

GoldenTimes

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PDG Henre WH Tan (PBM)
Chairman

“Thousands of candles can be lit from a single candle, and the life of the candle will not be shortened. Happiness never decreases by being shared.”

- Gautama Buddha

As the old adage goes “Thousands of candles can be lit from a single candle, and the life of the candle will not be shortened. Happiness never decreases by being shared.” - Gautama Buddha. One does not have to be thrust into the dizzying heights of the rich and famous to give and share generously. We all have our little ways of sharing that are meaningful especially when it is true-giving from our hearts with love and care to the people around us.

Sharing of or giving away our material wealth may be a difficult concept for some because it takes away something that may be valuable or sentimental away from what we possess.

We appreciate the many Lions members who have faith in the Lions Home, and their dedication to continuing commitment to work and serve. A large number of people saw through the development of the Lions Home from a bunker shelter to the ultra-modern nursing homes, which provide a continuum of care, to support the vulnerable seniors to age with dignity.

Many have laboured towards what we are today, especially progressing administratively to be recognised with the Charity Transparency Award for exemplary disclosure and transparency practices in November 2018.

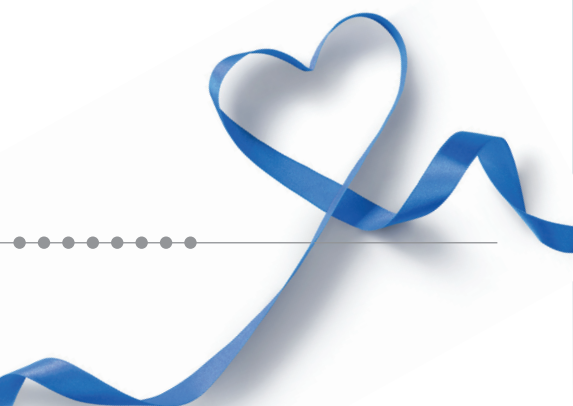
Amidst the backdrop of our fast-changing healthcare landscape, remaining relevant in the Intermediate and Long-Term Care (ILTC) service sectors is a challenge we should endeavour to undertake in the surrounding heartlands of Bedok and Bishan where the two Lions Homes are located. Expansion into community-based approach such as the Active Ageing Hubs, Senior Care Centres and Home Care Services is the way forward as it will benefit seniors who integrate with families and the developing community. This will contribute to improving active ageing and alleviating elderly loneliness as we expand our outlook from within the confines of our facilities that already exist.

The Lions Home residential care facility will always remain as our core service. Expanding outward, utilising existing amenities and resources which we commonly call “multi-task” will also go a long way.

We hope to share more good news on our future initiatives in the next issue. We await your powerful giving and thank members of the public, staff and volunteers as well as management board members, for their invaluable contributions.

PDG Henre WH Tan (PBM)

Chairman



FLAG DAY | 6 OCTOBER 2018

By Lion Chai Ming Voon

Organising Chairman of Lions Home Flag Day 2018 | Photos courtesy of Lion Dianna Olivia Lim & Lion Johnny Chia

When I was first approached to be the Organising Chairperson for the for the Lions Home for the Elders (LHE) Flag Day 2018 which was to be held in October, I felt honoured but apprehensive. However, I was persuaded to take up the challenge. I set up the main committee which comprised able members from various clubs and the LHE corporate staff. Issues concerning the club participation and collection stations were analysed and addressed. Eventually we had 16 stations fielded with capable station masters.



Coin Counting Committee at work.



Lion member scanning barcode of returned tins.

We were glad to raise \$76,032 for street collection and \$44,955.75 for pledge cards collection. I would like to take this opportunity to thank my committee, LHE Management and corporate staff members, sponsors and donors, as well as participating Lions and volunteers for all their efforts and the demonstration of very good teamwork.



Lion tin bearer hitting the streets to ask for donations.



To view the list of participants of Flag Day 2018, please visit:
<https://lionshome.org.sg/fd>

FLAG DAY 2019 VOLUNTEER RECRUITMENT



Join us for street collection
on 24 August 2019, Saturday.
Rally your family and friends to
sign up now! Minimum age: 15

JOIN US AS A TIN BEARER PLEASE CONTACT US



6807 1410



lhe.pr@lionshome.org.sg

CHECK OUT OUR
**NEW
LOOK!**
Clean, Simple, Modern





LIONS HOME CONFERRED THE CHARITY TRANSPARENCY AWARD 2018



We are pleased to share that Lions Home was awarded the Charity Transparency Award 2018 (CTA) under the large charities category. Held on 29 November 2018 at Gardens by The Bay, the award ceremony was graced by Guest of Honour Ms Grace Fu, Minister for Culture, Community and Youth. A total of 47 charities received this award for attaining high standards of transparency and disclosure.

