



Sunshine Welfare Action Mission (SWAMI Home)



*Annual Report
2021-2022*

Love All Serve All

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OUR VISION

A Centre for Excellence in Human Values and a role model for elder care.

OUR MISSION

Providing holistic care for the elderly and staff, by consciously transforming into more humane individuals. Together we dedicate ourselves to selfless service with selfless love.

OUR PHILOSOPHY

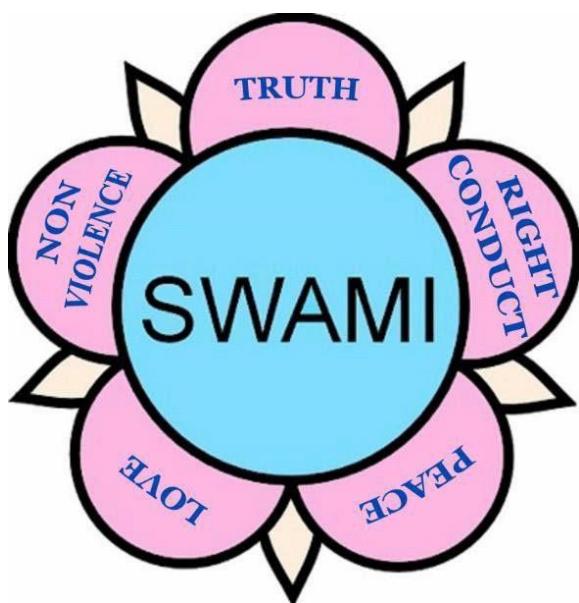
SUNSHINE of Love and Friendship.

WELFARE and care for those most in need.

ACTION in running the organization.

MISSION by dedicated volunteers and staff in serving the elderly sick.

The spirit of **TRUTH, RIGHT CONDUCT, PEACE, LOVE AND NON-VIOLENCE** are enshrined in the emblem of SWAMI.



THE ULTIMATE SOLUTION



A long time ago in China , a girl named Li-Li got married and went to live with her husband and mother-in-law. In a very short time, Li-Li found that she couldn't get along with her mother-in-law at all.

Their personalities were very different, and Li-Li was angered by many of her mother-in-law's habits. In addition, she criticized Li-Li constantly. Days and weeks passed and Li-Li and her mother-in-law never stopped arguing and fighting.

But what made the situation even worse was that, according to ancient Chinese tradition, Li-Li had to bow to her mother-in-law and obey her every wish. All the anger and unhappiness in the house was causing Li-Li's poor husband great distress.

Finally, Li-Li could not stand her mother-in-law's bad temper and dictatorship any longer, and she decided to do something about it. Li-Li went to see her father's good friend, Mr. Huang, who sold herbs. She told him the situation and asked if he would give her some poison so that she could solve the problem once and for all.

Mr. Huang thought for a while, and finally said, "Li-Li, I will help you solve your problem, but you must listen to me and obey what I tell you." Li-Li said, "Yes, Mr. Huang, I will do whatever you tell me to do."

Mr. Huang went into the back room, and returned in a few minutes with a package of herbs. He told Li-Li, "You can't use a quick-acting poison to get rid of your mother-in-law, because that would cause people to become suspicious. Therefore, I have given you a number of herbs that will slowly build up poison in her body.

Every other day prepare some delicious meal and put a little of these herbs in her serving. Now, in order to make sure that nobody suspects you when she dies, you must be very careful to act very friendly towards her. Don't argue with her, obey her every wish, and treat her like a queen." Li-Li was so happy. She thanked Mr. Huang and hurried home to start her plot of murdering her mother-in-law.



Months went by, and every other day, Li-Li served the specially treated food to her mother-in-law. She remembered what Mr. Huang had said about avoiding suspicion, so she controlled her temper, obeyed her mother-in-law, and treated her like her own mother.



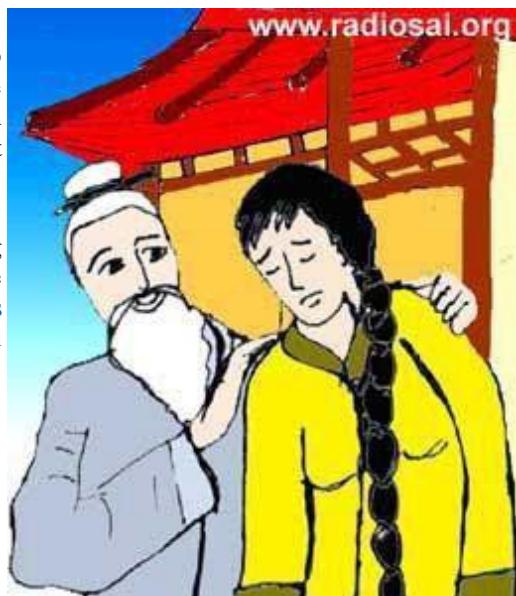
After six months had passed, the whole household had changed. **Li-Li had practiced controlling her temper so much that she found that she almost never got mad or upset.** She hadn't had an argument with her mother-in-law in six months because she now seemed much kinder and easier to get along with.

The mother-in-law's attitude toward Li-Li changed, and she began to love Li-Li like her own daughter. She kept telling friends and relatives that Li-Li was the best daughter-in-law one could ever find. Li-Li and her mother-in-law were now treating each other like a real mother and daughter. Li-Li's husband was very happy to see what was happening.

One day, Li-Li came to see Mr. Huang and asked for his help again. She said, "Dear Mr. Huang, please help me to keep the poison from killing my mother-in-law! She's changed into such a nice woman, and I love her like my own mother. I do not want her to die because of the poison I gave her."

Mr. Huang smiled and nodded his head. "Li-Li, there's nothing to worry about. I never gave you any poison. The herbs I gave you were vitamins to improve her health. **The only poison was in your mind and your attitude toward her, but that has been all washed away by the love which you gave to her.**"

Swami says, "If there is any defect in your Love, it should be removed only through Love. Love begets Love. Love can be understood only through Love... Transform your entire life into a saga of Love. You will then lack nothing to make you happy. All wealth and position will be added unto you, for Love conquers all!"



- Adapted from "Islamicstories".
Illustrations: Ms Vidya, Kuwait
- Heart2Heart Team

THE LORD'S TRICK

Situated on the banks of the Ganges near holy Rishikesh in the Himalayas, there was once an ashram that had attracted a fair number of seekers due to the holiness of its presiding monk. The guru would take in all seekers who wanted to learn a life of dedication to God; but such was his love that he often did not discriminate who he allowed to stay.

After some time, he noticed that the ashramites were often quarrelling and he could hear rude words that left him pained. ‘Why are they angry with one another?’ the guru asked himself. But he could not bring himself to throw anyone out - such was his compassion. One day he saw two inmates fighting over food in the ashram canteen. The incident left him shocked and he returned to his hut in a despondent mood.

‘What can be wrong with them?’ he asked himself. He was racked with the problem of remedying the situation and elevating their souls. So, he increased his discourses to them and gave more personal advice on their *sadhana*. The inmates’ reverence for their guru increased, but unfortunately this did not translate in better behaviour towards each other.

The guru, then resolved to practise penance and ask the Lord for divine help before matters could get any worse. So, he shut himself away in his hut for a week, maintained silence and took a reduced diet. After some days of intense prayers and meditation, he was rewarded with a vision of celestial light. The guru was transfixed in bliss as the Lord’s nectarine voice came through the light:

“My child, my dear child.” The guru could not believe his ears. He was thrilled to hear the sweet voice. “Is it really you, my Lord?” he asked filled with ecstasy and disbelief. “Yes, my child,” God said lovingly. “Tell me, what can I do for you?”

The Guru prostrated to the Divine voice and said, “Dear Lord, be pleased to come to my ashram.”



"What for?" the Voice asked.

"You know everything, Lord," the guru humbly submitted. "Yet, I shall say it. The members of the ashram hate one another; they are jealous of each other. Lord, if you come and stay with us for a week, they will be filled with pure and noble thoughts."

The kind lord replied, "Certainly, I will come, but not for one week, but for ever."

The guru's joy knew no bounds. But the Voice continued, "But only on one condition."

"What is it, my Lord," the guru asked eagerly.

"I will come, but not in this form," the Lord clarified. "I will always be at the ashram in the guise of one of the inmates. I shall always be moving in the hearts of one of them; it could be anyone of them."



With these words, the Light disappeared.

The Guru, after recovering from that ethereal experience, opened the door of his hut and called all the ashramites to assemble. When he informed them of God's wish to abide in their hearts they rejoiced, but they were confused too.

"Is this inmate sitting near me God in disguise?" one disciple thought. "Who could be 'God in disguise' person?" Nobody knew and everybody was left guessing and as a result careful too. For, each one thought, "How can I fight against anyone here? What if he is one in whom God is there now?" And thus, a subtle change slowly came over in each one of them. They began to see God in everyone and took every opportunity to help the other and be kind and courteous. The whole atmosphere in the ashram was now totally transformed – only love and harmony prevailed.

The guru was the happiest man now. The Lord's trick had done wonders.

If we reflect, we can make our family, our society and our earth just like this ashram – full of peace and harmony – if only we believe and practise the feeling that each one is just God in a different form. Our life would become a sweet experience, every moment.

Adapted from Nava Sarathi December, 2

PRESIDENT'S MESSAGE

For more than 2 years of strict measures in containing the spread of Covid, we have finally seen life returning back to normal. There is gradual increase in the social, economic and business activities as the pandemic cases shown signs of easing. In general, people are getting used to the Covid, not so fearful when it first started and has accepted the virus as part and parcel of our lives that could not be entirely eradicated.

The Government has further relaxed the restrictions for the wearing of masks in public places except in healthcare facilities like hospitals, clinics, nursing homes where mask is still mandatory etc.

In Swami Home, daily visits by clients' family members are confined mainly to the main lobby area while the resource centre is opened to small group of visitors and contractors for important meetings and interviews.

Swami Home has started the renovation and relocation of laundry facilities from the fourth level in Sunshine Building to the ground floor at the back of the main building. Tenders had been called to redesign and improve the Dementia friendly environment, the recreation areas, living rooms and equipment to meet the specialized requirements in caring for our dementia clients both the residential and day care facilities.

One of the major challenges for this year is to breakeven the operating costs by controlling payroll expenses and ever rising cost of public utilities which together accounted for over \$1 million per month as compared to that of the past two years.

On 9th April 2022, Swami Home hosted a Symposium on "Building a More Compassionate and Sustainable Service organization.

The theme was very appropriate and relevant to social service agencies (previously known as Voluntary Welfare Organisation or VWO), Charitable Foundations and Welfare Societies. The emphasis is on two key words-Compassion and Sustainability.

Successful organisation depends primarily on good people to run as they are the most important asset. Good staff tend to deliver quality care and selfless service utilizing their effort, knowledge, skill and experiences to the best of their abilities. At the same time, the good work performed by staff, management and volunteers should result in humility and compassion towards the recipients of their services. They should take greater effort not to inflate their ego and arrogance while caring and improving the quality of life for the elderly clients.

Sustainability of an organization such as Social Service Agency is a tripartite arrangement and responsibilities of Government, Society and Social Service Agency (SSA). It involved closely the financial support and backing of Government, Society comprising of welfare foundations, well wishers, private individuals and corporations in supporting the SSA's communities services and projects. Swami Home is grateful to the Ministry of Health, AIC, for their fundings and subsidies etc

The social service agencies should constantly create opportunities for their staff and volunteers, supporting and encouraging them to do good deeds in serving the recipients sincerely. They should always practise selflessly, fearlessly and shamelessly in doing communities services as an important way of life. Never be selfish, afraid or ashamed of doing good to others.

Remember our mottos “Love All, Serve All” and “All Are One”.

On behalf of the Management Committee, I would like to extend my heartfelt appreciation and thanks to all our donors, volunteers and well wishers for their generous donations, contributions and support.

Last but not least, I would like to extend my warmest and deep appreciation to the members of the Management Committee, all sub-Committee and to all the staff for their dedication and good work in making this a successful year.

Yap Boon Phye

President

MANAGEMENT COMMITTEE



Left to Right

- | | |
|--------------------------|----------------------|
| • Kenny Tan | - Honorary Treasurer |
| • R Munggam | - Committee Member |
| • Low Chang Yee | - Committee Member |
| • Ramon Quek | - Committee Member |
| • Wendy Boon | - Committee Member |
| • Tan Ngian Kwang | - Honorary Secretary |
| • Irene Khoo (Dr) | - Committee Member |
| • Yap Boon Phye | - President |
| • Mah Chin Pau | - Committee Member |
| • Ravintheran | - Committee Member |

CODE OF GOVERNANCE

Under the Charities code of governance, SWAMI Home complies with the Advanced tier of large IPCs (Institution of Public Character) with gross annual receipts or total expenditure of \$10 million or more.

Committed to Best Practice

The management of SWAMI Home is committed to ensuring that the organization adheres to best practice governance principles and maintains the highest ethical standards. The management committee continually monitor the plan to develop the capacity and capability of the charity,

Conflict of Interest

SWAMI Home has policies in place to prevent and address conflict of interest that may affect its integrity, fairness and accountability. All the members of Management Committee and key management staff are required to read and understand the conflict of interest policy and make full disclosure of interests, relationships and holding that may potentially result in conflict of interests. When a conflict of interest situation arises, the members or staff shall abstain from participating in the discussion, decision making and voting on thematter.

