



## Excellence Beyond Healthcare 广惠肇管理和文史工作获肯定

2022 was an exceptional year of recognition for KWSH. While Kwong Wai Shiu continued to be lauded for our efforts in healthcare through notable awards such as the Nurses' Merit Award and Community Care Excellence Awards among others, the spotlight was undoubtedly cast on the hat-trick of awards for our organisational excellence beyond the healthcare front.

2022年，广惠肇接连获颁奖项，取得非凡成就。除了在医疗护理方面延续一贯杰出表现，继续在护士优异奖、社区护理卓越奖等重大奖项中脱颖而出，本院也接二连三获颁非医护方面的奖项，突显我们在各个方面的整体卓越。



### Charity Transparency Award

As a charitable organisation, ensuring transparency is paramount to KWSH's governance. Besides holding ourselves accountable in the managing of charitable funds, being transparent also means our donors, supporters and the public can readily access the relevant information to gain a meaningful understanding of our work and processes. The award recognises KWSH for having adopted the highest transparency standards and also acknowledges our excellent disclosure practices.

### 慈善团体透明度奖

身为一家慈善机构，维持管理透明度对于广惠肇的监管至关重要。除了明确交代善款的管理及运用，给予清楚说明，保持透明也意味着本院的捐赠人、支持者以及公众可方便取得各种相关信息，了解广惠肇的服务范围和运作程序。该奖项肯定广惠肇的高透明度，同时认可了本院向公众公开信息的杰出作业方式。



### SkillsFuture Employer Award (Gold)

For being invested in our employees' skills development and committed to help our staff improve themselves, KWSH was accorded the award as an exemplary employer who advocates continuous learning at the workplace. The prestigious award was presented to KWSH at the SkillsFuture Fellowships & SkillsFuture Employer Awards Ceremony by President Halimah Yacob who is a Patron of the Awards.

### 技能创前程雇主奖（金奖）

积极投入员工的技能发展并致力于帮助员工自我提升，广惠肇向来提倡在职场上不断持续学习，因而获颁该奖项。广惠肇于技能创前程专才计划与技能创前程雇主奖颁奖典礼上从奖项赞助人哈莉玛总统手中接获此殊荣，肯定我们为雇主中的典范。



### Architectural Heritage Award (Special Mention)

KWSH has always been immensely proud of the illustrious history we have carved out for ourselves following the Hospital's humble beginnings. Today, we are even prouder that our efforts to preserve this heritage have been recognised! The award serves to encourage conservation best practices, both in the physical restoration of the historical buildings and space, as well as the intangible aspects of creating value for the wider community. The amenities now housed within our four conserved buildings include KWSH's TCM outpatient clinic as well as the publicly accessible canteen and KWSH Heritage Gallery.

### 历史建筑修复保育工程奖（特别表扬）

对于创院至今一步一脚印建出的辉煌历史，广惠肇留医院向来是无比自豪。如今，我们保留历史的努力受到肯定，这使得我们更加引以为傲。该奖项希望鼓励历史保育工作的同时，也希望保育工作既要重视实体建筑和空间的修复保存，也务必好好运用历史遗产为广大社区创造价值。设于本院四栋受保留建筑内的设施就包括广惠肇的中医门诊诊所，还有同样对公众开放的食堂以及文史展览馆“任重道远馆”。



With the heritage gallery housed within a conserved building, KWSH not only physically conserved our heritage but also let the philanthropic spirit of our forefathers live on in the conserved building. In the conserved building, KWSH has preserved history, and the spirit of the KWSH's philanthropic spirit will be passed on.



Two of our conserved buildings. Both were previously ward buildings dating back to 1857. On the left is our TCM Centre now while the right building houses a heritage gallery within the two conserved buildings. Both were built in 1857 as the old ward building. The left building is now the TCM outpatient clinic, and the right building houses our heritage gallery.

We thank you for your support all these years as our staff continue to upskill ourselves in order to offer even better care for the community. Meanwhile, may we invite you to KWSH to take in a piece of history through our conserved buildings and heritage showcase! Find out more about the KWSH Heritage Gallery via the QR code.

感谢各位这些年所给予的支持。本院同事必定将持续不断地自我提升，以便能够为社区提供最佳的照护。与此同时，我们欢迎你到广惠肇留医院来，通过我们的保留建筑和文史展出一趟历史之旅！你也可以扫描以下二维码，进一步了解任重道远馆的更多信息。





# WELCOMING BACK OUR VOLUNTEERS

## 义工归队

While there remain a handful of Safe Management Measures, 2022 saw the return of "normal living" in Singapore as the nation phased into endemic living with Covid-19. KWSH's volunteers too, made their long-awaited return as they could visit frequently again, bringing about the resumption of regular activities conducted by our volunteers for the residents.

