



HNF CARES



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CEO's message

2020 has been an extraordinary roller coaster ride for HNF! Ms Prisylla Shaw, immediate past President of Home Nursing Foundation, retired in January 2020, after more than 10 years of service. Under Ms Shaw's astute leadership, HNF grew from a nursing procedure-based charity to a community health care leader providing a comprehensive suite of Home care services ranging from medical, physical therapy, social welfare to home personal care. With the expansion of HNF Wellness; senior day care centres, community rehabilitation, and active ageing hubs, Home Nursing Foundation's commitment to bring trusted quality care to support joyful ageing in the community, is further strengthened. We are thankful for Ms Shaw's generous contributions and guidance in our Board's deliberations over the last decade as we grew from strength to strength to serve our communities.

We welcome Mr T.K. Udairam who has graciously taken over the leadership baton. With over 40 years of experience in healthcare and community leadership, we are grateful for the privilege to work with Mr T.K. Udairam to empower our patients and their caregivers and communities through HNF's quality care and all round support.

Shortly after the physical extra-ordinary AGM for the leadership transition, Singapore's first case of COVID-19 case was diagnosed, and the situation quickly heated up. Despite the uncertainty and risks, our nurses and doctors continued to provide essential home care services to our frail and vulnerable patients in the community throughout the circuit breaker. We charted new grounds with the opening of two senior care centres, HNF Wellness@Hougang and HNF Wellness@Buangkok to enrich the lives of our seniors beyond their homes and within the familiar community. We have also added new programmes to serve our patients better, such as the home based disability assessment conducted by our accredited nurses and therapists. The new service allows homebound and severely disabled to complete the disability assessment at home and qualify for Eldershield and Careshield payouts seamlessly.

Our nurse clinicians then bravely took up the mantle of training more than 500 lay volunteers in the months of June and July, to perform nasopharyngeal swabs, thereby increasing Singapore's national testing capacity for COVID-19 infections, and contributing to the eventual reopening of the service sector (e.g. nursing homes, construction, hospitality, aviation) at risk. Our home care nurses were also able to perform swabs for vulnerable homebound patients in their homes, reducing the hassle and exposure for them to be physically transported to testing facilities.

As we continue to bring holistic and trusted care to patients, we revamped our purpose statement to reflect our desire to empower patients and their caregivers (family members and loved ones) to live meaningful lives and age well in the community, through a strong partnership with our care teams. "As Singapore's leading home healthcare provider, we empower you to live with joy through quality care and all-round support." is our new purpose statement; a daring vision, to walk the journey with our patients and caregivers, to support their aspirations to be all that they can be, despite all that they faced.

We are proud of our staff who exemplified our values of excellence and collaboration, displaying extraordinary dedication and service towards patients and our care teams. I'd like to congratulate Dr Chew Sung Boon for winning the Healthcare Humanity award and Senior Staff Nurse Susan Seah for receiving the Community Care Excellence Gold Award.

As I look back at the challenges that HNF surmounted in 2020, I know that it was only possible because of your generous show of kindness, love and support. Your encouragement through greeting cards, flowers, donations of masks and healthcare supplies were what kept us going, and enabled us to support our patients with practical help and optimism. We hope you will continue to be part of this meaningful and exhilarating journey as we welcome 2021 with renewed vigour and hope that we will beat COVID-19 and chart a brighter future for our patients together!



In the spotlight

Mr T. K. Udairam was elected as HNF's new President, taking over the baton from Ms Shaw who stepped down on 31 January 2020. In charting the next lap for HNF, Mr T.K. Udairam highlights the challenges that lie ahead and shares how HNF will transform care delivery.

1. How can HNF support our seniors to help them age well?

As Singapore grapples with an ageing population, our people will live longer in our community. This presents new challenges as the needs of the population evolves. Besides delivering quality care, we must expand our scope to empower our seniors to live an independent and fulfilling life as they age.

