

# GOLDEN TIMES

## GOING THE DISTANCE FOR EXCELLENCE



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# CHAIRMAN'S MESSAGE

Lions Home has updated its procedures with new course of actions concerning COVID-19. This includes the barring of visitors, swab tests conducted for our care staff and residents, curtailing of projects, transition into telecommuting for administrative staff and more.

The Home's Management and staff continues to resolutely soldier on despite the many challenging situations. Our care staff have had to temporarily move out of their residences into hotels, where they were only permitted to stay in their own assigned rooms and were disallowed to mingle. These staff had to take chartered buses that ferried them to and from work.

As for our residents, they participated in ongoing activities with many safe distancing measures. For one, the resumed Kopitiam sessions were decentralised and held at each level. In terms of communicating with their loved ones, our care staff had arranged for video calls using the Home's tablet devices.

We would like to show our appreciation to contributors who have risen to the occasion and provided protective equipment such as masks, hand sanitisers and other meaningful gifts such as lunches in bento sets for both care staff and residents. Their thoughtfulness is indeed a gesture that is much appreciated during this period and which have gone a long way in keeping the morale high.

In this issue, readers will also be able to glean advice pertaining to caring for dementia patients in the safety of their homes. You can expect to find out more about an unconventional approach used for

the management of our dementia residents, as well as a new interactive technology using virtual reality to improve the conditions of the mind.

Thankfully, phase 2 of the pandemic allows for a broader re-opening, but there must always be vigilance in maintaining caution in crowded areas with higher risk. Hopefully, Singapore can win the battle to contain the pandemic and return to a semblance of normality.

We hope you will take time in appreciating the great qualities of our front-line service staff, not forgetting the Lions serving out there in the many activities. With these unprecedented challenges, we have seen a flame of generosity from donors coming out to support charities – a good sign of motivation indeed. There were several virtual cheque presentations by corporate sponsors as well, beamed live to their overseas office, to enable a wider audience to witness these heart-warming gestures.



Past Council Chairperson (PCC)  
Henre WH Tan (PBM)  
Chairman

*“The Home's Management and staff continues to resolutely soldier on despite the many challenging situations. We hope you will take time in appreciating the great qualities of our front-line service staff.”*

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## UPDATES

### Overcoming COVID-19 (Part 2)

By Ms Doreen Lye, Chief Executive Officer

In the previous issue of GT, we covered actions taken with regards to COVID-19, such as challenges faced and measures used to overcome the pandemic. Since then, new procedures and practices have been implemented.

In April, Ministry of Health (MOH) banned all visitors to nursing homes, only allowing one visitor at a time to visit end-of-life care residents who are seriously ill. Before the advisory, Lions Home's regulations kept to the limit of one visitor at a time.

#### MOH Audit

An audit was conducted in May and we are pleased to say that Lions Home has performed in accordance to their standards. The areas audited were the staff dormitories, temporary living arrangements and protocols implemented during this period.

#### Swab Tests

Clinical and support staff underwent swab tests on 4th May 2020 and the results showed that all tested negative. Six staff in each Home were trained to conduct the swab tests, which were performed in-house. We received the swab kits delivered from laboratories under Agency for Integrated Care's (AIC) instructions.

On 18th and 19th May 2020, residents from LHE Bedok and Bishan were tested respectively and the test results were negative.

#### Administrative Staff Telecommuting

Administrative staff began telecommuting at the start of the circuit breaker, only reporting to the office when scheduled to do so. Projects and campaigns were discussed over online video call platforms.



A staff undergoes the COVID-19 swab test.

#### Alternative Arrangements For Staff Accommodations

After the audit, another MOH directive was to ensure that care staff were not allowed to share accommodations with healthcare and other industry workers, outside of their organisation.

Impacted staff were instructed to move to the hotels designated by AIC, for nursing homes with space constraints. Stipulated regulations include safe distancing to be strictly abided by staff staying at these off-site accommodations. The purpose is to minimise staff exposure to the community and safeguard the health and safety of residents and staff.

Since 10th of May 2020, ninety Lions Home Bishan staff have temporarily resided in Sheraton Hotel and thirty staff have moved to LHE Bedok dormitories. Chartered buses were arranged to transport staff daily between the hotel and LHE Bishan.

