

# MID-AUTUMN LIGHT-UP



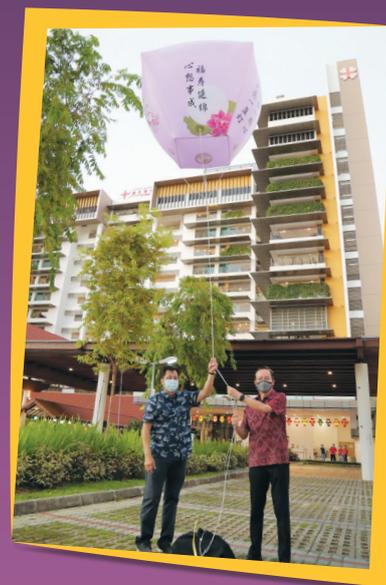
## 中秋亮灯



Largest lantern of the night 全场最大的灯笼



Resident about to set sail a lotus lantern  
院友准备点放莲花灯



Chairman Patrick Lee (right) and Mr William Leong, who chairs our Fundraising Committee, making the final preparations before releasing our donors' wishes  
李国基主席(右)与医院募捐委员会主席梁善源先生在为捐款者升起愿望之前做好最后的准备

KWSH kept up with our Mid-Autumn tradition of decorating our premises with lanterns sponsored by generous donors and on 19 September 2020 held a ceremonial light-up as we usher in the eighth lunar month. As KWSH's Chairman Patrick Lee activated the light-up, a gigantic lantern right at the heart of the premises lit up. This was the iconic KWSH pavilion transformed into a lantern, the biggest among all the lanterns. Apart from being the largest, this lantern carried added significance with each panel showcasing various milestones of the Hospital and the lantern having been hand painted by our volunteers! The stunning artwork of the lantern panels had required the effort of five volunteers, including four artists and a calligrapher, who painstakingly spent four whole days on it.

Our volunteers have been contributing behind the scenes every Mid-Autumn Festival, but the circumstances this year brought about much more difficulties. With only a limited number of volunteers allowed on site, they were unable to work closely as a team, inevitably hindering their progress. Undeterred, they took the initiative to do some of the preparation work at home. All in all, it took our volunteers a few months, with long hours spent preparing at home and about 20 days of on-site work, to complete all the decorations which included several hundred other lanterns!

More than 400 of the lanterns around the compound had been adopted by donors. Under normal circumstances, the donors would have gathered for a celebration with residents, volunteers and staff alongside family and friends, but we were regrettably unable to host our guests this time. Among the adopted lanterns were 15 huge Kong Ming lanterns which Chairman Lee and the Hospital's Fundraising Committee

Chairman, Mr William Leong, lighted up and released on behalf of the donors, raising the words of blessings and well wishes penned on the lanterns.

With the light-up completed, it was time for the residents to go on their lantern walk in and around our pavilion garden. Coming down from the wards after enjoying their mooncakes and refreshments, the residents waited eagerly to make a wish at the lotus pond as they each set sail a lotus lantern before being brought around to admire the bright and colourful decorations. With activities having been restricted to their own ward areas for the past six months due to the coronavirus, it was a rare trip out of the wards as the residents went around the garden, taking in the beautiful sights under the moonlit sky.

KWSH would like to thank the donors for continuing to support the light-up despite not being able to join us. Our thanks also go to the volunteers who made this a memorable night for our residents amid the current pandemic gloom.

Lantern in hand, a resident smiled at me. With smiley eyes brimming with joy.

广惠肇延续每年农历8月的中秋传统, 以慷慨捐赠者们捐款赞助的多盏灯笼布置院区, 并于2020年9月19日举行亮灯仪式。随着医院李国基主席启动亮灯, 院区正中央的一盏巨型灯笼随之亮起。这是院内最大的灯笼, 实际上是由本院标志性的中式凉亭“改装”而成。除了外型巨大, 灯笼的意义更是重大。灯笼每一面描绘着医院各个里程碑, 而负责灯笼彩绘的正是本院义工! 令人惊艳的巨型灯笼彩绘一共由五名义工包办。四人负责绘画, 一人为此挥毫, 煞费苦心花了足足四四天来完成。

每逢中秋, 义工都在幕后为医院作出贡献, 但今年的特殊情况却给整个过程带来许多挑战。由于被允许前来院区的义工人数受到限制, 他们无法有效分工合作, 难免阻碍进展。然而, 义工们却坚定不移, 主动各自在家里筹备。义工在家中的长时间准备, 外加20天左右的实地劳作, 前后花了好几个月才完成医院所有的装饰, 当中还包括了其他几百盏灯笼!

