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(Nursing) Home-cooked Food

年味“食”足：疗养院的居家美食



Food holds significant cultural and communal importance, especially during the Lunar New Year (LNY) celebrations. To allow our residents to enjoy the quintessential celebratory fare during the festive season, we curated a special four-day lunch menu!

Each meal comprised a bountiful spread of four special dishes, including an exquisite dessert to sweeten the occasion. Every dish was crafted using premium ingredients and with care, honoring tradition and ensuring that our residents feel connected to the festivities while in our nursing home. When these culinary delights were first served on LNY's eve, our seniors even got to savour the classic Chinese dish, "Buddha Jumps Over the Wall"!

What truly warmed the heart was that these ingredients were generously donated by our benevolent donors. Among them was Ms Liang Hong Jee, who together with a group of friends, made a substantial donation of herbal items and dried foods. Feeling blessed to be able to celebrate LNY with scrumptious food, Hong Jee and her friends wanted to share their joy with our seniors and hoped that they too could indulge in delicious and healthy food during the new year. The group has in fact been steadfast supporters for several years, and visited our residents as volunteers previously too!

We express our heartfelt gratitude to all our donors, whose contributions have not only allowed creativity of our Chef, Jenny Lee, and her staff, but also enhanced the flavours of our dishes and uplifted the spirits of our seniors during this significant period. Thank you for creating a warm festive atmosphere and fostering a sense of community among our elderly!

食物具有重要的文化和社交意义，在农历新年期间尤其意义非凡。为了让院友在节日期间也能享用传统节庆美食，医院策划了特别菜单，连续四天为长者准备丰富的午餐！

每份午餐除了有三道特色菜，还会附上一道精美的甜点，为佳节增添甜蜜的喜气。每道菜使用优质的食材精心烹煮而成，是为了确保院友在疗养院同样能体验传统佳节习俗并感受到春节氛围。大

年除夕的午餐是医院为院友呈上的第一顿春节佳肴，各位年长者品尝到的竟是熬煮了两天，经典的传统菜肴“佛跳墙”！

真正温暖人心的是，这些食材都是由医院热心行善的捐赠者慷慨贡献的。其中就包括连凤语女士和一群朋友一起大方捐赠的药材和干粮。凤语和朋友们因为自身体会到庆祝新年时享用美食的幸福感，于是也希望把这份喜悦分享给院友，好让他们也能在迎接新的一年的当儿品尝美味又健康的食物。她们支持医院其实已好几年了，也曾以义工的身份到访医院陪伴院友！

我们衷心感谢所有的捐赠人，各位的贡献不仅让医院的李宝珍主厨和员工们发挥烹饪创意，也为院友增添了菜肴的美味，更让他们在这佳节时期喜上眉梢。温暖的节日氛围也促进了院友对广惠肇大家庭的归属感！



Festive meal prepared in the nursing home kitchen
在疗养院厨房内准备的佳节美食



Besides our nursing home residents (top), clients from our various centres (bottom) got to enjoy the delicacies on New Year's eve too!
除了疗养院院友（上图），广惠肇旗下照护中心的服务对象（下图）也在大年除夕享用了美味的年菜！



@KwongWaiShiuHospital

Woof and Wellness: A Paw-sitive Time With Pups

"爪"紧欢乐时光：院友与小狗狗的互动

In our continuous pursuit of enriching our residents' stay, we diligently explore innovative avenues for engagement to complement the holistic care by our dedicated team. Our latest endeavor involves partnering with HUG Community Services to introduce animal therapy sessions for our seniors. We spoke with their founder, Jeff Mak, to learn more!

What does HUG Community Services do?

HUG Community Services fosters the development of youths by nurturing and cultivating pro-social values within them. One of our initiatives is the HUG's Healer Programme that leverages interactions with therapy dogs, and we're happy to partner KWSH to offer it to the seniors!

Tell us more about the HUG's Healer Programme and the benefits for seniors!

It is a unique programme that introduces the therapeutic value of animals into the realm of wellness and offers a multitude of physical and mental health benefits. The comforting presence of the furry companions offers solace and alleviates symptoms of depression and anxiety among participants. Notably, for seniors with dementia and who display agitation, interactions with canines can effectively mitigate negative behaviours. The pooches are also a generational bridge for the seniors to connect and engage with the younger generation.

Why did you choose to volunteer here?

My decision was partly rooted in my personal connection to the Hospital – I was born here in the 60s! Stepping into the premises after many decades, I was impressed by the advancements in its services and facilities, the pristine environment, and the friendly staff. I also found the Hospital's openness to innovative programmes and keenness to provide opportunities for our youth to care for the elderly admirable.