2. We see more and more educated seniors living alone. How will this affect the way we deliver care?

As we journey with our seniors, we need to listen, respond and meet the needs of the different age groups of elderly. With the changing demographics in our society, more educated seniors will be living alone. These seniors wish to age well, remain independent and enjoy their old age. They will continue to expect more engagement, and be involved in the decision making process and work with our care team to manage their medical conditions well.

3. How can we help our seniors with complex chronic diseases live better at home?

The challenge lies in the increasing number of seniors with complex chronic diseases. There is a need to empower our seniors to take charge of their health, through customised educational materials that target their specific needs. Through lifestyle adjustments, patients can still maintain their health and achieve a good quality of life with their family.

4. How do you think HNF can play a part in connecting health and social care together so that our seniors can age well at home?

HNF will focus on a concerted and coordinated approach to deliver care more effectively and seamlessly. This will see HNF expanding our network of partnerships to meet both the care and psychological needs of our seniors. While our care team concentrates to provide specialised care needs, our seniors will benefit from community resources from our partners to help them stay socially connected and independent in their neighbourhood.

5. How can we further strengthen our part towards improving patient's care delivery and their journey?

As a pacesetter of home healthcare, HNF will continue to work towards transforming care delivery in a patient's journey through a holistic approach and create emphatic experience going forward. We will continue to develop our staff's capabilities as we strengthen our capabilities to tackle emerging health challenges.





Conducting disability assessments at home

hospital. Needy patients with age-related disability and who qualify for the long-term care insurance scheme – CareShield will receive monthly cash payouts. These payouts can help elderly to offset their medical bills or to hire a helper to look after their daily needs.



Healthcare Humanity award recipient 2020: Serving seniors from the heart, Dr Chew Sung Boon

Our Healthcare Humanity award recipient Dr Chew Sung Boon may have been doing home care visits for the frail and vulnerable seniors for more than six years but he remains passionate about bringing quality and effective home healthcare into the community.

Dr Chew also goes beyond and above the call of his duties, where he contacts the Hospital to find out more about his patients' condition to design the most suitable care plans. That also sees him attending multi-disciplinary rounds even for patients who are no longer under his care.

He said: "I'm glad I made the decision of stepping into the home care sector. It has its own unique set of challenges, but the work is meaningful and fulfilling, and there is deep satisfaction in utilizing my skills and knowledge to attend to the elderly who have difficulties getting to a clinic or hospital for medical care. Also, I get the opportunity to work with our dedicated colleagues; working as a team makes all the difference in providing holistic care for our seniors and their caregivers in their homes. I am thankful to my home care colleagues for making the daily effort worthwhile!"



Community Care Excellence Award 2020: The empathetic and compassionate nurse, Susan Seah



Senior Staff Nurse (SSN) Susan received the Community Care Excellence Award 2020 and was recognized for demonstrating excellence service and commitment in delivering quality care to her patients as a home care nurse in the community.

Being a homecare nurse who worked with patients in their homes, SSN Susan shares that it is important to establish good relationships with the patients. She recounts having to take care of an elderly patient for 17 years and how they developed a close connection over the years, where both the patient and her elderly sister had regarded her as their close friend and would always confide in her whenever they encountered problems. She even went beyond the call of duty by helping to fix faulty electronic devices for them.

While her job may be tiring and challenging, it really makes it worthwhile seeing them in good health and staying independent in the comfort of their homes. "I am proud to be a nurse as I am able to provide care and support to those in need," said SSN Susan.

Caregiver Burnout



Being a caregiver is no easy feat. Although it may be a rewarding experience, physical care and emotional demands are challenging. Caregivers may experience fatigue and mental stress if they do not take care of themselves. This results in caregiver burnout.

We can avoid caregiver burnout by identifying signs and symptoms.

PHYSICAL HEALTH

- Getting sick more often
- Changes in appetite & weight
- Changes in sleep pattern
- Low energy level

EMOTIONAL ASPECT

- Mood swings, feel frustrated easily
- Worrying constantly
- Withdrawal from family and friends
- Loss of interest in things you used to enjoy doing; feeling depressed

Ignoring these signs and symptoms could lead to stress, anxiety and depression.

