

ANGGAGE

ANGLICAN SERVICES ENGAGING THE COMMUNITY

Holistic Healthcare For Migrant Workers



St. Andrew's Migrant Worker Medical Centre Official Opening Plaque unveiled.

From left to right: **The Right Reverend Dr Titus Chung**, President, St. Andrew's Mission Hospital (SAMH) and Singapore Anglican Community Services (SACS); **Dr Tan See Leng**, Minister for Manpower and Second Minister for Trade and Industry; **Ms Rachel Ong**, Member of Parliament, West Coast GRC and **Mr Andrew Goh**, Vice-President, SAMH

offering the full-range of primary care services. **St. Andrew's Migrant Worker Medical Centre (SAMWMC)** is the first of six medical centres for migrant workers that the Ministry of Manpower has planned as part of a new and integrated primary medical care plan for all migrant workers in Singapore.

Since it started operations on 21 August 2021 till 28 February 2022, **SAMWMC has provided**

Medical services for
4,188 migrant workers

Dental services for
124 migrant workers



The Coronavirus Disease 2019 (COVID-19) pandemic provided an opportunity for St. Andrew's Mission Hospital (SAMH) to scale up our medical services for migrant workers.

From 2012 till just before the start of the COVID-19 pandemic, St. Andrew's Community Hospital (SACH), a service of SAMH, with support from St Andrew's Cathedral Medical Fellowship as well as volunteer doctors, nurses and support staff, was operating a regular free mobile clinic service for migrant worker dormitories.

To provide better health care to migrant workers, SAMH has partnered the Estate of Khoo Teck Puat, the Estate of Ng Teng Fong and the Singapore Business Federation Foundation to set up a purpose-built and pandemic-ready medical centre

SAMWMC was honoured to have Dr Tan See Leng, Minister for Manpower and Second Minister for Trade and Industry, as the Guest-of-Honour for its Official Opening on 19 February 2022. In his speech, **Dr Tan said,**

"The launch of the St. Andrew's Migrant Worker Medical Centre epitomises the robustness of the People, Public, Private and Philanthropy partnership network. It is a significant step towards building a more resilient healthcare ecosystem for our migrant workers. It is heartening to see a whole-of-society effort to put together the hardware and the 'heartware' to ensure accessible and affordable healthcare for our migrant workers."



Dr Arthur Chern, Group Chief Executive Officer, St. Andrew's Mission Hospital and Singapore Anglican Community Services, shared,

"St. Andrew's Mission Hospital started our ministry of care for the needy in 1913, with the first clinic at Bencoolen Street. Throughout the years, we have remained committed to providing care to those afflicted, so as to ensure their well-being. St. Andrew's Migrant Worker Medical Centre will continue this ministry of care with provision of primary, dental, rehabilitative, mental health, vaccination, X-ray and laboratory services for the migrant workers. Importantly, the medical centre is pandemic-ready by having segregated areas for patients with Acute Respiratory Infection, single-pass ventilation with HEPA filtration, positive or negative pressured areas and isolation rooms."

The **St Andrew's Secondary School (SASS) Band** gave a moving rendition of the song "Fanfare for the Unsung Hero" by Matt Conaway. Meaningfully expressed by these young musicians, the music honours the migrant workers' contributions in our nation's development through the universal language of music.



The band impressed Dr Tan See Leng, Minister for Manpower and Second Minister for Trade and Industry, with their passionate music making.