An initiative introduced in 2016 by the Charity Council, the CTA aims to encourage good governance and disclosure practices in the charity sector, by recognising and acknowledging the efforts of these organisations in adopting exemplary governance through the Charity Transparency Framework. Winning this award is a strong affirmation of the Lions Home's efforts in promoting accountability so that our donors and partners have greater confidence in supporting us.



Then-Chairman of Lions Home, PDG Lion Isabel Cheong received the award from Mr Gerard Ee, Chairman of the Charity Council at the Charity Transparency Awards Ceremony on 29 November 2018. Photo Courtesy: Charity Council.

Let's see what our employees have to say about winning the award

Receiving the CTA is indeed a great honour for Lions Home. In preparing for this award, it provides Lions Home the opportunity to review our operating procedures, various documentations and processes which we have been doing all these years. In the process, It also shows us what the gaps in our procedures and processes are. Throughout the entire exercise, it allows us to make LHE an efficient and effective service provider in meeting the residents' needs. We are grateful to staff and individuals for their additional efforts to prepare for this competition. We strive to continue to do well in serving the needy residents.

Ho Huey Huey
Head of Finance

Winning the CTA is a validation of Lions Home's relentless pursuit to build trust and credibility with all its stakeholders, partners and volunteers. In the people's sector where societal expectations matter, charity transparency provides the impetus towards higher accountability and governance.

Michael Foo
Chief Operating Officer

Certainly a team effort in ensuring Lions Home adhered to the code of governance.

Lena Iriawati
Corporate Affairs Manager

“Thankfulness is the beginning of gratitude. Gratitude is the completion of thankfulness. Thankfulness may consist merely of words. Gratitude is shown in acts.”

- Henri Frederic Amiel

Our heartfelt gratitude to the following groups and organisations for coming together with their skills and expertise to enhance our residents' well-being. We appreciate the amount of time and effort spent in reaching out to us in different ways, and we look forward to strengthening the partnerships in the coming years.

1. KKH Osteoporosis Community Outreach Programme

Lions Home for the Elders (Lions Home) is extremely grateful for the collaboration with KK Women's and Children's Hospital (KKH) since February 2015. Under the KKH Osteoporosis Community Outreach Programme, the healthcare team from the Family Medicine Service at KKH provides the homes' residents with osteoporosis screening and treatment. The programme has impacted our residents' lives positively by delaying further bone loss and improving overall bone health.



Advanced Practice Nurse Chua Mei Tuan, Family Medicine Service, KKH, conducting an osteoporosis assessment on a resident from Lions Home.



Lions members assisting with residents' eye screening - vision assessment at the Bedok Home on 18 November 2018.

2. Free Eye Screening for Residents

Close to 150 residents of Lions Home Bedok and Bishan received free Eye Screening on 18 November 2018 and 9 December 2018 respectively. The Eye Screening Project, initiated by the Lions SaveSight Centre (LSSC) Singapore was conducted for selected Homes and Senior Activity Centres, led by Project Team Leader, Lion Dr Allan Fong (who is also the current LSSC 2nd Vice Chairman). Lions Home is thankful to be one of the beneficiaries of this project, which allows early detection of any eye related conditions such as cataract, glaucoma or age-related macular degeneration. The Eye Screening project was assisted by volunteer eye doctors, optometrists and nurses from Singapore National Eye Centre, volunteers from Singapore Women's Association and some LSSC Management Board of Directors and members of Lions Clubs of Singapore.

3. NTUC Health Denticare Mobile Dental Clinic at Lions Home

Under the Partnership with NTUC Health Co-operative Ltd for the Mobile Dental Clinic (MDC) service by NTUC Health Denticare, our residents were able to enjoy dental treatments such as scaling, polishing and simple extraction at their doorstep without having to travel back and forth between the nursing home and dental clinics. The MDC is wheelchair-friendly and comes equipped with a wheelchair lift to provide residents with optimum comfort during transfer. Residents enjoy the convenience of the MDC service and are more encouraged to visit the dentist without the hassle of travelling!