#### Care Staff Work Arrangement

The Home adopted a split zone staffing arrangement at the wards. Staff were assigned and scheduled to work at their designated levels and zones.

#### Residents Activities

Clinical staff had arranged for daily video conferences using a tablet for residents to communicate with their loved ones.

There were new games and programmes downloaded on the tablet for residents to interact with. Kopitiam sessions were resumed, segregated by levels. Our therapy assistants continued to provide therapy and exercises via available technology such as Jintronix, or virtual games that help stimulate their minds. A much loved game – Bingo was carried out in the wards with safe distancing measures.



Bingo Session held at Lions Home Bedok.

## Transitioning to a New Normal

Interview by Ong Wei Lin, Volunteer Co-ordinator

Various safety measures in workplaces have been implemented as advised by the Ministry of Health (MOH), one of which includes telecommuting for our staff. We spoke to two staff – one from administration team, who telecommuted from home, and a clinical care staff who was braving the frontline in the midst of the COVID-19 situation.

“As an administrative staff in the Public / Social Welfare Department, my main job scope requires me to report to MOH. Generally, my telecommuting experience is satisfactory as I can go about work normally by accessing online portals such as Integrated Referral Management System and Nursing Home IT Enablement Programme for reporting purposes.

Although I prefer working from home, some of the challenges faced include not having a printer to efficiently view printed data and the need to access confidential hardcopies which are stored in the office.

Working with colleagues has also been challenging due to the work roster. As my field of work requires data checking with other departments, extra time is needed for coordination. For instance, I would need to go through request forms from the Clinical Department, which will then be submitted to the Finance Department for final processing. Other than emails and phone calls, our department has used WhatsApp to communicate with one another.

Overall, I feel that my work pace has declined, however, I am still able to complete my work as required on time.”



“As the Senior Staff Nurse, I am the overall in-charge for scheduling of rosters, housekeeping supervision, and more for my respective level at LHE Bishan. I also assist in the daily duties which cover the job scope of a regular Staff Nurse.

Adhering to the government regulations, all LHE residents and care staff were required to have swab tests. I was one of the staff who was trained to do both swabbing types – nasopharyngeal and oropharyngeal. Each swab process lasts about 2 minutes and requires a circulating staff to assist in the process.

During the circuit breaker, MOH advised that I shift my accommodation temporarily to a hotel. Apart from work, we were not allowed to go outside and had to stay in the hotel room. Chartered buses were arranged to pick us up for work. Work also became more tiring due to the increased precautionary measures we had to take.

Despite the “new normal”, we felt lucky as there was support from the management to help cope with the challenges. Personally, I appreciate the kind gestures by CEO Ms Lye, who checked on our emotional well-being regularly. All in all, it was reassuring to have the team supporting one another physically and emotionally.”



## Life in a Nursing Home during COVID-19

Interview by Joycelyn Heng, Volunteer Programmes Executive

COVID-19 has affected the community in many ways. Given the nature of nursing homes, it was more challenging for the residents as their daily lives were affected by the stringent measures implemented to ensure their safety. Residents Elizabeth and Mr. Tan shared with me about their experiences over video conference during this period.

### Daily Activities

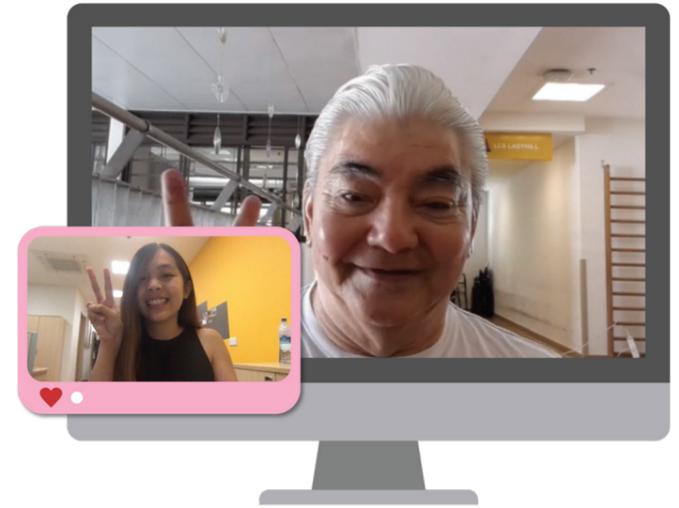
Time passed slowly for residents as visitations were not allowed in nursing homes from 2nd April to 19th June 2020. Residents’ daily group activities, interactions and outings were all disrupted. Lions Home kept residents engaged by getting them to participate in various activities such as crossword puzzles, weekly Bingo and virtual interactions.