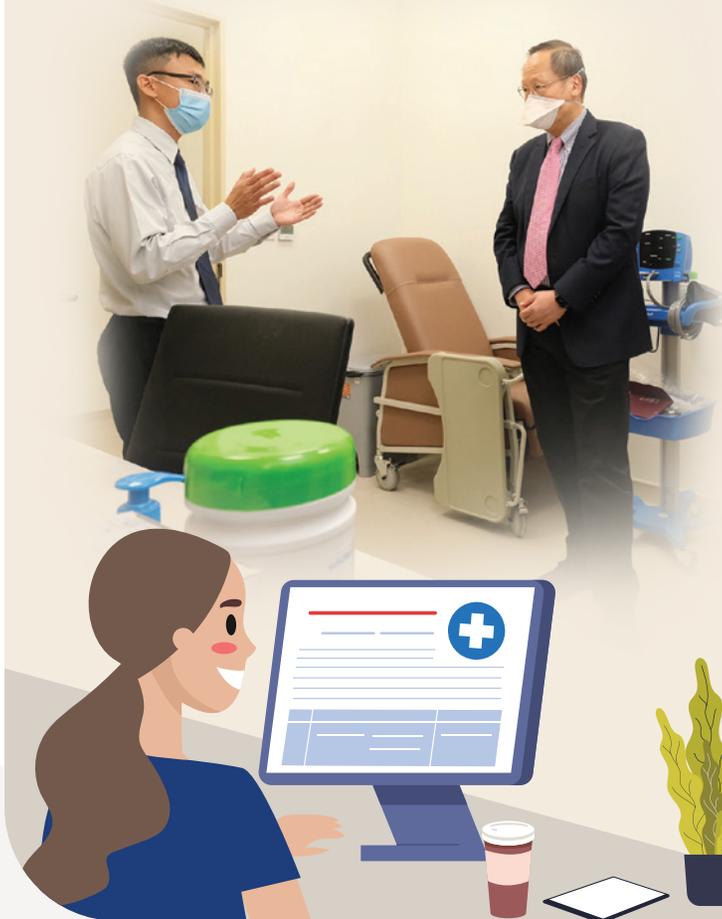


From left to right: **Dr Arthur Chern**, Group Chief Executive Officer, SAMH and SACS; **Mr Andrew Goh**, Vice-President, SAMH; **Dr Tan See Leng**, Minister for Manpower and Second Minister for Trade and Industry; **The Right Reverend Dr Titus Chung**, President, SAMH and SACS; **Mr Keith Chua**, Vice-President, SACS, at the Official Opening of SAMWMC



From left to right: **Mr Andrew Goh**, Vice-President, SAMH; **The Right Reverend Dr Titus Chung**, President, SAMH and SACS; **Ms Janet Ang**, Deputy Chairman, Singapore Business Federation Foundation; **Dr Lim Li Ann**, Board Director, MigrantWell Singapore; **Associate Professor Kenneth Mak**, Director of Medical Services; Ministry of Health; **Dr Loh Yik Hin**, Chief Executive Officer, St. Andrew's Community Hospital; **Mr Ho Meng Kit**, Chairman, MigrantWell Singapore; **Dr Arthur Chern**, Group Chief Executive Officer, SAMH and SACS; **Mr Keith Chua**, Vice-President, SACS at the Official Opening of SAMWMC

Dr Pang Ningyi, Head, Migrant Workers' Health Services, St. Andrew's Community Hospital, led Dr Tan See Leng, Minister for Manpower and Second Minister for Trade and Industry, on a tour of the SAMWMC facilities.



Medical Consultation Room



Dental Room



Rehabilitation Room



The Violet Programme:

Meeting The Rising End-of-life Needs Of Patients With Organ Failure And Dementia

- By Dr Karen Liaw, Senior Resident Physician and Dr Shaun Nathan, Resident Physician



It was Chinese New Year Eve in 2021 when a member of the Violet Programme (ViP) team received a call from St. Andrew's Nursing Home (Henderson). "The blood pressure of **Mr Tan***, a resident with gout and renal failure, has dropped. His godson insists that we send him back to the hospital but he is not keen."

A video call was arranged between Mr Tan and his godson. With a promise that, "we will bring the 'hospital' to him and make him comfortable", the godson finally gave his consent. The team set up a subcutaneous drip for Mr Tan and made some changes to his medication with his consent. By the following day, Mr Tan was up in bed reading the newspaper when his godson visited. After that eventful Chinese New Year Eve, he did not make any further request for Mr Tan to be transferred to the hospital.

Mr Tan's condition deteriorated again a week later. With medication to control his symptoms, his demeanour was serene.

The closing report from the nursing home stated, "Mr Tan was attended by the doctor and palliative nurse. The pastor saw Mr Tan at 1 pm and assured him that he was going to heaven, a peaceful and beautiful place with God, with no fear and pain. Mr Tan was assured, smiled and passed away within the day."



The ViP Team (Photo courtesy of SingHealth)

Another ViP patient, **Mdm Sim's*** right foot was dusky and cold. She grimaced as the nurse opened the wound dressing.

Restrained as a result of her repeated attempts to remove the nasogastric tube, her agitation and shouting caused much distress and discord amongst her family members. She had unceremoniously removed the tube again, just before the home visit. The visiting nurse gently coaxed her to take the "thickened water", which she seemed to enjoy. Her pain medication was also adjusted.