院区各处的灯笼, 有超过400盏由捐赠人捐款赞助。往年, 捐赠人都会前来广惠肇与院友、义工、医院职员, 以及大伙儿的家人朋友一同参加中秋晚会, 无奈本院此次却无法邀请众人出席。捐赠人捐款赞助的15个大型孔明灯因而由李主席和本院募捐委员会主席梁善源先生代表捐赠者升放, 将天灯上的祝福话语一一升起。

院区点亮, 轮到院友们到亭院进行他们的中秋游园了! 在病房享用过月饼、点心之后, 院友下楼来到莲花池, 迫不及待地等着点放莲花灯许愿, 接着再继续欣赏院内五彩缤纷的中秋装饰。疫情在3月份开始影响院友生活之后, 他们六个月来都没什么机会到病房外活动。这一回难得离开病房, 在夜空下游花园, 赏明月, 院友们自然各个心旷神怡。

广惠肇特别感谢所有捐赠者, 尽管无法前来出席, 却仍旧鼎力支持此次中秋亮灯。我们也感谢志工们的付出, 让院友在疫情的阴霾之下仍然度过一个难忘的夜晚。

手里提着灯笼, 一名院友望着我露出了微笑。我看见了一双微笑的眼睛。



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# Welcoming Robots to Support Our Workforce

## 机器人加入本院劳动队伍



Signing agreement with ST Engineering  
与新科工程签署协议



Staff from the different wards waiting at the lift lobby outside the kitchen  
来自各个病房的护理人员在厨房外等候电梯



Our new "colleague" loading the food trolley  
新“同事”前去载取食物推车



The AMR is capable of operating lifts independently  
AMR机器人能够独立操作电梯

Three times a day, up to 32 care staff across KWSP's 16 wards need to leave their designated posts and proceed to the kitchen to collect meals for our residents. These staff then have to manually push the food trolleys to their respective wards and subsequently return them. This process can take up to 30 minutes, including time taken for the 32 staff to queue for the food and the lifts. While collecting meals is important, these 30 minutes could instead have been devoted to caring for our elderly residents - especially when a care staff's round-the-clock presence is crucial in ensuring timely responses to any emergencies or safety incidents.

To address this perennial challenge, KWSP signed an agreement with ST Engineering on 28 July 2020 to implement the use of TUG Autonomous Mobile Robots (AMR) in our premises. Equipped with the latest smart technology, the AMR is able to operate elevators independently and navigate safely around people and obstacles to transport detachable meal tray carts to their designated locations.

Once the AMRs are in operation, KWSP's care staff will no longer need to undertake the laborious task of collecting and transporting food and can instead concentrate fully on tending to our residents in the wards. Besides being part of our efforts to cultivate a lean workforce, the AMR is an example of how innovation in our operations can power breakthroughs in providing quality care and services to our clients.

KWSP's Deputy Director of Information Management & Support Services and the team lead for this AMR project, Tan Kok Hwa, said, "KWSP's move to adopt the AMR is another step forward in raising the efficiency of and future-proofing our care services. Moving ahead, we plan to tap on the AMR's scalability and use it to transport food to our Senior Care Centre and linen to and from our wards as well."

Through rigorous pilot testing conducted from January to February 2020, certain adjustments to render the AMR more effective were identified. For instance, customised food trolleys

that best matched the AMR's specifications had to be procured to facilitate smooth and safe loading and removal of the food trays. The AMR is due for further test runs in the coming months as KWSP prepares for its launch at the end of the year. Take a look at the accompanying photos to see the pilot-test AMR at work!

每日三餐，来自本院16个病房的多达32名护理人员得暂时离开他们的工作岗位，到厨房为院友领取膳食。这些同事必须亲自使用手推车将食物递送到各个病房，然后再把推车带回厨房。包括他们排队领取食物和乘搭电梯的时间，整个过程得花费30分钟。确保院友三餐温饱固然重要，但这宝贵的30分钟其实可以更好地运用于专心照顾病友 - 如此不间断的照顾在病房发生任何突发状况或安全事故时将尤其至关重要。