How has your volunteering experience with KWSH been so far and what plans do you have?

It has been very positive, as the environment is conducive for both volunteers to contribute and residents to benefit. Looking ahead, we plan to introduce bunnies and miniature horses to the seniors. Meanwhile, I wish all the elderly good health and abundant joy!

Following the first session that commenced on 20 Jan, Jeff and his team of youths will continue to greet our residents with their pups every month.

医院为了给院友提供全面的照护，努力不懈地探索各种新方式，以充实院友的住院体验。近期，我们与“拥抱社区服务”（HUG Community Services）合作，介绍小宠物给年长者做伴，从与动物的互动中促进院友的身心健康。拥抱社区服务创始人麦锦鸿与我们分享了关于动物治疗的更多信息。

拥抱社区服务的服务有哪些？

拥抱社区服务希望通过不同项目培养青少年的社会价值观，促进他们的个人发展。我们其中的一个项目是动物辅助治疗，年长者和青少年都能从与小狗的互动中受益。我们也很高兴能通过此项目与广惠肇合作！

能和我们多分享动物辅助治疗以及它能为年长者带来的好处吗？

拥抱社区服务的动物辅助治疗独特的地方在于它将与动物互动的治疗价值引入健康领域，从中提供多种身心健康的益处。毛茸茸的小动物的存在能为参与者带来慰藉，同时也能缓解抑郁和焦虑症状。值得一提的是，患有失智症并表现出激动急躁症状的年长者，通过与小狗互动也能有效缓解负面行为。小动物同时也能成为老年人与年轻一代的桥梁，促进两代人的密切代际交流。

为什么会选择在广惠肇当义工？

我和广惠肇的缘分其实在60年代就开始了，我是在这里出世的！时隔几十年再次踏入院区，医院无论在服务或设施方面的发展都让人赞叹。这里环境清新，工作人员也友善，让我印象深刻。医院愿意为院友尝试创新项目，也很乐意年轻一代提供关怀年长者的机会，令人钦佩。

谈谈你在广惠肇当义工的经历，而以后还会有什么特别企划吗？

这里的环境非常有利于义工的工作，让我们可以带着轻松的心情作出贡献，院友也因此能够更好地从中受益。接下来，我们计划把小兔子和迷你马也带来介绍给院友。期待的当儿，也让我借此祝愿所有的院友健康快乐！

锦鸿在1月20日第一次到访本院，接着每个月都会与拥抱社区服务的青少年团队和小狗狗们一起与院友共度时光。



Jeff looking on as a resident interacts with her new friend
院友与新朋友交流，站在一旁的正是锦鸿



A Smashing Time: Serving Up Fun With Badminton

“羽”院友同乐：创新适应性体育项目

To keep our residents physically active, we engage them in simple games and activities like mini ping pong, tai chi, and yoga, which allow them to exercise their upper bodies while safely secured and seated in their wheelchair.

With the Agency for Integrated Care recently launching the Fit & Fun Adaptive Sports Toolkit for the community care sector to improve senior engagement, our volunteerism team has picked badminton from the extensive list of new activities to introduce to our seniors. A low-impact sport familiar to most, badminton can help to improve coordination, balance, and agility. In addition to the adaptations suggested by the Toolkit, we further made our own adjustments to the game to suit our residents' needs.

Swapping out the regular long and weighty racket, we opted for a smaller, shorter, and lighter one – a fly swatter! Made entirely of plastic, it is handier for the elderly and reduces the stress on their arms. Shuttlecocks were also replaced with balloons, which are larger and fly slower for our residents to spot and hit. We also ensured that only thicker balloons of higher quality were used, to minimise any disruptions to the game caused by accidental popping. As with any new activity we introduce, we monitored our seniors' physical well-being while the games were in progress, ensuring that they proceeded at a pace comfortable for all our seniors and giving them ample rest when needed.

It has been a joy to see how positively our residents have responded and it is evident that they feel more energetic and happier after playing. Each time a session draws to a close, some of our seniors will even ask if the game could be extended for a couple of hours!

Prior to introducing the game, our volunteers had meticulously simulated the activity by stepping into the shoes of our elderly residents, ensuring that it is not only fun, but also safe.



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(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)



Volunteer Tan Ke Ming demonstrating how to play the modified badminton game
义工陈建明向院友示范改良版羽毛球打法



Modified "badminton racket"
非一般的“羽毛球拍”

One of our dedicated volunteers, Tan Ke Ming, commented, "It's a great way to keep the residents active and engaged. I'm glad to be part of this new activity and look forward to more sessions!"