A very independent lady who had paid special attention to her grooming and appearance in her younger days, recurrent strokes had left Mdm Sim a

shadow of her former self. Knowing their mother, it was clear to her children that an amputation to deal with worsening circulation in her leg would not be consistent with her wishes. They were less clear about the feeding tube; it did seem like her lifeline.

A family conference involving all four children was arranged the following day.

The two days of Mdm Sim eating normally with less agitation set the stage for a consensus between the children and the clinical team as to the goal of care and how to handle the expected decline.

She passed away a week later: calm, comfortable, with the family at peace.

*not their real names



Ms Catherine Teo, Advanced Practice Nurse, SACH, with a resident of St. Andrew's Nursing Home.

Originally conceived in 2016 to address the rising end-of-life needs of patients with organ failure and dementia at home and extended to residents of nursing homes in 2019, ViP took off in the midst of the COVID-19 pandemic in 2020, as a partnership between Changi General Hospital (CGH), St. Andrew's Nursing Homes (SANH) and St Andrew's Community Hospital (SACH).

A service which adopts a specialist-on-generalist approach, it targets non-cancer patients and residents of nursing homes, whose prognoses are often uncertain. The programme aims to ensure continuity of care amidst fluctuating demands with responses from the specialist palliative care teams or the generalist teams, as appropriate.

Patients are referred to the programme by staff of the home care programme, nursing homes, or CGH. Under the

programme, the home nursing, home medical team or nursing home care teams provide general palliative care for these patients, while the ViP team steps in to manage patients' symptoms when complexities arise. Under this new model of care, patients whose conditions stabilise will continue to be cared for by the home care and nursing home care teams and referred back to our palliative team if their condition deteriorates.



From left to right: **Ms Kahvidah Mayganathan**, Advanced Practice Nurse, SACH; **Dr Karen Liew**, Senior Resident Physician; with **Mdm Sumiah**, ViP@Home Patient

A system of rapid response with 24-hour coverage and support for patients with more complex needs provides a layer of support for the generalist teams. Training of home medical, home nursing and nursing home staff (the "generalists") to build their palliative care capabilities and to identify palliative needs, manage common symptoms, facilitate goals of care discussions and guide families as well as caregivers through the patients' last hours, is crucial. Close partnership between the ViP team and the other teams is key.



From left to right: **Ms Kahvidah Mayganathan**, Advanced Practice Nurse, SACH; **Dr Karen Liew**, Senior Resident Physician; with family members of **Mdm Sumiah**, ViP@Home Patient

Mr Khairudin, son-in-law of ViP patient Mdm Sumiah shared,

"ViP, a SACH Home Palliative Care Programme, has equipped my wife and I with better awareness and understanding of my mother-in-law's medical condition and well-being. We received guidance from the doctors and nurses through their close monitoring of her medical condition. This has allowed us to detect and recognise her symptoms early so that we can seek treatment for her medical condition. With support from ViP, my mother-in-law is able to receive treatment in our comfortable home environment. We are happy to be in this programme as we have gained more knowledge in taking care of the elderly. It has also enabled us to care for my mother-in-law while saving time and cost."

From the inception of the programme in August 2020 until December 2021, the team had **supported 181 patients at home**. Of these, 97 of the 109 patients (or about 89%) who passed away did so at home. The team **also supported 149 residents of nursing homes**; 91% of them passed away in the homes.

By enhancing access to community palliative care, ViP helps to reduce admissions to hospitals, expands the reach of palliative care to more people with complexity-appropriate management by the different care teams and provides reprieve to patients' families who are going through an emotionally challenging time.

More importantly, the programme also helps home care and nursing home teams find closure on their journeys with their patients.



The ViP@SANH team

From left to right: **Ms Mok Foong Yue**, Assistant Nurse Clinician, SACH; **Ms Catherine Teo**, Advanced Practice Nurse, SACH; **Dr Shaun Nathan**, Resident Physician, SACH at St. Andrew's Nursing Home (Queenstown)

Caring For Singapore's Ageing Population

Our Active Aging Hubs are targeted to start in the first quarter of 2023. Diverse care needs can be catered through its broadened scope. The expanded care is realised through St. Andrew's Senior Care [SASC] [Bedok North] and SASC [Bedok South] along with their respective Active Ageing Centres [AACs]. SASC will provide maintenance and dementia day care, community rehabilitation as well as home care services for seniors who are frailer. AAC will organise active ageing programmes for active and ambulant seniors.