为了解决这个同事们长期面对的挑战，本院于2020年7月28日与新科工程 (ST Engineering) 签署了一项协议，在本院推出智能自主移动机器人 (Autonomous Mobile Robots, 简称AMR)。取名为“TUG”的这些机器人，配置了最先进的智能科技，能够独立操作电梯，并安全地穿梭于人们和各种障碍物之中，以将配有可拆卸式餐盘的推车运送到指定地点。

AMR一旦正式推出使用，本院的护理人员就再也不需要担起递送膳食这个费时费力的工作，可以全神贯注地照顾院友。除了帮助本院打造以精简程序为主轴的工作团队，AMR也体现出运作上的创新能为我们在提供优质的医护服务方面取得突破。

负责领导这项AMR计划的是本院的资讯统筹与管理部副总监陈国华，他表示：“本院采纳AMR的举动使我们更进一步地提高医护服务的效率并让我们可以更好地应对未来的需求。接下来，我们也打算利用AMR的可扩展性，使用它为乐龄护理中心递送膳食和为病房收派衣物及床单。”

通过2020年1月至2月间进行的一系列严格的试点计划，本院总结出一些能使AMR更加有效的必要调整。这包括采购最符合AMR规格的定制食物推车，以达到顺畅及安全的餐盘装载和卸载过程。AMR将在接下来几个月内进行更多的测试，准备在今年年底正式启用。让我们先睹为快，通过AMR的照片多了解他们在试点阶段的运作！

# A HEALTHCARE TRAIL WITH THE NATION

## 那些年，我们与国家一起走过的岁月



KWSH offered maternity services for more than 50 years 医院当年的接生楼与产妇服务



As a healthcare institution, KWSH has had to endure many changes to the society's healthcare needs in its 110-year past. From Singapore's birth rates to the current coronavirus situation, we have responded to various factors and consistently adjusted our services to stay abreast of healthcare developments. Here, we take a look back at how the Hospital had helped the nation cope with her healthcare needs at different stages of Singapore's development.

Founded in 1910, KWSH ran a maternity ward right from our beginnings to relieve the overwhelming patient load at KK Hospital which was then Singapore's only hospital with a department of obstetrics and gynaecology. This was a time when many still had to rely on midwives to deliver at home with safety and hygiene compromised. For more than half a century thereafter, KWSH was an affordable option for mothers to deliver and recuperate. In 1965, with most government and private hospitals already offering maternity services, and Singapore's birth rate on a downward trend, the time came for KWSH to cease our maternity services after seeing Singapore through the baby boom years.

Within KWSH, a commemorative plaque for the construction of a tuberculosis ward which began in 1939 still stands proudly. For decades, Kwong Wai Shiu provided care for TB back in the days when TB was considered a highly contagious and dangerous disease. Our TB wards played a significant role during the 1940s and 50s when the unforgiving disease was rife, especially among the poor. KWSH continued to fight the battle against TB alongside our young nation into the 1960s when TB finally came under control with the number of cases declining.

The 1980s saw KWSH offer its premises to the National Kidney Foundation (NKF) to help cope with dialysis needs. Founded



A ward during our community hospital days 本院在“社区医院”年代的其中一间病房

in 1969, NKF established its first dialysis centre in 1982 at the KWSH compound. Besides the facility equipped with 10 dialysis machines, KWSH also housed the NKF headquarters.

KWSH was accorded "community hospital" status by MOH in 2007 to provide step-down care to complement the restructured hospitals. We gradually underwent another transition at the turn of the decade to respond to a growing healthcare need as Singapore's increasingly ageing population created a greater demand for nursing home facilities. Today, KWSH is Singapore's largest single site nursing home with more than 600 beds. Beyond inpatient services, our main site at Serangoon Road is also a community healthcare hub, offering a comprehensive range of services to care for the community at large.

身为一家医疗机构，广惠肇在过去110年里几经社会医护需求的改变。国家的生育率乃至目前的冠疫情，本院因种种因素及时做出调整，确保我们时时跟得上医护领域的变化。且让我们一同来看看医院如何在新加坡的不同发展阶段帮助国家应对她的医护需求。



1910年创办的广惠肇留医院，从创院起便已设有“接生楼”，以帮忙缓解竹脚医院的产妇

人数。竹脚当时是新加坡唯一设有妇产科部门的医院，许多产妇还是得依靠接生婆在家生产，相比之下较不安全也不卫生。广惠肇的成立，为产妇们提供了一个生产和休养的良好环境，以百姓可负担得起的低廉费用在超过半个世纪里照顾了无数产妇。1965年，本地多数政府和私人医院都已经设有妇产科服务，而我国生育率也开始面临下滑，广惠肇的接生楼在伴随国家经历了昔日的婴儿潮之后，这才功成身退。

