

HNFCARES



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JULY - SEPTEMBER 2016

WE ARE 40!

Celebrating 40 years of home care service in Singapore

Community Awareness Carnival

New Home Phlebotomy service

Our volunteers, our strength

Message

Karen Lee
Chief Executive Officer
Home Nursing Foundation



First of all, I would like to wish all our Muslim readers Selamat Hari Raya Aidilfitri!

We've kick-started our 40th anniversary celebrations, starting from the Portraits of Love exhibition and Appreciation Luncheon at Gardens by the Bay in April, to the

upcoming Community Awareness Carnival from 2 to 3 July at Ang Mo Kio Central Stage.

All this would not have been possible without the kind contributions from our donors, and the generous support of our dedicated volunteers. You will read about some of our

volunteers and what drives them in this issue's Heartfelt Thanks section.

Internally, it's been a hectic month as we take stock of the financial year that just closed, as well as renovate our office to accommodate more clinical staff.

Meanwhile, we've also firmed up our collaboration with the National Healthcare Group Diagnostics to provide blood-taking services to our patients in the comfort of their homes.

We hope you enjoy reading this issue of HNF Cares and see you at our Community Awareness Carnival!

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Feature

A heartwarming photo exhibition



Home Nursing Foundation is celebrating 40 years of social service in Singapore with a series of events and activities to raise greater public awareness of home healthcare services, and to educate the public about support services available in the community. Read on to find out more.

01 The portrait which garnered the most votes: A loving kiss shared between Mr Shabbeer Ahmed Bin Saleh and his wife, Mdm Meharunnisa Binte Syed Kassim.



- 01 Eight HNF patients and Portraits of Love participants attended the launch event with their caregivers/family members.
- 02 Guest-of-Honour Dr Amy Khor and HNF President Ms Priscylla Shaw (front row, third and fourth from left) with sponsors, partners and volunteers of the Portraits of Love project.
- 03 Visitors posing for a photograph with a Minion mascot.
- 04 A screenshot of the Portraits of Love video, produced by a volunteer videographer. View it on portraitsoflove.sg



Home Nursing Foundation (HNF) kicked off its 40th anniversary celebrations with a public photo exhibition at Raffles City Shopping Centre from 22 to 24 April 2016.

Supported by the Agency for Integrated Care, the Portraits of Love (POL) exhibition was officially launched on 22 April by Guest of Honour, Dr Amy Khor, Senior Minister of State for Health and Environment and Water Resources. Dr Khor arrived in an SMRT London Taxi convoy, leading other taxis ferrying nine of HNF's patients and POL participants.

The POL exhibition was a showcase of portraits captured by a talented team of three – a photographer, videographer and writer. The portraits depict life stories in just one frame, capturing the essence of love, friendship, perseverance and triumph that the protagonists have experienced in life.

The event also featured activities such as origami-folding, instant photo-taking with roving mascots, photo-voting, a memory game, health talks by HNF nurses, and photography workshops conducted by volunteers.

Over three days, visitors young and old took their time to walk between rows of exhibition panels, viewing every portrait and reading the accompanying caption. Some lingered longer than others, some shuttled enthusiastically

between the panels and the photo-voting station, and some visibly moved to tears while ruminating on the patients' stories.

"Because the limelight in society is not on them, their stories are so much more precious and touching. I don't think they are out there to tell you their story, it's just what they do on a day-to-day basis," said visitor John Wang, 43.

Some also found the portraits and stories to be greatly inspiring. "I don't feel sad when I see these photos, I feel uplifted," said Ms Pernille Bussone, 36.

Ms Karen Lee, Chief Executive Officer of HNF, shared: "The Portraits of Love exhibition is one of the most meaningful projects that the Home Nursing Foundation has embarked on. It reinforces our commitment to go beyond our core service of home-based care, and the message that despite their medical condition and life's challenges, our patients and their loved ones still strive to lead meaningful lives in an environment they are familiar with."