Situated in Bedok Beacon along Bedok North Drive, SASC [Bedok North] and its AAC will be located on Level 1 of Blk 222C and Level 4 of Blk 223 respectively, serving up to 60 clients daily.

SASC [Bedok South] and its AAC will be located at Level 2 of 152A Bedok South Road within the Bedok South Horizon Estate, serving up to 100 clients daily.



Artist impression courtesy of Housing Development Board (HDB)



Artist impression courtesy of HDB

Aspire To Excellence - CARF Accreditation

Committed to improving the lives of persons with mental health conditions, Singapore Anglican Community Services [SACS] continuously seeks to deepen knowledge and skill-up services to meet the needs of the community.



In 2009, SACS made its maiden attempt to go through a rigorous whole-of-organisation accreditation assessment from the **Commission on Accreditation of Rehabilitation Facilities (CARF)** for the first time. A notable global benchmark, CARF® partners accredited organisations to raise the quality of their services to meet internationally recognised organisational and programme standards. Making history, SACS became the first Asian mental health organisation to attain

such an achievement. Since then, SACS successively received 3-year CARF accreditation in 2012, 2015 and 2018. The accreditation attests to the commitment and dedication of the SACS Psychiatric Services care teams in ensuring core to all programmes is each client's recovery.

The COVID-19 pandemic provided a unique opportunity to showcase SACS digital readiness. With the organisation's advancements in technology, CARF overseas surveyors who were unable to be physically in Singapore conducted a virtual re-accreditation survey for the 2021 re-accreditation process involving live interviews with over 30 persons comprising board members, referral sources, staff and clients of SACS.

On 3 February 2022, SACS Psychiatric Services received the official survey accreditation letter and report certifying that SACS Psychiatric Services had once again attained CARF accreditation in the areas of Case Management / Service Coordination, Community Integration, Day Care, Residential Services and applicable Governance Standards.

SACS Psychiatric Services was especially commended for its exemplary approach to care for clients in the face of the COVID-19 pandemic. To keep clients and staff safe from potential exposure to COVID-19, robots were deployed to check on clients, conduct counselling sessions as well as conduct virtual visitations for clients' families. Affirming the team's efforts in providing good care for clients, the **CARF surveyor shared,**

"SACS had used the pandemic to look for opportunities to embrace technology and continue to provide optimal services, despite the number of barriers that the pandemic presented. This highlights the true meaning of accessibility and access to enhance services during a pandemic, but it is also noteworthy for a field where stigma, sadness, loneliness, and despair are prevalent."

The Ripple Effects Of Love

Janice, 17 years old, was an ex-resident of Anglican Family Centre (AFC). In December 2021, Janice volunteered with AFC, assisting the residents in craft making which were put up for sale as part of the AFC “A Fruitful Christmas” fundraising initiative.



Janice helped out in an Art and Craft session where residents made Christmas cards for sale as part of AFC “A Fruitful Christmas” fundraising initiative.

Her presence and involvement brought much joy to residents of AFC. Janice also helped put up the shelter’s Christmas decorations. The mutual love between the residents and Janice were evident as she interacted with them lovingly and patiently. We thank God for bringing Janice back to AFC to serve as a volunteer!

From the lens of *Janice*, a resident-turned-volunteer



From 2015 to 2017, my family, which comprised my mother, sister and baby brother sought refuge in the Anglican Family Centre (AFC) due to the huge debts my parents incurred which affected their ability to provide a safe and stable home for us.

As a child staying at AFC, I was always delighted to have youth volunteers who chatted and played with me as well as helped me with my schoolwork. I hope that I can bring joy and love to the children at AFC as a volunteer.

What I found most memorable, fun and enjoyable at AFC was our Christmas Celebration. We were blessed with a lot of food as well as volunteers who guided us in art and craft as well as bonding sessions.

All the outings to Gardens by the Bay, Snow City and Farms for the children made our stay at AFC enjoyable despite all the life challenges we had to face and manage. These memorable outings gave us a break from our problems. They also provided mothers at the shelter “time off” from their hectic schedules of caring for their children.

During my stay at the AFC, I learnt that regardless of the life challenges we faced, we could have a positive mind-set to make positive changes in our lives. I realised the challenges I encountered have also trained me to be independent so as to lessen my mother’s burdens.

I would like to encourage the children at AFC to stay strong, believe in themselves and study hard. Like me, they can decide the future they want! For me, I am looking forward to completing my studies and securing a degree!