Lions Home staff pushing a resident to the Mobile Dental Clinic operated by NTUC Health Denticare, at the Home's premises on 23 October 2018.



CELEBRATING CHINESE NEW YEAR

FESTIVE JOY OF TOGETHERNESS



LIONS HOME BEDOK

Chinese New Year is centered around sharing moments of love and happiness, something our residents look forward to each year. For many years, through the kind sponsorship from the Lim Family (family of the late Richard Lim, resident of Bedok Home), Lions Home prepares gift hampers and prizes for residents' lucky draws to usher in the Chinese New Year.



The Lion Dance performances at both homes by Mr Ng Kim Foo and family of Sin Yong Tai Chi Physical Training Centre were greeted with spontaneous applause.



The long-awaited lucky draw is finally here!

Anita Thomas, Principal Occupational Therapist Aide of Bedok Home, main coordinator of the celebration shared, "Each time this year, we gather and spend quality time building meaningful bonds with the residents, it is truly heartwarming to see them smiling brightly and enjoying so much." The fun-filled morning on 14 February 2019 included a Line Dance session which had the residents beaming with pleasurable anticipation and a number of them even joined in the dance! The celebration ended with a delectable buffet treat by Mr Ng Kim Hock (brother-in-law of the late Richard Lim).

LIONS HOME BISHAN

Residents spent a morning of fun and laughter on 19 February 2019, a Chinese New Year celebration put up by dedicated staff of Lions Home, led by Pratiti Kaji, Rehabilitation Manager. The Senior Care Centre main hall, was beautifully decorated in red and gold to lift the festive spirit of everyone here at Lions Home. The morning kicked off with a thrilling Lion Dance performance, a high-energy filled performance to the beat of traditional drums. The remaining programmes included festive songs, dance performances and lucky draws, bringing the atmosphere to a climax. We are appreciative for the sumptuous buffet spread by a kind sponsor.



Staff dancing in multiple styles.

Our residents had a roaring good time, and we would like to thank everyone for contributing and making these celebrations memorable!



Ms Doreen Lye, CEO of Lions Home, holding the Golden Pig ornament and prosperity scroll handed to her by the Lions dancers from Sin Yong Tai Chi Physical Training Centre.

GROUP VISITS



Special thanks to all corporations, schools and Lions Clubs for hosting a series of celebrations to spread festive cheer to our residents, and ensure them that they are not forgotten during this season of giving.



Photo courtesy: Lion Dianna Olivia Lim



Photo Courtesy: Nicholas Chay Photography

RESIDENTS' COMMITTEE OUR GOLDEN VOICES

By Sudev Sreedharan

Facilitator of Lions Home Residents' Committee, Director & Consultant Occupational Therapist, OzWorks Therapy Pte. Ltd.



23 October 2018 was a groundbreaking day in the lives of residents at LHE. The Home convened the first-ever Residents' Committee and launched a true voice for the residents.

In LHE's constant endeavour to make this place special and meaningful, a group of nine residents sat around a conference table to discuss, negotiate and offer solutions to everyday concerns that their fellow residents had put forward.

Representing various levels at Bishan LHE, the six gentlemen and three ladies expressed concerns on behalf of their fellow residents. The committee members put forth real day-to-day challenges and brainstormed ideas to make their home a better place.



A resident sharing his concern during the meeting.



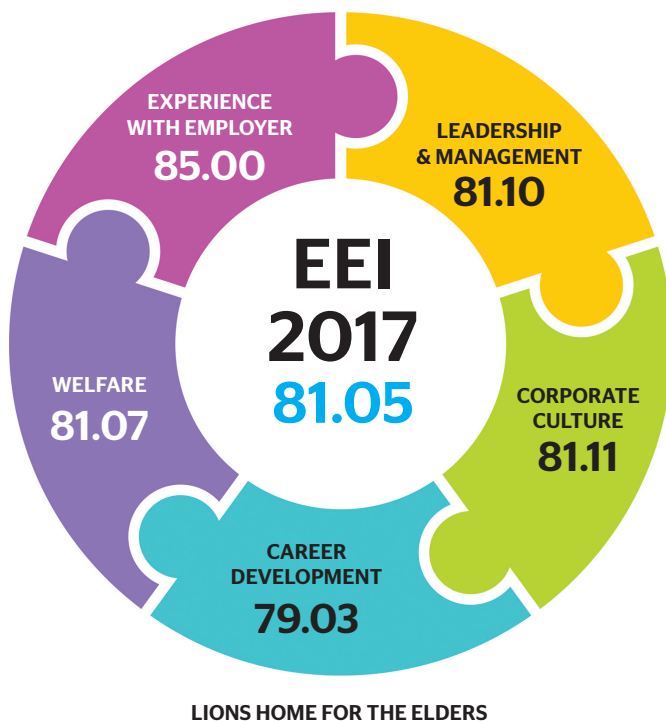
Sudev Sreedharan (facilitator) and residents at the Residents' Committee meeting.