Reserves Policy

SWAMI Home has a reserve policy to provide clarity in the management of its reserves. The policy applies to that part of the Home's income funds that are freely available for its operating purposes.

As of 31 March 2022, assuming that SWAMI Home receives no income from MOH, patients and donors, the accumulated surplus would enable SWAMI Home to sustain cost base of FY21/22 for 2.1 years. The Management Committee ensures that the level of reserves is adequate to support SWAMI Home's programmes for its needy and elderly patients.

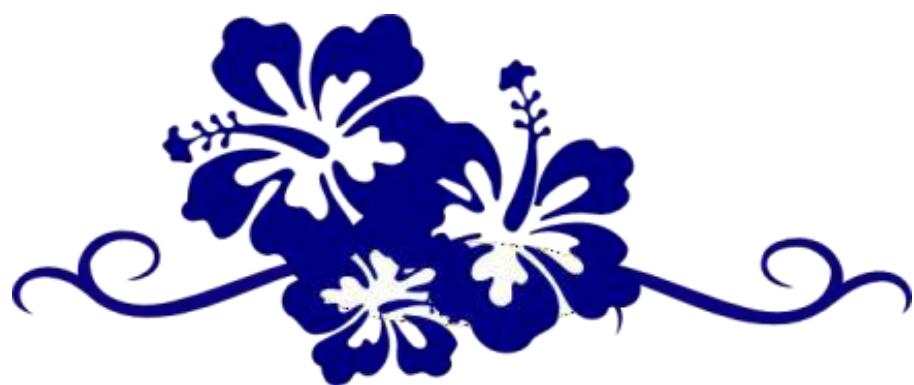
The detailed financial report of SWAMI Home for the financial year April 2021 to March 2022 is available in the external Auditor's report.

Management Committee Members

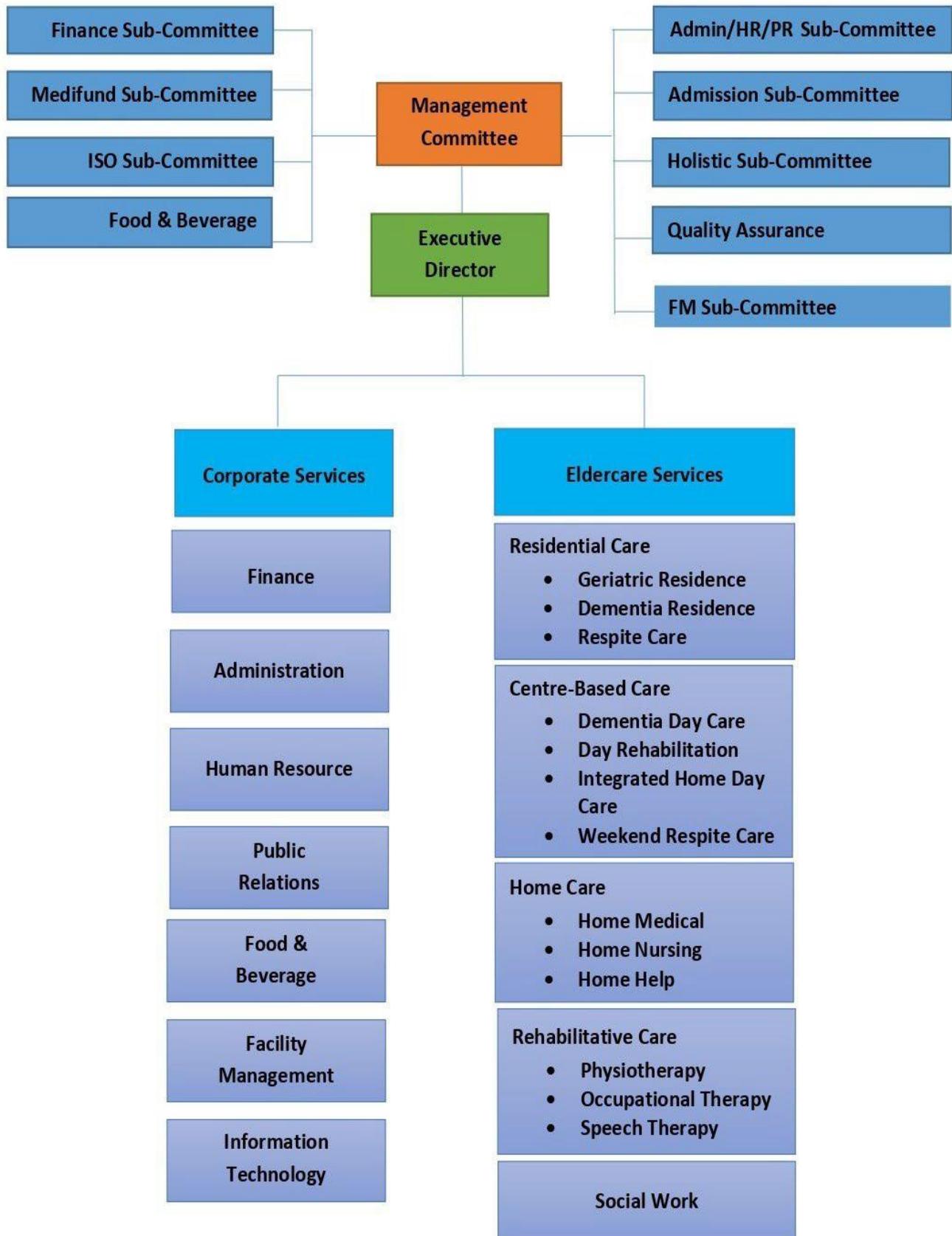
Majority of our ten Management Committee members, some of whom are pioneers of SWAMI Home, have voluntarily committed ten years or more of their time, effort and money in building up this Nursing Home and Day Care Centre through sharing of their professional work experience and expertise in guiding and continuously motivating the staff of Swami Home to give their best effort in providing their expertise, loving care and attention to the elderly clients.

It is from sharing their wealth of knowledge and technical expertise that SWAMI Home is able to improve continuously on the management of the Home through the years. Moreover, in their many years of voluntary service in the Committee, they have also established wide contacts and build close rapport with many donors who contributed donations and donations-in-kind to the Home regularly.

The Management Committee members hold monthly management meetings ie. twelve times a year, to discuss and make decisions in approving projects and policies for the Home. Attendance of meetings of Management Committee members range from 70% to 100%.



ORGANIZATION STRUCTURE



HEADS OF DEPARTMENTS

Executive Director

Chian Phiang Nam

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Finance

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Information Technology

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Day Rehabilitative Centre

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Dementia Day Care Centre

Calvin Mong, Nurse Manager
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Email:calvin@swami.org.sg

Integrated Home & Day Care Centre

Arokiamary, Nurse Manager
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Social Work

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Email:luca@swami.org.sg

Physiotherapy

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Occupational Therapy

Seidel Sarinas, Occupational Therapist
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Email:seidel@swami.org.sg

**“If there is righteousness in the heart
There will be beauty in character;
If there is beauty in character
There will be harmony in the home.
When there is harmony in the home
There will be order in the nation.
When there is order in the nation.
There will be peace in the world.”**

Bhagavan Sri Sathya Sai Baba



RESIDENTIAL CARE

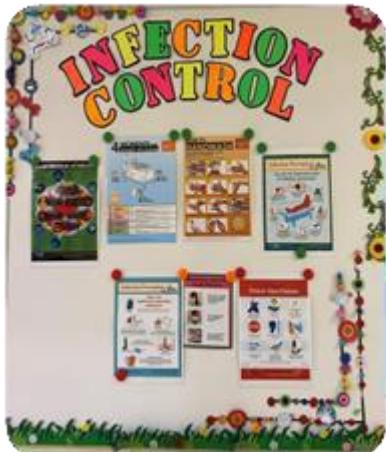
STOP THE SPREAD: Advocacy for Early Detection of COVID-19

Self-Swabbing is another step towards improved and convenient COVID- 19 testing. Every staff needs to self-administer Antigen Rapid Test (ART) before handling the residents so as to reduce transmission of this virus. Early detection would enable prompt self-isolation of suspected COVID-19 positive staff and prompt referral for Polymerase Chain Reaction (PCR) swab test. Thereafter report to Ministry of Health (MOH) for immediate transfer to any COVID-19 community care facility.

Preparation for ART self-swabbing



NA Blessy performs handwashing before doing routine ART



A creative way of disseminating new Protocols and Practices



Antigen Rapid Test (ART)
Kits as a screening tool



Facing Challenges during COVID-19 Pandemic

The Nursing Home faced the highly transmissible Omicron variant COVID-19 which started on the fourth quarter of year 2021. We scrambled to find solutions such as split zones of the various levels to prevent staff movement across the facility with no intermingling between groups. Under the guidance of Ministry of Health (MOH) and Agency for Integrated Care (AIC), we worked together to implement safe management measures to overcome this pandemic.

Surveillance of ART Covid-19 testing for all the staffs was performed once or twice a week.



From Right to Left:
NA Jesser, HCA Marc,
NA Chato, EN Thin Thin,
NA Marissa, together with
KTPH Swab Team



Dementia Ward staffs are still energized despite Managing COVID-19 Outbreak...

A smile can still make a word of difference





NA Sarabelle continues to practice proper Handwashing



EN Perlita prepares herself with full PPE Before attending to the residents infected With COVID-19

Keep the Hands Clean !!!



Real-time Measurement of Vital Signs



NHELP recording of residents temperature mandated by MOH



Conducting surface cleaning and disinfection when exposed to COVID-19

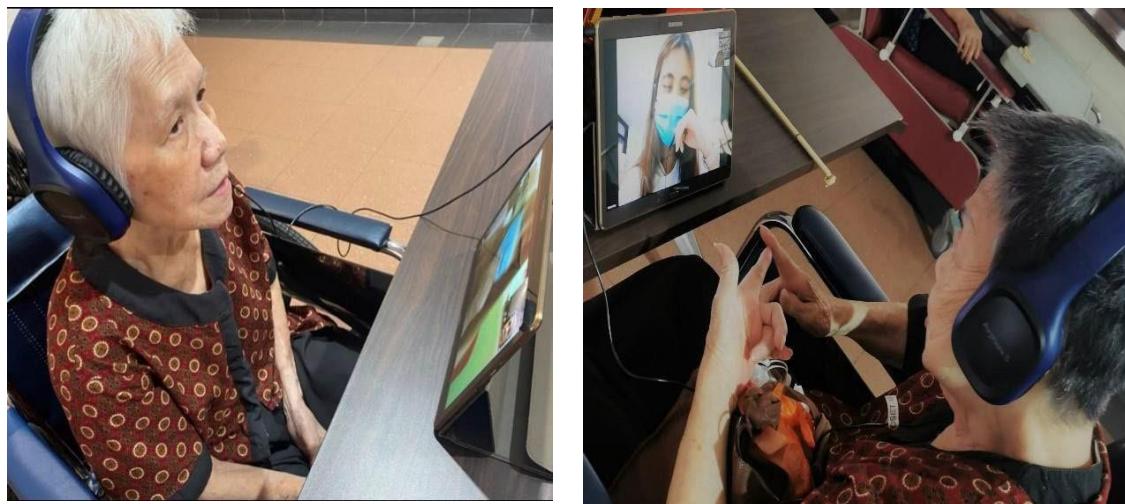


Continued implementation of split teams arrangement and capacity limits of safe management measures



STAY CONNECTED: Adapting Digital Technology

Amidst the surge of Omicron cases, MOH extended suspension of in- person visitation of nursing homes. Hence, the Nursing team had to find alternative methods for residents to communicate with their families through video calls or phone calls so that the residents can remain connected with their love ones.



Adapting Telemedicine During This Pandemic



We use telemedicine for doctor's diagnosis and treatment of residents medical conditions without them having to go to hospital or polyclinics. We look forward to find creative ways for a broader use of this technology in the future

Celebrations Are Still Significant: Making Birthdays Meaningful

Birthday celebrations seem to be the best thing we can give to our residents. It can uplift their spirits to let them know that someone cares and remember their birthdays.



A Beautiful Smile is Everything: a simple thought brings cheer to their faces as they celebrate their Birthdays!



A Holiday Season: Bringing Cheer and Presents to our residents.



We try to create something that is memorable for our residents by celebrating Christmas in a different way this year. We want to create happy moment for them.



Rewarding Employees in the “New Normal”.

Rewards play a huge role in recognizing the efforts of teamwork. During this pandemic, we are grateful for the funding support programs initiated by MOH and NCSS in appreciation of the tremendous efforts exhibited by our front-liners nurses and support staff in fighting COVID-19 pandemic.

This inspires and encourage us to strive towards our goal in providing quality nursing care towards our elderly and frail residents.



I am overjoyed! Thank You! – EN Lucky

Staffs are ecstatically happy with receiving their rewards!



*I am gladly with this meaningful letter of appreciation!
-EN Beverly*



Sustainability of Quality Improvement Initiatives.

We participated in various collaborative initiatives organized by Agency for Integrated Care (AIC). These programmes will optimize care outcomes and create significant changes in providing care for our elderly residents.

