

GOLDENTimes

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Moving On...

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



A Big Thank You to Our Supporters

One of the most challenging aspects of operating a residential Home offering long-term medical and nursing care is that of upholding and continually striving to enhance the standard of care it provides.

With a rapidly ageing population, the number of elderly requiring nursing homes will only increase. Nursing home residents represent the most vulnerable and frail group of older people, and it is important that each resident is given the best possible care.

The Lions Home for the Elders at both Bedok and Bishan help each resident attain the highest practicable physical, mental and psychosocial well-being. This is achieved by providing a comprehensive range of services as well as individualised care plans for residents so as to meet and accommodate their specific needs.

Nursing homes' operating costs have increased over the years. Thus, the cost of providing all these services inherent in the long-term residential care of the elderly, has correspondingly increased.

To ensure that nursing home care remains affordable, the Ministry of Health has increased subsidies and has also absorbed the Goods and Services Tax for subsidised residents. Around 90 percent of residents of both Homes now receive higher subsidy than before. Families of residents

who still face difficulties can also apply for aid through Medifund.

Notwithstanding these Government schemes, the Lions Home is still dependent on the generosity of donors to help meet its operational costs, including the cost of employing skilled medical, nursing and allied health professionals, and the cost of acquiring state-of-the-art medical equipment, etc. The Home must also invest in continuous skills upgrading for its staff through specialised training programmes in order to enhance its ability to provide holistic quality care.

Ever since it began operations, Lions Home has relied on the goodwill and relationships it has established with all its supporters. The mutual understanding and joint commitment between the Home and its supporters to provide for the needs of the residents is most reassuring and encouraging as the Home continues to strive to provide eldercare in the community.

Over the years, corporate companies, Lions Clubs in Singapore, members of the public, schools, and other benefactors have actively reached out to the Home residents through providing financial support and organising activities. They are truly committed to help the Home meet its objectives of giving quality of life to its destitute residents.

To all of them, we say a big "Thank you!"

PDG Isabel Cheong
Chairman 2015-2016



Kristin Ng of LCS Astrid and her family unveiling the plaque at Lions Home Bedok, in memory of her late mother.



Farewell celebration - Chairman Isabel Cheong, presenting a token of appreciation to Katherine Kong, (Clinical Admin Executive) who has served the home for 15 years

Blessed to Serve

Interview with Dorothy Low, Senior Public Social Welfare Executive

Why did you choose a career path in Social Service?

Before joining Lions Home, I was a receptionist cum accounts assistant in St Andrew Community Hospital, dealing with visitors and billings. During my employment there, I saw a job opening for social work assistant within the hospital. I felt that it was something interesting so I requested for a transfer. I managed to get into the department and started learning a little bit more about social service. After a few years with St Andrew, I decided to explore a different working environment, so I joined the Lions Home where I was exposed to more social work.

What made you join the Lions Home?

I was first introduced to the Lions Home by our Executive Director, Miss Doreen Lye. I started working in Lions Home (Bedok) in 1998 as an Administration Coordinator, and handled mainly volunteer visits and other related administrative work. Along the way, I was given many opportunities by Miss Lye to experience social work, which explained how I managed to come this far. When I first joined the Lions Home, I heard stories from several residents about how people actually struggled so hard just to survive and make a living, so I have decided to strive on in social work at the Home.

Tell us about your job as a Senior Public Social Welfare Executive.

Basically, AIC (Agency for Integrated Care) would refer cases to the Lions Home, then I would arrange with our Nurse Manager to visit the patients at the hospitals and assess them on a case by case basis. Before calling the family in for financial counselling, I need to have an idea of the family background and the difficulties they are facing. Sometimes it would be a little tedious as I have to be sure that the family members are cooperative and that they are willing to act as a guarantor before sending their loved ones in. After the background research is done, I would follow-up with a home visit and hold a family



Dorothy Low, Senior Public Social Welfare Executive (Photo courtesy of Ms Charisse Teo of Lions Home)

conference in the Lions Home as and when required. It is important for me to work closely with our Clinical Department as I have to ensure the kind of nursing care and facilities needed by the resident is readily available in our Home before accepting him or her.