Read about the experience of some of our volunteers in the Heartfelt Thanks section on the other side of this newsletter.

Showing our appreciation



Photo courtesy of SMRT Corporation

- 01 Four of 20 Nanyang Polytechnic volunteers who helped out at the event.
02 An SMRT London Taxi driver helping to wheel a patient into his vehicle.

The second of Home Nursing Foundation's (HNF) series of events to celebrate its 40th anniversary was held at Gardens by the Bay on 30 April 2016. A luncheon and Flower Dome-viewing activity was specially organised for patients and their caregivers, donors, volunteers, corporate partners and staff to thank all the individuals who have supported HNF and helped shape what the organisation is today.

The event kicked off in the Flower Field Hall with a welcome speech by HNF President Ms Priscylla Shaw, followed by a presentation of close to 30 tokens of appreciation to donors and volunteers, and the screening of two short videos which were specially produced for the occasion.

The luncheon featured food stations serving up delicious local delights such as mee siam and chicken rice à la minute, as well as a scrumptious buffet spread.

To assist the 40 patients in attendance, HNF engaged over 30 volunteers, including students from Nanyang Polytechnic (NYP), to accompany the patients from their home to the event venue, and back.

01



02



03



04



05



01 Some of our Nursing department staff having fun at the event.

02 HNF President Ms Priscylla Shaw delivering her welcome speech.

03 An HNF nurse greeting a patient and her caregiver.

04 HNF Vice-President Daniel Teo (left) and HNF CEO Ms Karen Lee (standing, third from left) with HNF staff and community partners.

05 An HNF volunteer and her assigned patient in front of the tulips on display.



01 Volunteers from Nanyang Polytechnic and an HNF patient touring the Flower Dome together.

During the luncheon, many volunteers dedicatedly helped to serve their assigned patients food from the buffet line and food stations. They also accompanied them to the restrooms when needed.

After lunch, all guests were treated to a free and easy viewing of the beautiful sea of tulips on display in the Flower Dome. Patients, volunteers and staff strolled around the Dome together, snapping photographs and exchanging banter along the way.

This outing was especially meaningful for our patients, most of whom have mobility problems. HNF patient Mr Somu Balasubramaniam, 61, and his sister, Ms Maria Somu, 60, (both pictured on the right) thoroughly enjoyed the activity.

“It was a wonderful event, and the food was very nice. We appreciate everybody’s help, especially the students, and we thank HNF for organising such a gathering for us,” said Ms Maria.

HNF would like to thank SMRT Corporation for partially sponsoring the chartering of 38 standard and London taxis for our patients, and Gardens by the Bay for fully sponsoring the entrance tickets for all our patients and partially sponsoring the venue and entrance tickets for everyone else.

Read about the experience of some of our volunteers in the Heartfelt Thanks section on the other side of this newsletter.



Fun-filled carnival awaits you



Up next by Home Nursing Foundation – a two-day community carnival to be held in Ang Mo Kio Central Stage on 2 and 3 July 2016. This event aims to educate the community about available resources for ageing gracefully, as well as to engage the community about the ageing process and spread the message that everyone in the community has an active role to play in caring for our seniors.

Highlights of the event include health screenings, health tips sharing sessions, health and wellness information booths, mass exercises (Zumba and Line Dancing), music and dance performances, food stalls and experiential activities for one and all.

Guest-of-Honour Dr Lam Pin Min, Minister of State for Health and Member of Parliament for Sengkang West SMC, will officiate the event in the morning of 3 July (Sunday).

So mark your calendar and join us at this fun-filled carnival!

2 & 3 July 2016, 9am – 5.30pm
Ang mo Kio Central Stage



Community Awareness

CARNIVAL

Ageing Well Together

2 & 3 July 2016 . 9am – 5:30pm
Ang Mo Kio Central Stage

Health Screening Fun Mass Workouts
Educational Health Talks Informational Booths
Ageing Experience Activities Free Goodie Bags!*

HEALTH SCREENING

Pre-register before 24 June 2016
at **Cheng San Community Club.**

6 Ang Mo Kio Street 53, S569205

Phone: 6458 8222

\$2 fee applies.

