spa, while the male residents enjoyed rejuvenating hand massages.



## Intel Involved Volunteers

5 September 2014

Bedok South Lions Home residents were treated to a tea-time buffet by the staff from Intel. The residents also participated in a gardening DIY activity guided by the Intel staff.



## Allianz Global Investors Singapore

28 September 2014

Allianz Global Investors Singapore presented a cheque of \$6,048 for the Lions Home residents who are on the Glucerna milk diet. On the same day, Allianz staff also served food and conducted interactive games for the Toa Payoh Rise Lions Home residents. The games included identifying old Singapore landmarks and guessing items in the boxes.



Editorial Committee: PCC SG Chin, Lion Andy Tan, Ms. Doreen Lye, Mr. Michael Lee  
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