“I must say our nurses here are wonderful as they put in extra effort to entertain and help us. They are also very patient in assisting us with the use of tablets.” – Elizabeth

“Luckily there are still Kachang Puteh sessions, where they sell snacks such as instant noodles and coffee.” – Mr. Tan

### Thoughts and Feelings

Regardless of the efforts taken by the staff, residents are unable to shake off an acute sense of displacement. It was a rough transition for residents as visitations by volunteers and spending time with their loved ones is what brings joy and comforts them.



Resident Mr. Tan posing with a twist after our interview.

“I must say our nurses here are wonderful as they put in extra effort to entertain and help us. They are also very patient in assisting us with the use of tablets.” – Elizabeth

“My friends are in another ward but I am not allowed to go over. Even in the ward, we have to distance ourselves. It’s very stressful for me – being unable to move around and talk to visitors like last time.” – Mr. Tan

### Usage of Technology

Video calls helped residents stay in contact with their loved ones during this difficult period. The barrier of a screen does not deter one from sharing their feelings. Both Elizabeth and Mr. Tan expressed that “at least they were able to talk to someone”.

“Some were also opposed to exploring technology as they feel it causes additional stress.” – Elizabeth

At the end of the video call with Mr. Tan, he smiled and said, “Thank you for talking to me, I feel so much better as I get to smile and share my thoughts with you.”



Resident Elizabeth is thankful for the nurses who helped set up her earpiece and tablet for this interview.

## RSVP Singapore

**R**SVP Singapore is honoured to have the opportunity to serve the residents at Lions Home. We started our partnership with Lions Home in February 2019 with just two of our volunteers. Our team has now grown to fifteen volunteers who are thoroughly enjoying the programme and are always excited to visit their elderly friends.

During the COVID-19 Circuit Breaker Period when face-to-face interactions were not possible, our volunteers recorded video greetings for the residents at Lions Home. They expressed well-wishes and reminded them to maintain good personal hygiene. We have also started a virtual befriending programme from end of July onwards with the help of Lions Home's staff to stay connected with the residents. Despite the restrictions during this period, our volunteers are actively on the lookout for more ways to reach out to the residents.

We would like to thank Lions Home's staff for their continuous support and for hosting and guiding our volunteers whenever they visit. We look forward to further deepening our partnership in the coming years.



Art and craft session by RSVP volunteers before COVID-19.

One of the volunteers, Ms Malligesvari, shared:

"I started my befriending session with Lions Home's residents in 2019 and found that the residents are very co-operative, easy-going and friendly. When my fellow befrienders and I visited them with crafts, games, sing-along sessions or even encouraged them to do simple exercises, they try their best to participate. We find satisfaction in spending great time with them and hope to see them again soon as we miss them dearly."

## CHANGE Community Services Ltd

By Christopher VanWinkle, Programme Manager, CHANGE Community Services Ltd

**C**HANGE Community Services is privileged to be able to befriend and forge friendships with the residents of Lions Home in Bedok from November 2018. We conduct regular visits and activities such as eating together, playing games, singing songs, reading to them, chatting with them and listening to them share their interesting stories, which are fun and fulfilling for them and for us too.

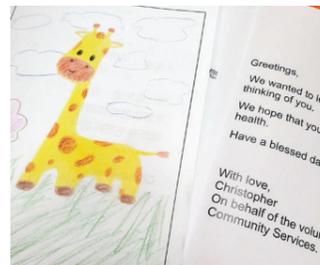
*"I want to make as many cards as I can so all the people in the nursing home will smile and be happy when they see my cards."*

– Sierra, Age 6, Volunteer Artist

The Circuit Breaker Period in April and May 2020 made it impossible for the continuation of in-person befriending. However, this has not stopped our volunteers from staying connected with the residents by sending them pre-recorded videos with encouraging messages to cheer them up. We are also working on producing videos that will entertain and engage them.