The two quarterly meetings to date raised issues close to their hearts. Topics of concern included food variety and quality, facilities, hygiene and cleanliness and the various recreational programmes. LHE has taken into consideration their feedback and we hope our "golden representatives" continue to be the voice of LHE and make it truly a home away from home.

HAPPINESS IS KEY

Happy employees are productive employees - motivated in working towards a shared goal. We spend the majority of our time at work, and working in a supportive environment helps to create work-life balance and derive a sense of joy that ultimately leads to enhanced job satisfaction and greater productivity. Research studies have shown that there is a link between happiness and engagement of the employees.

In an Employee Engagement Survey conducted by Joshua Research Consultants Pte Ltd in 2017, Lions Home scored well with an overall Employee Engagement Index (EEI) of 81.05:



Some of the key findings from 30 staff surveyed include:

- 86.67% are satisfied working for the home
- 90% feel a sense of belonging here
- 90% are encouraged to come up with new ideas
- 90% are motivated to perform their best at work.

At Lions Home, we value feedback and encourage everyone to voice their concerns freely; a home where employees are empowered to develop new skills and maximise their potential to the fullest in a safe and positive environment.

EMPLOYEES TESTIMONIALS

A place to grow - Having supportive supervisors are the main reason why I choose to work here for 15 years. I began as a Nursing Aide in 2003 and gradually advanced to a Nursing Officer. I attended the course: Certificate in Surgical and Medical, which was fully sponsored by Lions Home. I would like to take this opportunity to thank CEO Ms Doreen Lye for believing in me and giving me the chance to grow professionally.



Pa Pa Myo
Nursing Officer

When I started, I had difficulties adjusting to the work environment, workload and managing residents with behavioural issues. But with the help and guidance of supportive seniors and colleagues, I managed to overcome these challenges. Lions Home was kind enough to sponsor the ITE course which I have recently completed. This is the place where I am constantly learning. Working here is very fulfilling especially when the residents' families appreciate our hard work in caring for their loved ones.



Helmi Nur Sefaulita
Dementia Ward, Nursing Aide II

Being away from my home country, I find a new home here at the Lions Home. I feel blessed being able to share my story with our lovely residents through the scope of my work. Everyone here eventually become my family and friends with whom I can share my hopes and dreams. A bond that holds a special place in my heart.












Mary Margarette Estupigan
Enrolled Nurse III

Having been with the home for eight years, I have had many opportunities to learn new recipes and cooking methods. I am able to make suggestions and when these are accepted, I am happy. More importantly, I am given the chance to interact with the kitchen staff and colleagues of different nationalities and backgrounds, now I can even joke with them. I will continue to work for the home as long as I can.



Mohd Ridzuan Bin Abdul Aziz
Senior Kitchen Assistant

DONATION APPEAL

<div>Lions Home Expenses (Bishan & Bedok)</div>		<div>Breakdown of Charity Dollar</div> <div>For every \$1 that Lions Home received in FY 2017 / 2018, \$0.83 went directly to:</div>	
<div><div>\$15.4 Million</div><div>Annual Operating Budget</div><div>as at FY 2017 / 2018</div></div>			
<div>Breakdown of Operating Expenses</div>			
<div>46% Staff</div>	<div>33% Residents' Welfare</div>	<div>Residents' Expenses</div>	
<div>19% Maintenance</div>	<div>2% Administration</div>	<div> Medical Doctors & Care Staff</div>	<div> Prescribed Standard Medication</div>
		<div> Physiotherapy, Occupational Therapy & Recreational Therapy</div>	<div> Medical Consumables</div>
<div>Government Subvention and Residents' Fees Do Not Cover:</div>		<div> Activities & Programmes</div>	
<div> Ambulance Transportation</div>		<div> Prescribed Nutritional Milk Feeds</div>	<div> Meals (served six times a day)</div>
<div>External medical charges for example changing of standard ryles tube and indwelling catheter.</div>		<div>Maintenance of the Facility</div>	
<div> Consumables for example adult diapers, medication and special milk feeds.</div>		<div>Other Related Staff Cost</div> <div>The remaining \$0.17 are reserved to meet Lions Home's future needs and developments.</div>	

