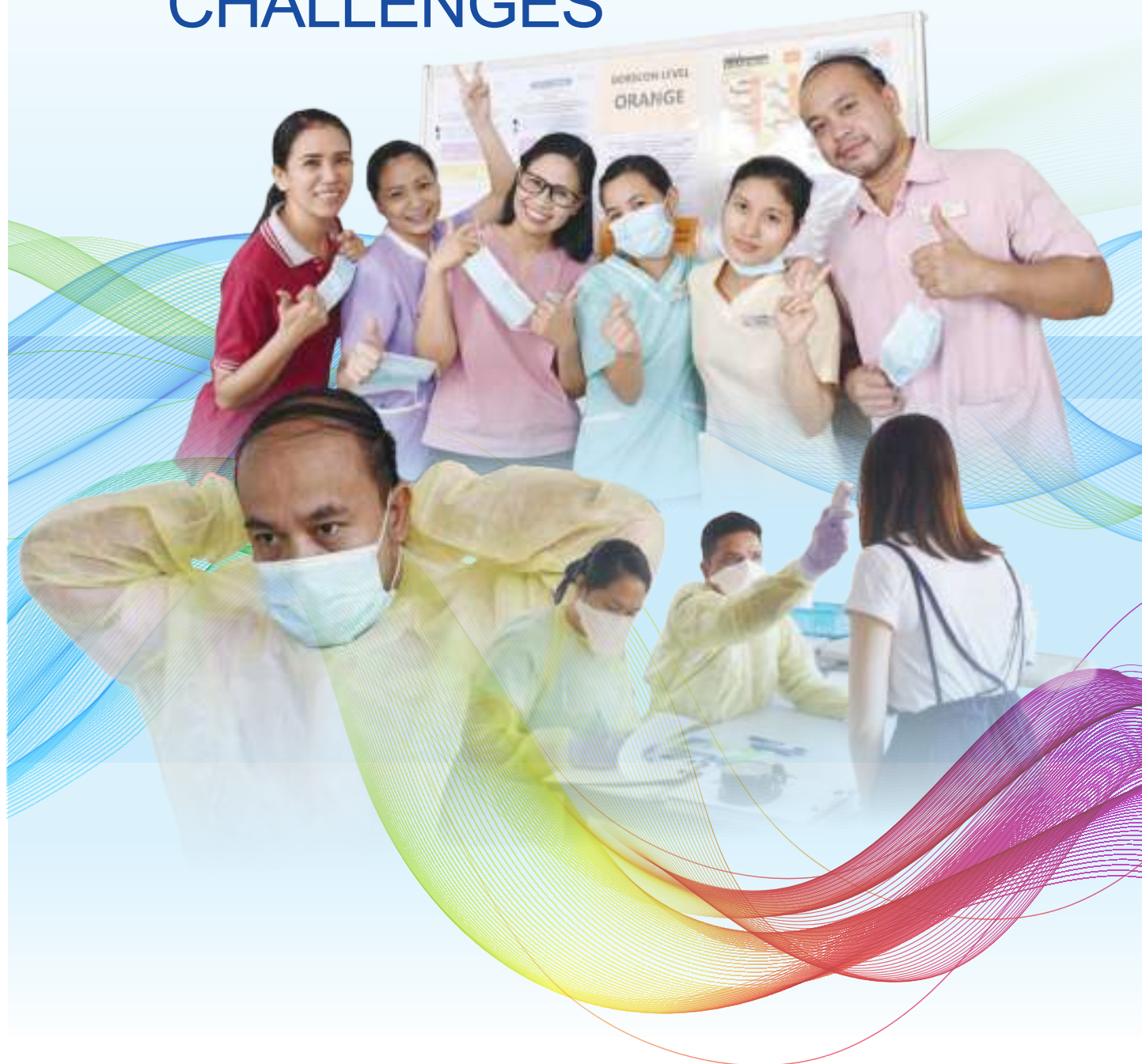


# GOLDEN TIMES

## OVERCOMING CHALLENGES



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**8** COJTC  
Distinguished  
Partner Award