为了让院友保持活跃，医院为长者设计一些简单的游戏和活动，让他们即使在轮椅上也能够安全参与迷你乒乓、太极和瑜伽等运动，继续活动和锻炼他们的上半身。

护联中心近期推出“Fit & Fun适应性体育手册”，旨在协助社区护理领域提高年长者的参与度。医院的志工团队从该手册的众多运动项目中选出了羽毛球活动，将它介绍给我们的院友。羽毛球是众人都熟悉的一种低冲击力运动，可助增强协调性、平衡能力和敏捷度。除了手册所提出的建议外，医院还进一步将羽毛球这个体育项目加以改良，以更好地迎合院友的需求。

我们使用的球拍相当特别，它其实是个苍蝇拍！和平时使用的羽毛球球拍相比，苍蝇拍因全由塑料

制成，所以更轻，体型也更小、更短，适合老年人使用，也能减少对手臂的压力。大家熟悉的羽毛球也被气球取代了。气球比较大，飞行速度也比较慢，所以更显眼，更容易让院友击中。我们还确保只使用更厚、更高质量的气球，以减少气球意外爆破，导致游戏中断。每次推出任何新活动，我们一贯都在进行游戏时密切观察长者的身体状况，确保游戏以他们能够从容应付的速度进行，并在必要时给予他们充分的休息。

院友非常积极参与新羽毛球活动，也看起来更有活力，更快乐，让医院感到非常欣慰。每次活动即将结束时，一些长者甚至会表示想把游戏延长多几个小时，多运动一些！

在正式推出这项羽毛球游戏前，医院的一群义工朋友们费心模拟了一番，确保游戏不仅有趣，而且安全。其中一位热心的义工陈建明分享道：“这是让长者保持活跃，积极参与的好方法。我很高兴能为这项新活动作出贡献，也期待日后继续参与这项活动！”

From Strength to Strength: Awards and Upcoming Plans 乘胜追击推行新项目

At our charity gala dinner on 5 November 2023, Chairman Tang Kin Fei shared the Hospital's new 10-year plan with some 500 guests as we celebrated our 113th anniversary. The strategic plan, devised in line with the nation's initiatives of healthy ageing in community, will see KWSH expand our nursing home capacity from 1,200 beds to 2,000, and double the number of active ageing and care centres from the current six to about 15 to reach out to more seniors in the community.

Meanwhile, KWSH also remains committed to contribute to the healthcare industry and community care sector, having established two partnerships with educational institutions. In October 2023, we inked an MOU with the Singapore University of Social Sciences as we look to build healthcare capabilities and nurture the next generation of healthcare professionals, raising the standard of care through innovative solutions to address the evolving healthcare needs.

Another MOU was penned in January 2024 with Temasek Polytechnic (TP) where we will support students pursuing the Diploma in Social Sciences in Gerontology through practical learning and internships. Attachments will also be extended to TP staff to aid in both their professional and personal development.

As we embark on the various initiatives, the accolades that KWSH has received have served as a huge morale booster. We scored a brace in November last year with the Tripartite Alliance Award (Corporate Award Category of Fair and Progressive Employment Practices) conferred by the tripartite partners (Ministry of Manpower, National Trades Union Congress, Singapore National Employers Federation), as well as the globally recognised CX Asia Excellence Awards that honour organisations and individuals who go beyond industry standards in their customer experience initiatives. More success followed at the Singapore Health Quality Service Awards 2024 in January when 77 staff received the Awards, a record number of KWSH recipients being recognised for their excellent service since the Awards' inception in 2011.

With a sound employment practice and a customer-centric approach driven by our dedicated staff, we are confident KWSH is well on our way to another fruitful year!



KWSH CEO, Dr Mok Ying Jang (left), penning an MOU with TP, one of our latest collaborations
广惠肇总裁莫应章医生(左)与淡马锡工院签署合作备忘录。这是本院最新的合作项目之一

广惠肇欢庆113周年之际，邓健辉主席于2023年11月5日的慈善晚宴上与在座500名贵宾分享了我们的十年计划。这项战略计划旨在配合我国推行的各种社区健康乐龄计划，将本院的疗养院床位从1200增加至2000，并把广惠肇现有的六家活跃乐龄和照护中心增加至少一倍，为社区年长者提供多达15家这类的乐龄中心。

与此同时，广惠肇也继续致力于为医疗界和社区护理领域作出贡献，先后与两所大专学府达成合作协议。2023年10月，我们先是同新加坡社科大学签订合作备忘录，将携手提升医护方面的专业知识和技能，共同为医护专业栽培新血。计划也会探讨如何通过创新方案来提升照护水平，以更好地应对不断演变的医护需求。