Our volunteers have also made personalised greeting cards for all the residents of the Home and sent surgical masks to them.

It has been a joy for us to work with the staff and residents of Lions Home. We are moved by the care and commitment of the staff towards the residents and their families and have been inspired by them.



## Food from the Heart

By Kareen Chua, Programme Executive, Food from the Heart

**B**irthdays from the Heart is a programme initiated by Food from the Heart that aims to celebrate the birthdays of underprivileged individuals. In hopes to put a smile on the faces of residents, we prepare presents, birthday cakes and come up with entertaining activities to engage them.

As a result of COVID-19, we were unable to organise usual birthday parties where volunteers and residents could mingle with one another. We are thankful that birthday cakes can still be delivered to the Home despite the circuit breaker period. It was a challenge to purchase presents online as we were unable to inspect the items and shipping could be delayed. In addition, only a small number of volunteers were allowed to assist with present wrapping and delivery.

Beneficiaries might feel lonely as social activities were reduced during this period. As we wish to brighten their day, we believe that gifting a present would make them feel loved and remembered. It was great knowing that the presents and cakes cheered up the residents at LHE Bishan.



Food from the Heart and Raffles Girls' School celebrating residents' birthdays before COVID-19.

Food from the Heart wishes that all LHE staff and residents will continue to emerge stronger and better in the coming days. We understand that managing operations and making decisions in the evolving situation is not easy, so we want to commend the LHE staff – you guys are doing a great job!

## Shrimad Rajchandra Love and Care

By Vinisha Goda and Dhruval Kothari, Public Relations, SRLC Singapore

**S**hrimad Rajchandra Love and Care (SRLC) is a global movement inspired by the founder, Pujya Gurudevshri Rakeshbhai, where needs of the underprivileged are addressed through sustainable initiatives.

Since September 2016, SRLC has been conducting monthly visits to LHE Bedok. From celebrating birthdays with cakes and gifts to interactive games and dances – the lively affair is extended to all residents, including to those in the wards. Together with LHE staff, the monthly birthday celebrations are planned in advance. Through strong bonds and personalised interactions, we aim to make a difference in the lives of the residents and ensure that every session is made memorable for them. One of our fondest memories



*"The inclination to serve others is a precious gift to the world."*

*"Come what may, resolve to remain cheerful."*

was the Lion Dance Performance, which the residents thoroughly enjoyed amid festivity.

The pandemic situation has made volunteering difficult due to the safety measures implemented. To overcome this, initiatives that require no physical interaction have been put into place, such as e-Volunteering sessions with the residents, the sending of gifts, cakes and other goodies that we hope will lift up the spirits of our LHE friends.



SRLC poses for a photo during one of their monthly visits to the Home before COVID-19.

## Role of a Senior Aged Care Physician

By Dr David Yong, Lions Home Partnering Aged Care Physician

**M**any residents in nursing homes suffer from chronic diseases that may cause symptoms and result in loss of function. A Senior Aged Care Physician reviews these conditions and prescribes appropriate treatment to improve on function and quality of life, in consistent with the goals of the resident and family. The doctor also answers questions, educates and encourages his patients. He is a familiar face and can be their friend whom they visit regularly and also a voice that is calming and reassuring.

### Dr Yong's duties at Lions Home

On a normal basis, I spend around 3 hours dealing with cases - assessing and treating residents. I also attend to new residents, ensuring they are stable and have adapted well to the new environment. In view of the COVID-19 situation, I carry out weekly teleconsultations.

For residents who are in advanced stages of an ailment, I will try to optimise symptom control to maintain comfort for them. Aside from patient care, I also conduct regular teaching on common topics for the care staff. Occasionally, we embark on quality improvement projects such as reducing falls, injuries and chest infections and on diaper-use. These projects have made great improvement on care practices and generated positive outcomes.