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# CHAIRMAN'S MESSAGE

“

**Lions Home For The Elders in both Bishan and Bedok are equipped with the necessary measures to overcome the new strain of coronavirus – known as COVID-19.**

”



**W**ith stringent pandemic preparedness exercises conducted annually, Lions Home For The Elders (LHE) in both Bishan and Bedok are equipped with the necessary measures to overcome COVID-19. In addition to contact tracing processes already in place, LHE has increased further precautions. This includes screening and recording of temperatures, obtaining travel and health declaration forms and more. You may wish to read more about the precautions LHE has taken in the next page.

Beyond this critical period, I would like to express my appreciation to our care staff who have demonstrated utmost excellence in caring for our residents. Their diligence and hard work were recognised late last year by the industry when they received the Certified On-the-Job Distinguished Partnership by the Institute of Technical Education and Quality Improvement Awards by the Agency for Integrated Care.

LHE also conveyed our gratitude to valued partners and service volunteers during Recognition Night in December 2019, with “Simply The Best” as the theme. This occasion saw a vast turnout of invitees which included individual and corporate donors, companies, as well as Lions Clubs and their members.

Dr Lam Pin Min, Senior Minister of State in the Ministry of Health and Ministry of Transport, and Guest of Honour for the event, said in his address, that he would like to see the strengthening of aged care to meet the needs of our growing senior population. Dr Lam also emphasised that nursing homes beds would be increased to ensure sufficient capacity. He supported the use of more technology to enhance the future of Quality Care.

I would like to thank Lion Aranea Chua and her team for the success of Recognition Night 2019, as well as all Lions Clubs, members and corporate companies who have contributed continuously to the Home with both financials and volunteers' services. It is always said that the little things you do always return in numbers and it is kind souls like you who encourage us to do even more.

We are grateful to one and all from the diverse segments of our society who have done so much for us without any second thoughts. We thank our valued partners, donors and volunteers, and we look forward to their continuous and unwavering commitment and contributions.

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

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

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# Overcoming COVID-19

By Ms Doreen Lye, Chief Executive Officer

**B**etween December 2019 and January 2020, the World Health Organization was alerted to a new strain of coronavirus, known as COVID-19.

Ministry of Health Singapore (MOH) commenced a chat group on 25<sup>th</sup> January 2020 with all service providers in the healthcare sectors, to provide quick updates on the latest development amidst the evolving situation and to share specific directives to follow. Our team went online with MOH via Webinar to receive further instructions.

On 7<sup>th</sup> February 2020, MOH raised the alert level to Disease Outbreak Response System Condition (DORSCON) Orange. All health institutions and all voluntary welfare organisations' service providers were ordered to activate precautionary measures. At this onset, entire operations of implementing precautions were carried out in both Lions Home at Bishan and Bedok. Emergency meetings with the Clinical Management Team were convened to



*Clients from Senior Care Centre line up every morning to measure their temperature.*

assess, plan and implement actions to be taken. We were ready to rise to the occasion.

Lions Home For The Elders' (LHE) position in any national outbreak of infectious disease has been one of PREPAREDNESS. A Pandemic Preparedness Guide Protocol handbook developed by Lions Home is accessible to all clinical staff in their respective levels.

All our staff (clinical, non-clinical and support) undergo a mandatory Pandemic Preparedness Exercise conducted annually. Through this internal exercise, staff have been trained on infection control measures, hygiene practices, donning of the Personal Protection Equipment (PPE) and more. Upon completion, an after-action review is discussed by the committee to improve on procedures based on feedback given by staff.