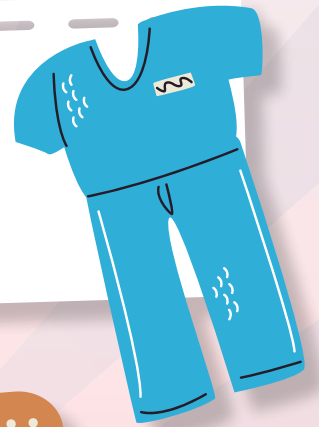
2024年1月，我们又与淡马锡理工学院签署合作备忘录，让该校修读老年学社会科学专业文凭课程的学生有机会前来实践学习并为他们制定实习计划。淡马锡的职员也同样可到广惠肇见习，以开拓他们的专业发展和个人发展。

着手各个新项目的同时，广惠肇也获得好几项殊荣的肯定，给予了我们极大的推动力。去年11月，本院便梅开二度，除了获得由劳资政三方（人力部、全国职工总会、新加坡全国雇主联合会）颁发的劳资政联盟奖（公平与良好雇佣奖），甚至还在颇有国际地位的亚洲客户体验奖中脱颖而出，肯定了医院和职员所推行的卓越客户体验项目。随后1月份的2024年新加坡保健优质服务奖，广惠肇表现继续亮眼，共有77名职员得奖，是本院自2011年该奖项创办以来得奖人数最多的一次。

凭着良好的雇佣作业模式，再加上本院职员全情投入以客为尊的服务，我们深信广惠肇必定能够在来年继续大展拳脚！



New Uniformed Identity for Nurses and Ward Staff 更新护士制服 划一认同感



Colleagues strutting their new uniform. Ward staff of the four different designations wearing the same design (1st from left is PCA Lin Wai Aung); with them are two Nurse Managers and one of our Assistant Directors of Nursing 同事们展示新制服。四名不同级别的病房护理人员穿上统一的工作服（左一为病人看护助理Lin Wai Aung）；与他们合照的是两名护士长以及本院其中一位助理护士总监

Our nurses and ward staff have been donning the new KWSH uniforms since 23 March 2024!

Gone are the different uniforms that were previously used to distinguish between the Healthcare Assistants (HCA), Patient Care Assistants (PCA), Enrolled Nurses (EN) and Staff Nurses (SN) working in the wards, colleagues from our wards now don a scrub with a uniformed design, with only the different colours of the trims at the collar, sleeves and pocket setting them apart.

The new uniformed look reflects the common identity of KWSH staff and also contributes to creating a sense of unity among our diverse team. The green base and its batik-like design at the collar and cuffs are inspired by greenery and flora – elements closely associated with both our nursing homes, with our main campus home to an iconic pavilion garden while KWSH @ Potong Pasir sets itself along the picturesque Kallang River right next to the park connector.

The choice of scrubs also combines style with functionality. Crafted with input from both the design experts and our ward staff, these uniforms are made with comfort and ease of movement in mind, ensuring that our healthcare professionals can perform their duties efficiently while maintaining a professional appearance. PCA Lin Wai Aung shared that the new uniform is comfortable and he feels professional when putting it on. He even quipped, "I like the style of the uniform and I think it fits me well!"

With the previous change in uniform taking place nine years ago back in 2015, the new uniform is not only a functional enhancement but also a symbol of change and progression. As KWSH marches on with our endeavours to care for the sick and needy, our staff are certainly ready to dress to heal.

本院的护士和病房护理人员已于2024年3月23日换上新装！

广惠肇一改过去依据职位级别分配不同制服的做法，为在病房里服务的医护助理、病人看护助理、助理护士和注册护士设计了统一款式的新制服，唯有衣领、袖子和口袋边以一道不同颜色的线条辨别护理人员的职位。

病房同事的新面貌反映了职员共同的认同感，也体现着背景各异的广惠肇职员团结一心。主色为绿色，以及领口和袖口的峇迪蜡染式图案，灵感源自广惠肇两家疗养院绿意盎然的花草树木，即主院区标志性的亭院以及波东巴西分院旁景色怡人的加冷河畔和公园连道。

新制服当然也不仅仅是“虚有其表”，也非常注重实用性，选择以医护人员的防护服 (scrub) 作为他们的工作服。制服的设计融入了设计专才的创意，更是参考病房同事的意见，确保制服的舒适度而且穿起来不会“碍手碍脚”限制护理人员动作，让这些医护人员可以在保持专业形象的同时有效执行他们的任务。病人看护助理Lin Wai Aung就表示，新制服很舒服而且穿上后会很好地体现他的专业。他还逗趣地说：“我喜欢这制服的款式。我觉得我穿起来还挺合身的！”

广惠肇最后一次更换病房人员的制服是2015年。时隔九年再次推出新装，除了改进制服的实用性，也象征着本院整体的改变和进步。广惠肇职员已经整装待发，准备好与医院一同向前迈进，继续照顾更多的贫病大众。

Formalised TCM Internship for NTU Students

南大中医学生的正式实习计划

With careful precision, Genevieve Wong, a TCM physician-in-training interning at KWSH, inserted the acupuncture needles into the resident's leg under the attentive eyes of her mentor Physician Teo Pei Si as her peers watched on.

