

A Year of Challenges and Changes

充满挑战与改变的一年

A round-up of 2020 would not be possible without mentioning Covid-19. In a year where far-reaching effects have been felt by all walks of life, the virus has changed the way we do things, and many have had to change the things we do. We look back at how KWSH supported others as well as our own staff as we learnt to deal with the coronavirus.

Supporting Others Through Training

As part of our efforts to support the healthcare sector during Covid-19, we have taken part in the SG Healthcare Corps initiative to provide training through our Certificate in Support Care (Community Care) programme, equipping external participants with basic nursing, therapy and admin knowledge and skills. With these capabilities, participants can then access expanded employment opportunities and contribute to the healthcare sector.

With the virus taking its toll on the job market, KWSH stood forward and accepted fresh graduates from various institutions such as the Singapore Institute of Technology as SGUnited trainees. The traineeships aim to equip fresh graduates with valuable industry experience in a professional capacity despite the economic climate.

The need for healthcare workers to don Personal Protective Equipment has made our mask-fitting workshops even more relevant the past year as our Community Training Institute ran N95 Respirator Mask Fitter (Train-The-Trainer) workshops for the community care sector.

Our training efforts culminated in a major announcement on 13 November as KWSH was appointed as the first SkillsFuture Queen Bee in the community care sector. As a Queen Bee, KWSH will engage the sector and work with them in identifying problems and solutions, as well as support community care organisations in training and manpower development needs.

Caring for Our Staff

KWSH has taken it upon ourselves to help staff cope with the difficult times with timely distributions of items.



N95 Respirator Mask Fitter workshop
N95口罩尺寸测试工作坊



Picking up basic skills from the SG Healthcare Corps training at KWSH
参与者在SG Healthcare Corps医疗护理团队计划下, 通过广惠肇的培训掌握基本技能

- Essential items which were highly sought after during the initial period were issued to every staff, as thermometers and hand sanitisers (thanks to our donors) were handed out.
- When the government first gave each person a reusable mask in April, KWSH swiftly procured for all staff an additional reusable mask each, and when dine-in was prohibited during the Circuit Breaker, we distributed to staff a lunch box each for them to conveniently pack their meals.
- Board members and management even dug into their own pockets to get grocery vouchers for all staff, while the management also issued "public transport vouchers" in the form of a topped-up EZ-Link card.

A trying year it has been. A better 2021 we shall hope for. Let's continue to be vigilant, be healthy.

要对2020这一年进行总结, 绝对不可能对冠病疫情只字不提。疫情打乱了各界人士的步伐。无论是生活、工作、学习等方面, 世人不仅无奈改变了不少做事的方式, 所进行的事务也有了很大的转变。让我们一起来回顾广惠肇这一年里如何提供支援, 助他人及本院职员共度难关。

通过培训提供支援

本院以行动支持医疗界, 加入SG Healthcare Corps医疗护理团队计划, 通过我们的基本社区护理课程, 帮助外来受训的参与者掌握基本护理、理疗和医疗行政方面的知识及技能。有了新技能, 参与者可得到更多就业机会, 为医疗界做出贡献。

冠病给就业市场带来冲击。广惠肇挺身而出, 接纳来自像新加坡理工大学等学府的应届毕业生成为“新心相连”职场新人培训学员 (SGUnited



EZ-Link Card to help staff defray transport expenses
广惠肇易通卡让职员抵消交通费用

Trainee), 让刚刚毕业的新人仍旧能从正式的工作环境吸取宝贵的实战经验。

医护人员穿戴个人防护装备, 也使本院开办的口罩尺寸测试工作坊变得非常贴切。本院的社区培训学院便在过去一年里为社区护理领域举办了N95口罩尺寸测试的导师工作坊。

广惠肇的培训更是于11月13日迎来重大发展。广惠肇受委为本地社区护理领域第一家“技能创前程行业领头羊”机构, 意味着本院会与同业合作, 齐心协力探讨业界面对的相关问题并群策群力找出解决方案。与此同时, 我们也会支持与帮助其他社区护理机构满足他们的培训与人力发展需求。

关怀员工

广惠肇致力于帮助本院职员应对艰难时期, 疫情开始的这一年来, 适时地向全体员工派发好些物品。

- 冠病初期, 某些重要用品一物难求。院方为每人提供温度计及搓手液 (感谢善心人士捐赠)。
- 政府4月首次宣布向国人分发可重复使用口罩, 广惠肇立即为每名员工各添购多一个可重复使用口罩。阻断措施期间, 我国禁止人们在餐饮场所堂食, 本院职员各获一个实用餐盒, 方便我们外带食物。
- 董事会成员与管理层更是自掏腰包, 赠送全体职员超市礼券。管理层也自设“公共交通补助券”, 分给每人一张已经添值的易通卡。

充满荆棘的一年过去, 但愿新的一年情势好转, 愿大家继续保持警惕, 保持健康。



The lunch box for staff came with an insulation bag to keep our food warm!
送给职员的餐盒还贴心地附上了保温袋!