*Care staff donning on PPE.*

## Here are some examples of actions taken in LHE with regards to COVID-19 outbreak:

- Universal Standard Precaution Measures by MOH were activated
- Logistical set-ups - designated areas to monitor visitors coming in and out of the Home, and staff on different levels were segregated
- Screening and recording of temperatures for both staff and visitors and obtaining of visitors' health and travel declarations
- Residents' temperatures were recorded twice daily
- Care staff assigned to a roster to cover temperature screening for visitors
- Cancellation of all care staff's annual leave
- Stringent monitoring of PPE stockpile to ensure its sufficiency during this crucial period
- Minimal contact of receiving fee payments from residents' relatives and donations.
- Postponement of group visitations
- Suspension of all residents' group activities

# Overcoming COVID-19

**H**ere were some of the challenges we encountered during the outbreak, and measures used to overcome them.

## ▪ New restrictions for visitations

**Challenge:** Due to the necessity to fill out compliance declaration forms and measure temperatures, snaking queues were formed by visitors. LHE also implemented a mandatory restriction on the number of pax allowed to visit the wards. Man-hours were spent by the clinical and social work departments to contact next-of-kin (NOK) to inform them of the new restrictions.

**Measure:** A new Visitor Management System was implemented to facilitate with the registration of visitors. Time spent at the registration counter was reduced and made efficient.

## ▪ Uncertainty and stress for staff

**Challenge:** A certain amount of stress was placed on the clinical staff to cover reception duties with manpower shortage and a strict adherence to roster duties. Anxiety, fear and fatigue were expressed by care staff in dealing with the crucial situation. Due to the cancellation of all care staff's leave, there were bound to be disappointments in having to postpone their annual leave. An increase in the number of meetings with care staff also caused disruption to duties in the ward.

**Measure:** Daily meetings allowed the management to reassure staff and provide clear cut instructions on dealing with the situation. This includes updates of the latest developments, as well as directives from MOH. We were heartened to hear that our care-staff were



*Visitor making a health and travel declaration.*

more than understanding about the importance of their role during this critical period, and would like to commend them on their positivity, tenacity and grit.

## ▪ Shortages of supplies

**Challenge:** There was the great uncertainty in receiving and replenishing stocks of surgical masks from suppliers. In lieu of this situation, staff were tasked to exercise prudence in the usage of masks.

**Measure:** We were filled with gratitude to have received donations of masks and hand sanitisers during this trying period. Kind donors have stepped forward to offer us these hygiene products at a time when there was an island-wide shortage, and we would like to sincerely thank them for their kind gestures.

Some of the positive takeaways from this experience involve LHE's adaptation to the use of technology in enhancing our administrative processes, from registration to exporting data in the clinical department and reducing time-consuming keying of manual entries. We have enforced a tightened security control, ensuring that visitors who are driving will have to park momentarily at the foyer and take their temperatures before the carpark gantry barrier is manually lifted.

Lastly, our finance department was able to reassess their payment procedures from our residents' NOK, and improve on the processes used before. Due to certain restrictions in our home, NOK were issued envelopes for fee payment to be submitted at the payment box at level one. This contactless procedure has proven efficient, in terms of cutting down on manpower and facilitation.

*Article written on 20<sup>th</sup> March 2020*



# Lions Home Visitor Management System (e-Registration)

By Joselito S. Iporac, Assistant Director of Nursing

**L**ions Home For The Elders has taken additional precautions to care for its residents and employees in view of the development of COVID-19. With the support rendered to LHE from Medic Supply Pte Ltd, we have successfully developed a Visitor Management System, using a tablet application, to streamline the registration process and efficiently capture visitors' personal details. The system also assists with contact tracing purposes, when there is a need, during pandemic situations.



Visitor using a tablet for e-Registration.



At the reception, visitors are handed a tablet to register their details such as full name and contact number. They will also fill out an e-Declaration form that includes temperature, travel history, and other health declarations. Our receptionist will then perform a simple search of their previous visit(s) as well as register their check-in and check-out timings which helps in

producing statistical reports to monitor visitor activity.