These budding TCM professionals are among the Year 3 cohort from NTU's double degree programme in Biomedical Sciences and Chinese Medicine, and this is the first time an internship at KWSH has been formalised as part of the course curriculum.

The confidence for a curricular internship had stemmed from a voluntary KWSH TCM immersion programme last year that was very well received by NTU students. Building on that success, the three-day immersion has now been structured into a 12-session internship spanning seven weeks.

Having also participated in the immersion programme last year where she got to learn from an actual clinical setting while shadowing a physician on the job, Genevieve now finds the internship to be even more fruitful. "Under the guidance of experienced TCM physician mentors, I gain hands-on experience such as exercising my acupuncture skills on the patients," Genevieve shared.

For fellow intern Elaine Ong, an attachment at KWSH offers more than a different environment from the school's teaching clinic. Highlighting that the ward rounds at our nursing home are a rare opportunity among TCM organisations here, she explained, "The wards give me a better understanding of how acupuncture helps patients who are unable to express themselves due to medical conditions."

One KWSH physician who knows the NTU double degree programme all too well is one of the students' mentors, Teo Pei Si. Physician Teo, a graduate from the course in 2012 who looks forward to impart knowledge to her juniors, said, "I personally find the diversity of patient profiles in KWSH - both outpatient and inpatient - to be valuable for my TCM practice and prospective research. In particular, my experience working with and learning from nurses, therapists and doctors has been very distinguishable from my prior practice at other organisations. I am excited to share this experience with my juniors!"



KWSH physician Teo Pei Si (left) mentoring the NTU students in the ward. Elaine Ong (right) and the other interns observe as Genevieve Wong performs acupuncture on the resident. 广惠肇医师张佩思(左)在病房指导南大学生王思婷为院友施针。王雪宁(右)和其他实习生从旁围观学习。

病房里，目前正在广惠肇实习的王思婷在替院友进行针灸。只见这名未来的中医师小心翼翼地在院友脚部的准确穴位施针。在一旁严谨监督的是她的导师张佩思医师，而围观学习的还有几名思婷的中医系同学。

这班中医幼苗是来自南洋理工大学生物医学科学和中医学双学位课程的三年级学生，而这是校方首次将学生在广惠肇的实习计划正式列入课程的一部分。

广惠肇曾经在去年为南大开办一项中医学生可自选参加的中医浸濡计划，结果反应热烈且深受学生好评。本院和校方于是便在去年的成功基础上，将三天的浸濡学习扩展为一项为期七周的正式实习计划，一共包括12堂实习课。

王思婷去年也自行报名参加了浸濡计划，让她有机会在跟诊的过程中，在一个真实的临床环境向医师讨教学习。如今再次回到广惠肇，她表示，此次正式的实习比起浸濡活动，确实是个更大的丰收。“在各位经验丰富的中医师导师的督导下，我有机会在实战中磨练我的中医技术，像是亲自为病友施针。”思婷这么分享道。

对另一名实习生王雪宁来说，在广惠肇的中医学习体验不仅仅为学生提供了一个和校内的临床实习诊所不一样的环境。她指出，广惠肇医师在疗养院病房的巡房职责在本地中医机构当中是相当罕见的。对于这个难得的机会，她进一步解释：“到病房里巡房让我见识到针灸如何能够帮助到那些因身体情况和病情而无法沟通和表达自己的病患。”

广惠肇医师张佩思不单是实习计划的导师之一，她也是对同学们的双学位课程了如指掌的一名过来人。在2012年毕业于同样科系的张医师，如今希望能够把知识传授给她的学弟妹。她说：“我个人认为广惠肇这里的病患类别很广泛，而且包含门诊病友及疗养院院友，无论是对一名执业中医师或是将来进行中医研究都非常有帮助。尤其在这里，我有机会与护士、理疗师和医生们交流合作，向他们学习。这和我之前在其他机构服务时的经历大不相同。我很高兴能够和我的学弟妹分享经验！”