Describe the most unforgettable experience you had in Lions Home.

There was once when a group of about ten members from a dysfunctional family came to the Lions Home for a family conference. Along the way, the discussion heated up among the family members and one of them suffered a mild heart attack. I was extremely shocked but managed to settle the whole incident after a short break. In my mind, I kept reminding myself that I had to stay calm. Eventually, I came out with some suggestions and gave them a few options which allowed them to decide what was best for them. Life doesn't always give us what we want, however, we always have a choice on what we want in life.

What are the challenges you face in your daily work?

One of the most challenging tasks I face in my job is to handle residents who suffer from mental disorder but their admission records stated otherwise. Usually, it is only at the first meeting with the family members that I discover these residents' mental condition. It puts me in quite a difficult situation because in the worst case scenario, the resident might flare up and start throwing chairs, causing danger to other people.

How do you cope with such difficult situations?

First and foremost, I need to remain calm. It is very important to practise tolerance and keep my cool because my job is to help in as many ways as possible. Having to handle several cases everyday, I have learned to keep an open mind when meeting up with dysfunctional families or doing home visits. Not all problems can be resolved overnight; what I can do is to constantly encourage them, fill their hearts with courage and faith and assure them that everything is going to work out at the end of the day.

What inspires and motivates you most?

Seeing the residents enjoying good care is what

motivates and keep me going. Over the past 17 years, I truly learned a lot in all aspects of social work. This job has indeed groomed and moulded me into someone different. I used to be troubled by the everyday issues in life, until I come into contact with the Home residents and their families who face greater health and social problems. I reflect on my own life and realise how blessed I am!

What is the ultimate goal of your job?

I honestly hope that all families who send their loved ones to the Home will have confidence in us so that they can carry on their daily lives with peace of mind. I feel a sense of fulfilment when I see the smiles on their faces... this is my goal.

Where do you hope to see yourself in the next five years?

I currently have a diploma in Social Service as we need to have that accreditation to register as a Social Service Practitioner in Singapore. If time permits, I would like to further upgrade myself by pursuing a bachelor's degree in social service, for one is never too old to learn.

Dr Lina Ma receives MOH Long Service Award



Dr Lina Ma, Deputy Executive Director of Lions Home for the Elders, was awarded the MOH Long Service Award. This award was inaugurated in 2009 to recognise individuals who served in various MOH-formed Boards, Councils and Committees, providing not only valuable advice in raising the standards of the healthcare system, but also serving as an important link between the Ministry and the community.



Lions Home Flag Day



It was a challenge for the Flag Day Committee as the Flag Day this year fell on 8 August 2015 during the SG50 super long-weekend. To add on to the challenge, rain poured down heavily in the early hours of the morning of 8 August. Committee members and staff from the Lions Home worked tirelessly to garner more help from volunteers. Therefore, in spite of the challenges faced, street collections were better than expected. Every cent donated will go towards supporting the Home's residents. The Home is grateful to all Lions and members of the public for their generous contributions!



(Photos courtesy of Lion Johnny Chia of LCS Tanah Merah)



Lions Charity Show 2016

Inaugural Live Show 24 January 2016, 7pm on



Lee Teng



Guo Liang



Quan Yi Fong



Pornsak

In aid of:



Lions Home
For The Elders
狮子乐龄之家

Affiliated to National Council of Social Service

Your generosity will enable our elderly to age with dignity
Please support generously

Hotlines* (open from 1 Jan to 31 Jan 2016)

1900 112 0010 (\$10) • 1900 112 0020 (\$20) • 1900 112 0050 (\$50)



Lions Befrienders Service Association

Tel 6375 8600 • www.lionsbefrienders.org.sg

Lions Home for the Elders

Tel 6252 9900 • www.lionshome.org.sg

* All Donation Hotlines open from 1 Jan to 31 Jan 2016. Each call is subject to \$0.21 administration charge, inclusive of 7% GST. Callers under 18 years old must obtain parental consent.