If you are experiencing these signs, try the REACH intervention.

REST – Give yourself sufficient time to rest. Make time to meet your friends and continue doing things you enjoy to relax and make yourself happy.

EXPRESS – Talk to someone about your feelings and emotions. This helps you to get support and encouragement from family members and friends. You can also call the National Care hotline (1800-202-6868) to get a listening ear.

ASK – Ask your family, friends or neighbours to take care of your loved ones for a few hours while you take a well-deserved break. Short breaks help to relieve stress and make time for yourself.

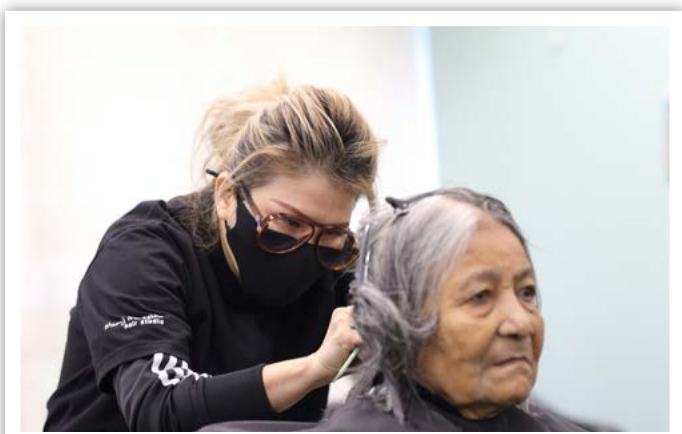
COURSE – Pick up useful tips by signing up for caregiving training courses. These training courses will equip you with useful skills and techniques and improve your confidence to carry out the caregiving duties more efficiently.

HEALTH – It is important to take good care of your own health while caring for your loved ones. Maintain a good health by eating well, exercising regularly, set aside time to relax and do not skip any doctor appointments.

Chinese New Year (CNY) celebration at HNF Wellness@Buangkok

It had been a delightful CNY celebration for our seniors when Mediacorp artistes Romeo Tan, Bonnie Loo and Tyler Ten visited HNF Wellness@Buangkok on 29 January 2021.

Organised by The Celebrity Agency and Shunji Matsuo Hair Studio, our seniors received a complimentary haircut from the hairstylists, followed by music entertainment and games with the celebrities. Although this celebration was a simple and muted affair with lunches in bento sets and tossing yu sheng without loud auspicious wishes, our seniors were all smiles that day. The event rounded off with each of them receiving a festive bag containing Mandarin oranges and bak kwa.



Bringing CNY festivities to the doorsteps

The celebration of the Spring Festival is incomplete without the usual cheer and chatters. To spread joy and cheer, Sumitomo Corporation Asia & Oceania Pte Ltd provided a sumptuous lunch spread and heartwarming befriending session for our seniors at our Wellness centres on 10 February 2021. Our seniors also received a festive goodie bag each.

On 26 February, Tokyo Electron Singapore Pte Ltd also spread kindness by treating our seniors at our Wellness centres to a special CNY lunch bento and distributing goodies hampers to our seniors at the Wellness centres, including our vulnerable homebound beneficiaries in the community. Eight of their volunteers also engaged our daycare seniors with festive CNY songs and fun games during their visits at the Wellness centres.



Support from the Community – COVID-19

Despite the dizzying impact of the pandemic, we were heartened to receive continuous support from corporates and kind-hearted friends who donated care packs, goodies and treats. These support has brought encouragement to our care dedicated staff and comfort to our low-income beneficiaries during this trying period.

Special thanks to our fundraiser partner, Food Playground for the baked goods and GrabHitch for distributing care packs to our patients, as well as Singtel, Udders and Tokio Marine Life Insurance for delighting our staff and patients with the sweet snacks!