The development of our Visitor Management System has tremendously reduced visitors' waiting time at the reception area and provided all the functionalities required for contact tracing. In addition, the information captured can be easily retrieved

in digital format for administrative purposes as well as easy electronic sharing with the relevant authorities when the need arises. It has now successfully replaced our manual paper registration that was used at the initial phase. Previously, it was difficult to track the number of daily visitors due to having to sift through many high volumes of papers.

The system has also reduced manual tasks and improved the accuracy and efficiency of data gathering, especially in the context of COVID-19 situation. In short, it has simplified our Home's registration process to provide a smooth experience for visitors upon their arrival.

# Celebrating Christmas with Parkway East Hospital

By Michelle Wu, Executive, Operations, Parkway East Hospital

Every year, doctors and staff from Parkway East Hospital would come together for a good cause and give back to the community. Last year was no exception. In 2019, the hospital engaged Lions Home For The Elders during the year-end festive season to celebrate the spirit of giving.

The hospital raised \$15,000 for the home through its doctors and staff. They also donated canned food, toiletries, bedsheets and other items that were on the beneficiaries' wish list. But more than just gifts, it was the festive cheer the hospital staff brought that really thrilled the elders. Lions Home residents were invited to the hospital's annual Christmas light-up event on 28<sup>th</sup> November 2019, where they participated in various fun games and activities alongside the hospital staff.

The evening's events started off with a crowd favourite game – Don't Forget the Lyrics, which drew enthusiastic participation from the audience. The staff performed classic Christmas carols followed by the highlight of the evening, the Christmas Light-up ceremony led by Guest of Honour and Senior Minister of State for Health, Mr Edwin Tong, senior management and doctors from the hospital, and Lions Home Chairman CC Henre Tan.



(From left to right) Chairman CC Lion Henre Tan, together with Mr Edwin Tong, Senior Minister of State for Health and Mr Lee Suen Ming, CEO of Parkway East Hospital.



Residents celebrating Christmas with Senior Minister and CEO of Parkway East Hospital.



Soaking in the festive atmosphere at the Christmas Light-up.

Once dinner began, the festivities continued with performances from staff all across the hospital, competing for the top talent prize. Rousing cheers accompanied song and dance performances, displaying hidden talents amongst the nurses and non-clinical staff, who were even more encouraged this year by the presence of beneficiaries from Lions Home.

This occasion has given the hospital an opportunity to bring smiles to the Home's residents and has also fostered better relationships among staff by giving them the opportunity to collaborate together on a common and meaningful purpose outside of work.



# Rolls-Royce Gives Back

By Anna Tai, Chief of Materials Capability Group; and Claire Leow, Director of Corporate Communications, Rolls-Royce Singapore Pte Ltd



Residents were brought on a tour at Rolls-Royce Seletar Manufacturing, Assembly and Technology Centre.

**R**olls-Royce Singapore supports community outreach by encouraging our staff to bring not just their skills but their passions to work. We also plan meaningful charitable work by deepening staff engagement. In 2019, we embarked on a series of community service projects with Lions Home after a familiarisation tour to understand their goals and purpose. A key factor was the desire for more social interaction. Rather than just passively donating, we were keen to actively engage the residents and discussed the idea of a herb garden in the Home, as a gentle outdoor activity for the residents to enjoy.



Staff from Rolls-Royce Singapore setting up the herb garden at LHE Bishan Level 5.

A group of 25 Rolls-Royce staff from the Central Technology Group spent an afternoon to set up the herb garden filled with familiar kampong plants such as pandan leaves, laksa, mint and basil at the Home in Bishan. The first group built the structure in the designated

area, while the second group planted the seedlings.

“Apart from a great team bonding session, the endeavor was meaningful as staff and residents can now enjoy and tend to the garden. Greenery will also help to promote relaxation for them”, said a participant at the event. We were elated to hear positive feedback during



A short introduction of Rolls-Royce, to provide our residents with a better understanding of the organisation.

the set-up that a resident was keenly observing the entire configuration. It turned out that he is extremely fond of nature. We certainly hope the garden will bring simple pleasures closer to him and his fellow residents.

