

GOLDENTimes

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Our Committed Volunteers...



IN THIS ISSUE...

Chairman's Message	2-3
Lions Home Flag Day 2016	4
Teaching with a Heart	5
Strength of a People, Power of a Community	6-7
Volunteer Programmes	8-11
Adopt-a-Resident Programme	12

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





Reflecting on the Past Year, Preparing for the Next

“ I believe the overarching goal of the Lions Home, as with other similar homes, is creating care processes and environments which put a strong emphasis on the quality of life for its residents. ”

With this last issue of the Golden Times for 2016, it is a great time to look back at what the Lions Home had accomplished in the past 12 months and to plan for the next.

It is also a natural “pause point” to assess progress made and objectively view achievements in the light of how much more is needed to be done, as well as a check on any complacency.

A simple questionnaire below attempts to encapsulate various aspects of the Home, but it is by no means comprehensive. We hope that it will help focus our attention on key areas in the management of the Home, not only for Board members, but for all its stakeholders and supporters.

What were the most significant and memorable events in 2016?

- The Senior Care Centre playing an important part in the Bishan community;
- Lions Home Flag Day achieving a high rate of participation by Lions Clubs and volunteers;
- Encouraging support in the form of donations for the new Home's facilities;
- “Open House” as an outreach to the community and Lions to promote awareness of the Home and its services.

What had been the most important achievements?

- Increased recognition and support from the Government for the Home's high standards of elder care;
- Positive engagement with the Bishan community.

What were the biggest challenges?

- Manpower recruitment to enable the Home to operate at full capacity;
- Having to define and improve the functionality of some designs and layout of the Home.

What were the lessons learnt from running the Home in close proximity to a residential estate?

- Need for timely intervention to address issues and concerns of its neighbours in surrounding flats regarding the location of the nursing home;
- Need to design programmes and activities to encourage participation from the neighbourhood and build good rapport with the Home's residents;
- Need for adjustments in residents' activities in the Home;
- Need to harness and maximise expertise and experience from Board members.

What is the status of the goals set by the Lions Home?

- Goals have been achieved, but it is definitely a continuing journey to provide excellence in standards of care and services through research, training and education.

What more should the Home do?

- Encourage more participation and involvement from Lions Clubs and their members;
- Define and refine some of the code of governance guidelines;
- Maintain and strengthen best practices in the delivery of aged care services.

What are its new goals for the new year?

- Review the Vision and Mission of the Home;
- Establish strategic plans;
- Continue to ensure optimum corporate governance and transparency at all levels;
- Encourage greater involvement and participation in Home policies and matters by Management Board members;

- Instill a positive sense of affinity between Lions Clubs and the Home;
- Attain higher rate of staff satisfaction to minimise staff turnover.

It would also do us well to be mindful that, being regulated health care facilities functioning in an institutional way, nursing homes are not naturally comfortable, welcoming, informal, or warm and "homely" as family homes may be.

I believe the overarching goal of the Lions Home, as with other similar homes, is creating care processes and environments which put a strong emphasis on the quality of life for its residents.

The Lions Home will, and must continue, to care for its residents in an environment and manner that promote the enhancement of each resident's dignity and quality of life.

PDG Lion Isabel Cheong
Chairman 2015 - 2016

IN MEMORIAM

In remembrance of the Late PCC Lion David Y. Y. Woo, Past Chairman of Lions Home for the Elders Year 1999-2002

The Late PCC Lion David Woo was a dedicated Past Chairman and Lion who embodied the values of generosity and kindness. His significant contributions to the Lions Home over the years inspired individuals to do their part in making the Lions Home a better place for the vulnerable seniors in society.

PCC David Woo, you will forever be in the hearts of all Lions and the Lions Home.