DONATION APPEAL



PERSONAL PARTICULARS

* Lions Home will submit your tax deduction to IRAS if you provide your full name/ organisation name, NRIC/FIN/UEN. **By providing your information, you agree and give consent to the Lions Home for the Elders (LHE),** to collect and use your personal data, as well as from time to time, disclose such personal data to LHE's authorised service providers, and relevant third parties for purposes reasonably required by LHE to process your donation to LHE.

Name (Mr / Mrs / Ms / Mdm / Dr): _____

Organisation Name: _____

Address: _____

Postal Code: _____

NRIC/FIN: _____ UEN: _____

Contact No.: _____

Email Address: _____

Please tick to indicate your donation.

☐ Credit Card (Visa / MasterCard)

☐ One-time Donation

☐ Monthly Contribution

☐ \$50 ☐ \$100 ☐ \$200 ☐ \$300 ☐ \$500 ☐ Other Amount: _____

Card Holder's Name: _____

Credit Card No.: _____ / _____ / _____ / _____

Security Code (CVC2/ CVV2): _____ Expiry Date (MM/YY): _____

☐ Cheque

Make cheque payable to **Lions Home for the Elders**. On the reverse side of the cheque, please write your full name/ organisation name, NRIC/ FIN/UEN, postal address and mobile number.

Please complete this form and mail it to:
Lions Home for the Elders
Fundraising, Corporate Affairs Department
Lions Home for the Elders
9 Bishan Street 13
Singapore 579804

Donate by PayNow / QR Code

Launch your iBanking app and scan the QR code below or select PayNow and key in **Lions Home for the Elders UEN S8OSS0029BDON**



For all other online donation options

Please go to the Lions Home official website
www.lionshome.org.sg

Institution of a Public Character (IPC)

Lions Home is an approved Institution of Public Character (IPC). All outright donations are eligible for 2.5 times tax deduction. For Inland Revenue Authority of Singapore or IRAS to include your tax-deductible donation, please indicate your NRIC/FIN/UEN upon donation.

LIONS HOME
RECOGNITION NIGHT 2018

By Charisse Teo Li Ping
Corporate Affairs Department



ROSES ARE RED, VIOLETS ARE BLUE, THIS NIGHT BELONGS TO YOU!

It was a sea of colours at the Home's annual event as guests arrived early in their finery, and started mingling with old friends and making new acquaintances in an upbeat ambience. Close to 300 guests attended the dinner at the Singapore Island Country Club on 1 December 2018, with Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources; Ministry of Health, gracing the event as Guest of Honour.

This year's theme "*Roses are red, Violets are blue, This night belongs to YOU!*" placed strong emphasis on conveying our heartfelt thanks to all our donors, Lions members and members of the public for their staunch support. To add further significance to the evening, the Home's resident Mdm Ho Phooi Ha sang her favourite song - One Day When We Were Young, and her rendition touched the hearts of many. The presence of all contributed to the success of the evening's event.

For the complete list of award recipients, please visit:
<http://lionshome.org.sg/awards>

For photos, please visit:
<http://lionshome.org.sg/rn>

No amount is too small!

Donation cut-off date for upcoming
Recognition Night 2019:
30 September 2019

AWARD CRITERIA

H.K. Lau Award

Donations of \$50,000 and above

Distinction Award

Donations of \$30,000 to \$49,999

Excellence Award

Donations of \$10,000 to 29,999

Merit Award

Donations of \$5,000 to 9,999

Editorial Committee: PDG Lion Isabel Cheong, PDG Lion Henre WH Tan (PBM), Lion Eric Koh, Lion Jennie Lee, Lion Yeo Eng Im, Ms Doreen Lye, Ms Lena Iriawati, Ms Charisse Teo Li Ping

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