

GoldenTimes

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CHAIRMAN'S MESSAGE



Being a leading aged-care facility in Singapore, Lions Home For The Elders constantly aims to improve the quality of life for its residents through the introduction of new technology in care-giving, and in carrying out new initiatives.

In recent months the Home has adopted and applied a technology of tracking its dementia residents, improving the efficiency and level of their care (*see article on page 4*). Two gender specific programmes were introduced at the Senior Care Centre. The first is “*Happy Hour*” for clients with dementia. The weekly session targets primarily male clients who are more susceptible to social isolation than their female counterparts. Female clients are most welcome to join in as long as they can hold a cup in their hands, drink and enjoy socialising with friends. Only non-alcoholic drinks and snacks are served. The second programme, “*Trim My Beansprout*”, is intended for the Centre’s female clients who were homemakers. This communal activity provides opportunities for social interaction and reminiscence whilst at the same time improve their eye-hand coordination and fine motor skills.

To engage in better communication and improve rapport with residents’ families, Lions Home Bishan hosted a tea party for residents and their caregivers. The “*get-together*” event was mutually fruitful and satisfying for both parties, as *Caregivers* learned about the meaningful activities and

structured programmes their loved ones took part in, and staff got to know the family members better. Outings are always something residents look forward to. A group of the Home’s residents visited the Gardens by the Bay, an outing hosted by Central Singapore Community Development Council. They certainly had a very enjoyable day.

To close the year, I am very happy to announce that Lions Home For The Elders has been awarded the Charity Transparency Award 2019 by the Charity Council of Singapore. This is the second year that the Home has been recognised for this award. In addition, the Institute of Technical Education (ITE) has awarded to the Lions Home the *Distinguished Partner Award* as a Certified On-the-Job Training Centre 2019. These awards are testament of the Home’s aim to ensure that we uphold our standard of operation and governance, and at the same time establishing ourselves as a recognised Training Centre, producing staff who uphold a consistent level of care.

The Lions Home will soon be celebrating its annual Recognition Night. Its theme “***Simply the Best***” recognises the valued volunteers and partners who have supported the Home over the years. The theme without doubt, expresses the confident and spirited sentiment of staff, donors and the community.

Council Chairperson
(CC) Lion Henre WH Tan (PBM)
Chairman

EDITORIAL COMMITTEE: PDG Lion Isabel Cheong, CC Lion Henre WH Tan (PBM), Lion Eric Koh, Lion Ina Lam, Lion Jennie Lee, Lion Yeo Eng Im, Ms Doreen Lye, Ms Lena Iriawati, Ms Aileen Kong.

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LIONS HOME'S JOURNEY OF ENTERPRISE RISK MANAGEMENT

*By Michael Foo, Chief Operating Officer
Photo Credit: KPMG Singapore*

Lions Home For The Elders has successfully accomplished the following milestones along the Enterprise Risk Management (ERM) roadmap since the commencement of the journey in mid-2018:

- a.** Established a clear and defined ERM framework including objectives, risk governance structure, detailed roles and responsibilities. The Home's customised ERM policy equips all employees involved in the ERM process with the methodology and tools to facilitate and deliver a consistent approach in the risk identification, assessment, monitoring and reporting process.
- b.** Structure process to identify, assess, monitor and refresh key risks with involvement from senior stakeholders. Risk registers from the respective risk owners are reviewed regularly and updated quarterly.
- c.** Protocol in place for periodic risk reporting to the senior management, risk management committee and the management board including reporting frequency, content and responsibilities. Risk reporting is presented on a half-yearly basis with a full review annually.
- d.** Sound risk awareness and understanding across all stakeholder groups within the organisation. Lions Home is committed to provide regular briefing, refresher and training sessions to promote risk awareness and build risk capabilities within the Home.