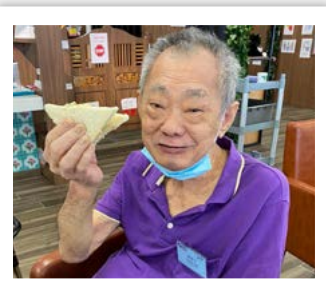
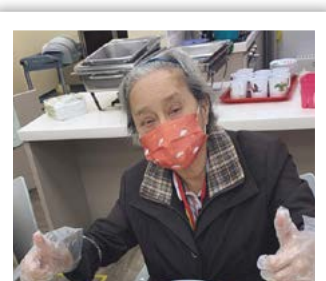


Celebrating International Day of Older Persons



International Day of Older Persons is celebrated on 1st October every year to recognise the contributions that older people make to society and their hardships and perseverance to live their lives healthily and independently in their golden years.

This year, our campaign has highlighted how our seniors overcome challenges in their lives and remain resilient as they age with purpose and in dignity. Read on to find out how our seniors overcome adversities and stay strong to live and age well.



Our dedicated caregivers, Mr and Mrs Chua

He was barely 18 months old when Chua Yie Shyan, 31, was diagnosed with Cerebral Palsy. For most of his life, Yie Shyan struggles with varying levels of disability. Besides physical limitations, he also loses the ability to speak. To better communicate with his son, his mother, Mdm Ong would stay in school to learn sign languages together with Yie Shyan in his early school days.

While his mother can decipher him through his sign languages, other family members still find it challenging to communicate and understand Yie Shyan. His father, Mr Chua, who was the sole breadwinner back then, had little time with him due to his long working hours at the construction site. But this did not deter him from understanding Yie Shyan. He would try to guess what his son needs with repeated attempts, until he gets it right.

Yie Shyan needs help with his daily living activities, such as feeding, toileting and dressing. In a typical day, he would require water and milk constantly, up to ten times daily. The parents get their rest only after their son goes to bed at night.

Recently, the old couple met the toughest challenge when Mr Chua found out he had nasopharynx cancer in 2010, followed by a relapse in 2019. He had to stop work, where he underwent several rounds of radiation therapy sessions to beat his cancer into remission.

To make ends meet in the family, Mdm Ong took up a job as a kitchen assistant. It was tough for Mr Ong, who is now the main caregiver for Yie Shyan. His cancer treatment had side effects, such as frequent giddy spells, weakness on his limbs, insomnia and mood swings. Yet he continues to do his best in caring for his son when his wife is at work. Fortunately, our nurse visits Yie Shyan once every month to help the Chua family change his feeding tube. HNF also provides full waiver for Yie Shyan's nursing fees.

For Mr Chua and Mdm Ong, what has helped them remain positive despite the harsh reality of their situation is their love for Yie Shyan. Mdm Ong shared how their son would shower them with hugs and kisses. "Yie Shyan never forgets our (my husband and I) birthdays, as well as important occasions such as Mother's Day & Father's Day. His simple acts of love make us feel appreciated," said Mdm Ong.

Being a caregiver is tough and demanding but they will continue to care for their son as long as they can. They only hope for Yie Shyan to remain in good health. "Next time you see someone in the wheelchair with a caregiver, give a nod and smile at the caregiver. Because it is a form of encouragement to us as caregivers", said Mr Chua.



Best friends find comfort, joy and companionship in their old age

Every day, Mdm Tan Siew Choon, 79 and Mdm Ong Kwee, 82 would meet for their daily gathering, where they spent the afternoon hanging out with other senior residents who live in the same neighbourhood. Both of them live alone in their one-room rented flat and enjoy sitting at the common spaces under the block or at the seniors' activity centre, watching television or simply chat with one another.

Despite grappling with multiple chronic conditions and physical disabilities, Mdm Tan's gregarious nature has kept her going and has encouraged Mdm Ong to take things in stride. The pair leans on each other for support and copes with demands of every day issues.

For instance, Mdm Tan had helped to administer the insulin injections when Mdm Ong was first diagnosed for her diabetic condition. And she would accompany Mdm Ong for regular hospital visits, until a bad fall left her wheelchair-bound in 2013. Thankfully, the seniors are supported by Home Nursing Foundation, where our staff nurse also visits them regularly, either bi-weekly or weekly for medication packing, prepare insulin injections and perform health checks to ensure their health remains in stable condition.