纵使我国依旧保留着少数安全管理措施，新加坡大致上可说是已经在2022年恢复“正常生活”，迈入与冠病共存的时代。久违的广惠肇义工，也得以常常前来探访院友，终于可以“重出江湖”，再次为院友们办定期活动。



Residents getting their hair cut by our volunteer hairstylists and were even pampered with a manicure session  
义工发型师为院友理发，而院友也享受了美甲服务



Enjoying an outdoor stroll by the riverside  
在河畔享受户外散步



Our residents get to shop and dine outside once again!  
院友终于可以再次出外购物、用餐！



Volunteers and residents taking the MRT during an outing  
义工和院友搭地铁出游去！



Flower arrangement class for residents  
为院友举行插花班



Volunteers playing the ukulele as they led Senior Care Centre clients for a sing-along session  
义工边弹奏尤克里里，边带领乐龄护理中心的朋友“大家唱”

JOIN US AS A VOLUNTEER!

欢迎加入我们的义工行列！



6422 1291

[bit.ly/VolunteerKWSH](https://bit.ly/VolunteerKWSH)







Elderly relieving the nostalgia with a NorthLight student over a game of carrom, a once very popular local past-time  
 年长朋友带着一名北烁学生重温过去。老少来一场过去非常流行的carrom弹棋游戏



A "mama shop" manned by NorthLight students for residents to pick up the items they like  
 由北烁学生打理的“妈妈档”，让院友选择他们喜爱的物品



NorthLight students and our elderly participating in a craft session together  
 北烁学生与年长者一同参与手工艺活动



## The Young Ones

### 青春洋溢



With frequent physical visits allowed again, KWSH also welcomed back students from our nearby partner schools. While the teenagers from NorthLight School went around our nursing homes and KWS Care centres to bring joy to clients, the boys and girls from Hong Wen School also recommenced the school's tradition of visiting the elderly at KWSH on the eve of Children's Day, celebrating the occasion in the most meaningful way possible.

Over at KWSH @ Potong Pasir, this new nursing home also had their "New Kids On The Block" as close ties were quickly forged with the neighbouring St Andrew's family of schools. Students from the schools now visit frequently and have become an integral part of volunteerism activities at the home.

随着访客重新回到广惠肇，与医院毗邻的几所伙伴学校的学生们也再一次带来了他们的青春活力。北烁学校学生除了探访广惠肇旗下疗养院，也到广惠肇社区关怀中心，把欢乐带给各处的服务对象。宏文学校的小学生则恢复该校传统，在儿童节前夕前来我们的主院区探望年长朋友，以最具意义的方式欢庆儿童节这个大日子。

本院位于波东巴西的分院虽然才刚刚启用，不过那里的同事也已经“招兵买马”，迅速与邻近的圣安德烈学校建立了密切伙伴关系。学生们经常前来探访，已经成为疗养院义工活动的中坚分子。



Hong Wen students preparing goodie bags and performing for our elderly during their visit  
 宏文学生前来为年长朋友呈献表演，并为他们准备了爱心礼包！



St Andrew's students visit KWSH@PTP frequently, engaging both the nursing home residents and Senior Care Centre clients  
 圣安德烈学生时常探访波东巴西分院，将欢声笑语带给疗养院院友以及乐龄护理中心的朋友





# Another Home Away From Home

## 第二大本营

Amid the normalcy and our achievements, the highlight of 2022 would be the opening of our second nursing home, KWSH @ Potong Pasir (KWSH@PTP). First incepted at Serangoon Road, KWSH has since ventured into the neighbourhoods with four satellite centres. Having extended our nursing home services to Potong Pasir, our vision to become a regional community healthcare hub with a network of six facilities is now fulfilled.

Set among lush greenery and the calming waterfront, the environment at KWSH@PTP is nothing short of rejuvenating. In fact, this serenity has captured the heart of our resident Ravichandran Kanesan, who named the green surroundings as one of the favourite aspects of his stay.

Inside the equally wholesome wards, the improved pandemic situation has fortunately permitted more social activities, allowing residents to gather for a wealth of programmes like birthday celebrations, and even step outdoors. "The environment is jovial, and everyone gets along well," Mr Ravi beamed, likening this place to home.