Moving forward, as part of the initiation into the Code of Governance for Charities and Institutions of Public Characters, the Home will be conducting ERM training for the in-coming management board members in the first quarter of 2020. In addition, Lions Home will partner with KPMG to develop the Key Risk Indicators (KRIs) for the identified key risks of the Home. These KRIs will primarily serve as early warning mechanisms to monitor exposures

of the risk concerns as well as to highlight exceptions in a pre-emptive and timely manner.



Staff Nurses describing risk management in a pictorial format.

Lions Home's journey in ERM has just begun. Far from being a one-off exercise, risk management is an iterative process that should always be viewed as a work in progress. What matters most is that our ERM journey has laid the cornerstone for establishing a strong risk management culture that will incorporate risk management into the day to day activities and across all levels of the Home. **GT**



Staff reviewing key risks factors within the home.



GPS TRACKING WATCH FOR A DEMENTIA RESIDENT

By Joselito S. Iporac, Assistant Director of Nursing

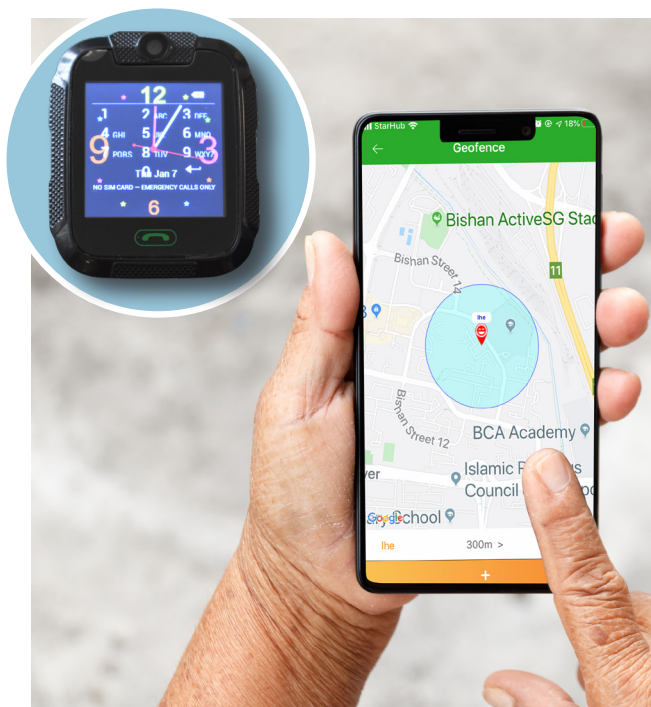
Dementia is a condition characterised by a decline in memory, difficulty in verbal communication, the inability to problem solve and perform everyday activities. Such manifestations sometimes cause dementia patients to wander off on their own.

At Lions Home Bishan, there is a particular male resident who is suffering from dementia. He often wanders around the ward premises expressing the need “to go home” and tries to open all the doors in the ward. There was an incident when he was about to venture out of his ward, but fortunately he was spotted by an attentive staff who guided him back to the ward. In view of his mental conditions and incidents as such, the care team recommended for him to wear a GPS tracking watch so that he can be quickly located in the event of an abscondment.

The tracking watch uses cellular technology to provide precise location detection. Geofencing technology allows a boundary to be pre-defined and will send an alert to the Home when the wearer of the device moves out of the pre-defined zone.

The GPS tracker is easily accessible from a mobile phone by simply downloading the application. By wearing a GPS tracker, the dementia resident can retain some sense of

independence and normalcy. At the same time, care staff will have peace of mind knowing that they will be alerted should the resident try “to go home” again. **GT**



Tracking watch and mobile app interconnected.

TIME FOR HAPPY HOUR

By Prudence Chan, Dementia Care Specialist
Consultant Occupational Therapist (Full Registered AHPC Member)
Pacific Rehab & Therapy Pte Ltd, www.pacificlocum.com

“Happy Hour” is a client-centered social engagement group created to encourage persons with dementia to be empowered to share and mingle in a cosy and relaxing environment. Since this year, this psychosocial group therapy is run fortnightly in Dementia Care Unit by Dementia Care Specialist and Consultant Occupational Therapist Ms Prudence Chan.