First-Ever Charity Show by Lions Befrienders & Lions Home For The Elders

Lions Befrienders (LB) and Lions Home For The Elders (LHE), two locally established eldercare volunteer welfare organisations run by the Lions Clubs of Singapore, are organising an inaugural charity show that will be telecast live on Channel 8 on 24 January 2016 at 7pm. The Lions Charity Show will be the first charity show to be held at MediaCorp's new studio in Mediapolis@One-North.

The main purpose of the charity show is to raise awareness of the general public towards the plight of our beneficiaries, most of whom are members of the pioneer generation. These people have in their younger days contributed to the growth of Singapore but now, they seem to be forgotten and overlooked. Another objective of the charity show is to raise funds to meet the operational needs of both LB & LHE.

Lion Richard Koong, Immediate Past Chairman, Lions Befrienders, said: "With the number of elderly citizens increasing year after year, we have to expand our capabilities and services to better cater to the bio-psycho-social needs of those at risk of isolation. At the same time, it is imperative that we have sufficient volunteers to support our befriending and outreach service programmes.

"This charity TV show should boost awareness of our services amongst potential volunteers. We also hope that it will help us to raise some of the funds needed to support our operations that is expected to cost us about \$5.5 million in 2016, especially for new initiatives and activities for our seniors."

"Operational costs in running the two Homes are on the increase and will continue to be in the area of residential care and manpower," said Past District Governor Isabel Cheong, Chairman, Lions Home For The Elders. "The annual operating cost to provide quality care to the residents at our two homes is \$9.5 million per annum."

We urge all Lions and friends to lend your support to this charity show. This highly anticipated charity show serves as a rallying force for us to come together to support the two organisations formed by the Lions Clubs of Singapore. LB reaches out to over 5,000 vulnerable seniors through befriending and community outreach services, while LHE provides residential services to the destitute and aged sick through two nursing homes which have a combined capacity of 354 beds.

To commemorate the occasion, a limited edition set of coins will be given as a token of appreciation for every \$100 that an individual donates. This collector's item is not for sale, and is available while stocks last. To donate, please call 63758600 or 62529900.

Please support generously

The Lasting Happiness of Serving

ITE College Central



Students from ITE College Central mingling with the residents

An anonymous quote goes, "Never get tired of doing little things for others. Sometimes, those little things occupy the biggest part of their hearts."

This aptly describes how Nur Syahrazar Bte Hishamuddin felt when she visited Lions Home for the Elders (Bedok) in August 2015.

"I could see it in their eyes. There was a sense of connection when I interacted with one of the residents. She seemed so happy to be able to talk and share her feelings with me."

Nur Syahrazar Bte Hishamuddin and her classmates are students from ITE College Central, undergoing the course Higher Nitec in Event Management. They were excited to be able to apply their skills in programme planning to engage the residents. They conducted simple activities like passing the parcel, and took Polaroid photos with the residents to form a collage, which they presented as a gift to the Home.

120 students from ITE College Central visited Lions Home (Bedok) over a five-month period from August to December 2015 as part of the

SG50 Giving Project initiated by the Ministry of Education. The project aims to spark awareness of the needs in the community, and to inspire a spirit of giving in the students.

Although the students faced some language barriers with the residents, they did not feel deterred. Some even left with tears as they said goodbye at the end of their visit.

"I treasure this chance to visit the Home and the opportunity to participate in community service. This experience has enriched me immensely. I really hope more students can participate in community service, as it was heartwarming to see the smiles on the residents' faces," said Nur Syahrazar.



A resident conscientiously "spotting the difference" with the help from a student of ITE College Central on 12 October 2015



Ms Lena Iriawati, on behalf of the Lions Home, receiving a cheque donation of \$10,000 from Mrs Ong-Cheong Hwa Yew, Director/College Services of ITE College Central

Article contributed by Mrs Ong-Cheong Hwa Yew, Director/College Services of ITE College Central

Little Acts of Kindness

Bedok Green Primary School

To propel the school's value of Compassion, staff from Bedok Green Primary School (BGPS) are encouraged to serve the community in Bedok. Hence, as part of the school's Values In Action (VIA) programme 2015, two groups of teachers visited the Lions Home on 21 September and 23 October respectively.