Lions Home Flag Day 2016

Contributed by Ms Lena Iriawati of Lions Home (Corporate Affairs Department)



OC Lion Eric Koh rejoicing with fellow Lions on dollar notes collected



Lions Home Management Board travelled island-wide to support each collection station



Lions busy sorting, counting and packing coins



Receiving collection tins at the Control Centre using new software and scanners



Lion Peter Anthony Lim using a scanner to issue a collection tin



Co-OC Lion Joohn Than ensuring all coins are accounted for

Lions Home for the Elders holds its Flag Day as usual annually but this year marked a pivotal change in its procedures. The new Home at Bishan held its first Flag Day on 27 August 2016, Saturday. The Home moved with the times by adopting the use of new software and a mobile phone application to record the distribution and collection of Flag Day tins, and also project on screen the amount collected at each station real-time.

Our heartfelt thanks to the Organising Chairman, Lion Eric Koh, who spearheaded and sponsored this new software and the mobile phone application, as well as the loan of the scanners. This resulted in a smoother and faster process and the event ended earlier compared to previous years. Also, much excitement was generated among Lions and volunteers monitoring the donation collected at

each station as the software enabled them to view live the amount collected as soon as it was input into the system.

16 stations were set up island-wide to distribute 1,125 collection tins to about 1,110 flag sellers. The gross amount collected that day was \$95,308 and this amount would be used to defray the costs of running the two nursing homes located at Bishan and Bedok:

- 30% to defray medication costs of residents who face financial hardship;
- 30% to defray the cost of residents on nasogastric milk feeds;
- 40% to defray residents' fees.

Lions Home is very grateful to all Lions, students and members of the public for their participation, support and generosity. We look forward to their continued dedication in the next Flag Day to be held on Saturday, 11 November 2017.

Please go to the Lions Home website: www.lionshome.org.sg at **Events** page to view participating Lions Clubs and Schools; and at **Gallery** page to view photos of Flag Day 2016.

(Photos courtesy of Lion Dominic Woon and Lion Johnny Chia)



Real-time projection of amount collected at each station

Teaching with a Heart

Interview with Clinical Educator, Monica Jayarani, by Ms Charisse Teo of Lions Home (Corporate Affairs Department)

In a short interview with Clinical Educator, Monica Jayarani, we look into her experience in Clinical Education and motivation in her current job, as well as her journey with the Lions Home.

What made you join the Lions Home?

I came to Singapore in 2004 to work and embark on a new journey in my professional career. Joining Lions Home made me realise that geriatric nursing is a part of my professional future.

What inspires and motivates you most in your job?

I strongly believe that teaching is an integral part of nursing, be it in a classroom or ward. Seeing the newly-hired clinical staff taking their initial steps to becoming truly confident and competent care staff gives me a great sense of satisfaction. It is also extremely rewarding to know that my job has direct impact on the quality of care provided to the residents of Lions Home.

Now that you have completed your studies in Master of Science in Nursing (Education) from Queen Margaret University, Edinburgh, could you state one interesting skill which you have learnt?

I was inspired by a quote shared by my university lecturer – “Learn, unlearn and relearn.” It is a concept claimed by an eminent futurologist, Alvin Toffler. Life is a cycle. We learn by adapting to changes and staying ahead of society, unlearn by letting go of traditional mind-set and accepting new paradigm, and relearn by having the courage to persevere after a failure. I have also learnt to be constructively critical of observations to avoid jumping to conclusions.

What was the most challenging moment or encounter you had in the Lions Home? How did you overcome it?

The most challenging encounter I had was to persuade and encourage newly-hired care staff who come from diverse backgrounds to buy into our Competency Based Orientation and On-the-job training programme offered by the Lions

Home. Hence, we constantly review our Teaching and Learning Methodology and Competency Assessment Framework to provide them with adequate learning support and guidance through dedicated “Coaches” in their respective wards. This would help and equip new staff to learn and develop necessary attributes required to work in the Lions Home.

Were you given any professional development opportunities while serving in the Lions Home?

Yes, definitely. The Masters Programme which I completed in 2015 was fully sponsored by the Lions Home. I was introduced to the course by Dr Lina Ma, Director, Clinical & Aged Care Service. I also attended conferences, seminars, and workshops



Monica Jayarani teaching a group of Nursing students from CQ University, Queensland, Australia during their Clinical Attachment at Lions Home (Toa Payoh) on 3 July 2015

that were relevant to Gerontology and Geriatric Nursing which enabled me to stay relevant with current Nursing Practices and Model-of-Care in the Intermediate and Long-Term Care (ILTC) sector. I would like to take this opportunity to thank our CEO, Ms Doreen Lye and Dr Lina Ma for believing in me and supporting me throughout my journey from a Staff Nurse to a Clinical Educator.