During “Happy Hour”, non-alcoholic sparkling juices simulating wine or champagne are served using wine glasses while clients will be involved in the setting of table, preparation of wine glasses, popping “champagne” as well as initiating a toast. Focus will be on clients mingling and chatting with one another revolving around a topic of the day. The initiative aims to promote and reinforce social skill sets which include maintaining eye-contact, turn-taking and social etiquette.



Dementia Care Specialist Prudence Chan chatting with the SCC clients while enjoying a glass of “red wine”.

Depending on the social dynamics of the group, common topics could be cooking tips, challenges in managing a household and their past experiences. Over time, this platform has empowered several clients who used to have word-finding difficulties and apprehension to communicate with others, to being able to engage in meaningful conversations. Such social engagements will improve one’s quality of life and their well-being. **GT**



5 TIPS TO MINIMISE RISKS OF DEMENTIA

By Prudence Chan, Dementia Care Specialist
Consultant Occupational Therapist (Full Registered AHPC Member)
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Dementia is an “umbrella term”, including disorders characterised by loss of cognitive functioning, such as thinking, remembering and reasoning, and by impairment of behavioral abilities under particular conditions to an extent that a person’s daily self-care activities are compromised.

There are many types of dementia but the most common one is Alzheimer’s Disease. Some other types of dementia are Vascular Dementia, Frontotemporal Dementia (include Pick’s Disease), Lewy Bodies Dementia and Alcohol-related Dementia. It is also possible for a person to be diagnosed with more than one type of dementia, for example, Alzheimer’s and Vascular Dementia. Causes of dementia is still under research. However, among various subtypes of dementia, risk of being diagnosed with Vascular Dementia can be managed and minimised. Vascular Dementia is caused by problems with the blood supply to the brain cells, for instance, small strokes of the brain. Therefore, it is crucial to minimise risk factors of strokes which include diabetes mellitus and hypertension. Here are some suggestions to minimise risks of dementia:

STAY PHYSICALLY ACTIVE Exercise for at least 30 minutes five times a week. You can choose to walk, jog, cycle, swim or join a dance group.

OPT FOR HEALTHY DIET Choose less sugar and saturated fat. Sugary foods, refined carbs and fatty foods can lead to weight gain, putting you at the risk of further health problems such as diabetes. Diabetes has been closely linked to Alzheimer’s. Follow a Mediterranean diet which is high in whole grains, vegetables, nuts, legumes, spices, oily fish, olive oil and other foods high in omega fats, while being low in red meat, refined foods and sugar.

STIMULATE YOUR MIND Learn something new like pick up new skills, read a good book or take up a new hobby.

SLEEP WELL Research shows that poor sleep is not just a symptom of Alzheimer’s but a possible risk factor.

RELAX & HAVE FUN DAILY Take time to relax everyday. Identify your leisure pursuit, may it be knitting, taking a walk in the park, yoga or playtime with your dog. **GT**



References: Alzheimer’s Prevention through Diet and Supplements, Stress Management, Exercise, and Spiritual Fitness.(2017, June 24); Retrieved from <http://alzheimersprevention.org/4-pillars-of-prevention/Preventing-Alzheimer’s-Disease>. (n.d.); Retrieved from <https://www.helpguide.org/articles/alzheimers-dementia-aging/preventing-alzheimers-disease.htm>; Exercising Later in Life Might Lower Risk for Alzheimer’s. (2014, April 30; Retrieved from <http://www.alzheimers.net/2014-04-30/senior-exercising-may-lower-alzheimers-risk/>Alzheimer’s Prevention through Diet and Supplements, Stress Management, Exercise, and Spiritual Fitness.(2017, June 24); Retrieved from <http://alzheimersprevention.org/4-pillars-of-prevention/>



WHOLEHEARTED BEGINNINGS

*By Megan Cheah, WeeVolunteer Group, Wee Kim Wee School of Communication & Information
Nanyang Technological University*

Bright and early on 5 October 2019, 21 students from Nanyang Technological University's Wee Kim Wee School of Communication and Information (WKWSCI) sat down with the residents of Lions Home For The Elders in Bishan for a session of icebreakers and introductions. Organised by the school's volunteering group, WeeVolunteer, this was the first of many bi-weekly visits, aimed at bringing students and elders together through sharing, art and crafts activities, and games.