#广惠肇同心：我们的冠病故事



"I wanted to contribute and help the elderly stay healthy, fit and well." Hoong Yin's simple yet admirable goal also led her to clinch the gold award in the individual category of the 2020 AIC Community Care Excellence Award. Her inspirational story was also featured in the media, such as The Straits Times and radio. Congratulations!

“我想贡献自己的力量，帮助老年人保持健康。”这是云燕的目标，简单却令人钦佩。她的努力也让她获得了2020年由护联中心所颁发的社区护理卓越奖的个人金级奖。她的励志故事也受到了《海峡时报》及电台等媒体的关注与报道。恭喜云燕！



Alvin Sumilla, Staff Nurse, Ward 4

当医院在招集护士准备大规模为院友进行新冠病毒检测时，我起初感到犹豫，不敢参与。又有谁会感到如此呢？然而，我最终告诉了自己：“我是一名医护人员，而这份工作是自我选择的。”大家都必须尽自己的一份力，方能制止这疫情。现在也许是暴风雨，但暴风雨是不会永远持续下去的。为了暴风雨之后的那一份平静，我迈出了这一步。

Janet Hew, Senior Administration Assistant, Nursing

社区为我们感到骄傲！
护理部门高级行政助理 丘小珍



鼓舞士气：总裁区志忠医生（右四）凌晨来到医院为同事们打气

Inpatient Services team

病房恢复探访时，我们既要处理大量院友亲属的预约来电和询问，同时还得轮流执勤担任安全大使，确保探访安全进行，要兼顾这两方面相当艰难。所幸，我们的资讯科技部迅速地帮忙创建了电脑 Excel 程序，简化了预约工作，而许多部门的同事也大方伸出援手，为我们分担安全大使的工作，这才让我们松了一口气！

住院部

Loo Yew Kim truly lives up to her motto of “Just do my best”. Beyond her exemplary work, she even forks out her own money to buy necessities for elderly with limited social support. She treats the residents like her family and has built up rapport so strong that some even ask about her well-being if she is away for a few days. She’s indeed a role model for many!

“尽力而为”不愧是罗有金的座右铭。除了模范的工作表现外，她甚至还会自掏腰包为那些没有足够社会援助的长者购买生活必需品。她待院友如亲人，与他们建立了深厚的感情。院友若几天不见罗有金，还会主动问候她。她果然是后辈们的好榜样！



KWSH safety ambassador (in red) on standby to remind visitors and assist them in maintaining safety measures
 广惠肇安全大使（身着红衣）确保访客前来探望院友时，所有安全措施到位

Thank You For Sharing and Caring

谢谢您与我们分享的爱和关怀

With the pandemic upending daily life, it is tough to not be swept up in the gloom. Amid the constant worries and fear, we thank the community and our supporters for reassuring us throughout 2020 that we have their utmost support. Besides medical supplies such as masks and sanitisers, support also took the form of heartfelt words, energy boosting food and even items for our staff's personal use. There was no shortage of kindness and it proved that compassion prevails in uncertain times like these. We are deeply heartened by the love we received and have drawn strength to continue battling the virus.

在日常生活被扰乱的情况下，想不被疫情阴霾笼罩相当困难。在忧惧交加的2020年，我们感谢各界与所有支持者仍然坚定地爱护着我们。除了口罩、消毒液等医疗用品，善心人士也通过贴心的话语温暖我们的心，献上食物补充我们的能量，甚至还为员工们的起居生活赠送物品。一整年下来善意不曾间断，可见在这艰难时期，人与人之间依旧充满着爱心与人情味。我们因为大家的支持而深感振奋，并也从中汲取了奋进的力量来继续抗疫。



Endearing messages and drawings by the children from Bedok Methodist Church that put a smile on our faces. 来自卫理公会勿洛堂孩子们的留言与画作，让我们笑逐颜开。



NorthLight School had showered us with support throughout the year with handmade gifts, such as an exquisite card and a bouquet crafted from handwritten notes of encouragement. 北烁学校在这一年里，通过亲手制作的礼物来支持我们，当中除了有精美的卡片，他们还亲笔写下鼓励话语并用这些纸条制作成花篮。



Students from NUS' nursing faculty presented swiss rolls to our nurses to honour the spirit of nursing on Nurses' Day, showing that the Nightingale's spirit shines even brighter in our fight against the virus. 新加坡国立大学护理学系的学生们为表示对护士精神的尊敬，在护士节给本院的护士们赠送了“瑞士卷”糕点 (swiss roll)。



Old Hong Kong's dinner bento donation recharged our frontline staff and filled their tummies. 餐馆老香港的便当捐赠，不仅让前线人员果腹，也给予了他们精神上的能量。



We may not be able to fly around the world but our staff still got to indulge in French-style pastries courtesy of Paris Baguette's sponsorship and the Agency for Integrated Care's arrangement. 不能出国到世界各地的日子里，我们的员工仍然有机会享用美味的法式糕点。甜点由巴黎贝甜 (Paris Baguette) 赞助，并由护联中心接洽安排。