Tests provided:

Body Mass Index (BMI)
Blood Pressure (BP)
Diabetes
Cholesterol

Health screening criteria:

Singaporean or PR
40 years old and above
Does not have existing chronic condition(s)

Has not done a chronic disease
screening in the past 1 year
8 hours of fasting required

For more details visit:

 www.facebook.com/home.nursing.foundation

*Whilst stocks last

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Volunteers – A gift to the community

We held two successful events in April, but we couldn't have done it without the help of our dedicated volunteers. People of all ages, from all walks of life, came together with a common goal – to make a difference, and to help the less fortunate. No job is ever too big or too small for them, as each and every experience counts. We spoke to seven volunteers to find out what drives and motivates them.



Linus (in green) and Jun Xiang (in white) with schoolmates and fellow volunteers at Day 2 of the Portraits of Love exhibition.



I found out about this volunteering opportunity from my lecturer, and since I've always loved to help out in the community, I decided to volunteer at this event. I donned the Minion costume on the second day of the exhibition, and to be honest, it was really warm inside! Just 15 minutes in it and I was soaked! But I told myself that it was alright because I was doing it for a good cause – helping to raise funds for the needy/elderly patients of HNF. While volunteering, something crossed my mind: "In life, there are always people out there who need your help! Just a \$1 donation means a lot to them!" I wish to share this thought with everyone around me. Let's make Singapore a nation of LOVE!

Linus Pang Biao He

Second-year Nursing student at Nanyang Polytechnic (NYP)

Initially, I did not know what this event was about. But after the HNF staff informed me of the volunteer duties and objectives, I decided to give it a try, as I have never volunteered at such events. Before donning the Minion costume, I was afraid that I would perspire profusely and give up after a while. However, after I put on the costume, I realised that I loved the experience, as I was able to have fun with the crowd, especially children. I ended up doing it for three hours! And even though I perspired a lot, I really enjoyed myself. I've enjoyed doing voluntary work since young, as I get to see the beneficiaries' happy moments and their appreciation. That motivates me to help out among our society, especially with the elderly.

Pea Jun Xiang

Second-year Nursing student at Nanyang Polytechnic (NYP)



Fey (left) and Annie with an HNF patient and his caregiver at Day 1 of the Portraits of Love exhibition.

My motivation for doing voluntary work is to try and make a real difference in the lives of those who are less privileged. Volunteering at the exhibition was very meaningful and interesting. At the same time, it was a good opportunity for me to apply and improve my social skills. Through this experience, I got a better understanding of the work that charities in Singapore do, such as how these organisations provide help and support to their beneficiaries.

Fey Toh

Co-ordinator

I'm glad to be able to volunteer my time because I believe that doing voluntary work changes one's outlook on life. I feel more appreciative and contented with what I have now, and I am also greatly inspired by some of the patients I've met at the exhibition – the ones who remain optimistic despite what they were going through. No matter how small or lacking we may feel sometimes, we are still more fortunate than some others, and we can definitely make a difference in someone else's life. My volunteering experience helps shape me into a better individual.

Annie Low

Executive



I started volunteering at HNF in February 2016. I got to know about HNF from a family friend who explained what HNF did, and how it was different from nursing homes, etc. I was intrigued by the services that HNF provide. Home care is something that I was never exposed to during my medical attachments, and I was really excited to find out more.

I helped the Communications & Development department with the preparation of HNF's 40th

Anniversary Appreciation Lunch event. At the beginning, I helped to source for welcome gifts, liaising with different vendors to find the most suitable ones at a reasonable price. I then helped out with the invitation process, and contacted some 40 patients through the phone for meal preferences and transport arrangements. The whole process took about two months.