During the visits, the teachers organised a Bingo game and served Beehoon and Nyonya Kuehs to the residents. They enjoyed both the game and food immensely. The teachers also presented little tokens to the residents.

It was an enjoyable and meaningful experience for the teachers, especially upon seeing the residents' appreciation. They look forward to their next visit to the Lions Home.



Clockwise from top: A group photo with the lovely residents before leaving; the elderly engrossed in their Bingo game; the elderly enjoying their tea break

Home Visits

Reaching Out... Visits by corporate partners



1) The magic show organised by Charles and Keith on 30 October 2015 was unforgettable and left a lasting impression on the residents. 2) Residents were absolutely fascinated by the "flying table" magic show organised by NTN Bearing on 9 October 2015. 3) Staff from Intel Mobile Communications came on 25 September 2015 to share the joy of Origami folds with the residents. 4) Students of ITE College East heartily put up a dance performance on 18 September 2015 for the residents. 5) The interesting magic show by MBS Security Service Department on 17 August 2015 indeed enlivened the atmosphere of the home. 6) Residents getting their nails trimmed and cuticles cleaned on 8 September 2015 by the amiable staff from Sensual Nails Spa. 7) Parent volunteers and students from My First Skool came together on 14 August 2015 and made blocks of rainbow crafts to uplift the spirits of the residents.



Nursing staff at the Toa Payoh Home, packing for the shift



All medics on standby for the residents' shift



Bags full of memories



"Last pose" at the Toa Payoh Home!



Taking one last glance at the Toa Payoh Home before leaving



The medics were all skillful in transferring the bed-bound residents



A beautiful Home, full of memories



Farewell Toa Payoh...

Rows of residents were all ready and willing to lineup in good order while waiting for their turn to be transported

On 24 October 2015, residents woke up early, excited and waiting in anticipation of their move to the new Bishan Home. Many were curious about how the new home would look like while waiting for their turn to be transported. They were lifted into several ambulances and buses which then made numerous trips to and from Bishan. Everything ran smoothly, as the staff had been well briefed to ensure that every resident was attended to.

It was a long, tiring yet happy and fulfilling day for all, with some feeling emotional as they left the Toa Payoh Home with memories of their times there. Many had been there for years, hence it was touching to see them clutching their precious belongings and making sure they had left nothing behind. On the other hand, they were also looking forward to their new environment in Bishan, and to settling in and calling it "Home".



...HELLO BISHAN!



Everyone was waiting excitedly at the entrance of the new Bishan Home to welcome the residents

Pure happiness revealed, upon arriving the new Home



"Here I come!"



A new Home, where laughter and joy will continue to grow



Nursing staff unpacking and settling in (Dementia Ward)



"My new comfy warm bed!"



"Twist! On the way to the new Bishan Home!"



A resident familiarising himself with the new surrounding
(Photos courtesy of Lion Wong Sung Kok of LCS Nassim)



Bishan Home Open House

3 and 4 October 2015

The long-awaited event on the 3 October 2015 was open to members of the public and those from the Bishan community. Over 400 people streamed into the new Home, anxious to view its facilities. They were guided by Lions Home staff and a group of volunteers, who had been briefed earlier. Light refreshments were also served.

The Open House for Lions was held on 4 October 2015. Around 200 Lions had the opportunity to familiarise themselves with the facilities, rooms and terraces. This will be useful when clubs plan activities for the residents in the future. Lions also got to see specific items and areas which their respective clubs had sponsored.



Editorial Committee: PDG Isabel Cheong, Lion Dr Chey Chor Khoon, Lion Eng Teal, Ms Doreen Lye, Ms Lena Iriawati, Ms Charisse Teo

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