As a WKWSCI freshman and one of the 21 students, the visit was also the start of my own volunteer journey with the school and Lions Home. The few days leading up to the visit was spent in quiet suspense. It had been a while since my last volunteering endeavour, and I was nervous about meeting new people in the elderly community.

That said, following a briefing by the Home's Volunteer Coordinator, most of my fears melted away once my group settled down with the residents. While there was a bit of a language barrier between us – my proficiency in Mandarin was not the greatest, and dialect non-existent – the elderly gentlemen and ladies were welcoming and excited to see a group of youths joining them that morning.

A particularly affable lady was open to sharing about her experiences with me, and I felt that the few hours we spent together was therapeutic for both of us. She could share her library of stories with someone who was willing to listen, while I was able to take a step back from my busy life and provide a listening ear to someone who needed it.

In addition to swapping tales, our group also held two games of bingo with the residents, which many of them took to with gusto. It was surprisingly thrilling to score a whole line of crossed-out numbers on a sheet, and the participants were quite pleased with the prizes for calling a "bingo!". Those who didn't wish to play seemed glad to simply have someone with them, and I hope that we were able to provide the companionship.

The next few sessions brought about a new set of activities that the residents and volunteers could enjoy together, from painting to games. Little by little, we hope to reach out to the Lions Home residents and bring some light into their lives. All it takes is some patience, a listening ear and a willing heart. **GT**



Students from WeeVolunteer Group interacting with residents with activities and games.



BRINGING JOY TO LIONS HOME FOR THE ELDERLY

*By Suyin Tan, Executive Director, Retail Client Business Asia ex Japan
Goldman Sachs Asset Management (Singapore) Pte. Ltd.*



On 14 October 2019, 14 volunteers from Goldman Sachs had an enjoyable time interacting with the Lions Home residents and Senior Care Centre clients. It was the first time Goldman Sachs volunteered at Lions Home as part of our Community TeamWorks programme. I recalled a fun-filled day with activities ranging from finger-painting art and sing-along session to exciting games such as Memory, Guess the Price and Pass the Ball.

We created amazing finger-painting craftworks of beautiful trees and colourful rainbows together and each elderly received a framed craftwork as a token of remembrance. Games were engaging too, especially “Guess the Price” when each participant had the opportunity to guess the price of daily necessities like coffee powder, biscuits, water bottles, containers and towels. All of them were delighted to receive the items as prizes when they guessed the prices correctly. Cheers filled the room that afternoon and the residents and volunteers’ joyful faces that were captured in many photographs were priceless.

Our volunteers also served local delights such as soon kueh and egg tarts which are specially prepared for the seniors’ tea break. We were touched when one resident made a speech in English on behalf of the elders (Lions Home) and another resident sang her favourite Chinese song as a token of appreciation to our volunteers at the end of the visit.

Thank you Lions Home for making this day memorable and fulfilling for all Goldman Sachs volunteers while “Adding Life to Years” for the elderly. **GT**



Goldman Sachs staff and their family members creating art with residents.



FORGING ENDURING BONDS

By Patsy Pang, Director of Nursing

It was a lively morning when 40 family members streamed in for a tea party with residents at Lions Home Bishan on 14 September 2019. It was a heart-warming sight as we witnessed the multi-purpose room being filled with wide smiles and friendly chatter.