In the later stages, preparation shifted to the "hands-on" phase. To me, this phase was the most enjoyable! I prepared, printed and framed the certificates of appreciation to HNF's donors. At the same time, I personalised the lanyards for the patients and their caregivers, and helped prepare the ice gem biscuit-in-a-jar gifts. Lastly, I helped out with the packing of 250 goody bags!

Through this experience, I have learnt that volunteering can get slightly

draining sometimes. However, it is important to be reminded of the reason why one previously stepped out of one's comfort zone to serve the community. I think it takes a certain level of belief in one's cause, and an amount of perseverance to keep one going through it all.

I have always wanted to enter the healthcare industry and make an impact on patients' lives. Knowing that there are people out there benefiting from the services of HNF is sufficient to motivate me to come back to provide whatever help I can give. At the end of the day, knowing that my colleagues' work and my volunteer work culminate into the improvement of someone's life is enough to keep me going. I will continue to volunteer with HNF before I leave to study overseas.

Victoria Goh,
waiting to enter medical school



I chose to volunteer at this event because I wanted to have a new experience by helping the elderly. I've always wanted to become a social worker as I love interacting with them. Being able to do voluntary work together with my friends is another motivation.

The patient we were assigned to care for was lovely and friendly. She showed concern for my buddy and me, and she is a great person to talk to. It felt like I was taking care of my own granny! Having to meet the patient at her home to take her to the event was not a burden at all even though it was a very long journey for us, as we knew there was a lot for us to experience and learn. We enjoyed the event very much, and I am sure all the patients did too!

Nur Syafiqah (in white) enjoyed caring for HNF patient Mdm Wan Law Lui during the HNF 40th Anniversary Appreciation Lunch event.

Through my volunteering experience, I've learnt that it is important for everyone in the community to help one another. I wish to volunteer in the social service sector as much as I can, because the experience gained will be worth it. Whatever I can help out with, I will do it with a sincere heart.

— **Nur Syafiqah Binte Mohamed Yassin**
Second-year Business Management student at
Nanyang Polytechnic (NYP)

I signed up to volunteer at this event because I wanted to make that Saturday a different one, and to make a difference in someone else's Saturday.

It turned out to be an enjoyable experience. Though my buddy and I had a language barrier with the patient we were assigned to, we managed to have pleasant day with her! The patient did her best mixing some languages to converse with us, telling us some stories about her life. She is a very adorable and lovable person who is like our grandma. She also occasionally asked about our well-being – whether we had eaten and if it was convenient for us to get to her home to meet her, etc.

The enjoyment of volunteering motivates me. It is satisfying and fulfilling to be able to make someone's day and see the results of my efforts. It may not be much to



Clara (in black) had no trouble bonding with Mdm Won despite a language barrier.

others, but for me, the smile I get from the beneficiaries is priceless, and it is enough to make the rest of my day a positive one.

I've learnt that it is important to have empathy. We should treat everyone the way we would want to be treated. It is also important to have

the right and positive mindset before volunteering; it is not fair to bring negativity to the beneficiary's home. A gracious and kind society begins with each and every one of us.

— **See Yi Zhen Clara**
Second-year Business Management student at
Nanyang Polytechnic (NYP)

Hamper distribution for needy families

The Hindu Endowment Board-Ashram Halfway House (HEB-Ashram) piloted a food ration project with Home Nursing Foundation in April 2016. Under this project, some 30 needy families will receive hampers worth \$20 every month.

Mr K Subramaniam, Head of HEB-Ashram, said: "Besides non-perishables, the monetary contributions were used to buy canned food, cooking oil, beans and instant noodles."

The hampers are packed and distributed by the HEB-Ashram Halfway House's residents, staff and volunteers.

HNF is grateful for the support of everyone at HEB-Ashram.

Lauded for going the extra mile

HomeNursingFoundation's Senior Staff Nurse Janet Tan (right) was among some 100 recipients of the Healthcare Humanity Awards (HHA), presented at Ci Yuan Community Club on May 6, 2016.

President of Singapore and Courage Fund Patron Tony Tan Keng Yam and Dr Amy Khor, Senior Minister of State for the Environment and Water Resources, were at the event.