Building on this engagement, Rolls-Royce has included Lions Home as a beneficiary in our annual Bake Sale, held in November. The event engages our staff through a charitable angle, where baking enthusiasts are invited to



Resident Shang Fei sharing her experience as a former flight attendant.

display their skills. Colleagues then buy the baked products and pay in the form of a donation to a charity of their choice.

Finally, on 20<sup>th</sup> December 2019, we welcomed the residents from Lions Home to tour the Rolls-Royce Seletar Manufacturing, Assembly and Technology Centre. This is a state-of-the-art aerospace facility in the Seletar Aerospace Park, a jewel in Singapore's aerospace industry. It was a fulfilling experience for both parties as they enjoyed the interactions with one another. Moreover, residents Shang Fei and Regu were able to reminisce about their previous working experiences with flying and engineering. All in all, the deepening engagement was a powerful outreach opportunity, and we are pleased that everyone had a delightful time.

## Celebrating A Milestone

## COJTC Distinguished Partner Award by ITE

Interview by Audrey Cheong, Senior Executive, Corporate Communications

**L**ions Home was presented with the Certified On-The-Job Training Centre (COJTC) Distinguished Partner Award by Institute of Technical Education on 12<sup>th</sup> November 2019. The award exemplifies and reflects our steadfast commitment to employee development through the adoption of the structured COJTC system for 22 years. Receiving the award is an affirmation of our staff's capabilities and competencies in delivering quality care to residents through a series of comprehensive in-house training and workplace learning.

Here are the three nursing aides who went through the COJTC scheme last year.



### Dravidaselvi Vijayan, Nursing Aide I

**Q: Are you able to apply skill-sets learnt from the programme in your daily duties?**

**Selvi:** Definitely. We were taught how to deal with challenging situations pertaining to the elderly. Some of our residents suffer from dementia, diabetes and other chronic illnesses. After the sessions with our teachers, we are more confident in managing residents' conditions.

**Q: What is the most important skill that you have learnt?**

**Selvi:** I enjoyed learning about Cardiopulmonary Resuscitation, as it would come in handy due to its usefulness in many kinds of emergencies. Although it was very technical, and required a lot of time and effort to understand the process, I feel that it is a very important skill to learn.

**Q: Is there anything else you would like to add?**

**Selvi:** I would like to thank Ms Monica Jayarani and Ms Pia Pagaduan Vallejo for guiding us. Every module was taught in detail, and we are able to apply it to our current work.



### Simen Mary Salini, Nursing Aide II

**Q: What did you learn from the course that you can apply to your current work?**

**Mary:** As I am tasked to take care of the bed bound residents, I was very keen to learn more about nasogastric tube feeding. Due to drug interactions, certain drugs will have a reduced absorption when given through nasogastric feeding. Thus, I have helped to observe the residents closely and report to the staff nurse accordingly.

**Q: Did you face any difficulty during the course?**

**Mary:** Not really. We were able to grasp concepts easily, as there were comprehensive demonstrations by teachers and group discussions amongst fellow classmates.



Ms. Doreen Lye, CEO, receiving the award from Dr Koh Poh Koon, Senior Minister of State for Trade and Industry.



Ms Pia training our staff.



Ms Monica conducting a lecture on accompanying residents for medical appointments and outings.



### Sevi Dwi Citra Ariyani, Nursing Aide II

**Q: What was your On-the-Job training experience like?**

**Sevi:** I had a great experience during the training. Different approaches of teaching were adopted, such as charades, for students to act out different scenarios, followed by an in-depth group discussion. We were also given a topic each to present.

I learnt research, and communication skills, and was also able to build up my confidence.