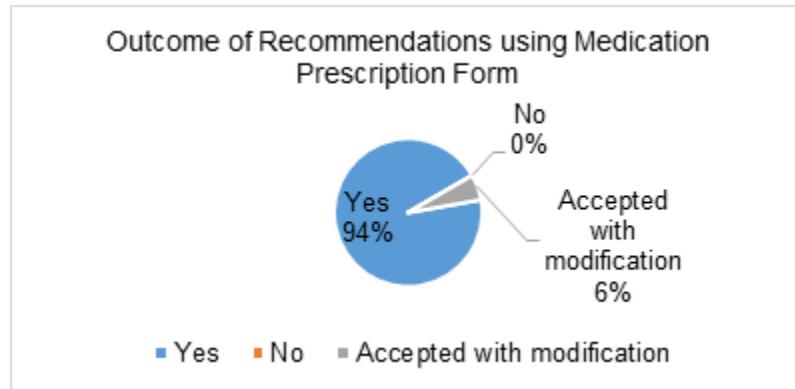
A. Medication Safety Project

Objective of this project is to improve clinical care for residents and develop safe medication interventions. Within the span of 3 years (September 2019- May 2022), this project created a huge impact to the nursing staffs by enhancing their clinical knowledge and developing critical thinking skills should they encounter problems in their respective ward assignments and reporting to their Nurse Managers.

“Medication Safety doesn’t only assist in reducing errors but more importantly, creates awareness necessary to provide safe care.” by SWAMI Medication Team.



Team Members:
From Right to Left:
ANM Thazin, NM Win Htay,
SN Rae Christine, SN Jacel Ann,
SN Melanie Joy



This chart shows an outcome of managing polypharmacy-minimizing the no. of medications for residents



From Left to Right:
NA Alona, SN Dominic, EN Perlita, SN Rae, NM Win Htay
With AIC CQI Mentors – Ms. Chin Jong, Ms. Sarah Ng
At the Compliance Evaluation Year 2022

B. Fall Prevention Project

The desired outcome of this project is to reduce the number of falls in the Nursing Home. It aims to assist staffs to identify and assess fall risks and initiate appropriate care plans specifically designed for each resident.



Team Leader:
RN Jerwin

Team Members:
EN Homer
EN Thin Thin
San
EN Lucky Darl
PT Jigs



*Key Chains used for
intentional rounding*



**Care Bundle
Application and
Team Learning**

C. Improving Showering Process of Residents

Outcome of this project is as follows:

- Standardized workflow for showering residents by following a checklist.
- Residents safety has been improved, as nursing staff can easily find items they require during the showering process and can be more attentive to residents needs.
- Dignity of care of residents has been maintained with residents wearing their correct size clothing and use screen / curtain for privacy.
- Proper skin assessment during showering time.



D. Pneumonia Prevention Project

Participating in this project is helpful in reducing the number of pneumonia cases in the Nursing Home.



Keep the Promise.
Stop Pneumonia Now

Team Leader:
ANM Tha Zin

Team Members:
EN Daphne
EN Beverly
EN Suzanne



E. Conducting In-House Advance Care Planning (ACP) / Preferred Plan of Care (PPC)



SN Dominic conduct ACP with a resident to understand better her preferences regarding future medical care and treatment



Resumption On-Site Visit of Allied Health Care



SN August assisting our visiting Dietitian



Our Dentist conduct oral assessment during his dental visit

NURSING DEPARTMENT

The Nursing Department consists of four wards namely: Residential Care: Levels 1 and 2, Dementia Care: Level 3 and Grace Building. We also provide Respite and Long Term Care to those frail elderly that require help on most of their activities of daily living and those who require nursing care. As of March 2022, we have 277 residents, 148 nurses, and healthcare staffs in the Nursing Department.

Building a Strong Bond Amongst the Team Members:



STAFFS OF RESIDENTIAL CARE : LEVEL ONE



STAFFS OF RESIDENTIAL CARE: LEVEL TWO



STAFFS OF DEMENTIA CARE: LEVEL THREE



STAFFS OF DEMENTIA CARE: GRACE BUILDING

DEMENTIA DAY CARE CENTRE (DDCC)

Dementia is a term used to describe a group of symptoms affecting memory, cognitive thinking and social abilities severely to interfere with daily activities of living. Dementia symptoms include memory loss, difficulty reasoning or problem solving, difficulty handling complex tasks, difficulty with co-ordination and motor functions, confusion and disorientation. Psychological changes include personality changes, depression, anxiety, inappropriate behaviour, agitation, hallucinations

According to healthhub.sg, one in ten elderly Singaporeans above age 60 has dementia. With the increased life expectancy and the rapidly ageing population in Singapore, this number is expected to increase to 152,000 by 2030.

DDCC aim to engage our dementia clients with activities to stimulate and sustain their functional, cognitive, mental as well as emotional well-being. DDCC also provide an avenue to caregivers in giving them a break from their routine demanding caregiving, while their loved ones are under day care service of our trained staffs.

Our activities include bingo, art & crafts, colouring, puzzle solving, sunlight therapy, sitting and standing exercises, therapeutic massage, doll therapy etc. DDCC hope to improve the quality of life of our dementia clients as much as possible, even though dementia will somehow deteriorate and reach advanced stage over time.

Since 2012, DDCC has continuously collaborated with Khoo Teck Puat Hospital (KTPH) and other community partners to provide care and support to our clients living with dementia as well to their caregivers.

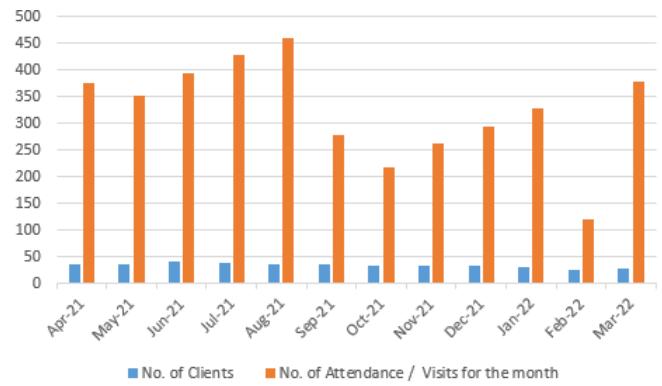
Service Information

Centre Capacity: 50

Service Boundary:

Admiralty, Ang Mo Kio, Marsiling, Sembawang, Woodlands, Yishun, Shunfu, Upper Thomson and Bishan.

| FY2021/2022 | No. of Clients | No. of Attendance / Visits for the month |
|-------------|----------------|--|
| Apr-21 | 36 | 375 |
| May-21 | 36 | 351 |
| Jun-21 | 40 | 393 |
| July-21 | 39 | 428 |
| Aug -21 | 36 | 459 |
| Sep-21 | 35 | 277 |
| Oct-21 | 33 | 217 |
| Nov-21 | 32 | 261 |
| Dec-21 | 32 | 293 |
| Jan -22 | 31 | 329 |
| Feb-22 | 26 | 120 |
| Mar -22 | 28 | 379 |



Comparison of Annual Attendance across the years

| Period | Total no. of Attendance |
|-----------|-------------------------|
| FY2017-18 | 7797 |
| FY2018-19 | 6454 |
| FY2019-20 | 6389 |
| FY2020-21 | 3514 |
| FY2021-22 | 3882 |

Activities

Bingo game



Coloring



Ball game



Enjoying scenery while reading newspapers





Staff of Dementia Day Care Centre

From Left to Right:

Nang Sheng ,Marjorie, Calvin (HOD), Zarina, Nilar Aung, Angela

“SERVE AND SHOW COMPASSION AND THE WILL TO HELP OTHERS”
-ALBERT SCHWEITZER-



DAY REHABILITATION CENTRE (DRC)

Rehabilitation is an essential component in healthcare and it helps in enhancing functional capacity, promoting health and wellness and achieving the best possible outcomes. Rehabilitation is crucial to reintegrate people with disabilities to the community. Rehabilitation is defined as a set of interventions designed to optimise functioning and reduce disability in individuals with health conditions in interaction with their environment.

Rehabilitation services were severely disrupted by the COVID-19 pandemic which resulted in decline in the number of clients who attended the rehab clinics as well as the number of sessions. This pandemic forced us to make changes to the treatment model, altering schedules and expectations moving forward.

DRC faced the challenges of implementing safe management measures to mitigate the risks of transmitting the virus to our elderly clients and staffs. Staffs and Clients had to comply with stringent measures such as daily temperature checks, safe entry check-in and out using Trace Together apps, wearing masks, daily ART checks, maintaining safe distancing in the Centre, regular hand washing, wearing of PPE, daily cleaning of equipment.

Nevertheless due to the surge of highly transmissible Omicron COVID in the community, several staffs and clients or their family members had succumbed to this virus. DRC was closed for the first time on two occasions and fortunately, it was for two to three days on both occasions.

Despite COVID outbreak, rehabilitation has to continue as it is an essential service in improving the way an individual functions in everyday life, supporting them to overcome difficulties in moving around following an injury, surgery, stroke or because their body functions have declined with age. Evidence indicates that for some patient groups (e.g. Parkinson disease, Spinal cord injuries, Stroke,), cessation or reduction of rehabilitation can decrease muscle mass, reduce muscular strength and increase risk of anxiety and depression.

Rehabilitation involves defining goals, planning, designing treatment programme and assessing the outcomes. Typically rehabilitation occurs for a specific period of time with single or multiple interventions delivered by an individual or a team of rehabilitation workers in the acute or initial phase immediately following diagnosis of medical condition to post-acute and maintenance phases. Repetitious rehab can greatly benefit stroke patients by optimising recovery such as restoring mobility.

Service Information

Centre Capacity: 42 (Due to safe distancing measures)

Services in DRC include:

Integrated Rehabilitation – Intensive Rehabilitation cum Day Care

Active Rehabilitation – Intensive Rehabilitation without Day Care (Sessional)

Maintenance Exercise – Maintenance Therapy after completion of Intensive Rehabilitation

Day Care

Service Boundary

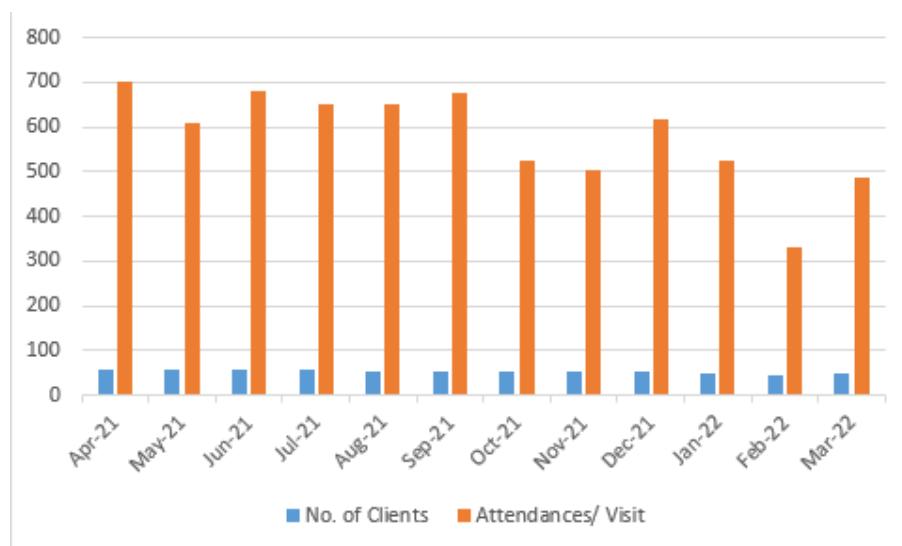
Admiralty, Ang Mo Kio, Lenton, Mandai, Marsiling, Sembawang, Sin Ming, Springleaf, Upper Thomson, Woodlands, Yio Chu Kang and Yishun.

FY2021/2022 Clients and Attendances

| FY2021/2022 Clients and Attendances | No. of Clients | Attendances/ Visit |
|--|-----------------------|---------------------------|
| Apr-21 | 57 | 700 |
| May-21 | 55 | 611 |
| Jun-21 | 56 | 682 |
| Jul-21 | 55 | 649 |
| Aug-21 | 52 | 652 |
| Sep-21 | 54 | 678 |
| Oct-21 | 53 | 526 |
| Nov-21 | 53 | 504 |
| Dec-21 | 52 | 616 |
| Jan-22 | 50 | 523 |
| Feb-22 | 46 | 329 |
| Mar-22 | 47 | 485 |

2021-2022 Annual Attendances

| | |
|------------------|-------------|
| FY2017-18 | 7083 |
| FY2018-19 | 7127 |
| FY2019-20 | 8022 |
| FY2020-21 | 6248 |
| FY2021-22 | 6955 |





DRC clients enjoying the Parachute game with excited shouts of Woos and Ahs!



Mdm Tan Ah Loi and Mdm Goy Eng Tee were happily playing in the stepping pictures game



DRC clients exercising at Physiotherapy department under the guidance of therapists



DRC clients received gifts for Mother's Day celebration and were getting ready to go home



DRC clients at their different stations were engrossed with their Occupational therapy exercises



During Mother's Day celebration, clients enjoyed taking group photo with staffs



From left to right:

*San Win, Cherry Khine, Naw JuMay, Annabella Bea (Centre Manager) Sowmya TK,
Myat Mon Oo, Nelia Cariaso*



IHDC (INTEGRATED HOME AND DAY CARE PROGRAMME)

"Love one another and help others to rise to the higher levels, simply by pouring out love. Love is infectious and the greatest healing energy"

Bhagavan Sri Sathya Sai Baba

IHDC commenced operations on 1st Feb 2018. Since then, attendance in our centre has continued to rise steadily and our client capacity was gradually raised to 50.