Have you any advice to motivate fellow colleagues?

Be open to opportunities and push yourselves beyond your boundaries and comfort zones to learn, unlearn and relearn.

Strength of a People, Power of a Community

Organisations from the Bishan Community supporting the Home in their respective ways.

“Amazing Love”

Contributed by Staff of Kuo Chuan Presbyterian Primary (KCPP) School

The KCPP Values in Action (VIA) Programme for staff aims to promote active citizenry among KCPPians to make a difference to the lives of others in the community. The Lions Home for the Elders, a stone's throw from the school on Bishan Street 13, is one of the organisations that the school works with. This year, groups of school staff comprising teachers and administrative officers visited the Home on three occasions bringing with them “Amazing Love”, which is one of the school's values, to the residents.



Staff from Kuo Chuan Presbyterian Primary School getting all excited during the bingo session with our residents on 3 October 2016

The staff, together with some pupils, made the inaugural visit on 16 February 2016 which coincided with the Lunar New Year and presented the residents with mandarin oranges and festive goodies. On 20 May, the staff and pupils sang a medley of evergreen favourites as well as played the ukulele, much to the delight of the residents. The third visit by the staff was on 3 October when the residents had a great time playing Bingo. The joyful faces and broad smiles were the intangible rewards that rounded up the year for the volunteers from KCPP.

The KCPPians' visits may be short but the warm smiles of the residents was a memorable experience for everyone knowing that hearts were touched with “Amazing Love”.

Melodious Mondays

Contributed by Saw Khai Khai and Kellerine Quah, students of Raffles Institution Piano Ensemble



Students from Raffles Institution Piano Ensemble liven up the atmosphere with oldies while residents enjoy their tea-break on 6 June 2016

A group of students from Raffles Institution (RI) Piano Ensemble performed weekly for the Lions Home residents from April to June 2016. Armed with keyboards, tambourines, ukuleles and their voices, these students played and revived the “oldies” much loved by the residents.

The sessions were held in the open air foyer during the residents' tea-break. A variety of songs were sung, ranging from Chinese and English classics, to hymns and Hokkien oldies, to suit the preferences of the residents. Reliving their younger days, many enthusiastic residents willingly and boldly sang along to Teresa Teng's much loved “When Will You Return?”, showing off their singing talents. A crowd-favourite, Teresa Teng's “What Do You Have to Say?” was also frequently requested by the residents, who happily hummed and sang along.

Singing along with the residents was a heartening experience and many students felt a deep connection with the older generation. Having to learn the songs that impacted and shaped the previous generation allowed the students to appreciate the beautiful music during the residents' golden years.

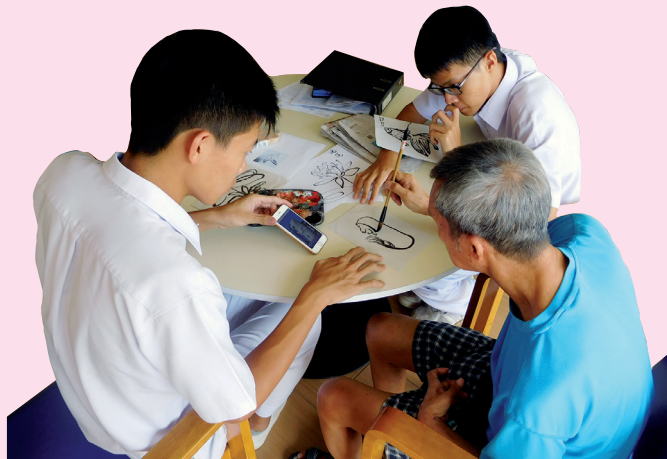
Care & Love

Contributed by Henry Chandra and David Hao Meng Quek, students of St. Joseph's Institution

Our weekly visits over six weeks this year was not just a Community Involvement Programme (CIP), nor did we feel it was a task that we had to uphold. It was an invaluable and salient experience in our journey of development and maturity in all of our lives, as individuals and as Lasallians.