在广惠肇院区内，依然可见一面纪念着本院一个肺结核病房的纪念牌。这是该病房于1939年开始动工建造时所立下的，而本院的肺结核病房数十年来为肺结核病患提供了无微不至的照护，在1940和50年代肺结核大肆传播时期扮演了举足轻重的角色。肺病当时是一种易传染且极度危险的病，在贫困人士之中情况尤其严重。进入1960年代，广惠肇仍旧继续与建国初期的新加坡并肩作战对抗肺结核，直至病例开始减少，肺结核在本地终于受到控制。

本院在1980年代为帮助应付洗肾需求，开放院区供全国肾脏基金会使用。1969年成立的全国肾脏基金会于1982年在广惠肇院内设立他们旗下的首家洗肾中心，共备有10台洗肾仪器，同时也将总部设在医院内。

广惠肇2007年成为受卫生部认可的“社区医院”，让病患从公共医院出院后可以继续休养康复，与公共医院相辅相成。2010年将近，随着本地人口老化的步伐加速，我国对疗养院设施这方面的医护需求因此增加。本院顺应需求，逐渐再一次经历转型。如今，广惠肇是新加坡最大的单址疗养院，设有超过600个床位。坐落在实龙岗路的主院区除了提供住院服务，同时也是一个服务周全的社区医护中心，以全面的服务为广大社区民众提供照护。

Find out more about our past at the KWSH Heritage Gallery. We are now part of the National Heritage Board's Museum Roundtable as we seek to position our Gallery as an unique cultural destination for you! Visit our heritage microsite.

在本院的历史展馆“任重道远馆”，你将可继续翻阅我们的历史篇章。我们现已是国家文物局“博物馆圆桌会”的一员，将继续致力在展馆为大家打造一个独特的文化体验！也欢迎浏览我们的文史专区。

[heritage.kwsh.org.sg](http://heritage.kwsh.org.sg)

# KWSHUnited! 广惠肇同心!

This COVID-19 period has been a trying and unprecedented time that will go down in history. To document the experiences within KWSH, especially how we stay united and overcome challenges together, staff were invited to share their unique anecdotes. Here's one of our inspiring winning entries from Transport Services Department Executive Goh Shu Jian.

2019冠病疫情带来空前的严峻考验，艰难时期必将载入史册。为了记载院内各种事迹，尤其是全体人员如何团结一起度过难关，广惠肇邀请员工分享自己独特的经历。车务部门执行员吴叔健以下的励志录获选为得奖作品之一。

## Backend Heroes, Frontline Heroes, UNITED! 后勤英雄、前线英雄，团结同心!



Monumental task: Goh Shu Jian had to coordinate and manage the KWSH vehicles and drivers as well as those from the external vendor  
吴叔健不仅得协调安排本院的车辆及司机，同时还得确保与外聘车辆配合无间

As a new staff of the new Transport Services Department that had yet to commence operations then, I was tasked with arranging transportation for our frontline heroes for two crucial occasions! The assignment felt surreal as the department had no driver or vehicle at that moment and I had yet to settle down in the environment too. However, this formidable task was made possible with the support of various departments who stepped forward with their drivers and vehicles.

When another nursing home in the central region was significantly affected with their nurses serving Stay Home Notices, KWSH supported them by deploying our nurses. To show support for our big-hearted colleagues, we made sure to ferry them to and fro the home. Not only did our drivers embrace the risk of infection, they willingly sacrificed their weekends and worked odd hours. They told me they were "doing this for the elderly", that they "ought to help fellow colleagues". One driver was worried of getting infected and transmitting the virus to his elderly mother, but he was courageous and went ahead to support us as he believed in the precautionary measures. It is noteworthy to mention that they had volunteered to help and had not been tasked to do so! This is the KWSH spirit!

Later, as part of the government's effort to reduce exposure to infection risks in

the community, a group of our nurses was shifted to an accommodation facility. Given only less than 72 hours to plan, I encountered constraints. It was particularly difficult to manage the fluctuating demands and provision for transport given that the nurses and drivers both worked shifts! I often had to drive to the facility as early as 5.40 am and KWSH at up to 9.40 pm to monitor the situation as well. Unlike the planning for the affected nursing home that required only one vehicle and driver for two trips a day, this time round, I coordinated between six of our drivers and vehicles, and even an external coach vendor. We needed to run many trips with multiple vehicles for six different timings a day!