**Q: What was your favourite module?**

**Sevi:** I felt that learning how to shower the residents was necessary, in order to upkeep their hygiene and prevent any infections. As it is also a sensitive and delicate situation, with skills learnt from the course, I am now able to better communicate and interact with residents during their shower times so that they are more comfortable with me.

**Q: Would you recommend this to your juniors?**

**Sevi:** Yes, I would like to encourage my fellow colleagues to attend the course (if they haven't) as it is an eye-opener and taught me a lot of relevant skills.

Article updated on 26<sup>th</sup> May 2020



## Quality Improvement (QI) Awards by AIC

By Ms Monica Jayanari, Senior Clinical Educator

**O**ur Clinical QI team was invited for a QI Learning and Celebration on 28<sup>th</sup> November 2019 by the Quality and Productivity Division, Agency for Integrated Care (QPD, AIC). During the session, we shared with other practitioners our best practices and key learning points on how to sustain our improvement and aid other wards, as well as methods to keep up the good standard.

The team received tokens of appreciation for three completed QI collaborative projects:

- Standardising Nasogastric Tube Feeding Process
- Improving Nursing Home Showering Process
- Optimising Hand Hygiene Practices

We were also awarded with an Organisation Plaque for efforts taken to sustain quality improvement throughout Lions Home.

As Senior Clinical Educator, I was invited by AIC to co-author a clinical poster on 'Nursing Home Basic Safety Quality Indicators Interest Group' – a co-production approach to measure improvement. Since 2017, we have been among the core group of nursing homes working closely with



Sharing LHE's best practices on Fall Prevention by SSN Aye Thin and SN Evangeline.

QPD, AIC to develop indicators, collect data, refine the measurement approach and share good practices. These collaborations have enabled us to standardise the quality of care to residents as well as to empower the healthcare team to provide safe care to them.



Mary demonstrating infection control procedures to new staff.

## Certificate of Merit (COM) for ITE Skills Certificate Health Care (ISC)

By Ms Monica Jayanari, Senior Clinical Educator

**T**he COM is awarded to the top 5% of graduates from each Higher Nitec and Nitec course. Graduates must have passed all core modules at the first attempt and achieved outstanding performance in their course of study, with a cumulative GPA of 3.5 or above, at the point of graduation.

Simen Mary Salini from the 17<sup>th</sup> intake of ISC in Health Care (Home Care) have been awarded the COM for her outstanding academic performance based on her quality of work, job knowledge, problem solving skills, work attitude and conduct. She is conscientious, displayed an excellent, responsible attitude to learning and have been a thoughtful participant in both off-the-job and on-the-job training module.

# Lions Home Recognition Night 2019

By Cyndi Low, Senior Executive, Fundraising; and Audrey Cheong, Senior Executive, Corporate Communications



Group photo of Recognition Night 2019 Committee Members and Guest of Honour, Dr Lam Pin Min, Senior Minister of State, Ministry of Transport and Ministry of Health.

**O**ur yearly Recognition Night is an opportune time and a special occasion to express our appreciation to our donors, partners, and volunteers for their generosity and significant contribution to Lions Home For The Elders (LHE). As such, we have selected "Simply The Best" as the theme for last year's event, to commemorate and acknowledge our supportive stakeholders.

The joyous event at Marina Bay Sands Singapore saw a great turnout of 400 attendees – members from Lions Clubs of Singapore, representatives from corporate organisations, individual donors, our staff, and last but not least, our residents. The Guest of Honour was Dr Lam Pin Min, the Senior Minister of State, Ministry of Transport and Ministry of Health. In his speech, Dr Lam spoke on strengthening aged care capacity, optimising the usage of technology to enhance care quality, and highlighted



Aspiring ballerinas set the mood for the dinner with a graceful and elegant opening performance.

Lions Home's adoption of a person-centred care to meet the evolving needs of our elderly residents.

The evening began with a fluid and graceful performance by budding ballet dancers from Young Dancers Academy, including two other solo performances later that night.