Seniors who need intensive care will have the flexibility to choose a different combination of care services in their homes, at a day-centre centre or both, depending on their needs.

Our healthcare staff are equipped with the caregiving skills and knowledge, which are essential to cope with the demands and challenges of caring for those with multiple chronic medical conditions.

The primary objective of the IHDC Programme is to enable frail individuals who have multiple Nursing care needs to delay or reduce institutional care and remain in the community for as long as possible.

The secondary objective is to improve their quality of life and assess their satisfaction with our care arrangements as measured by results obtained from the questionnaire survey conducted on clients and their caregivers.

The IHDC Programme has 3 packages catering to three levels of care:-

Package 1 caters to clients who require minimum to moderate assistance, while Package 2 and 3 are for clients requiring moderate to maximum assistance. The difference between Package 2 and 3 is that the latter should deliver more services in the client's home.

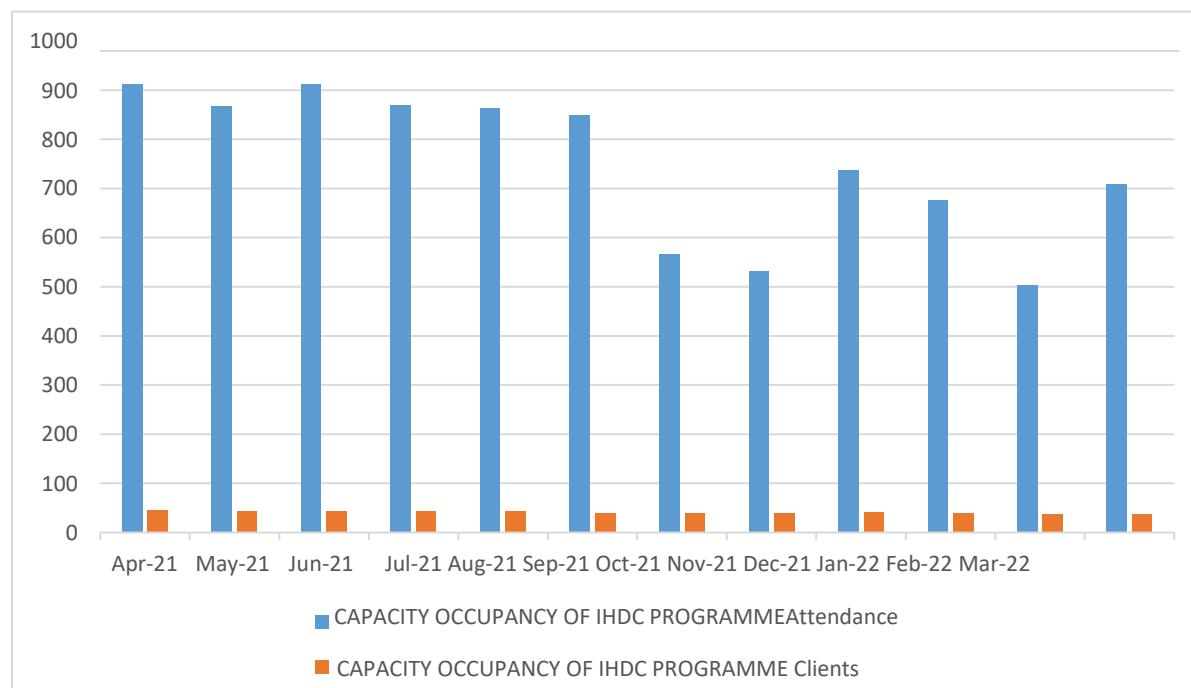
Our main source of referrals come from Agency of Integrated Care (AIC), which is currently the mandatory route of referrals from hospitals. All clients identified suitable for IHDC Programme must be referred through AIC Electronic Integrated Referral Management System (IRMS).

We serve clients who reside at the following areas:- Admiralty, Lentor, Marsiling, Sembawang, Woodlands, Yishun, Canberra Drive and Yio Chu Kang.

IHDC adopt a multi-disciplinary team approach comprising of doctors, senior manager, nurse manager, nursing aides, social worker, healthcare assistants, therapist (OT&PT) and therapy aides working together with clients and their family members to assess, plan and carry out a customised individual care plan for each client. Our provision of service give the clients an option to continue living at home with their families, enabling them to have a better quality of life and preserve their dignity of being valued and honoured by their loved ones.

CAPACITY OCCUPANCY OF IHDC PROGRAMME

| <u>Month</u> | <u>Attendance</u> | <u>No. of Clients</u> |
|---------------------|--------------------------|------------------------------|
| Apr-2021 | 913 | 45 |
| May-2021 | 868 | 43 |
| June-2021 | 913 | 43 |
| July-2021 | 870 | 42 |
| Aug-2021 | 863 | 42 |
| Sep-2021 | 850 | 40 |
| Oct-2021 | 567 | 40 |
| Nov-2021 | 531 | 40 |
| Dec-2021 | 738 | 41 |
| Jan-2022 | 676 | 40 |
| Feb-2022 | 503 | 37 |
| Mar-2022 | 709 | 38 |



“When I was first admitted to IHDC, I was depressed, moody and unable to help myself to walk and transfer. Now, I am comfortable with the staffs and clients and I look forward to coming here every day to meet my friends at the centre.

The staffs at IHDC centre take good care of me with patience. I like to cook different varieties of dishes and bring food to the centre to share with my Malay friends. Sometimes the staff buy food such as Prata and Nasi briyani for me.

I enjoyed beautiful moments with them such as listening to music, watching movies, enjoy singing, playing bingo and other activities here. I am thankful to God for this life and the doctors, nursing care staffs, therapists and other staff who take care of me.”



(Mdm.Hajjah Isa bee ,75yrs)
IHDC client since Aug 2016

Birthday celebration of our IHDC clients.



IHDC Centre is also concerned with the psychosocial needs of our clients. We provide social recreational activities such as bingo, music and karaoke sessions, colouring and art therapy for clients to enhance their mental well-being and also encourage them to interact with one another during activities.

The Centre also provide comprehensive Nursing and Medical services at clients homes such as the following:-

- home modifications such as advising caregiver where to install grab bars, etc.
- personal hygiene such as eye bath, nail and skin care, perineal care etc.
- Wound dressing care
- Nasogastric tube feeding
- changing of urinary catheter
- meals delivery
- Medical Escort and transport service, accompanied by a caregiver.

Medical care such as Geriatrician, Pre-packing Medication, supervision and insulin administration. Our doctor review client's general health condition, prescribe medications that the client needs and also provide health education to client and their caregiver. He also change the intra drainage catheter, SPC catheter and tracheostomy tube for difficult clients.

We also provide caregiver training, counselling and support to clients at their own homes. With this service arrangement in place, clients are able to maintain their privacy, independence and preserve their dignity while being cared for by our healthcare professionals.

AIC and KTPH collaborate with SWAMI Home in providing training programmes to develop the work competencies of our healthcare staff.

At our Centre, physiotherapy exercises are conducted for the elderly clients to maintain their functional status.

Clients' activities at the Centre:





Physiotherapy activities





NGT Feeding



Wound care



BSL and BP monitoring

STAFF of IHDC



First Row :

Ariane, Papaley, Rajeswari, Mary(Nurse Manager), Nitiah,

Second Row:

Jaysen, Venus , Joanne Lakshmi, Hanna

THE NATURE OF HUMANITY, ITS ESSENCE IS TO FEEL
ANOTHER'S PAIN AS ONE'S OWN, AND TO ACT TO TAKE THAT PAIN AWAY.
THERE IS NOBILITY IN COMPASSION, A BEAUTY IN EMPATHY,
GRACE IN FORGIVENESS.”

-JOHN CONNOLLY-

HOME HELP SERVICES

Home Help Service aims to bring care to the doorstep of homebound seniors and disabled individuals who are living alone or with another frail caregiver, or without daytime caregiver, so that it can empower the seniors to age with grace and dignity in their communities of choice, and in the comfort of their homes for as long as possible.

The core components of Home Help Service include Meals-on-Wheels Programme (MOW) and Medical Escort and Transport services (MET). Both services perform a crucial role nationally in supporting the holistic health and well-being of the seniors living in the northern region of Singapore.

Staff of Home Help Service



From left to right:

Chow Man Chi, Chan Jia Xin, Subramaniam Thanaletchami, Cheng Ching Shean (Manager), Francis Shanthapriya, Zheng Shu Yun, Pang Nyuk Moi, Neo Choon Lian, Missirah Bte Kartu, Jane Malliga D/O Chinansamy, Nikki Rose Petacio Dela Fuente, Ohn Mar Myint

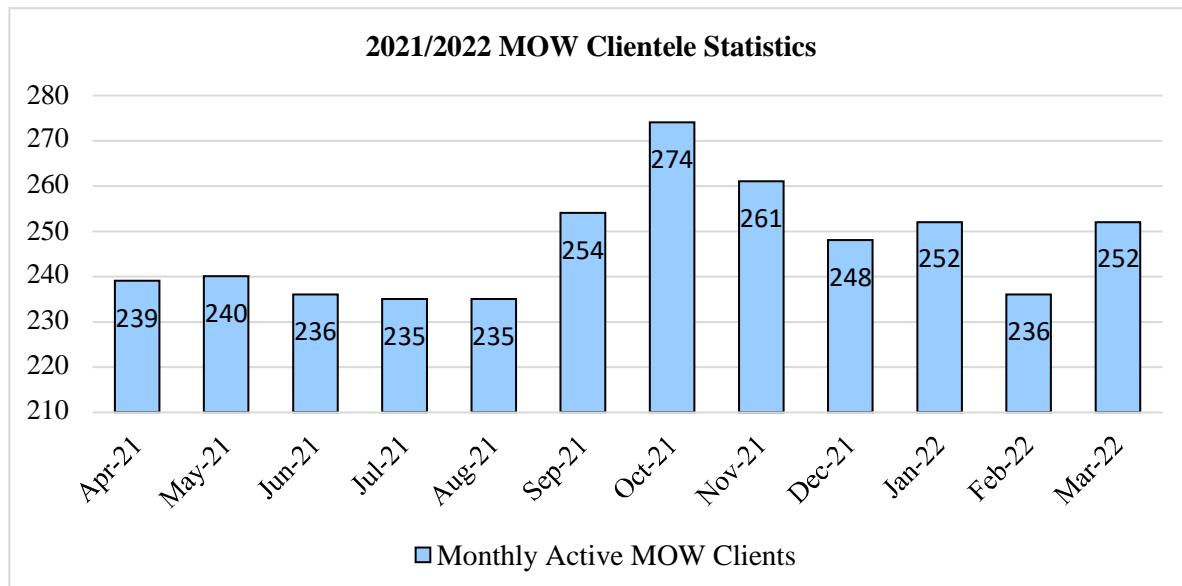
Meals-on-Wheels Programme (MOW)

The core of MOW programme is the provision of daily nutritional meals delivered at the doorstep of the homebound clients who are unable to prepare or buy their own meals and do not have any caregiver to help them with it.

In addition, MOW programme also serve as a gateway to reach out and provide additional care services to support the homebound seniors with multifaceted needs, especially safety checks on the seniors' health and well-being, as well as their interaction with the community and socialization.

2021/2022 Clientele Statistics of Meals on Wheels (MOW)

| FY2021/2022 | Monthly Active MOW Clients | Total No. of Packets of Meals Provided |
|----------------|----------------------------|--|
| April 2021 | 239 | 8288 |
| May 2021 | 240 | 8300 |
| June 2021 | 236 | 8238 |
| July 2021 | 235 | 8171 |
| August 2021 | 235 | 8396 |
| September 2021 | 254 | 8789 |
| October 2021 | 274 | 8831 |
| November 2021 | 261 | 8805 |
| December 2021 | 248 | 9249 |
| January 2022 | 252 | 8861 |
| February 2022 | 236 | 7512 |
| March 2022 | 252 | 9305 |



Core of MOW Programme- Delivery of Nutritious Meals

Age-related biological, functional decline, social and economic factors can restrict an older adult's ability to acquire, prepare and access to healthy and nutritious foods. Hence, the daily meals deliveries under MOW Programme to the homebound seniors provide them with consistent access to nutritious foods that support seniors' general health and assist them to remain independent.



Our dedicated staff pack the foods with love and deliver daily meals to the seniors home.

Additional Care Service under MOW Programme- Safety Checks

It is always the seniors' wishes to age in their familiar home environment for as long as possible. However, if their homes safety hazards are left unaddressed, it could increase the likelihood of a harmful fall and other health concerns. With MOW programme where there is consistent visit by MOW staff or volunteers at seniors' home, it serves as a first line of sight for potential dangers and falls risks of the seniors at home, while other possible environmental and individual risk factors can also be identified and mitigated earlier to keep the seniors safe at home.