I have been partnering with Lions Home since 1999, being invited by Dr Lina Ma the then Director of Nursing. It was a fruitful journey and the work we developed in LHE has contributed to the Enhanced Nursing Home Guidelines 2014.

### Dr Yong shares a difficulty during his many years of practise

I would say that the COVID-19 situation has been a tough period. It disrupts face to face consultations with the elderly residents. The difficulties that many older people face in communication previously, due to hearing, visual and dialect use are exacerbated with the adoption of new technology and the need of donning masks. They also face social isolation as their families are not allowed to visit. Their daily activities are also restricted.

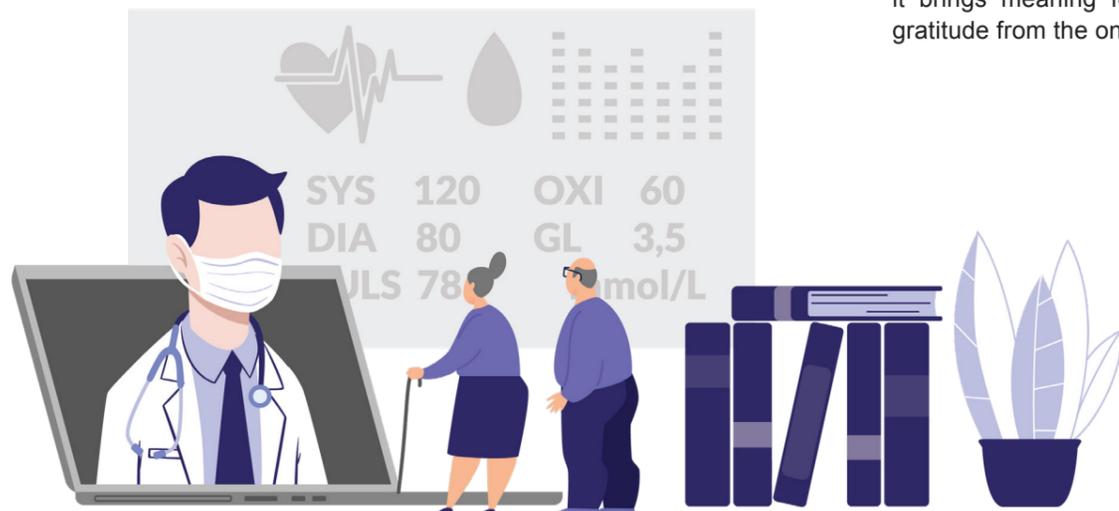


Dr David Yong

All these factors can lead to mood and behavioural disorders. Staff must make adjustments and be vigilant to protect the residents and themselves. All other past difficulties pale in comparison to what we are experiencing now.

### Dr Yong's words of advice to care-givers

Do remember to look after yourself. If you as the carer falls sick, the care recipient will suffer. There are community services that extend assistance and guidance. It is not shameful to get help if you are experiencing difficulties. To provide care is a daunting and challenging task but it can also be a privilege as it brings meaning for ourselves and gratitude from the ones we care for.



## Engaging your Loved ones with Dementia, the Montessori Way!

By Prudence Chan, Dementia Care Specialist

**T**he Montessori Approach is often commonly tied with children but has gained some traction in recent years towards supporting persons with dementia. The philosophy behind this approach is to engage in activities deemed meaningful to patients based on their level of capabilities, needs and interest. The goal is to treat patients with respect and dignity, maintaining their quality of life as much as possible even as they gradually lose their mental functions.

Individuals with dementia have their own unique life stories and personal roles prior to admission into a nursing home. For example, one could be a housewife who used to prepare meals for her family. The Productivity Programme in Dementia Ward which encompasses household management activities is implemented to selective individuals who are able to engage in these tasks deemed meaningful to them. These include sorting of bean sprouts, folding of towels and involvement in meal preparations.