THE NEW ME:

Recovery Journeys Through A Vocational Rehabilitation Programme



Helmed by the Dream Catcher team comprising nurses, a psychologist and a counsellor from SANH (Buangkok) as well as an occupational therapist and his team from St. Andrew's Community Hospital, THE NEW ME programme has helped residents reintegrate into the community through providing work opportunities and therapy.

Residents identified with potential for employment in the nursing home or the community are given opportunities to develop their skills through a four-level vocational training programme (Level 1 – Training Team, Level 2 – Working Team, Level 3 – Supported Employment, Level 4 – Open Employment), designed to assign work according to each individual's psychosocial levels.

To encourage participation in work, incentives are given. Residents who achieved minimally 7.5 hours of work in a month get a cash allowance which cumulatively increases as the resident works for longer hours. Residents who could only work for shorter duration received coupons exchangeable for snacks instead.

When Mr Ho and Mr Yap were first admitted to St. Andrew's Nursing Home (SANH) Buangkok in March 2014 and May 2014 respectively, both residents appeared socially withdrawn, lacked motivation and displayed challenging behaviours.

With the launch of **THE NEW ME, a vocational rehabilitation programme** at SANH (Buangkok) in 2020, things improved.

Mr Yap



Mr Yap, a resident of SANH (Buangkok), with an art piece of his childhood memories created during THE NEW ME art therapy session.

Mr Yap suffered from paranoid delusion and was aggressive upon admission. As part of his recovery journey, Mr Yap, participated in THE NEW ME programme. He underwent weekly art therapy, a form of psychotherapy which aims to improve one's physical, emotional and social well-being through visual art-making, for a year.

As Mr Yap learnt to better understand and express his emotions through the art therapy sessions, his aggressive behaviors were reduced. This gave Mr Yap greater motivation for work. Presently, he works over 100 hours each month, doing ward chores such as mopping the floor and folding clothes.

Ms Cynthia Wong, Executive Director, SANH (Buangkok), shared,

"We are heartened to see the little miracles that God has shown through the dramatic transformation of our residents in this programme. We are also encouraged that our Dream Catcher was conferred the Team Merit (Special Mention) award for Quality Improvement at the Singapore Health Quality Service Awards (SHQSA) 2022."



Mr Ho



Mr Ho, a resident of SANH (Buangkok), engaged in Sensory Art as part of THE NEW ME Occupational Therapy programme.

Diagnosed with schizophrenia, Mr Ho frequently talked to himself. Upon admission, he was socially withdrawn and refused to participate in any activities.

In 2018, he started to attend group psychotherapy, where he learnt social skills. Gradually, he started attending Occupational Therapy sessions where he did ad-hoc packing.

In 2020, Mr Ho, after joining THE NEW ME programme, worked as a porter and fetched residents to and from Physiotherapy sessions. With the confidence gained from portering, he became more pro-active in assisting with ward chores such as folding blankets and serving meals. Mr Ho currently works up to 80 hours each month and finds fulfillment in working despite his condition.



My Purposeful Life

With the support of the counsellors and programmes at Anglican Care Centre [ACC] (Hougang), Mr Tan, a member of ACC (Hougang), developed independent living skills during his recovery journey. He has since been discharged from residential rehabilitation and is now leading a purposeful life.

My journey of recovery, while challenging, has also been rewarding. When I first sought residential mental health rehabilitation at ACC (Hougang) 12 years ago, I was anxious and stressed having to adapt to living in a new environment. However, I believe this is something that I need to learn and manage when integrating back into the community. More so, as we need to be independent and adjust to different situations in our daily lives or at work.

With counselling and rehabilitative support from the team at ACC (Hougang), I came to understand myself and my personality better as well as what motivated me to strive on in life.

Aspired to gain employment in order to support my parents, I discovered that I could be diligent and work-oriented. I am thankful to the team at ACC (Hougang) for supporting

me with counselling and job training sessions. I would also like to thank my employment specialist from Singapore Anglican Community Services who helped me to secure and sustain my employment.

Finding purpose serving at my workplace along with a steady source of income kept me going in life. I learnt to appreciate myself and my family by buying and sharing food with them. This was something which I was unable to do previously.

I would like to encourage my fellow members who are still on their recovery journey to be pro-active in their recovery process by going for training so that they can live a purposeful life too!

