



Bright Hill 光明山修身院

Evergreen  
Home

# Evergreen

## 长青

Issue V: Jan - Mar 2024



## CEO MESSAGE 2024



Dear all,

As we approach the start of a new Financial Year in April, I am filled with gratitude for the opportunity to serve as the CEO of our beloved nursing home again. The past year brought its share of challenges, but it also demonstrated the resilience, strength, and unwavering commitment of our community.

Looking ahead, I am excited about the opportunities that lie before us. Our focus on resident care, safety, and well-being remains paramount, and we are continuously working to enhance our services and facilities to ensure that our residents receive the highest quality of care.

To our supporters - your selfless contributions of time, resources, and care have touched the lives of not only our residents but our nursing home in profound ways. Your collective efforts have helped create an environment of warmth, comfort, and companionship that is truly invaluable.

As always, let us embrace it with optimism, empathy, and a shared sense of purpose. Together, we will continue to build a community that embodies dignity, respect, and compassion.

Here's to a fulfilling 2024!

Warm regards,  
Cheng Siok Khoong  
CEO



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## 首席执行官 公告 2024



亲爱的读者，

随著四月新财政年度的开始，感恩大家对于光明山修身院的支持。过去的一年虽然充满了挑战，但也展现出我们社区的坚韧、力量 and 不懈付出。

展望2024年，我们将继续专注于住户的护理、安全和福祉，不断努力改进我们的服务和设施，以确保我们的住户获得最优质的关怀。

对我们的支持者 - 您无私奉献出的时间、资源和关怀不仅改善了我们的住户的生活，也为住户们营造了一个温暖、舒适和友爱的生活环境。

像以往一样，让我们怀着乐观和积极的心态，以共同的目标来继续打造一个体现尊严、尊重和同情心的疗养院。

祝愿2024年充满成就！

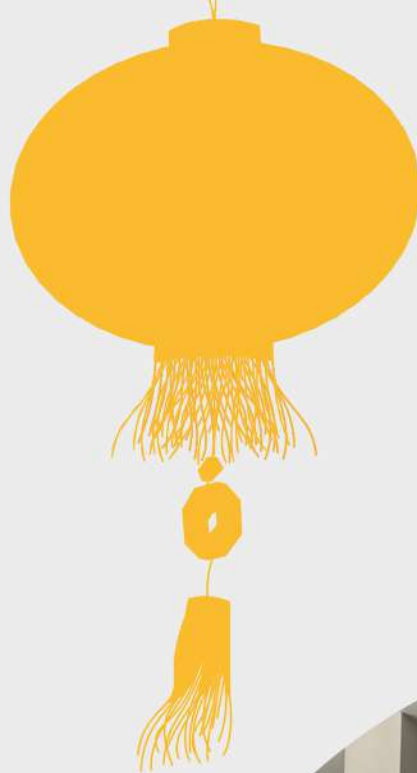
诚挚问候，  
钟抒君女士  
首席执行官

# LUNAR NEW YEAR

## ACTIVITIES

**HUAT** a wonderful February!

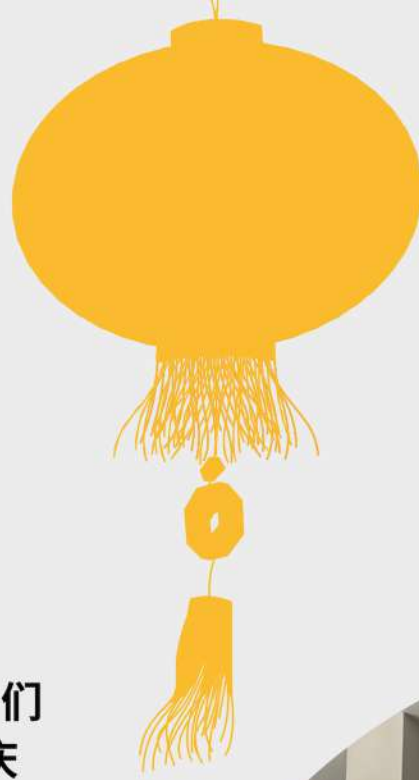
We are delighted to share the heartening moments and joyous celebrations that our residents experienced during Chinese New Year. From lantern making, to reunion buffet lunch and to nostalgic Chinatown outings, the residents get to embrace the festive spirit and create cherished memories together with our amazing supporters.



We are grateful to be able to spread happiness and cultural richness within our home, and we look forward to many more vibrant celebrations in the year ahead!