I recognise our drivers' willingness to work beyond their regular hours and how they sacrificed precious family time. As backend support, we did our part for our nurses battling at the frontline and together, we stayed united as one KWSH!

身为刚成立的车务部门新员工，我在两个不同的时机，被委派为医院的前线英雄安排车辆接送。当时部门并未正式开始运行，连司机和车辆都没有。我对新环境也仍不熟悉，感觉任务没法完成。但得益于其他部门安排各自的司机及车辆协助，我才顺利完成这艰巨的挑战!

位于中部地区的另一家疗养院前阵子因医护人员获居家隔离通知，导致人手不足。

广惠肇因此派出一群护理同事支援。为了支持舍己为人的他们，我们确保他们来回该疗养院时都由本院接送。司机同事们冒着感染风险，也牺牲周末时间并加班完成每趟旅程。他们表示这么做是“为了老人家”，也因为“帮忙自己是应该的”。其中一名司机其实担心自己会受感染，把病毒传给母亲。尽管如此，他因坚信医院所实施的安全措施，仍然鼓起勇气伸出援手！更值得一提的是司机们并非由医院委派而全是自告奋勇！这就是广惠肇精神!

之后，因政府实行措施防范医护人员在社区里接触到病毒，一群护理同事被安置到指定住宿。只有不到72小时必须做出妥善安排的我，难免遭遇了难题。护理团队与司机们都属轮班工作，要满足所有的接送要求尤其困难。我也必须经常在清晨5点多和晚上9点多分别前往住宿和医院观察现况。有别于之前到另一家疗养院只需安排一辆车和一位司机，这次我得动用六辆车、六位司机，再加上外聘的车辆供应商。一天内，我必须调动数辆车，在六个不同时间多趟次接送同事们!

司机们在工作时间外的付出有目共睹，牺牲了与家人的宝贵时间。在后方给予支援的我们，为前线奋斗的护理人员尽了自己的一份力。前线 and 后方全体人员团结一致，广惠肇团队，众志成城!

# What Our Elderly Miss the Most...

## 院友最想念的是.....

All of us, including our residents, miss the days before the pandemic wreaked havoc on our lives. Pre-COVID-19, our residents participated in abundant activities organised by the Hospital with their peers every week. Their families and friends could easily drop by to visit, and they also enjoyed the company of our volunteers. For the safety and health of our vulnerable seniors, we had no choice but to temporarily put these on hold. We asked one of our residents, Mdm Yeong, about her favourite activities that she missed the most during this period!

### The Pandemic Situation

Since February this year, the pandemic has affected Singapore so badly that all of us have been unable to continue with our lives normally. It is difficult for the elderly in the nursing home too. Do you know why?

In the past, we had activities to participate in all the time throughout the week here. For example, we will always be brought downstairs on Thursdays, where our teacher will guide us on baking cakes. On other occasions, volunteers will bring us out of the wards, and will also sing and perform for us. It always made us so happy! I wonder when we will be able to see the Uncles and Aunties from the other wards again.

My relatives and friends cannot come to visit me too, and I haven't been able to see my family frequently. All the elderly's hair also grew very long.

I hope that the situation will improve soon.

Yeong Fong Ngan



人们都怀念疫情来袭之前的日子，我们的院友也不例外。往日，院友们每周都能一起参与医院为他们安排的丰富节目。他们不仅有亲人朋友随时前来探访，也能享受着志工们的陪伴。

为了保护染病风险较高的年长者的安全及健康，本院不得已暂停一系列的活动。我们向一名院友，杨女士，了解了她在这期间最想念的活动！

### 冠病疫情：

自從今年大約二月底左右這種病發生在新加坡，使到全部人民都沒辦法好好過日子。

我們住在老人院的老人家都不能快快樂樂。為什麼呢？因為我們每星期都有活動。例如每星期四我們都去樓下，有許老師來教我們學習做蛋糕。而且還有義工在樓下唱粵曲表演。義工推我們下去聽。多麼高興呢！現在不知要等到多久和才一班 Uncle 和 Nanny 見面。還有親戚朋友都不能來看我。家裏的親人也很少見面。每個老人家的頭髮都長了。希望疫情能快點好轉起來。

老馬瑪  
楊鳳銀  
Yeong Fong Ngan

The original note in Chinese handwritten by Mdm Yeong in September  
杨女士于9月份以华文亲笔写下的心情笔记

With the virus putting an abrupt stop to routines that the residents have grown used to, we understand that some of them would feel confused. While keeping them safe physically, we cannot simply let their social needs and mental health take a back seat. Thus, we have introduced numerous alternative modes of engagement to minimise the impact on our residents. Card games, painting and craft work are examples of the range of activities conducted in a safe manner throughout this period. On special occasions like their birthdays and national festivities, we also put in efforts to bring celebrations to the wards to lighten their spirits and to allow them to feel connected to others who share the same joy. Mdm Yeong had participated in some of these too!