HHA was initiated by the Courage Fund in 2004 to recognise outstanding healthcare workers who

went the extra mile to provide care and comfort to their patients. The awards aim to raise public recognition and respect for the healthcare profession.

Janet, who has been a nurse for 20 years, was grateful for her award (under the Intermediate and Long-term Care category).

"Working in HNF has made me more tolerant towards others. This is a very rewarding career where you can help people from all walks of life," she shared.



New Home Phlebotomy service

Home Nursing Foundation (HNF) started its Quality Improvement journey in February 2016 on four main service streams, namely Home Nursing, Home Medical, Social Welfare and Call Centre. Quality Improvement Teams (QITs), helmed by respective process owners, were formed to map and streamline their processes, with guidance from Singapore Productivity Association (SPA) consultants. Through

the adoption of lean management, the QITs did a time study on their operations. Data collected was then analysed to identify inefficiencies.

As part of our efforts to streamline processes, we have partnered with National Healthcare Group Diagnostics (NHGD) to provide Home Phlebotomy service to our patients. From 4 July 2016, NHGD will send its experienced

phlebotomists to visit our patients and draw blood at home. For ease of identification, the NHGD phlebotomists will be wearing their corporate t-shirt and name tag. HNF will continue to ring our patients to arrange appointments. Through such collaboration, we are able to streamline our processes and free up our nurses' time to focus on higher acuity cases.

HNF's year in numbers

Total number of patients served in FY2015/16 **4,552**

Number of new patients admitted to HNF in FY2015/16 **1,962**

Total number of home visits made for home nursing, medical and therapy collectively in FY 2015/16 **37,752**

Total number of referrals received in FY 2015/16 **5,505**

Number of calls received through Call Centre in FY2015/16 **20,297**

Your donation makes a lasting difference

您的捐款将给他们最大的帮助

Mr Ismail Hamid still chokes up whenever he talks about the night, 17 years ago, that his son, Yuri, was involved in a car crash. Yuri, now 38, emerged from his coma after a week, but is still bedridden today due to a serious brain injury. Mr Ismail and his wife have been taking care of him ever since the accident.

Mr Ismail himself has diabetes and kidney failure, and things got worse some time ago when his foot turned gangrenous and had to be amputated. This caused him to lose his job as a driver, but Mr Ismail did not give up hope – he began taking lessons for handicapped drivers.

Indeed, Mr Ismail says that life must go on, and he tries to find joy in the simple things. However, he shares that his wife has found it much tougher – even when she laughs, you can still hear the sadness inside her.

Yuri has been under the care of Home Nursing Foundation (HNF) since 2002. Our nurses visit him twice a week to provide sacral wound-care. With the help of government subsidies and donations to HNF, Yuri's fees are fully waived.

Your donation will go a long way in helping our patients like Yuri, as it will offset their cost of medication and the services that HNF provides to them.

Thank you for your support.



每当提起38岁的儿子发生车祸的那一晚，Ismail先生就会不经意的落泪。儿子Yuri车祸得救，昏迷了一星期。醒来后，却长期瘫痪在床。这十七年来，全靠Ismail先生和太太的细心照顾。

Ismail先生本身患有肾衰竭，也应患有糖尿病而左/右腿被切除，行动不便。可是Ismail先生并没因此而受打击。为了家庭，他坚持考取残障人士的驾驶执照，继续工作。Ismail先生这一份不屈不挠的精神令人敬佩。

从2002年起，Yuri获得家护基金的医疗照顾。我们的护士每周上门两次，到他的家中为他清洗伤口。有了政府的补贴和善心人士的捐款，家护基金已豁免Yuri所有的服务费。

您的善心捐款可以帮助像Yuri这样的病患也给予协助抵消他们的医药费。

万分的感谢您的支持。

For online donations, please visit HNF website at
若您想要通过网络捐款，请浏览“家护基金”的网址
<http://www.hnf.org.sg>.

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