The event began with a welcome speech by our Chief Executive Officer, Doreen Lye which was translated into Mandarin by Assistant Nurse Manager, Du Juan and Senior Centre Supervisor, Harriet Li. This was followed by a short video showcasing Lions Home's services and activities. Director of Nursing Patsy Pang, Rehab Manager Pratiti and Nurse Clinician Lini then each gave a short introduction on the daily activities, therapeutic exercises, diet and innovative ideas etc in caring for the residents during their stay with us.

The purpose of this tea party was for residents' families and next-of-kin to interact with the residents in a cosy setting. It was also an opportunity for family and next-of-kin to better understand the Home's service standards and the quality of care provided. Staff were encouraged to mingle with residents and family members to gather their feedback and to answer any concerns they might have.



CEO Doreen Lye welcomes all at the tea party.



Families of residents queuing for sumptuous tea break.



Registration for the tea party.

We were delighted to hear good comments from the participants at how enthusiastic our staff were in organising the activities for the day. New friendships were formed and existing relationships strengthened amongst the staff, residents and family members as the event concluded on a high note for all. **GT**



FLAG DAY 2019

By Joycelyn Heng, Volunteer Co-ordinator

On 24 August 2019, a total of 750 volunteers gathered for our annual Lions Home Flag Day. Enthusiastic volunteers reported at 17 different stations spread across our sunny island. It was a day that held a special place in the hearts of many as we all gathered for the same cause – to raise the much-needed funds for the residents of Lions Home.

Every year, members from various Lion Clubs would readily come forward to volunteer and also help to garner support from various corporations, schools, families and friends. This generous spirit means a lot to us as flag selling can be quite a daunting task at times. Flag sellers are often faced with multiple rejections albeit with some strangers being forthcoming in donations. One of the Lions Clubs members shared, “Many may not understand why or who we are raising funds for. However, being part of the Lions Clubs community, we have interacted directly with the residents and know the importance of how the funds raised can improve the lives of many in Lions Home. There

are many who face financial hardship or have little or no family support, that is why we never fail to volunteer”. It is heartwarming to see the kindness and generosity of different groups of volunteers coming together for our cause. We are extremely thankful for a gross total of \$56,283.34 from the street collections this year. We would like to thank all volunteers and donors for their unrelenting support and giving hearts. **GT**



District Governor Lion Gareth Goh (PBM) thanking volunteers for raising funds for the Home.



“Like” by Lion flag seller.



Every cent counts.



GIVING FROM THE HEART

By Aileen Kong, Senior Corporate Communications Executive

While many of us 'give' through volunteering or by making donations, our staff at Lions Home For The Elders (LHE) 'gives' on a daily basis. Work at LHE is not a mere job but rather a passion to make a difference in the lives of our residents.

In 2018/2019, a total of 37 seniors benefited from the different services provided at our Bishan Senior Care Centre (SCC). This integrated facility provides dementia day care, maintenance day care, social activities, rehabilitation and centre-based nursing to our clients. Aside from our nurses, the work of SCC also require the dedication of volunteers and the expertise of specialists such as Occupational Therapists and Physio therapists to make each encounter for our clients a pleasant and fruitful one.

In this article, we would like to introduce two of our long-serving care staff, Assistant Nurse Manger, Du Juan (20 years of service) and Centre Supervisor, Harriet Li (15 years of service) who are now helming SCC. Read on to find out more about their journey with us.

WHAT IS THE GREATEST JOY OF WORKING IN LHE'S SENIOR CARE CENTRE?

DU JUAN: When the elderly express their love for me by doing the Korean hand action of a heart shape or when they start confiding in me.

HARRIET: Smiles from the elderly! I had a client who was very reserved when he first came. He just refused to give me any eye contact whenever I spoke with him. However, over a period of time at SCC, he now greets me even before I start a conversation with him.

HOW IS SCC DIFFERENT FROM THE NURSING HOME?

DU JUAN: Due to the holistic approach of SCC, our roles often go beyond just being a nurse. One such example is having to understand their social backgrounds/financial situations at times. On a more extensive level, this care

would also include the well-being of their caregivers too. This is important because our clients do not stay at SCC and half of their time is spent at home with their caregivers.