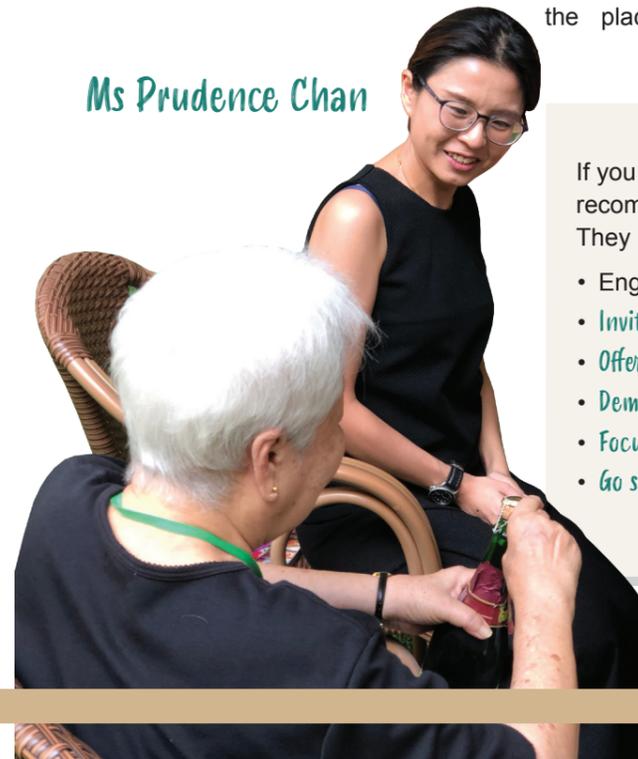
Ms Prudence Chan guiding a resident on cultivating soil for gardening.

Depending on their level of abilities, the complexities of the activities and the environmental set-up(s) are customised to match their capabilities to complete the task. When applying Montessori Approach to these programmes, an environment is carefully "curated" to enable and facilitate the patients' understanding towards the activities.

In the case of the task of sorting beansprouts, the colour of containers, the placement of the beansprouts

as well as the environmental noise level, lighting and background music matter. Individuals with higher level of cognition might assume a leader's role to organise the participants according to their activity. The aim of the sessions is to optimise their level of engagement with minimal emphasis on the quality of their work. There are research evidences which suggest that meaningful engagement amongst persons with dementia will improve their quality of life and well-being.

### Ms Prudence Chan



If you are a caregiver supporting someone with dementia, these are recommended key considerations when you engage them in activities. They include:

- Engaging with a **sense of purpose**
- **Inviting** the individual to participate
- **Offering choices** whenever possible
- **Demonstrate more**, talk less
- **Focus** on what the person can do
- **Go slow**
- Use **visual hints and cues**
- Go from **simple** to more complex
- **Break** the tasks down into steps
- To end, ask: **'Did you enjoy this?'** **'Would you like to do it again?'**
- There is **no right or wrong**.
- Think **engagement**.

## OmiVista Mobii Interactive Projection

by Pratiti Kaji, Rehabilitation Manager; and Nang Khin Yadanar Aye, Senior Staff Nurse III

Lions Home has continuously strived to adopt new and updated forms of services for its residents. As immersive and interactive technologies such as Virtual and Augmented Reality has taken its precedence in dementia care, Lions Home too, has taken to exploring various avenues to introduce it here in our Home.

Widely used in the United Kingdom for elderly with dementia, the OmiVista Mobii has garnered many positive results. This mobile motion-activated projection system can be easily used by projection onto various surfaces such as tables, beds and floors at the touch of a button.

It is designed to stimulate, provide relaxation and opportunities for shared enjoyment. There are interactive quizzes to encourage discussion and memory recollection such as scenes and sounds from nature; social games promoting physical dexterity and music to stimulate conversation and nostalgia.

It has been beneficial for residents as the bright colours of images such flowers, balloons and the impressive sound system brings up our residents' physical and mental status levels and keeps them engaged during each activity. They are jovial when interacting with the device and there is often laughter in the group, as they reminisce the past together and motivate one another to move their bodies during activities, such as to burst bubbles. To explain further, our residents' positive engagement remains high during sessions and it has prevented dampened moods as well as reduced possible Behaviour and Psychological Symptoms of Dementia.

A few of our residents' top picks for the Mobii projection system are popping of colourful balloons and smashing of durians. They also eagerly look forward to seeing a vibrant display of fireworks,



Quizzes are one of the most popular picks. It helps to stimulate the minds of the residents and engages them with short- or long-term memory recollection.

cherry blossom trees, old town coffee shops, amazing tours around the world and lastly, to cheekily challenge each other in quizzes!