# 农历新年活动



2月真美好！农历新年期间住户们参与了许多令人振奋和快乐的庆祝活动。从制作灯笼，团圆自助午餐，到怀旧的唐人街游览，住户们能够享受节日的气氛，并与我们的支持者一起共同创造珍贵的回忆。



很感激能够在院中传播快乐和新年的气氛，期待在未来一年里举办更多有趣的庆祝活动！



# MORE LUNAR NEW YEAR HAPPENINGS!



**We express our gratitude to all our donors, volunteers, and supporters for their invaluable support in caring for our elderly residents in every possible manner! February has been an event month!**

# 龙年快乐! 更多精彩活动。



感谢所有捐赠者、志愿者和支持者!  
你们的无私奉献对我们的住户提供了宝贵的帮助与关怀!  
二月真是一个充满节日的月份!

# CELEBRATIONS

## A Century of Life!



100 years of wisdom, 100 years of love, 100 years of unforgettable memories. Celebrating a century of life and the remarkable journey that comes with it. Here's to the incredible Centenarian and the legacy of a lifetime!

## Social Work Day

On Social Work Day, we honour the exceptional medical social workers at our nursing home. These dedicated professionals have been instrumental in enhancing the well-being of our residents by addressing their emotional and social needs and ensuring they receive the compassionate care they deserve. They have cultivated meaningful connections with each resident, provide attentive support, guidance, and solace during difficult times!

Check out our interview with the youngest medical social worker in the team! Read more below.



19 March 2024

# 庆祝快乐时光

百岁万岁!



百年智慧，百年爱，百年难忘的回忆。  
庆祝百岁生日和伴随而来的非凡旅程。  
我们向不可思议的百岁老人和终身传承致敬!

## 国际医疗社工日

今年社工日，我们向修身院杰出的医疗社工们致敬。

这些敬业的专业人士协助我们的住户，确保他们获得应有的关怀，在住户有困难时期提供细致支持、指导和实际帮助，为增强他们的福祉发挥了关键作用。

来看我们团队中最年轻的医疗社工访谈！  
详情请见下文。



三月十九日



# HI! I'M JERALDINE!

"I'M 23 YEARS OLD AND HAVE BEEN WORKING AS A SOCIAL WORK ASSOCIATE AT BRIGHT HILL EVERGREEN HOME FOR 3 YEARS. THIS IS MY FIRST JOB SINCE COMPLETING MY STUDIES AT POLYTECHNIC, AND I'M CURRENTLY PURSUING AN UNDERGRADUATE DEGREE AT SUSS."



1. Why do you choose to work in a nursing home?

Bright Hill Evergreen Home is my first job after graduating from Polytechnic. Initially, I hadn't considered entering the medical social sector due to the perceived challenges. Since my time in polytechnic, my aspirations have always leaned towards working with children, youth, and the elderly.

2. Can you describe your experience working with elderly residents in a nursing home setting?

During my initial months working here, I found it difficult to handle the workload and communicate with the elderly. My young age sometimes led me to doubt about my capability. However, with the guidance and support of my experienced colleagues, Niki, Ah Suan, and Ms Bek, I gradually adapted and became more confident in my role.

3. How do you support residents and their families in coping when residents are first admitted to a nursing home?

Prior to admitting a new resident, we conduct a pre-admission meeting with their family members. During this meeting, we introduce them to the nursing home environment, the services offered, and discuss potential financial assistance if the family is assessed to have financial difficulties.

# 你好! 我是佳霖!

"我今年23岁，在光明山修身院当担任社工助理3年了。这是我在理工学院完成学业后的第一份工作。我目前在新加坡社科大学攻读本科学位。"



## 1. 为什么你选择在疗养院工作?

光明山修身院是我从理工学院毕业后的第一份工作。最初，由于知道所会面临的挑战，我并没有考虑进入医疗社会部门。自从进入理工学院以来，我的愿望始终倾向于与儿童、青少年和老年人一起工作。

## 2. 你能描述一下在疗养院与老年住户一起工作的经历吗?

在这里工作最初的几个月里，我发现很难处理庞大工作量和老年人沟通。由于自己的年龄，常常会对自己的能力产生怀疑。然而，在经验丰富的同事Niki、Ah Suan和麦女士的指导和支持下，我逐渐适应工作角色并对自己的更加有自信。

## 3. 当住户首次入住疗养院时，你如何支持他们和家人应对?

在接纳新住户入住疗养院时，我们会先与他们的家人见面，向他们介绍疗养院的环境和提供的服务。若新住户的家人被评估为有经济困难，我们也会与他们深入讨论经济援助来帮助他们。



5. What are some memorable experience you've encountered?

One particularly memorable experience was during my first year when I successfully discharged a resident back home. Planning the discharge with the resident filled me with excitement and joy. When the day arrived, seeing the resident reunite with his family left me feeling fulfilled in my role. Despite the challenges I faced in arranging the discharge, the support and guidance from my colleagues in different departments was invaluable and without them, I would not have been able to accomplish it alone.