Admittedly, with numerous restrictions in place, these alternatives have to be carried out on a smaller scale and may not be able to fully replicate the richness of the past activities. Nevertheless, it is heartening to see the elderly still showing keen interest and participating enthusiastically now. Just like Mdm Yeong, we too eagerly look forward to when we can safely bring back our residents' favourite activities once again.

冠病使院友的活动陷入了紧急刹车的状态，间断了他们习惯许久的日常生活，也让他们感到茫然无助。在确保他们身体安全的同时，年长者的社交需求及心灵健康却不能因此退居其次。于是，医院推出了诸多与以往不同的其他参与模式，以降低疫情对院友的影响。在这期间，安全环境下进行的活动包括了纸牌游戏，绘画和手工艺。医院也不忘在院友的生日和举国欢庆的节日等特别日子把节庆带入病房，让老年人感染喜气。杨女士也参加了其中一些活动！

现行的限制使新的活动必须以较小的规模进行，诚然未必能为院友重现以往的丰富内容。不过，看着院友现在参与活动时仍然表现出浓厚的兴趣与热情，令人感到欣慰。如同杨女士，医院也翘首以待院方为院友们重启他们最爱的活动的那一天！

# A Pleasantly Different National Day

## 一样的国庆日，不一样的仪式



Decentralised celebration: Residents at the ward 分散式庆祝方式：院友于病房欢庆

Recognising that unity and vigilance in a nation are more important than ever this year, KWSH continued to celebrate the National Day on 7 August, albeit in a mode different - but pleasantly so - from its antecedent events. We adopted a safe approach by holding several decentralised

celebrations across the premises, connected through technology. Besides the small groups of staff who gathered separately, residents and clients also had fun at the wards and Senior Care Centre respectively.

Over the public address system, CEO, Dr Ow Chee Chung, reminded us of our role in building a stronger Singapore. Collectively, everyone at KWSH then sang the National Anthem and recited the Pledge. A birthday cake-cutting ceremony commenced at our MPH, and the sweet treat was later distributed among residents. While this unfolded, participants could see what were happening at the other sites too as we were all connected through a group video call.

The joy lasted throughout the day at the wards, as our residents received goodie bags and even scrumptious bento dinner. This was all thanks to social enterprise ACE Seniors, who had been consistently coordinating and contributing these items for our residents year after year!



Decentralised celebration: Staff in the hall 分散式庆祝方式：礼堂内的职员

今年，保持国家团结和警惕比任何时候来得更加重要，而医院也在8月7日照样为国庆生。方式虽与往年不同，但仍不减兴致。在院区内，我们使用科技，安全地举行了分散式的庆祝。除了广惠肇员工，院友及乐龄护理中心的年长者也各自在病房和中心内欢庆。

通过广播系统，总裁区志忠医生提醒大家，要建立强大的新加坡，每个人都扮演着重要角色。随后，医院全体高唱国歌、宣读誓约。庆生少不了生日蛋糕，在礼堂举行切蛋糕仪式后，再把甜点分给院友享用。节目进行的同时，在各个地点的参与者也通过多组视讯通话，观赏到了别处发生的精彩活动。

当天的丰富礼包及美味便当晚餐，让病房内欢乐的气氛一直持续一整天。今年的国庆惊喜再次多亏社会企业ACE Seniors 年复一年为院友们做出安排！



Our Long Service Awards are usually presented during our Dinner & Dance, which regrettably had not been able to come to fruition this year due to the coronavirus. Yet, it didn't deter us from continuing to honour our long-serving staff for their role in maintaining professional performance standards and commitment to excellence throughout the years. On the day we celebrated National Day in advance, we also held a simple award presentation to acknowledge their contributions. Congratulations to all 47 recipients on the milestone and thank you for your valuable service!