Additional Care Service under MOW Programme- Community Connections and Socialization

Seniors who are homebound, living alone and have limited social support may result in loneliness or find it difficult and less able to access to the community. MOW programme serves as a platform for extended companionship whereby friendly visits by the staff and volunteers to the seniors homes during meals delivery act as the regular "eyes" and "ears" on seniors, where it allows us to bring cheer and emotional support to the lonely seniors, especially during COVID-19 situation when there were less volunteers visiting them. By strengthening the relationship with the seniors, it provides an opportunity for us to collaborate with the community partners to assess, identify, and follow up closely on any change in seniors' conditions and care needs, and to connect them to any other resources available in the community, so as to support the seniors to age gracefully in the community.

Medical Escort and Transport Service (MET)

Medical Escort and Transport (MET) service provide transportation and/or a trained Healthcare Assistant to accompany the elderly and persons with disability to travel to and from their home for medical appointments and treatments at hospitals, specialist outpatient clinics, or polyclinics.

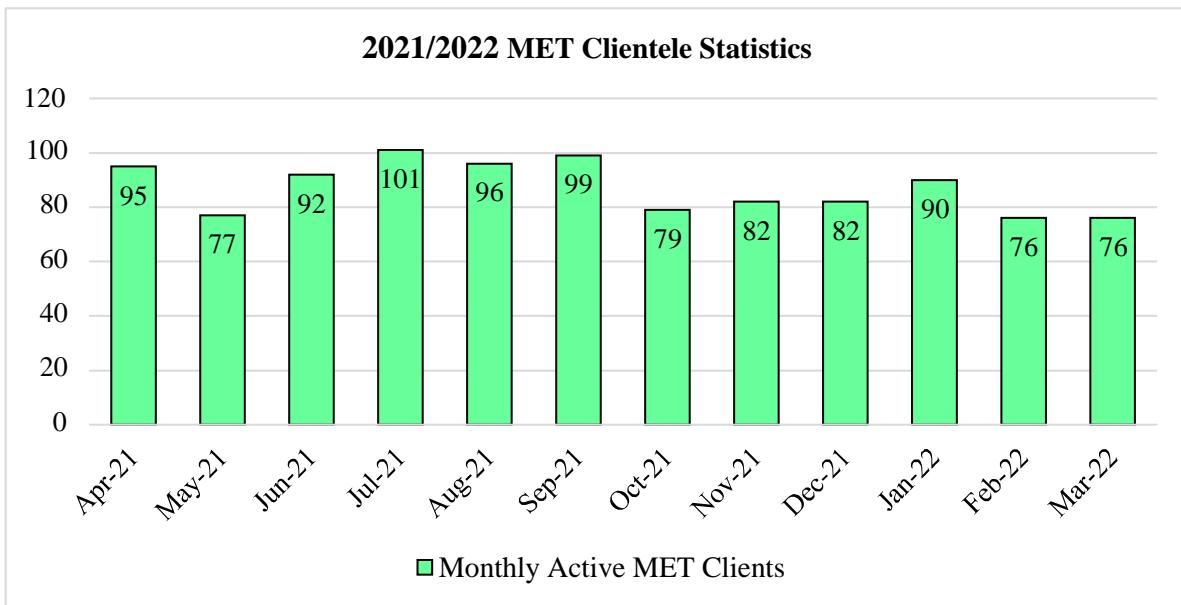
SWAMI Home partner with Agency for Integrated Care for all the referrals that come from Restructured Hospitals, polyclinics, and other Social Service Agencies. Upon receiving the new referrals, we will assess the case as a whole, including applicant's medical conditions, functional status and social background so as to better understand the client's care needs.

Our MET services include:

- (i) Specialised transport services which is targeted at those clients with frail caregiver who might have issue to escort the clients with public transport or clients who are wheelchair-bound and have difficulty to move around using public transport, but able to navigate within the hospital during their appointment or treatments. We help clients to get to and from their home for their medical appointments. In addition, we encourage those with caregivers to accompany their loved ones for medical appointments while we provide transport service. With that, family members can be aware of client's updated medical conditions and care needs when they attend the medical appointments together with clients.
- (ii) Medical escort service that is targeted at those who are living alone with no caregivers and have mobility issues to move around, or whose caregiver is unable to provide support due to their frailty, health or physical conditions. This group of clients are escorted by our Healthcare Assistants to and from their homes, as well as during their medical appointments.

2020/2022 Clientele Statistics of Medical Escort and Transport Service (MET)

| FY2021/2022 | Monthly Active MET Clients | Total No. of MET Trip Provided |
|----------------|----------------------------|--------------------------------|
| April 2021 | 95 | 169 |
| May 2021 | 77 | 125 |
| June 2021 | 92 | 145 |
| July 2021 | 101 | 165 |
| August 2021 | 96 | 169 |
| September 2021 | 99 | 188 |
| October 2021 | 79 | 128 |
| November 2021 | 82 | 152 |
| December 2021 | 82 | 161 |
| January 2022 | 90 | 151 |
| February 2022 | 76 | 132 |
| March 2022 | 76 | 137 |



During COVID-19, we provide transport for crucial and important medical appointments and treatments which could not be postponed and the MET services continues with safedistancing measures put in place to support the homebound seniors



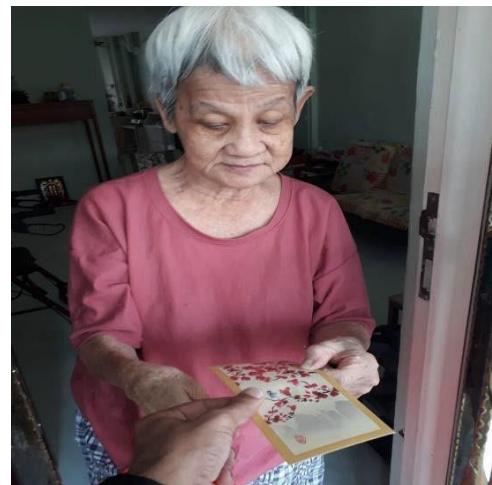
Medical escorts are not simply for logistical trips to escort clients to and fro the hospital or clinics for their medical appointments. It also offers opportunities for the staff to connect with the seniors and to lend a listening ear and an open and caring heart to them.

A Compassionate Journey Made Possible- Partnering with Volunteers

Our philosophy of care is simple- be happy and make others happy too. We cultivate a high team spirits whereby we have wonderful partnership with our volunteers who devote their time and labour for the community services. We learn to look upon and treat all our clients as our own kith and kin as we go all out to treat them with love, care, dignity and respect. We are grateful to have a group of dedicated and compassionate volunteers who continue to support SWAMI Home in meals delivery to the community and to bring cheers to the seniors during their daily meals delivery.



In addition, many thanks to our caring volunteers who came forward to partner with us in bringing festive cheers and greetings to the seniors staying in the community despite the upsurge of the COVID-19 cases in year 2021, which posed unprecedented challenges for all of us.



Hari Raya Celebration.

Bringing cheers to the seniors. It is important to remember that our love and affection are the most valuable gifts that we can give to our seniors.



Christmas Celebration.

A small gift presented to seniors never fail to put a smile on their faces



Monthly Birthday Celebrations.

You are not alone and everyone deserves a pleasant day. Birthday celebrations provide an opportunity for us to honour elderly clients and to let them know that they are being appreciated and valued.



Chinese New Year (CNY) Gift Pack Distribution.

Special meals delivered and red packets distributed to our seniors. It is always wonderful to see our clients happy and are remembered during the festive season.

HOME MEDICAL & HOME NURSING SERVICES

Home Medical Service (HMS)

This community based service offers medical care to the frail elderly in the comfort of their own home environment.

The doctor, accompanied by a nurse serves clients in Sembawang, Admiralty, Marsiling, Woodlands, Chong Pang, Yishun, Khatib and Ang Mo Kio once a week.





Home Medical team heading out to the client's house



Doctor attending to 102 years old client in the comfort of her home

HMS Services include:

- Review of medications, and general medical conditions.
- Changing of Tracheostomy Tube.
- Changing of the Percutaneous Endoscopic Gastrostomy(PEG).
- Taking blood samples for clinical investigation.
- Addressing the caregiver's concerns regarding client's medical. conditions.
- Provide emotional support through assurance of continuity of care.
- Reduce visits to Polyclinics and hospitals.

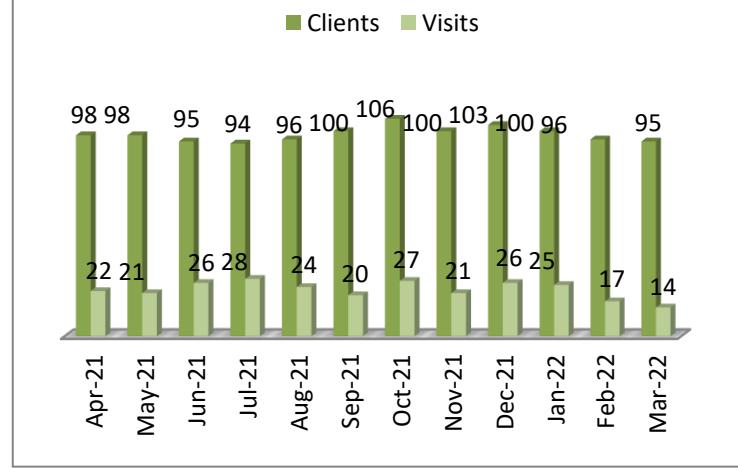
Home Medical & Home Nursing

No. of Clients & Home Visits from April 2021 to March 2022.

Home Medical Service

| April 2021 to March 2022 | Clients | Visits |
|-----------------------------|---------|--------|
| April 21 | 98 | 22 |
| May 21 | 98 | 21 |
| June 21 | 95 | 26 |
| July 21 | 94 | 28 |
| August 21 | 96 | 24 |
| September 21 | 100 | 20 |
| October 21 | 106 | 27 |
| November 21 | 100 | 21 |
| December 21 | 103 | 26 |
| January 22 | 100 | 25 |
| February 22 | 96 | 17 |
| March 22 | 95 | 14 |

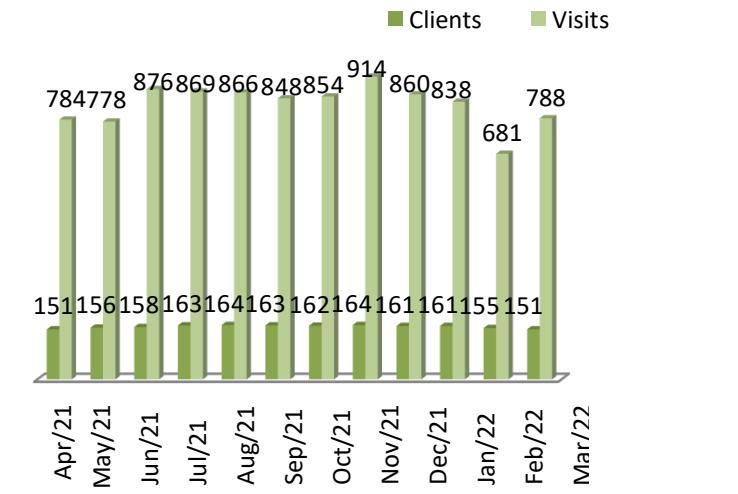
Home Medical Service



Home Nursing Service

| April 2020 To March 2021 | | |
|-----------------------------|-----|-----|
| April 21 | 151 | 784 |
| May 21 | 156 | 778 |
| June 21 | 158 | 876 |
| July 21 | 163 | 869 |
| August 21 | 164 | 866 |
| September 21 | 163 | 848 |
| October 21 | 162 | 854 |
| November 21 | 164 | 914 |
| December 21 | 161 | 860 |
| January 22 | 161 | 838 |
| February 22 | 155 | 681 |
| March 22 | 151 | 788 |

Home Nursing Service



Home Nursing Service

Our team of 9 Nurses continue to provide compassionate care to the frail elderly despite many challenges due to the COVID-19 Pandemic.

Their presence bring cheer and smiles to the elderly, especially to those who live alone.

They try their best to meet clients' medical needs, emotional needs, and family expectations.

With this continuum of care,

- Clients are able to maintain their quality of life in the community for as long as possible
- Enjoy their independence in the comfort of their home environment
- Preserve their dignity while being cared for by healthcare professionals.
- Clients have an avenue to receive some form of emotional support.
- Their caregivers learn some skills to take care of clients.

Precautionary measures taken during the COVID-19 Outbreak.

- Nurses have to wear surgical masks at all times.
- Wear full PPE for Nursing Procedures.
- Implemented 2 Split Teams; No Cross over of teams.
- Practise Safe distancing in their work stations.
- Review home visits as advised by MOH Advisory.
- Make a call to clients before visiting to check their health status, including family.
- Check clients' temperature upon arrival at their homes.



From left to right: Jovelyn, Theingi, Thandar, Rouzel, Hkawn (HOD), Lihui, Eljohn, Mia and Jian Ping.