As students of the St. Joseph's Institution Design Club, we wanted to help the elderly and live out the school ethos of Faith, Service, Community, by sharing with them our care, love and attention. Little did we expect to be the ones learning. Each elderly has infinite valuable life lessons to share, be it respect, gratitude, love, or aims and focus in life. Their advice lingers in each and every one of us, letting us reflect on how we develop, not simply as brains in jars, but as a holistic individual and as a Lasallian.

This being said, we would like to thank the management team of the Lions Home for the Elders for the opportunity to extend our care and love to the community, and the ability to learn to become better persons. Seeing the smiles on the faces of the elderly was beyond rewards.



A resident drawing Singapore Merlion with help from students of St. Joseph's Institution on 15 April 2016

Faith & Works

Contributed by Rev Dr Alby Yip, Pastor of Zion Bishan Bible-Presbyterian Church

"In the same way, faith by itself, if it is not accompanied by action, is dead". (James 2:17)

Convictions are no mere perceived theory but perspired reality. It is both heart work and hard work. That is why we were so grateful to the Lions Home in Bishan for opening its doors to allow us to put our faith into practice. On 22 March 2016 about 40 of us from Zion Bishan Bible Presbyterian Church celebrated Easter with about 20 residents from Lions Home.



Home residents were treated to a delightful tea-break from members of Zion Bishan Bible Presbyterian Church on 22 March 2016

We began with a sing-a-long session with the Lions Home folks belting out favourite Hokkien, Cantonese and Mandarin pops. Our choir and ukulele group also presented a number of hits, to the delight of the audience. We played some games which the residents, notwithstanding some physical difficulties, gamely took on. Of course, a good gathering must end with food. A few of our team members had the first experience of feeding some of them.

We learnt that we should treasure and not take for granted our health and life. The best way to treasure our life is to give it in blessing to others. That was in fact the essence of Good Friday and Easter.

Priceless Gift of Time -



26 July 2016: Joyful music filled the air with members from Bedok Orchid RC (Bedok South) Ukulele Interest Group celebrating residents' birthdays



28 July 2016: Cheerful kids from PCF Sparkletots Preschool greeting residents before the start of their singing performance



13 September 2016: Temasek Primary School Staff demonstrating the making of towel roses to the residents



15 September 2016: Residents singing their hearts out with staff from Intel Mobile Communication SEA Pte Ltd during their visit



30 September 2016: Students from Telok Kurau Primary School (Soccer) treating the residents to a light tea-break

7 October 2016: A resident enjoying the company of a staff from Skyscanner Pte Ltd during their visit



Visits by Lions Clubs of Singapore



13 August 2016: LCS Central brought a group of Japanese Youth Exchange students to spend an afternoon with the residents (left & above)

visits at Bedok Home



16 August 2016: Students from Woodlands Ring Secondary School coaxing a resident to join them in their musical performance



19 August 2016: Through birthday celebrations and fun-filled games, staff from Hong Leong Asia Ltd brought sparkles of joy to the Home



20 September 2016: Love and Care (Shrimad Rajchandra Mission) visited the Home to celebrate residents' birthdays



10 October 2016: Students from Victoria School (Red Cross) guiding residents in the handicraft session during their visit



8 November 2016:
The art piece was completed by Kheng Cheng School students with the help of residents during the handicraft session



7 September 2016: Lions from LCS Whampoa interacting with residents during the colouring session



24 September 2016: LCS Sentosa brought joy to the residents through exciting bingo games and a karaoke session

Priceless Gift of Time -



20 August 2016: A staff from Porsche Club serving delicious food to a resident during its visit



22 August 2016: Firefighters from Bishan Fire Station helping a resident with a bingo sheet



28 September 2016: Residents were fascinated by a volunteer's skillful hands during a visit by The Nielsen Company (Singapore)



5 October 2016: Two enthusiastic residents joining the team of volunteers from Econ Health & Wellness Centre (Bishan) in the dance segment