This year, the limelight undeniably fell on Senior Patient Care Assistant, Mdm Loo Yew Kim, who was accorded the 50-year long service award. With five decades of experience under her belt, she has weathered storms and celebrated milestones alongside KWSH for almost half of its history! Mdm Loo, or Mummy Loo as her juniors affectionately address her, may have a wealth of experience now, but behind this amazing feat, her beginning was in fact nothing out of the ordinary. Without any professional background, she recalled reporting on her first day at work as a "scared and nervous" young lady afraid of making mistakes.

# Long Service Awards

## 长期服务奖

Over the years, she picked things up but, like all of us, had her moments of self-doubt too. Yet, she persevered. When asked about her secret to career longevity, she humbly revealed, "Be patient, passionate, and have love for your patients." With passion and dedication like Mdm Loo, all of us are capable of extraordinary achievements too!

To read more about Mdm Loo's inspiring story, check out our Facebook post dedicated to her at [tiny.cc/mdmlloo](https://tiny.cc/mdmlloo)

依照惯例，医院每年都会在员工晚宴颁发长期服务奖。基于冠病疫情，今年晚宴遗憾地未能如期举行。然而，这并没有阻止我们继续向长为医院效劳的员工致敬。为国家提前庆生当天上午，广惠肇举行了简单的颁奖仪式，表彰各位多年来为医院保持专业水准也取得卓越成绩。恭喜所有47位得奖者，也谢谢你们为医院尽心尽力！

今年的焦点毋庸置疑地落在高级病人护理助理罗有金女士身上。拥有长达50年的丰富经验，罗女士已伴随广惠肇度过近一半的历史。她肩并肩与医院共度各种风风雨雨，也同庆了许多里程碑。被后辈们亲切称呼为“罗妈咪”的罗女士现在已是身经百战的沙场老将，但在这了不起的功绩背后，她也曾经经历过一段再平凡无奇不过的开始。没有专业工作经验的她，回忆起自己第一天到医院报到时是多么害怕紧张，又深怕犯错被骂。久而久之，她渐渐地学习，却依然有过对自己能力反复自我踌躇的时候。问她漫长的职业生涯中可否有什么秘诀或生存之道，她谦虚地透露：“要有耐心、热忱，也要关爱病友”。若有着像罗女士一样的热忱和奉献精神，广惠肇的所有后生晚辈必定也能成大器！

更多罗女士的激励故事，可点阅本院的Facebook贴文[tiny.cc/mdmlloo](https://tiny.cc/mdmlloo)

# KWSH NURSES' DAY AND QUALITY FESTIVAL 2020

## 2020年广惠肇护士节和优质项目日

While it was a far cry from the usual hype generated in past years, the KWSH family nevertheless had a meaningful day at the annual KWSH Nurses' Day and Quality Festival on 28 August.

虽远不及往年的阵势与气派，广惠肇家庭仍然在8月28日的一年一度广惠肇护士节和优质项目日度过了充满意义的一天。



There was no physical gathering to celebrate the contributions of our nurses, but a video montage was specially produced to express our heartfelt thanks to the nurses, as well as pay tribute to KWSH staff who had done us proud by picking up various awards over the past year.

医院同人无法聚在一块儿向护士们的贡献致敬，本院为此特别制作一段影像，向护士们表达由衷的感谢，同时表扬过去一年里荣获各个奖项为广惠肇争光的杰出同事们。

The lucky draw exclusively for nurses still generated plenty of excitement despite the muted celebration.

庆祝节目虽然低调，但是仅限护士参加的幸运抽奖仍然为当天带来了一幕幕的欣喜与兴奋。



Meals served with love - Bento sets for staff arranged by members of KWSH management to show their appreciation.

爱心美食 - 为表达感谢，广惠肇管理层为医院职员安排了美味餐盒。

The 31 quality projects on service and quality enhancements submitted by KWSH staff were showcased at the MPH. The top three submissions were selected with the respective project groups each being awarded a token monetary prize.

医院礼堂内展示了31个由广惠肇职员构思的提升项目，项目旨在提升本院的服务水平和素质。被评选为最佳的三个项目，项目小组获颁奖金，以兹鼓励。

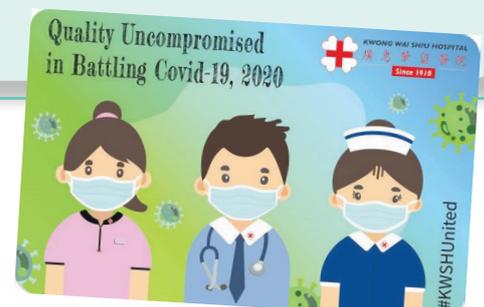


"Ideas Bank" corners were set up in the MPH for colleagues to scribble down ideas and suggestions for improvement, on any aspect of KWSH's services and operations. The ideas were then deposited into a KWSH Ideas Bank for subsequent consideration and follow-up.