Even though Mdm Tan now relies on her wheelchair to get around, she remains a well-known character among her neighbours who volunteers in grocery hampers and bread distribution for the needy seniors. Once every two months, she packs groceries sponsored by temples and churches, where she has been volunteering for the past seven years. "It is wonderful to help others and I am happy to know that my friends find useful things in the hampers," added Mdm Tan. For Mdm Ong, life may not be as interesting, compared to Mdm Tan's but she finds pleasure in the company of others. Mdm Ong is a more reserved and quiet lady who finds joy listening to everyday tales and life stories of others. "I think it's comforting for us (seniors) to gather like this, where we look out for each other and we adapt if the situation gets worse," said Mdm Ong.

"We have come to a stage where we had overcome many adversities in life," Mdm Tan added. "Just stay happy and persevere to the end."

Together, we can take care and support our seniors as they age and live independently in our community. Play your part in making a meaningful impact to their lives too. Join us as a staff, volunteer or donor today.



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HNLV/HNLV21C

MAKE A DONATION

My Personal Particulars

Name (Dr / Mr / Ms / Mrs / Mdm)

NRIC/FIN.

- -

(NRIC/FIN is required for automatic tax deduction)

Company Name

Company Unique Entity No. (previously known as "ROC"/"ROB")

(Only applicable for corporate donation)

Address

Postal code

*Tel

*Mobile

*Email

Note: Fields with * are mandatory. Contact details are for donation verifications and outreach purposes. All donations made between 1 January 2021 to 31 December 2021 to HNF will qualify for a 250% tax reduction

- ☐ Opt me out of HNF news and updates
- ☐ Opt me out of HNF volunteering activities
- ☐ Opt me out of HNF Annual Report Acknowledgement

I would like to make a DONATION

☐ Monthly

☐ One-time

☐ \$24 ☐ \$71 ☐ \$150

☐ \$200 ☐ \$500 ☐ \$1000

☐ Other amount:

\$.00

☐ Other amount:

\$.00

☐ I am an existing monthly donor, please increase my monthly contribution to

\$.00

By providing the information in this application form, I agree and consent to Home Nursing Foundation ("HNF") collecting, using, disclosing and sharing amongst themselves my personal data, and disclosing such personal data to HNF's authorised service providers and relevant third parties for purposes reasonably required by HNF to process my application.

PAYMENT METHOD

☐ Please send me GIRO form

☐ Cheque

Bank & Cheque No.:

(Please make payable to "Home Nursing Foundation")

☐ Credit Card

☐ VISA

☐ MASTERCARD

☐ AMEX

Credit Card No.

Name on card

Expiry Date

/

Signature

ABOUT HOME NURSING FOUNDATION

Founded in 1976, HNF is an established charity that provides home healthcare services in Singapore, regardless of our patients' ability to pay. Dedicated to all-round support for our patients, HNF delivers comprehensive care programmes to look after patients' emotional well-being and healthcare needs.

Our HNF Wellness @ Hougang and Buangkok centres offer an array of social activities, social support and holistic healthcare services to help our elderly stay independent in their own community.

At HNF, we believe that home is where the heart is and we hope to continue to do more with your support!

Do not tear this section off

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Make Caring and Sharing a part of your daily life!

Pledge a monthly contribution to help our vulnerable patients in need



x 15 cups

=



1 Home Nursing Visit (\$100)



x 2 family meals

=



1 Home Medical Visit (\$250)

Mother's Day Portraits of Love

This Mother's Day, create a gift of love for your Mother with the artists from Organisation of Illustrators Council (OIC). Receive a lovely caricature portrait of your mother for every \$100* donation.

Kindly email 3 photos of your mother to fundraising@hnf.org.sg with your full name and mailing address.

Join us in honouring all mothers for their unconditional love and sacrifice and celebrate this Mother's Day by giving back to families in need.

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Step 1: Take 3 clear close-up photos
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