EN Jovelyn asks questions to screen clients before making home visits



SSN Jiang Ping on her home visit



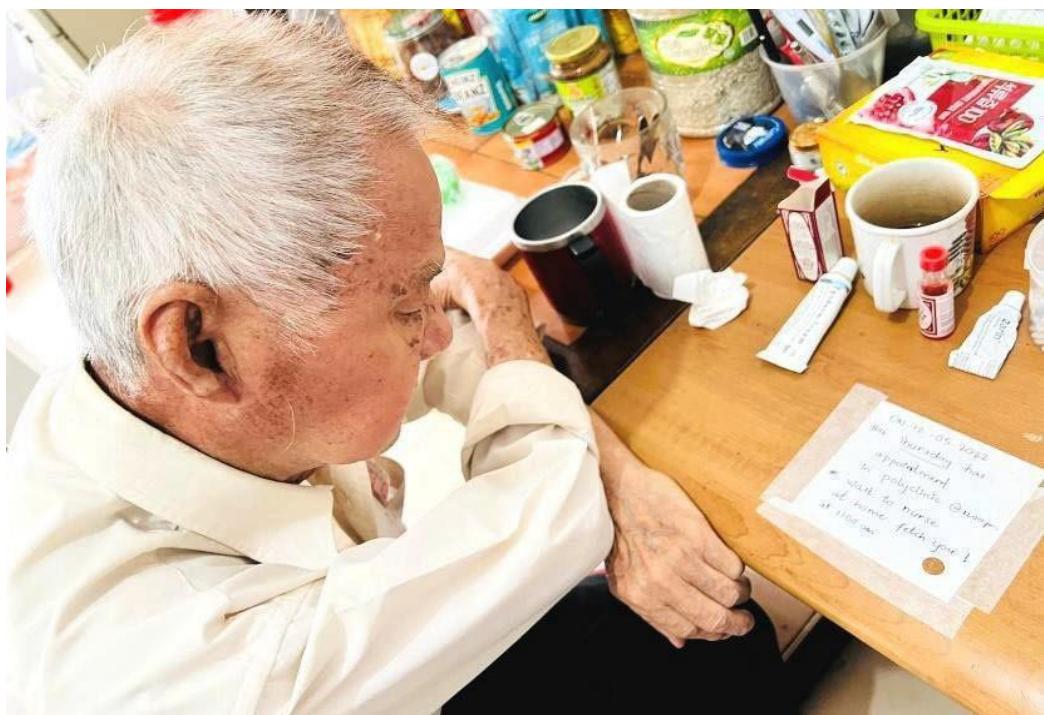
EN Theingi check client's temperature upon arrival at client's house.



EN Theingi check client's blood pressure



Laughter is the best medicine. A smiling face is a beautiful face



Client need a written reminder for his TCU. Look how serious he is reading his note!



*Your smile makes my day shine,
“Terima Kasih”*



*Happiness is receiving a small gift on an
Ordinary day*



Smile, it's free therapy!



Being happy never goes out of style!

Despite the COVID-19 pandemic outbreak, our nursing care for clients remain consistent.



Be happy in the moment, that's enough.



Be the reason for someone smiles

Another aspect of Home Nursing Department is providing In-house Training to improve healthcare skills.

In house lectures are conducted by ITE Trainers: Brandon (Nurse Manager),
Hkawn Shawng (Assistant Nurse Manager)

Participants are Nursing Aides (NA) & Healthcare Assistants. (HCA)

ITE training enable NA & HCA to upgrade their skills and knowledge in their career progression.

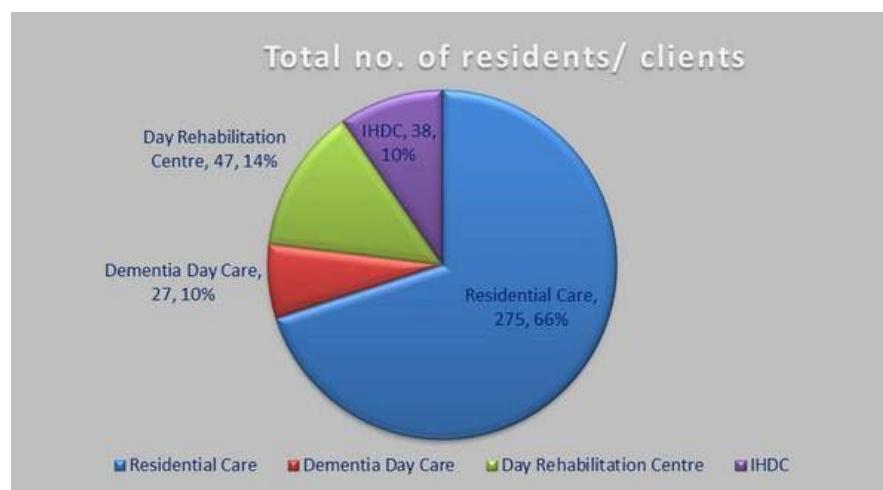
On the Job Training (OJT) with instructions and practice is provided so that trainees can develop knowledge, skills and competencies required to perform their job tasks effectively and efficiently.



OCCUPATIONAL THERAPY



DELIVERY OF OCCUPATIONAL THERAPY SERVICE



WHERE WE ARE

We have experienced our best year yet.

As I reflect back on 2021, I could not be more proud of many ways our team has exceeded expectations and made a positive impact on the health and well-being of those we serve especially during the Covid-19 pandemic outbreak. Our staffs have persevered through more than 2 years of the pandemic and continue to provide quality care to our residents and clients.



The Innovation

Ground breaking programmes will not be possible without the avid support from Mr Chian, our Executive Director, and Mr. Lucas Siah, Head of Social Worker Department, together with OT Team, we introduced a new technology and activity that encourage more active participation from our residents and clients. The OMI Vista Mobii Magic table is an Interactive Projection system that easily glides to those who need it projecting onto tables, beds and floors at the touch of a button. This “Magic Table” is good for Dementia Care as it enables engagement from its users and improve mood/outlook, social involvement, ability to share and enjoy among the residents.



The Training

Representatives from Nursing Department and Comm- Based Centres underwent the OMNI Mobii training to enhance their capabilities in ensuring continuity of this interactive activity for residents and clients.

The Initiatives

Our staffs supported the Covid-19 Vaccine Initiative campaign to increase vaccinations amongst staff by disseminating accurate information and awareness education.

Our accomplishment in 2021 towards patient care was shown on how we supported each other in times of adversity. We, staffs from OT department, had extended our support to the nursing and com-based departments affected by Covid-19 outbreak in the Home. This is a testament of the hard work and commitment of our OT staff.



PHYSIOTHERAPY

Year 2021 is a year of cruising through the COVID-19 pandemic. In year 2020, faced with the challenges in conducting physiotherapy with safe management in place, we have since adapted to the zoning, remote working and conduct simultaneous of PT programs in different zones for this year.

It was not an easy journey but allow me to share with you how our Physiotherapy department had to change the way we conduct physiotherapy exercises in the different zones during this pandemic.

Willingness to Change

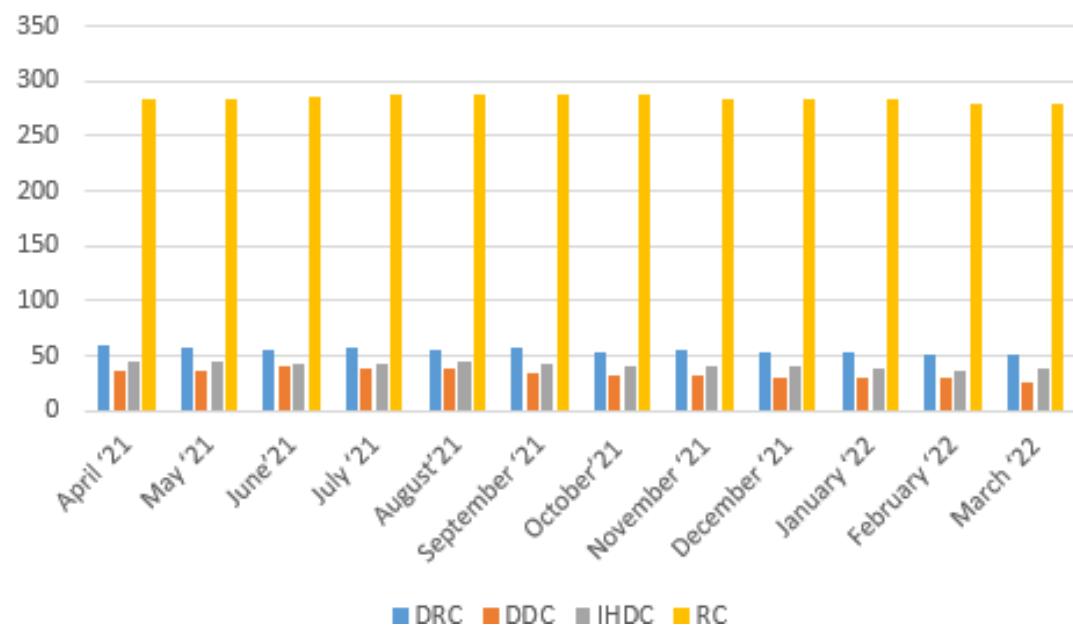
Embracing change is critical to who we can become. Wearing PPE during treatment and bringing the exercises closer to the residents is a major change in the way we manage PT sessions in all the zones.



Adapting to the change made me and my team realize that residents in different zones can have their PT exercises. Delivery of physiotherapy services became more efficient with the segregation in work places. The creation of PT satellite stations in every zone enabled more residents to participate in PT exercises on a daily basis.

Number of Clients/Residents seen by PT department from April 2021 to March 2022

| | DRC | DDC | IHDC | RC |
|---------------|-----|-----|------|-----|
| April '21 | 59 | 36 | 45 | 283 |
| May '21 | 57 | 36 | 45 | 284 |
| June'21 | 56 | 40 | 43 | 285 |
| July '21 | 57 | 39 | 43 | 289 |
| August'21 | 56 | 38 | 44 | 289 |
| September '21 | 58 | 35 | 42 | 288 |
| October'21 | 54 | 33 | 40 | 288 |
| November '21 | 55 | 31 | 40 | 283 |
| December '21 | 53 | 30 | 41 | 283 |
| January '22 | 53 | 30 | 38 | 283 |
| February '22 | 52 | 29 | 37 | 280 |
| March '22 | 52 | 26 | 38 | 279 |



Pictures below show the residents doing physiotherapy exercises conducted in different Zones.

Zone 1- located at Level 1 PT satellite station



DRC Clients at PT Centre



Zone 2 Residents in the PT Center



Zone 3 Dementia Residents in Dementia Ward



Zone 4/5- Grace residents in Grace Building



IHDC Clients in Auditorium



DDC clients in Dementia Day Care Center



Resilient Spirit

These changes made us resilient to face challenges in the new norm. Now we are more confident and self assured after working through this COVID-19 pandemic. My team felt greater love and compassion for the elderly residents, appreciated them more and empathized with them when they were infected with the virus.

In Swami Home standing together as a family is noticeable to everyone. We are a team! We are a family!

Meet our resilient and tenacious team from Physiotherapy Department.



Standing from Left to Right:

Salma Bte Abdullah (STA), Tulasidharan (TA), Jigz Fernandez (TA), Christopher Vidal(SPTA)

Sitting From Left to Right:

Hazel E. ramos (SPTA), Gladys Joy Guiab (PT), HOD, Lennie Flores (SPTA)

PUBLIC RELATIONS

SERENA TAN | SIMIN HUANG



Achievements

- The number of volunteers supporting Meals-on-Wheels has increased.
- Cash donation has increased by approximately 25%.
- Donations-in-Kind estimated value has increased by approximately 70%.
- Birthday cakes for individual clients under the care of Meals-on-Wheels on monthly basis.
- A minimum of 4 meals sponsorship a month for residents

Donations Received:

- **FY2021/22**
S\$590,513.11
- **FY2020/21**
S\$472,564.10
- **FY2019/20**
S\$382,465.27

Overview

It was another challenging year for everyone across the world.

SWAMI Home is grateful to our donors, volunteers, and partners for their continued support despite the difficult time.

We are finally moving on from Covid-19 pandemic to an endemic, and we look forward to seeing all the familiar faces in the Home again.

“Giving is not just about making a donation. It is about making a difference.”

— Kathy Calvin



Online Engagement

Our volunteers and partners continue to keep in touch with our residents through online engagement and are all looking forward to visiting the residents soon.



*“Volunteers
don’t get paid,
not because
they’re
worthless, but
because
they’re
priceless.”*



Volunteers

With the increase of volunteers, this has enabled the Home Help Service to serve more of the elderly in the community through our Meals-on-Wheels (MOW) programme.

Come rain or shine, the volunteers from Singapore Le Shan Organization are here to support the delivery of the meals to the community.



Donations-in-kind

Extending festive celebration to the elderly living in the community.

Singapore Le Shan Volunteer Organization not only supported the delivery of meals, but also pooled donations to purchase goodie bags of dry provision/essential items to our MOW clients.

Adding on, birthday cakes are also scheduled to be distributed every end of the month to the birthday celebrants of the month.