Mr Ravi enjoys the time spent with his "family" at the nursing home  
院友Ravi先生享受在疗养院与“家人”共度的时光

While operations have been smooth, the journey to launching the facility hasn't been a piece of cake. With new teams banding together to set up the site, they had to adjust to each other's working styles. "Squabbles were inevitable but with a sense of humour and shared spirit to make things happen, I'm happy to have come so far without major setbacks," Admission Office Manager Hui Hwei iue recounted her earlier days at work after coming on board in Sep 2021.

Her effort slowly came to fruition when KWSH@PTP first admitted residents in Apr 2022. While interacting with our residents and their next-of-kin may sometimes get emotionally taxing, Hui iue draws strength from the satisfaction of helping families alleviate caregiver stress through a bed placement.

It is always a humbling experience to have our clients open up to us and trusting us with their care. We also owe it to the support of our donors and volunteers for helping to make our network of care a reality. KWSH will remain committed to providing quality and comprehensive services as we greet our seniors across all six sites!

My favourite memory at KWSH@PTP is when I made friends with the first batch of residents during our informal soft opening!

波东巴西分院最让我难忘的是我在院内的启用庆祝会上，认识了我们的第一批院友，与他们结为朋友！

— Admission Manager Hui Hwei iue  
入院登记处经理许慧玉

逐渐恢复常态并在重大奖项中频频报捷的这一年里，最大的亮点却还是非我们波东巴西分院的落实莫属。多年来，广惠肇的服务已从实龙岗路院区延申至另外四家社区中心。如今，广惠肇将疗养院服务扩充至波东巴西，本院已完成关怀网络中的所有六个地点，实现成为区域社区医护枢纽的愿景。

在波东巴西分院，四处绿油油的环境和平静的河滨，为院友打造了最佳的修养条件。正是这一份平和，深深掳掠了院友Ravi的心。他表示，他住在疗养院最喜欢的其中一点，就是这里的绿色环境。

病房内的环境也同样让人心旷神怡。随着疫情好转，社交活动纷纷恢复，院友们更是能够欢聚参加琳琅满目的活动。不仅生日不再寂寞度过，他们甚至还有机会到户外接近大自然。对Ravi而言，住在这里很有家的感觉。嬉开眼笑的他说道：“这里有着和乐融融的环境，大家都相处得非常愉快。”

新疗养院启用至今，运作一切顺利。疗养院启用前的筹备阶段却并非如此顺心顺意。多个新成立的团队虽然齐心为新分院计划筹谋，却难免会有无法适应彼此工作方式的时候。回首2021年9月刚加入本院的那一段日子，入院登记处经理许慧玉说：“发生口角在所难免，但我们学会幽默看待这些争端，而大家也非常有决心要携手完成任务。很庆幸我们一路走来，不至于酿成什么重大挫折。”

波东巴西分院在2022年4月迎来第一批院友，慧玉努力的果实终于渐渐开花结果。对慧玉来说，虽然与院友和家人接洽的工作有时会使她感到精疲力尽，不过，只要一想到自己的工作能够帮助院友妥善安排入院，为他们的看护者解决烦恼，这一份满足感就是慧玉力量的源泉。

能够为众人服务并得到他们的信任，将照护的重任托付给我们，广惠肇上下感到非常欣慰。广惠肇也因为有本院捐赠人和义工的支持，方能实现我们的关怀网络。我们承诺，必定持续努力提供优质、全面的服务，继续在本院的六个服务据点笑脸迎人地为年长朋友奉献！



"My happiest moment here was when the staff celebrated my birthday," our resident, Mdm Soh Bee Geok Irene, shared. Like a family staying under one roof, our staff note our seniors' birthdays and organise celebrations

"我最快乐的时刻是当这里的职员帮我庆祝生日的时候！"这是院友苏美玉女士的心声。就像同住屋檐下的家人一样，我们的职员会用心记住院友的生日并为他们庆祝



The new KWSH@PTP has likewise been blessed with the forthcoming support of donors. This replica of our iconic Huo Ran Pavilion at Serangoon Road, which name symbolises our wishes for the patients' speedy recovery, was made possible thanks to the generosity

新分院也同样得到捐赠人的大力支持。广惠肇于分院复制实龙岗路院区的标志性“霍然亭”，亦由善款捐建。“霍然”一词祝福病友霍然而愈，疾病迅速消除



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)