HARRIET: The engagement level is higher at SCC because it is a day care where our clients receive different forms of engagement rather than just clinical aid. For example, a day at SCC might involve both group and individual activities such as interactive games on the iPads, or memory games in a group to encourage interaction.

WHAT MOTIVATES YOU EVERY DAY?

DU JUAN: Seeing your value in the organisation and being able to achieve the objectives that were set for you. The team that I work with also plays a big role in keeping me motivated.

HARRIET: Getting to know my clients because this is not just a job to me. I believe in forging a bond with them. When I understand them, I'm able to make them look forward to their visits to SCC.

HOW DO YOU UNWIND AFTER A DAY AT WORK?

DU JUAN: Talking to the team because it is always easier to discuss with your immediate colleagues about work challenges as we face similar issues. Discussions might also lead to solutions.

HARRIET: Going home to see my two sons and getting a hug from them. That is something which cannot be bought.

WHAT DO YOU THINK IS THE BEST 'GIFT' THAT THE ELDERLY CAN RECEIVE?

DU JUAN: Being able to maintain their current physical and mental state of health and this would mean lesser stress for the caregiver too.

HARRIET: I think the best gift that they can receive is time. Spending time with them and knowing that you are able to make a difference in their lives. **GT**



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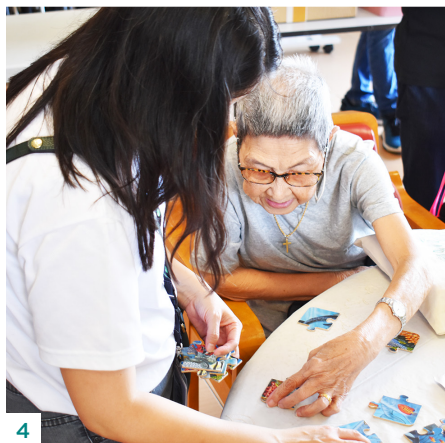
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1. 4 Sept: Food from the Heart and Raffles Girls School; 2. 5 Sept: Tan Insurance Brokers Pte Ltd; 3. 9 Sept: Petrochina International Singapore Pte Ltd; 4. 11 Sept: AEM Singapore Pte Ltd; 5. 12 Sept: Panasonic Industrial Devices Singapore; 6. 15 Sept: LCS West; 7. 16 Sept: Telok Kurau Primary School; 8. 23 Sept: Singapore Sogetsu Association; 9. 26 Sept: Anglo-Chinese School (Independent); 10. 28 Sept: LCS Sentosa; 11. 3 Oct: ITE College Central; 12. 5 Oct: Wee Kim Wee School of Communication and Information



MID-AUTUMN CELEBRATION

By Abby Yap, Venture Scout, Singapore Scouts Association

During the ASEAN Scouts Youth Forum 2019, the Singapore Scouts Association collaborated with Central Singapore CDC, Bishan CC YEC and Lions Home For The Elders to celebrate mid-autumn at Gardens by the Bay. It was a special day for both the Scouts in ASEAN regions and the elderly.

Having prior training to use the wheelchair, I was able to manoeuvre the wheelchair around the gardens efficiently. Overall, it was an enjoyable experience as the elderly I was paired with had enjoyed himself too. It was Uncle Tan's first time visiting this famous tourist attraction, and he was mesmerised by the vibrant colours and scenery in the gardens. The beautiful floral decorations at the mid-autumn festival exhibit was not just interesting for him, but for me as well. He shared a lot about the festival and our culture with me which I did not know before the visit.

As one of the volunteer befrienders, I made sure that I established a personal connection with Uncle Tan as I believe that my role exceeds merely being there and supporting him physically. While chatting with Uncle Tan, I listened



Scouts wheeling residents to tour around the exotic gardens.



attentively about his perspectives of life. I am thankful for this opportunity and would definitely want to be a part of it if a similar opportunity arises again. **GT**

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