6. What are your favourite moments here?

My favourite moments working with the elderly here are - attending activities with them (CNY celebration / singing competition), and having to see residents discharge from the nursing home.



7. What do you have to say to encourage more young people like you to join nursing home?

I used to hear my peers mention that talking/working with the elderly is difficult due to language barrier and they seemed to be difficult to talk to. Because of the way they speak, they can come across aggressive. However, what I've learnt through working with them is that sometimes what they want is to have someone be their listening ear, and provide them with a channel to vent out their stress. Interacting with the elderly has provided me with insights that cannot be found in textbooks; they have shared knowledge about Singapore's history, their experiences growing up in Kampong, and anecdotes about their youth. I believe that younger people can gain valuable wisdom from the elderly by engaging with them and attentively listening to their stories.



## 5. 你遇过哪些比较难忘的经历?

一次特别难忘的经历是在我入行的第一年，我成功地帮助一位住户出院回家。与住户一起计划出院的过程让我充满了兴奋和喜悦。住户出院的那天，当我看见住户与他的家人团聚时，我感觉自己已经尽职尽责。虽然在安排出院的过程中遇到了许多困难，但在其他部门同事都支持和指导下，我完成了出院工作。没有他们，我无法独立完成。

## 6. 你最喜欢哪些与住户互动的时刻?

我在这里与老人一起工作最喜欢的时刻是-与他们一起参加活动（新年庆祝活动、歌唱比赛）和看见他们从疗养院出院，回到社区里生活。



## 7. 你有什么话可以鼓励像你这样年轻的人加入疗养院工作吗?

我曾听到同龄人提到，由于语言障碍，与老年人交谈时很困难。这是因为他们的说话方式有时会带有攻击性。然而，通过与他们交谈，我学到的是他们有时想要的往往只是希望有人成为他们的聆听之耳，为他们提供一个发泄的渠道。与老年人的互动为我提供了教科书中找不到的知识；他们与我分享了关于新加坡历史，在甘榜长大的经历以及年轻时的趣事。我相信年轻人在与老年人交谈时，认真地倾听他们的故事时能从中获取宝贵的智慧。



# UPDATES...

## Volunteer activities



*Performance by Meiling Group.*



*Indian classical dance movements for dementia residents, by Mrs Chandran.*



*SCDF takes the lead in cleaning beds for the residents!*



*Monthly birthday celebrations for our queens and kings!*

**THAT'S NOT ALL! WE ARE DELIGHTED TO EXTEND OUR GRATITUDE TO THE BELOW VOLUNTEERS!**

*Sparkle Tots, Angels of Love, Temasek Poly  
RSVP, Horizon Primary School, Mee Toh School,  
SengKang Secondary School, Nan Chiau High School  
Josephine Group, McDonald, Andy SK Group, EVG Group,  
Meiling Group, Temasek JC, KMSPKS, Earth Interior etc*



# UPDATES...

## 义工活动



Meiling 团队的活动.



为患有痴呆症的住户，  
Mrs Chandran 带来的印度古典舞蹈动作。



民防部队提供清洁服务.



生日庆祝活动给我们亲爱的住户们!

向以下志愿者表示衷心的感谢!

Sparkle Tots, Angels of Love, Temasek Poly  
RSVP, Horizon Primary School, Mee Toh School,  
SengKang Secondary School, Nan Chiau High School  
Josephine Group, McDonald, Andy SK Group, EVG Group,  
Meiling Group, Temasek JC, KMSPKS, Earth Interior etc



# UPDATES...

## Hand Hygiene Awareness Improvement Project



In the realm of healthcare, perhaps nothing is as crucial as the practice of hand hygiene in preventing the relentless spread of infections. At BHEH, strategies have been put into place to significantly enhance hand hygiene compliance and combat the transmission of infectious agents within our facility.