19 October 2016: Volunteers from Food From The Heart and Temasek Polytechnic (Music Vox) visited the Home to celebrate residents' birthdays

28 October 2016: Singing along with the staff from CooperVision Singapore Pte Ltd



Visits by Lions Clubs of Singapore ...continued from page 9



1 October 2016: Lions from LCS Arcadia and LCS Tanah Merah preparing facial treatments for Home residents



15 October 2016: Lions from LCS Nassim having a great time with the residents playing bingo (above & right)

visits at Bishan Home



29 August 2016: Students from Balestier Hill Primary School guiding a resident in the colouring activity (Photo courtesy of Balestier Hill Primary School)



2 September 2016: Volunteers from Ministry of National Development engaging a resident during the sing-along session



8 October 2016: A resident participating in the calligraphy session conducted by NUS Chinese Society



18 October 2016: Teachers from Star Learners @ Jurong West surprised residents with a huge handmade card as the kids expressed their thanks to the residents



4 November 2016: Staff from Finexis Advisory Pte Ltd organised sing-along sessions and games for the residents



23 October 2016: LCS Amber visited Bedok Home to serve hot meals and to donate pyjamas to the residents

Adopt-a-Resident Programme

Contributed by Ms Lena Iriawati of Lions Home (Corporate Affairs Department)



LCS City celebrated the Club's adopted resident, late Goh Lai Hiang's 100th birthday in December 2009

Lions Home for the Elders has 38 residents under the Public Assistance (PA) scheme. *PA recipients are unable to work due to old age, illness, disability or unfavourable family circumstances, and often have little or no means of income and family support.**

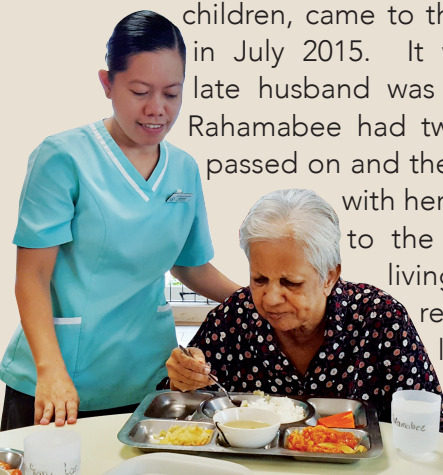
Lions Home is grateful to donors, fundraisers and organised group volunteers who have supported

the residents over the years. However, Lions Home is going one step further by reviving the 'Adopt-a-Resident' programme whereby Lions Clubs are strongly encouraged to 'adopt' residents who are under the PA scheme.

Often, what some of these PA residents wish, is to have someone to chat with other than talking to doctors and nurses about their medical conditions. On occasions, they wish someone could take them to a nearby coffee shop for a good old-fashioned 'kopi', or to weekly religious services. These may seem easy enough but they require time, effort and commitment. As much as the clinical staff would like to take on these responsibilities, they have to attend to the day-to-day running of the Home.

We would like to introduce two residents who are looking for that special "someone" to be part of their lives:

► **Madam Rahamabee, 79**, widowed with no children, came to the Lions Home (Bishan) in July 2015. It was reported that her late husband was from Malaysia. Mdm Rahamabee had two brothers. One had passed on and the other had lost contact with her. Prior to her admission to the Lions Home, she was living alone in a one-room rented flat. She has a lady friend whom she trusts to manage her finances and all her personal issues.



► **Madam Ng Mee Kee, 88**, widowed with no children, has no siblings or any other relatives that are known to us. She lived on her own in a one-room rental flat until her admission to the Lions Home (Bedok) in October 2014. She used to attend the Geylang Harmony Activity Centre (GHAC), and the staff of the GHAC are still giving her emotional support by continuing to visit her at the Lions Home.



For more information or enquiry, please contact Corporate Affairs Department at 6807 1409 or email: lhe.pr@lionshome.org.sg.

**Extracted from the Ministry of Social & Family Development – Public Assistance (PA) Scheme Enhanced to Provide Greater and More Flexible Help for the Needy, 1 March 2013.*

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