The highlight of the night was the Award Presentation Ceremony. Cheered on by an enthusiastic audience, the award recipients stepped up on stage to receive their respective awards. A notable mention goes to Ms Tay Kye Lin, the youngest recipient of the Appreciation Award. At just 13 years old, she raised funds for LHE by producing and selling self-designed table calendars. Her passionate project has been ongoing since two years ago, and the Home is grateful to hear that she plans to continue doing so with a new 2021 calendar.



Talented young artist Ms Tay Kye Lin, recipient of the Appreciation Award, together with her parents, poses with her wonderfully designed table calendar.

We would like to extend a huge thank you to all present for a memorable and enjoyable evening, and for making a difference in our residents' lives.



(From left to right) CEO Ms Doreen Lye, PDG Lion Isabel Cheong, Assistant Director of Nursing Mr Joselito Iporac (recipient of 20 Years Long Service Award) and Chairman CC Lion Henre Tan.



## The Gift of Time

**W**e would like to offer our heartfelt appreciation to corporations, schools, and Lion Clubs for taking the time to connect with our residents during the year end. Their kind gestures and self-initiated activities had our residents beaming from ear to ear. We definitely look forward to more of such heart-warming moments!

Dunman High School



Edrington Pte Ltd



Motorola Solutions  
Singapore Pte Ltd



LCS Neesoon



Bedok South Secondary School



Knowledge Park Educare  
(Opera Estate Primary School Branch)



Taipei Business Association in Singapore  
(Organised by LCS Oriental)



NEC Asia Pacific Pte Ltd



Credit Suisse and RSVP



Stamford Scholars



Tableau Asia Pacific Pte Ltd





## Donation Appeal

Here are some of the ways you can choose to support Lions Home For The Elders.

### Wishlist Items



#### Groceries

- Fresh vegetables (cabbages, carrots, tomatoes)
- Fruits (bananas, watermelons)
- Condiments (chilli sauce, light soy sauce, tomato sauce)



#### Hygiene Needs

- 3ply surgical masks
- Hand sanitisers
- Facial tissue boxes
- Kitchen paper towels



#### Others

- Pyjamas
- Single fitted bed sheets with pillow cases
- Thermal blankets

### How to deliver to our Home



First of all, a big THANK YOU for your generous gift. You may deliver the items to either:

**LHE Bishan (9 Bishan Street 13, Singapore 579804)**

or

**LHE Bedok (487 Bedok South Avenue 2, Singapore 469316)**

Do try to arrange for delivery during office hours (9am to 6pm) on weekdays, and kindly include the receipts of your donations for auditing purposes.

### Thank you for your kind donation!



#### Hand Sanitisers and Masks

- Contribute.sg
- Isabella Aesthetics
- J.O.E Eco Alliance
- Lighthouse Evangelism
- Mr Grover Sumit
- Q & M Dental Group



Senior Project Executive Phua Siyin expresses her delight as she receives boxes of masks from Pasture Pharma Pte Ltd.



Assistant Director of Nursing, Joselito Iporac gives a thumbs-up for masks donated by Chin Bee Leng, Tracy Leow, Gizelle Lim, Jolene Lim, Chloe Say and Daphne Wang.

### Donation by PayNow QR Code

#### Donations in cash are eligible for 2.5 times tax deduction

Launch your iBanking app and scan the QR code or select **PayNow** and key in **Lions Home For The Elders UEN S80SS0029BDON**.

For other online donations, please visit our website here at [www.lionshome.org.sg](http://www.lionshome.org.sg).

Lions Home For The Elders is an approved Institute of Public Character, and all outright donations are eligible for 2.5 times tax deduction. For IRAS to include your tax-deductible donation, please indicate your NRIC / FIN / UEN upon donation.



Lions Home is honoured to announce that we have been awarded the Charity Transparency Award consecutively in 2018 and 2019. The award highlights the Home's pursuit to build trust amongst stakeholders and recognises good governance and disclosure practises in the charity sector.