Over the past year, BHEH has witnessed a notable 3-4% enhancement in hand hygiene compliance, indicative of the success of our multifaceted approach. Central to this success has been our commitment to comprehensive education and training initiatives. Through a continuous cycle of updates and training sessions, disseminated during daily roll calls and new staff orientations, we ensure that all individuals are well-versed in the latest guidelines and best practices in handwashing techniques.

## Certificate Appreciation



It's not often that our residents receive recognition for the services they provide for the community! We are glad that one of our residents, Mr Eddy received a plaque recently in recognition of his invaluable service and contributions as a Standing Committee Member from 2004 to 2023.

# UPDATES...

## 手部卫生意识提升项目



在医疗保健领域，也许没有什么比实行手部卫生更重要，它可以有效地防止传播感染。

在院内，我们的防护策略显著提高了手部卫生合规性，明显降低了传播感染率。

在过去一年里，光明山修身院的手卫生合规性显著增加了3-4%，证明了我们多管齐下方法的成功。通过持续的更新和培训会议，在日常点名和新员工迎新活动期间，我们确保所有人都熟悉最新的手洗技巧指南和最佳实践。

## 证书表扬



我们的住户不常得到社区的认可。

近日，我们的住户 *Mr Eddy* 收到了一块牌匾，表彰他在 2004 年至 2023 年担任社区常务委员会成员期间所提供的宝贵服务和贡献。



# JOIN US IN MAKING A DIFFERENCE: SEEKING YOUR SUPPORT FOR A CAUSE THAT MATTERS

A high-quality hospital bed plays a crucial role in the well-being and comfort of our residents. It not only supports our staff during tasks such as diaper changes and feeding but also significantly impacts the care provided. Despite our nursing home consistently operating at an average occupancy rate of 97% over recent years, our facilities, especially our hospital beds, have endured heavy usage.

The primary aim of this fundraising campaign is to replace these worn-out beds. Any excess funds raised will be allocated to sustaining the day-to-day operations of the Home.

This campaign is supported by Tote Board Enhanced Fund-Raising program, meaning your generous donations will be matched, effectively doubling their impact!

**Fundraising ends on 23 April 2024. Donate now:**



*Nurse Maria: "The new bed allows nurses like me to provide a better care experience for the residents!"*



This quarterly publication is produced by Bright Hill Evergreen Home's Communications team. We welcome any contributions or feedback at [community@bheh.org](mailto:community@bheh.org).

**Editor: Zoey Choo, Niki Goh, Jeraldine Lim**

## CONTACT DETAILS

Bright Hill Evergreen Home is a voluntary welfare home providing health care services for the aged, sick and destitute regardless of race, language or religion.

100 Punggol Field Singapore 828811 ☎ 64593492  
✉ [enquiry@bheh.org](mailto:enquiry@bheh.org) 🌐 [www.bheh.org](http://www.bheh.org)  

## DONATE

@ <https://www.giving.sg/bright-hill-evergreen-home>

OR PayNow to UEN S82SS0008F

For tax-deduction, please indicate "Donate\_your NRIC/FIN" at Bill Ref.



# 支持我们，一起做出改变!

高质量的医院病床在我们住户的健康和舒适中起着至关重要的作用。高质量的床不仅为住户提供舒适和良好支撑，也可以帮助护理人员更良好的提供护理服务，如换尿布和喂养。尽管我们的疗养院近年来一直保持着平均97%的入住率，我们的设施，特别是医院病床，经受了重大的使用压力。

这次筹款活动的主要目的是更换这些磨损的病床。筹集的多余资金将用于维持日常运营的需求。

这项筹款活动得到了博彩公益金增强筹款计划的支持，这意味着您慷慨的捐款将得到一对一的匹配，有效地增加了捐款的影响力!

募款日期2024年4月23日截止. 请慷慨解囊:



Maria 护士: “新床让护士能够为住户提供更好的护理体验!”



此季刊由光明山修身院企业通讯部编辑。我们欢迎您的反馈和宝贵意见。

编辑: Zoey Choo, Niki Goh, Jeraldine Lim

## 联系方式

光明山修身院是一家志愿福利团体。不分种族，语言或宗教，为年老，患病和贫困人士提供医疗保健服务。

📍 100 Punggol Field Singapore 828811 📞 64593492  
✉ enquiry@bheh.org 🌐 www.bheh.org 📱

## 请乐捐

@ <https://www.giving.sg/bright-hill-evergreen-home>

OR PayNow to UEN S82SS0008F

税收减免，请在账单参考项中注明“捐赠\_您的身份证号码”