Heroes need to rest too! Our nursing staff enjoyed restful sleep at their new accommodation all thanks to Temasek Foundation who donated new bed sets, including a pillow, blanket as well as two sets of bed sheets and pillow cases, and AIC who coordinated the arrangements. 即使是英雄，他们也需要休息！感谢淡马锡基金会捐赠新床具以及护联中心的协调。除了床以外，还包括枕头、被单以及两套床单和枕套，让我们的护理人员得以在新的住处舒适入眠。



NOTABLE COLLABORATIONS INKED IN 2020

主要合作项目



AMR
机器人

KWSH signed an agreement with ST Engineering on 28 July 2020 to officially implement the **Autonomous Mobile Robots (AMRs)** at our nursing home. AMRs help to transport the residents' meals to the wards, a task previously carried out manually by our care staff. Prior to the agreement, the AMRs have already gone through rigorous pilot testing at KWSH at the beginning of 2020. With the introduction of AMRs, 32 care staff from the 16 wards are now freed up to dedicate more time to the residents.

On 13 November, an MOU was inked between KWSH, SkillsFuture Singapore (SSG) and Singapore Institute of Technology (SIT). The ceremony, witnessed by Education Minister Lawrence Wong, marked KWSH's appointment as the first **SkillsFuture Queen Bee** in Singapore's community care sector. With support from SSG and SIT, we will engage and work with the sector in identifying relevant problems and solutions, train Community Care Organisations (CCOs) in operational strategy and effectiveness, as well as support the sector's manpower and training development needs. KWSH is expected to reach out to 100 CCOs in its initial three-year term as a Queen Bee.

广惠肇于2020年7月28日与新科工程签订协议，正式在疗养院推出智能自主移动机器人 (Autonomous Mobile Robot)。机器人可将院友的餐食送到病房，免去护理人员亲自送餐的工作。正式签订协议之前，机器人已经在2020年年初在本院试行亮相并通过了严格的试用测试。机器人每餐可为来自16个病房的32名护理同事省去送餐的时间，让他们有更多时间照顾院友。

11月13日，教育部长黄循财见证广惠肇、精深技能发展局和新加坡理工大学签署合作备忘录。这项合作使广惠肇成为本地社区护理领域的第一家“技能创前程行业领头羊”机构。在精深局和新工大的支持下，“领头羊”广惠肇将与业界接洽合作，一同探讨大家面对的相关问题并共同找出解决方案。本院还将为其他社区护理机构提供有关机构营运策略及有效运作的培训，并帮助满足业界的人力与培训发展需求。首个三年的“领头羊”任期，广惠肇预计将把触角伸向100家社区护理机构。



THE SHOW MUST GO ON

改编活动 继续关心心灵健康

While Covid-19 may have put a pause on many plans, see how we switched things up to keep our elderly engaged during this period!

During the circuit breaker, residents were given activity sheets for word searches, colouring and much more. The sheets came in various difficulty levels where residents could earn points and redeem prizes like snacks as they progressed. We also explored the lost art of letter writing by inviting our residents' young friends from the Grandfriend programmes whom they missed dearly to send in their well wishes.

Without their families physically with them, we took time from the hustle and bustle to celebrate the birthdays for our residents in the wards, showing them their KWSH family cares deeply for them too. The Singapore spirit was at all-year high when we brought the National Day celebrations to the wards. The residents received fun packs and waved their flags excitedly upon hearing familiar National Day tunes. We also brought our residents out of the wards safely for the biggest night of the year at KWSH - the Mid-Autumn Festival celebration.

Fast forward to the present, we welcome the new year and embrace its challenges. KWSH will continue doing our all to keep our vulnerable elderly safe and engaged!

冠病暂停了许多计划，我们于是将院友的“活动拼盘”改装，继续保持年长者的参与感！

阻断措施期间，院方给院友提供了文字搜索、涂色等活动纸。活动还分不同难度阶级，院友可在晋级后累积积分，换取零食等物品。院友之前通过“我的老友记”活动营所认识并非常想念的学生和儿童参与者也应邀写信问候院友，重新唤起了书信这个已渐渐被遗忘的沟通方式。

没有家人陪在院友身边，我们也抽出时间在病房里为寿星们庆生，向他们传达广惠肇大家庭对他们的深切关怀。国庆活动也在8月份走入病房，使爱国精神在病房内升温。院友们纷纷收到国庆礼包，听着国庆歌曲，兴奋地挥舞国旗。农历八月，我们做足安全防备工作，将院友带出病房，让他们在这个广惠肇最盛大的夜晚来到夜空下庆祝中秋节。

新的一年来临，无论有什么新的挑战，广惠肇会继续全力以赴，确保年长者安全且身心健康！



Letters from students and children
学生和孩子们的来信



Scan our **PayNow QR code** to contribute a gift to our patients!
(For tax deductions, enter NRIC as 'Ref No.')

扫描我们的 **PayNow QR 码** 为病友献上爱心！
(在 "Reference No." 中填写身份证号码以享有扣税。)