礼堂内设置了“主意宝库”（Ideas Bank）角落，同事们可随手写下任何有助本院改进的点子及建议。改进范围不设限的多个点子已被存入本院的“主意宝库”，供日后考虑与跟进。

Commemorative gift for all staff - EZ-Link card specially designed by our staff, showcasing the various uniforms worn by our care staff as a mark of respect toward them.

向全体职员献上精美纪念品 - 由本院职员特别设计的易通卡，展示着本院不同护理人员的制服，表达对护理同事的敬意。



# LOVE KNOWS NO DISTANCE

## 跨越距离的爱

A wretched year it has been where the term "distancing" has become a pet phrase and an integral part of our everyday life. With social distancing and other safety measures in place, KWSH has had no option but to call off a number of events.

疫情已经肆虐将近一年, "保持距离"一词已成为人们的"口头禅", 成为你我生活中的重要环节。各种保持距离等安全措施, 也使得广惠肇的主要活动无奈被迫喊停。

The absence of major fundraising events has also contributed to a drop in donations for the Hospital, a whopping 40% reduction in such income. Despite the circumstances, our care services must never be compromised and we have kept up with the same high standards of service for patients, with additional safety precautions in place. We are especially thankful for the generosity donors have showered us with in these tough times as you contributed to our funds and even donated highly sought-after items like surgical masks. At the same time, we are constantly being reminded that much more needs to be done if we are to keep up with our services in the long run. It is now, more than ever, that we need you to step forth with a helping hand.

艰难时期, 广惠肇的捐款所得下跌了惊人的40%, 而各项主要筹款活动无法如期进行, 正是导因之一。不过, 尽管面临不景气, 我们仍需确保本院服务质量不受影响。

我们不仅保持了一贯的高素质服务, 同时也得做一切必要的防疫措施。所幸, 不少捐赠者此时依旧雪中送炭, 继续拨款捐助, 或是捐赠手术口罩等必备物品, 令医院上下倍感温暖, 感激万分。然而, 要确保医院的长期运作不受影响, 还需更多善长仁翁挺身而出, 伸出援手帮助我们度过难关。

No Community Care Day carnival and health screenings in March for elderly from the immediate vicinity. 三月份社区关怀日取消, 邻近年长居民没能前来参加嘉年华并接受健康检查。

While patients, donors, volunteers and staff, together with our families and friends, would have gathered in our lovely Pavilion Garden under the moonlit sky for Mid-Autumn Festival, our residents were the only ones this year who had the privilege to take in the splendour of the KWSH premises lit up by countless lanterns. 以往广惠肇病友、捐赠者、义工和职员都会在迷人的广惠肇亭院内与家人朋友欢聚团圆, 在月色下共庆中秋。今年, 由无数灯笼照亮的美丽院区却只有院友们有机会将之映入眼帘。

It was a muted Mother's Day and Parents' Day as our annual charity concert, typically held in the middle of the year to celebrate the love for our parents, had to be rescheduled. 原计划在年中以慈善演唱会歌颂母爱、父爱的伟大, 却因疫情而改期, 使今年的母亲节和双亲节显得有点冷清。

By October, instead of celebrating the Hospital's milestone 110<sup>th</sup> anniversary, there was still no birthday bash in sight as the world continued its struggle with the coronavirus. 医院在十月迎来110周年重要里程碑, 却因冠病持续笼罩全球而无法为广惠肇庆生。



We have been physically keeping a distance from one another. Now is the time to let our generosity show that Love Knows No Distance. 人与人之间为安全起见无时无刻保持距离的同时, 您慷慨解囊的善举, 却能顿时让心与心之间变得零距离。

You may also find out more about giving to us via credit card, cheque, Giro etc. at 您也可通过信用卡、支票、财路等其他捐款方式支持本院。欲知详情, 可浏览 [www.kwsh.org.sg/en/donations](http://www.kwsh.org.sg/en/donations)



Simply scan our PayNow QR code to contribute a gift to our patients! 扫描我们的PayNow QR码轻松为病友献上爱心!