Overall, the Mobii projection system provides good interaction among residents and staff. It has also captured the attention of residents who do not wish to join in usual group activities.



Residents interacting with the OmiVista device. They are having a fun time smashing durians!

## Maintenance Therapy for Bed-bound Elderly

By Pratiti Kaji, Rehabilitation Manager

Bed-bound elderly in nursing homes can quickly develop serious complications. Although most of these complications are not life threatening, it can greatly impact the recovery, life span and quality of life of the elderly. In some cases, it renders the elderly to be difficult to care for. Simple basic care such as turning the patients in bed, transference of residents or even providing a bath can be arduous.

Certain complications that can occur are contractures, pressure ulcers, muscle atrophy, respiratory and lung complications, poor blood circulation and bone demineralisation. The objective of maintenance therapy is to help prevent these complications.

The common form of interventions to prevent these complications are:

- Regular range-of-motion exercises to stretch the muscles and prevent shortening of muscle length and atrophy. This helps in reducing the chances of developing contractures.
- Regular hydration of the patient with application of topical cream that helps in maintaining skin integrity. Patients should maintain an appropriate diet recommended by the dietitian, such as energy and protein dense food. Supplements will also keep the skin healthy.
- Regular turning of residents in bed by care staff – proper positioning and use of suitable mattresses, seat cushions, heel wedges and limb protectors that will help to prevent pressure sores.
- Exercises such as bed breathing exercises, or the use of a spirometer as recommended by the doctor or therapist can prevent chest infections and danger of embolism due to lack of mobility.
- Use of automated exercises machine for continuous passive and / or active movement of arms and legs can help to maintain the integrity of the joints.
- Simple cognitive engagement will provide mental stimulation for those bed-bound elderly who are alert and able to engage. Tablets or simple table tops activities are some form of intervention for mental wellbeing of the elderly who are confined to their beds.



The Body Positioning Programme is an alternative method of helping residents to prevent contractures. Depending on residents' existing conditions, these are used instead of traditional gaiters or splints.



Senior Therapy Aide (left) Maricel O. Velasquez and Therapy Aide, Khin Khin Nyunt Yin assists a bed-bound resident using the Continuous Passive Movement machine.

All these forms of intervention can be done in the long-term care facility or within the home of elderly as well.

Caregivers are trained to conduct exercises that can be done on the bed to prevent contractures. The well-being and quality of life of the bed-bound elderly in nursing homes, or in their own homes, can be maintained with proper care.



## Donation Appeal

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

### Wishlist Items



#### Groceries

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



#### Hygiene Needs

- Disposable surgical masks (3-ply)
- 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 gifts. Please email to [lhe.pr@lionshome.org.sg](mailto:lhe.pr@lionshome.org.sg) to make an appointment before delivery:

**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 together with donation in-kind form for auditing purposes.

### Thank you for your kind donation!



#### Hand Sanitisers and Masks

- Calvin Li and Suhardi Ng
- Cha, Jenevieve, Liyi, Samantha, Samuel, Selina and Sophia
- Foo Suyun, Lee Tak Keong, Wilfred Lee, Low Wei Wei, Kate Tong and Jeslind Wong
- Kenneth Chia
- Loh Chee Siong, Loh Chee Wee and Desmond Neo
- Willy Chua



LCS Tanah Merah, HDT Singapore Holding Pte Ltd with CEO of Lions Home, Ms Doreen Lye (middle).



Assistant Director of Nursing of Lions Home, Mr Joselito S. Iporac (left) and LCS Arcadia.

- LCS Centennial
- LCS Chatsworth
- LCS Cheng Hua – Chen Meina, Lingzi Media Pte Ltd and Yueyuan Unisex Spa

- LCS Cherish
- LCS Mandarin
- LCS Nassim
- LCS Pearl's Hill
- LCS Shangri-La

### 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.



### Fundraising

For more ways in which you can lend your assistance, visit our website to find out more about our causes: [www.lionshome.org.sg/fundraising](http://www.lionshome.org.sg/fundraising).