**“It’s not how
much we give but
how much love
we put into
giving.”**

– Mother Teresa



Meals Sponsorship

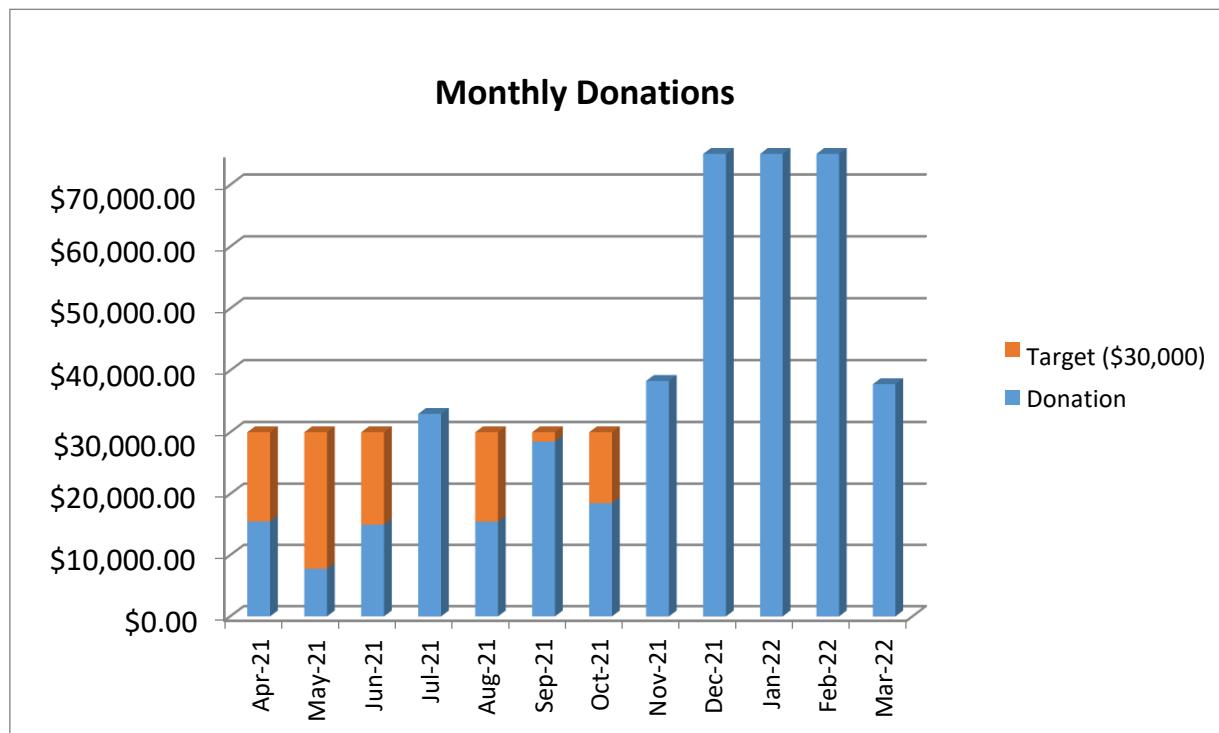
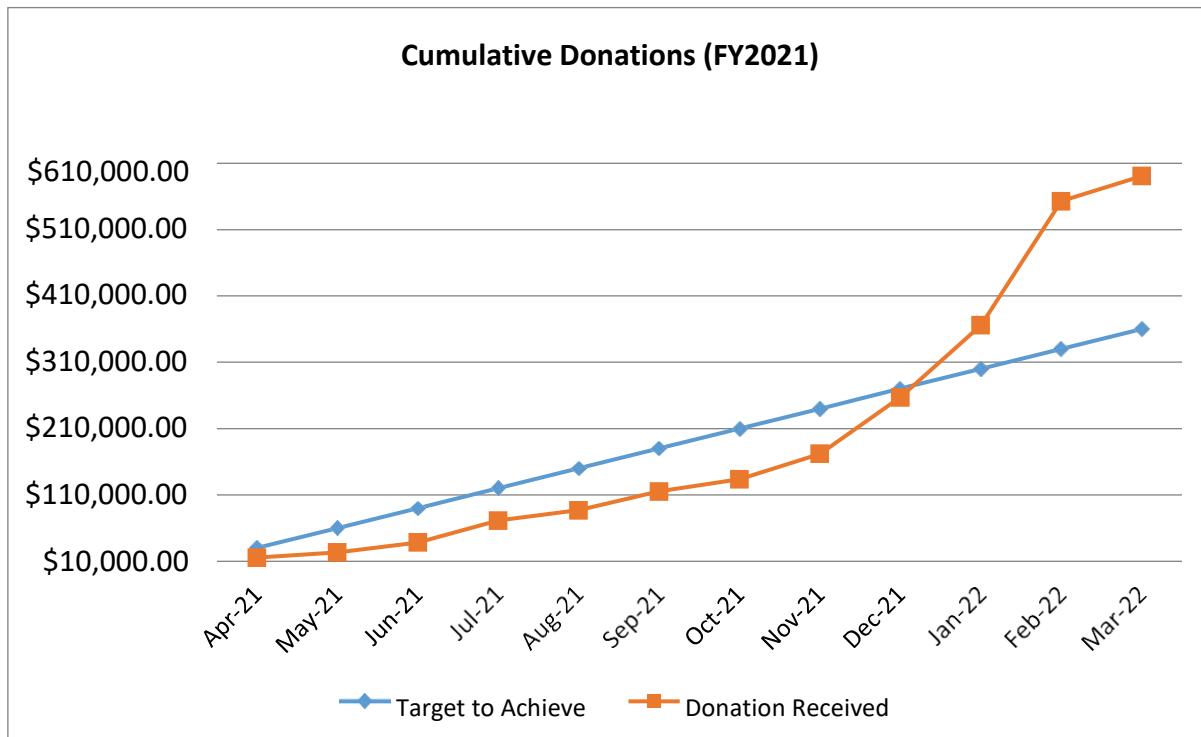
What can be happier than eating tasty and good food?

Public Relations has secured a minimum of 4 meals sponsorship for our residents on monthly basis.

- At least 4 special meals a month.
- Hawker food feast every quarterly.
- Birthday celebrations with residents every quarterly.
- Birthday cakes for Meals-on-Wheels clients on their birthday month.

Donations

- FY2021/22: S\$590,513.11



HUMAN RESOURCE DEPARTMENT

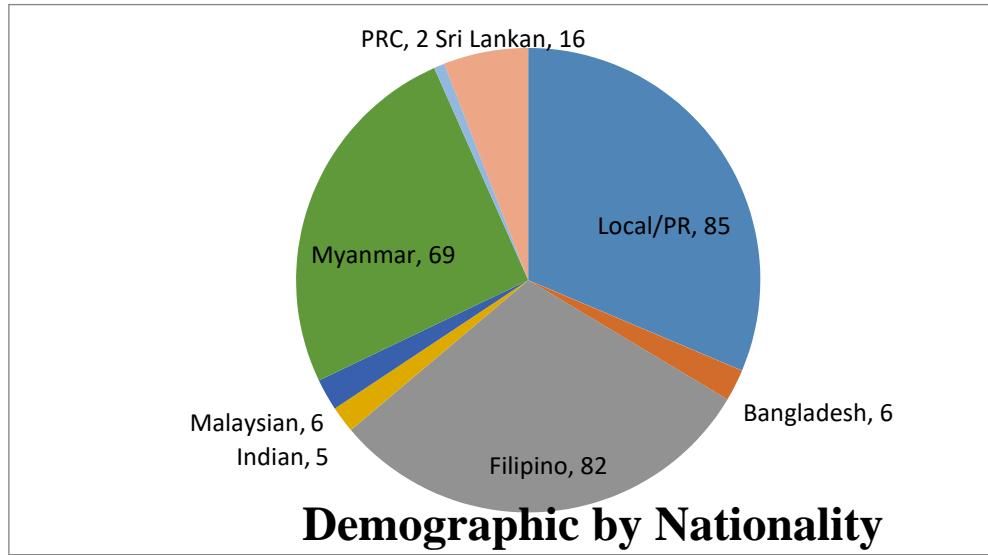
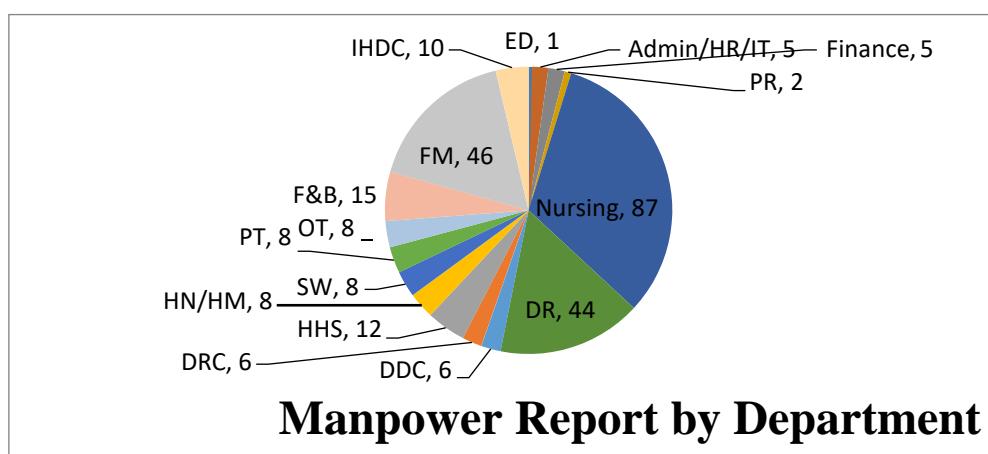
It was challenging for Human Resources Department to maintain existing strategies such as motivation, retention and engaging staff during the coronavirus pandemic.

To attract new talent with staying power, we have to be honest about what it's like employing the right employees who are inspired and passionate to work in the healthcare sector.

In order to enhance staff performance, we will ensure that individuals in SWAMI Home have the pre-requisite skills, expertise and the right attitude to perform their roles and duties.

Staff Strength

The staff strength of Swami Home as at 31st March 2022 is 271 reflecting a decrease of 15 staff as compared to last financial year.



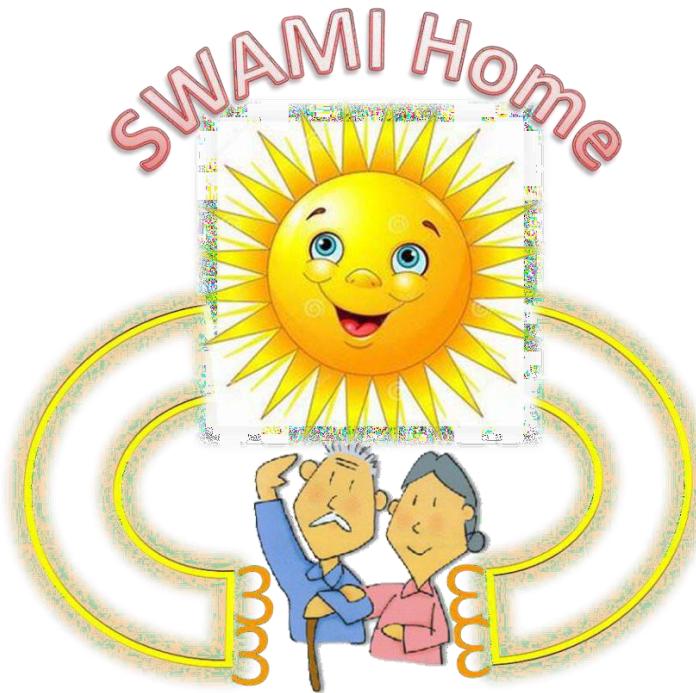
Training

Training courses are restricted and limited during this pandemic period.
Our staff attended training courses that are mainly from the following Institutions / Organisations:-

| NO | COURSES | NAME OF INSTITUTION / ORGANIZER | QUANTITY |
|-----------|---------------------------------------|--|-----------------|
| 1 | COMMUNICATIONS | IELTS UNIVERSITY | 2 |
| 2 | ENVIRONMENT, HEALTH AND SAFETY | HMI INSTITUTE | 56 |
| | | XPRIENZ | |
| | | INSTITUTE OF TECHNICAL EDUCATION (ITE) | |
| | | SINGAPORE ASSOCIATION OF OCCUPATION THERAPISTS | |
| | | SINGAPORE POLYTECHNIC | |
| 3 | NURSING | ST LUKE'S ELDER CARE | 21 |
| | | ALZHEIMER'S DISEASE ASSOCIATION | |
| | | AGENCY FOR INTEGRATED CARE | |
| | | NATURAL NEURISCIENCE INSTITUTE (SINGHEALTH) | |
| | | RENCI LEARNING ACADEMY | |
| | | NATIONAL NEUROSCIENCE INSTITUTE – SINGHEALTH | |
| | | KTPH GERI CARE | |
| | | TSAO FOUNDATION | |
| 4 | NUTRITION | SHRM COLLEGE | 1 |
| 5 | PSYCHOSOCIAL AND MENTAL HEALTH | SOCIETY FOR CONTINENCE (SINGAPORE) | 9 |
| | | ST LUKE'S ELDER CARE | |
| | | INSTITUTE OF MENTAL HEALTH | |

SOCIAL WORK DEPARTMENT

Overview of Service



The key mission of Social Work Department is to promote a dignified care environment where we value respect for the equality, worth, rights and privacy of all people we serve.

Our approach is providing holistic care to our residents by looking into the profile of the residents in SWAMI Home. Through individual profiling, we gather information on the preferences and needs of our residents and this enables us to provide specific programmes and activities to cater to the needs of residents of various age groups. We also involve the resident, resident's family, our co-workers and various external partners whom we collaborate with to move beyond providing quality care to enhancing value of personhood for our residents and clients.