- Mr Tan
Discharged client of ACC (Hougang)



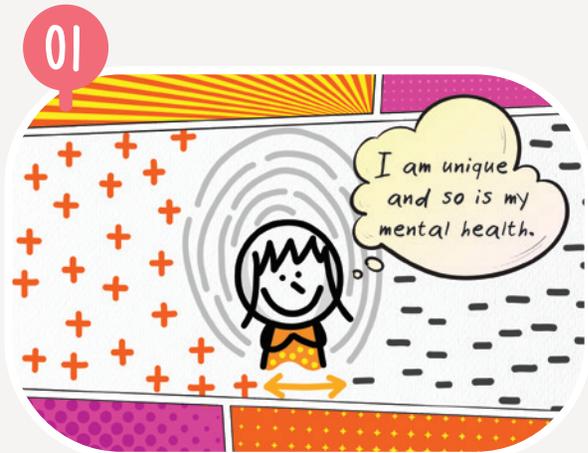
After his discharge from ACC (Hougang), Mr Tan continues to receive support from Ms Jasmine Chu, Rehabilitation Counsellor, COMMunity Intervention Team (COMIT), ACC (Bukit Batok).

Healthy Minds, Happy Lives

I & Mental Health

Mental health begins with me!

How are you feeling today? Here are **5 simple tips** to keep tabs on your mental well-being!



We are unique just like our fingerprints, everyone has a unique identity.

As we go through each day, take on varying roles or transit into different stages of life, we navigate each phase based on our own experience and knowledge.

Do you wish to discover new accessible ways of meeting your needs? In finding the ones that best suit you, keep in mind that you are not alone in this mental wellness journey.

The first line of defence against mental health conditions is ourselves.

Learn how to detect the warning signs. Do not let them fester. Talk to someone who has been supporting you or a professional versed in mental health matters.

Taking care of our mental health is similar to a fitness regime. It is an ongoing process. Practice long-term acts of self-care for long-lasting results.



Finding the right coping mechanism takes time and patience. The appropriate ones can have lasting positive impact on how you feel.

Replace negative thoughts with a positive mindset. As we reframe our thinking towards seemingly undesired situations, we learn to gradually move on by seeing the “lows” in new light, perhaps even positively.



04



Negative emotions are part and parcel of life. They are messengers that cause us to reflect negatively upon our life circumstances. However, if the negative emotions go unmanaged for a long period of time, they can adversely impact our lives.

Accept your negative emotions, identify the messages they are sending you and respond in a healthy and helpful manner. Focus on what you can control in a difficult situation, and take actions to release your distresses.

Community is not just an entity or a group of people, it's a feeling.

It is feeling connected to others, feeling accepted for who you are and feeling supported. Being connected with the community help us feel loved.

Support from the community builds confidence and hope for recovery.

05



Learn more about mental health and debunk the myths through a series of interesting and informative posts through the Healthy Minds, Happy Lives campaign by SACS Psychiatric Services.

For more information on our services, visit www.bit.ly/sacs-hmhl.



Love is patient, love is kind... It always protects,
always trusts, always hopes, always perseveres.

Love Never Fails

1 Corinthians 13:4-8



Anchored in God's unfailing love, St. Andrew's Mission Hospital and Singapore Anglican Community Services provide support, care and healing to the nation through our five pillars of services: **Medical**, **Senior**, **Psychiatric**, **Autism**, as well as **Family and Children**.



Donate Now

Your contribution will deepen our quality of care,
expand our reach and empower the vulnerable.

All donations are eligible for **2.5** times tax deduction.



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Medical Services

St. Andrew's Community Hospital | St. Andrew's Mission Hospital Clinic | St. Andrew's Migrant Worker Medical Centre

Senior Services

St. Andrew's Nursing Home [Buangkok, Henderson, Queenstown, Taman Jurong] | St. John's - St. Margaret's Nursing Home | St. Andrew's Senior Care [Dover, Henderson, JOY Connect, Queenstown, Tampines Central] | Anglican Senior Centre [Havelock, Hillview, Jurong West, Tampines, Woodlands, Yishun] | Anglican Cluster Operator [Jurong East] | PEACE-Connect Cluster Operator

Psychiatric Services

Anglican Care Centre [Bukit Batok, Farrer Park, Hougang, Pasir Ris, Simei, Yishun] | Integrated Employment Services

Autism Services

St. Andrew's Autism Centre | St. Andrew's Adult Home [Sengkang] | St. Andrew's Mission School

Family And Children Services

Anglican Family Centre | CITY Community Services