Current Staff Strength

HOD: 1

Social Worker: 1

Social Work Assistant: 2

Programmer Coordinators: 2

Roles of Social Work Department during COVID-19 Pandemic

With the ongoing COVID-19 pandemic, this has brought about a new set of challenges to Social Service Agencies and this includes SWAMIHome, which the Home has to react swiftly to adapt to changes in order to address these challenges strategically. Current work processes are reconstructed and transformed in compliance with the COVID-19 restrictions such as safe distancing measures and zoning to ensure no disruptions to service delivery. As Singapore progresses into the endemic status of COVID-19, the Home's key focuses are to provide continual support to the relevant stakeholders and service users. The following are some of the examples illustrating how the work of the Social Work department has been transformed amid the pandemic when addressing the needs of our residents, residents' families and staff.

Residents and Families

1) Emotional Support

With the COVID-19 restrictions and zoning in place, Social Work team embraced technology and digitalisation even in the day-to-day communications with residents and their families. The team taps on tele-conferencing tools and communicates with residents or their family members virtually, if extended communications are required. This allows the team to better understand their concerns and to offer emotional support. Social Work team also recognize the psychological impact on residents and family members as a result of the COVID-19 restrictions, especially when physical visitations or short leave are temporarily suspended and the residents are to remain in the nursing home. The team also engage in efforts to plan and celebrate individual resident's birthday with their family members and make the celebration a memorable one in the homely environment amid this pandemic. This also include residents who are bedbound or with no next-of-kin.



2) Visitation Management

During the peak of COVID-19 pandemic, Ministry of Health announced the suspension of face-to-face visitations from residents' families in order to protect the vulnerable elderly and to keep the COVID-19 infection rates low. Recognizing that social interaction between residents and their family members is vital to residents' emotional well-being, Social Workteam co-ordinated with family members and nursing team in scheduling video calls conducted through digitalised platforms such as WhatsApp or Zoom meeting, to allow family members to connect with their loved ones during that difficult period.

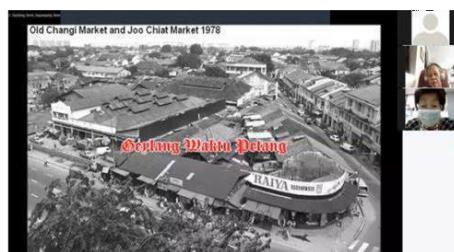


Virtual Communications

Subsequently, with the resumption of physical visitations (restrictions to the number of visitors per resident still apply), video calls is still the preferred mode of communication between residents and their loved ones, as it also allows multiple family members to join in the video calls.

3) Social Activities for Residents

Social Work Team has a high level of change-readiness and has pivoted to using technology to conduct social activities for residents during this pandemic. During pre-COVID-19 times, the team would bring residents to the physical karaoke room for their weekly singing sessions. When this was subsequently restricted, Social Work team then conducted the karaoke sessions virtually with the residents using the tablets with individual headsets, whereby residents can sing along and interact with the staff during the activity. Social Work team also engaged in educational efforts and trained the elderly residents to use the tablets, especially when they are not familiar with technology and not receptive to it. It is heartening to see that just merely after a few sessions, most residents became adept at using the tablets and this has greatly reduced the preparation time for the activity. Due to the convenience of setting up the sessions remotely, this arrangement continues even when the staff has to work from home.



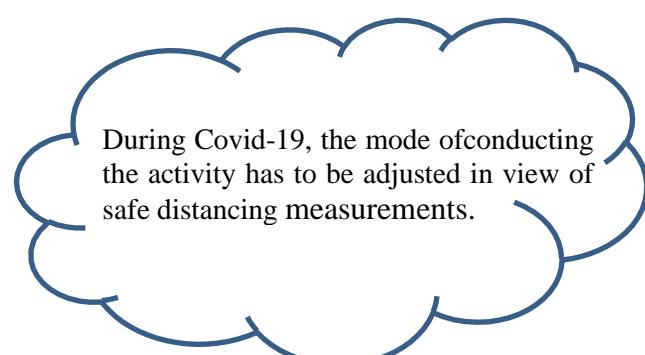
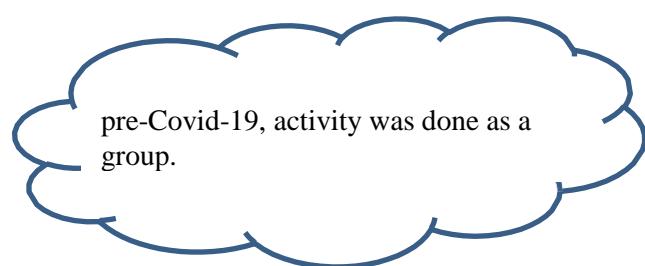
Virtual Karaoke Sessions

Another activity is the cooking session, in which during pre-COVID-19 times, Social Work team will conduct the activity physically with the resident as the resident guides staff through the individual procedures. During the COVID-19 situation, Social Work team also incorporated technology for this activity, such that staff would obtain the recipe and cook the dish together with the resident virtually via video call, in which the resident can still guide the staff on the cooking process, albeit remotely. At the end of the day, resident will still get to taste the food that Social Work team has cooked based on the resident's recipe. Thus, the essence of the activity has not changed, what has changed is the mode in which we conducted the activity.



Virtual cooking session

Tai Chi is another activity, which Social Work team has to make adjustments to the mode of conducting the session depending on the changes to the COVID-19 situation.



Collaboration with Partners

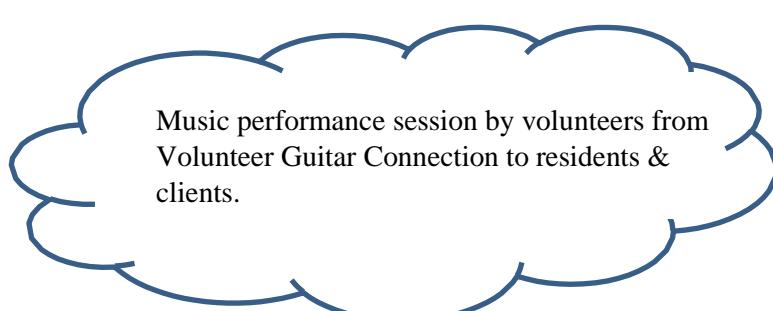
Social Work team also coordinate with partners to arrange for activities/awareness talks to be conducted virtually for the nursing home residents and centre-based clients in view of COVID-19 pandemic.

One of the awareness talks organised with Heartware Network was on the topic of “Detecting Online Falsehood”. During the talk, it discussed about ways to detect fake news so that seniors are more aware of its different forms, and in turn benefit from the real and accurate news online especially during the times of COVID-19 situation whereby accuracies on the pandemic situation are very important.



Detecting Online Falsehood

On-line Music Performance Session by volunteers from Volunteer Guitar Connection to residents & clients.



Baby Rhinoceros Virtual Programme by Wildlife Reserves Singapore



4) Festive Celebrations and Small-group Activities for Residents and Clients

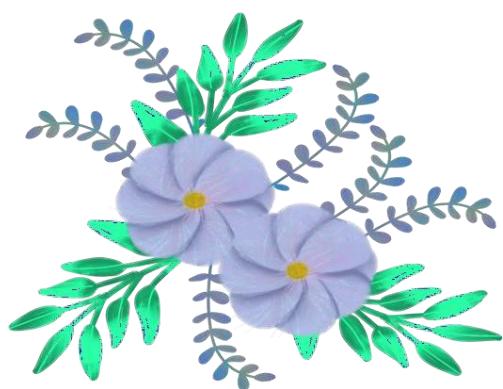
Before COVID-19 pandemic, there were outings for residents and centre-based clients during festivities, but due to the pandemic, all outings have been suspended. In addition, large-group activities with residents were also suspended as well. Social Work team coordinated to purchase special food and goodies for residents and centre-based clients according to their preferences and also organized small group activities for them. This serves to cheer residents and clients to immerse in the festivity mood and continue to engage in activities despite not being able to leave the nursing home premises amid the pandemic.

The following are some examples of the events and activities that were coordinated by Social Work team during this period:

Having McDonald's meal while watching National Day Celebration on TV!



Parents' Day Celebration 2021





Christmas Day celebration
for residents & clients from
Centre-based & Home Care



Joyful day where residents
get to eat the food they want.



5) Adaptive Sports Challenge 2021 - Overall Champion

Adaptive Sports Challenge 2021 @ Nee Soon was organised by Chong Pang Community Sports Club, in partnership with Sree Narayana Mission Nursing Home, AIC and Sports Singapore. It involved 4 nursing homes situated around Nee Soon GRC, namely All Saints Home (Yishun), Sree Narayana Mission, Villa Francis Home for the Aged and Sunshine Welfare Action Mission (SWAMI Home).

It is the first time that nursing homes participate in a virtual adaptive sports challenge in view of the COVID-19 pandemic. A total of 3 sports were played: Ladder Toss, Wheelchair Racing & Sport Stacking. SWAMI Home attained first place in Ladder Toss and Wheelchair Racing and 1st runner-up place in Sport Stacking. SWAMI Home emerged as the Overall Champion for the Adaptive Sports Challenge 2021 and residents and staff were all thrilled by the win!

The image is a promotional poster for the Adaptive Sports Challenge 2021. At the top, it says "ADAPTIVE SPORTS CHALLENGE 2021 @ NEE SOON". Below that is the SWAMI logo. To the right, it says "OVERALL CHAMPION: SWAMI HOME". The poster features four photographs of SWAMI team members in wheelchairs, each holding a trophy and making a peace sign. The top-left photo shows three trophies on a table. The other three photos show the team members in a room, with one in the center holding a trophy and the others in the background.



Thrilled by the Win!



Support Extended to Staff

Purchase of Essential Items

During circuit breaker period, when nursing staff were required to stay in-house and unable to leave the premises to buy their necessities, Social Work team took on the role to assist the staff to purchase the essential items for them on a weekly basis, packed and distributed the items to the staff. This arrangement continued post-circuit breaker.

Distribution of Care Packs for Staff

To recognize and appreciate all staff for their hard work, Social Work team coordinated on the purchase of care packs and distributed them to the staff as a token of appreciation for their resilience and courage during this difficult COVID-19 pandemic.



Conclusion

Social Work Department will continue to improve the living environment for the residents and staff of SWAMI Home by making it more conducive and interactive through the motto of:

“Think Good, Speak Good, and Do Good.”

Bhagavan Sri Sathya Sai Baba
Staff of Social Work Department



Front Row (from left): Chan Jia Xin (Programme Coordinator), Joney Song (Programme Coordinator)

Back Row (from left): Jutlandia Tan (Social Work Assistant), Cheng Ching Shean (Assistant Manager), Lucas Siah (Senior Manager), Doris Teo (Senior Social Work Assistant), Sherilyn Hang (Programme Coordinator), Tok Yanshuang (Social Worker)

**SUNSHINE WELFARE ACTION MISSION (SWAMI),AUSTRALIA
19, SANDRINGHAM PROMENADE, CANNING VALE, 6155**

MANAGEMENT COMMITTEE ANNUAL REPORT 2021-22

Introduction

This report covers the following activities of SWAMI (WA) for the period from April 2021 to March 2022.

Self-Confidence & Life Skills Program

The foundation of the Self-Confidence & Life Skills program is based on basic human values. This program has been launched in the Armadale and Kelmscott areas through Minnawarra House. The volunteer group has been organised since September 2015 to provide community service to children and youth from low socio-economic and Indigenous families. Furthermore, many of them come from difficult family situations and do not have adequate emotional support and guidance for right living. The values that SWAMI Australia team members model include compassion, love, generosity, kindness, non-violence and creativity with the hope that these young people can imbibe these qualities to become useful members of society.

We conduct a monthly health awareness program including hand hygiene, nutrition, bone health etc to improve the quality of life of these children and their families. A Life Skills program aimed at instilling self-confidence is interactive and engaging through videos, discussions, games and other activities.

We have seen many changes and improvement in the lives of these children from when we first started interacting with them a few years ago. Those who were shy and closed-up, are developing confidence and now mingle easily with our volunteers. Others who were violent have softened and become more considerate than before. These children now look forward to coming to the next session for bonding and sharing love, an experience that volunteers and attendees cherish together.

Divine Kitchen Program (formerly known as Food Bank)

In the early years, Sunshine (SWAMI Australia) organisation has been conducting a monthly Food Bank service program in Minnawarra House for over 30 poor and needy families. The service includes donations of basic relief food hamper such as rice, pasta, milk and various types of canned foods and also preparing about 60-70 packs of soup-meal for the needy families on monthly basis. Since year 2020, the volunteers have doubled-up the meal packs contribution under the new Divine Kitchen service program. This new initiative is carried out every fortnightly and provides about 140 packs per month for weekly distribution to all the needy families especially during these challenging times.

There are about 15 volunteers and members who carry out the vegetarian meal cooking preparations in Minnawarra House kitchen on every alternate Sundays. There were also some generous donors who have donated fruits, vegetables and rice packets for the Divine Kitchen service program. SWAMI Australia will always continue serving the community in the Minnawarra House area in the Armadale suburb for the poor and less fortunate people.

Blanket Donation Service with Divine You (Narrogin)

In addition to the ongoing regular services, SWAMI Australia have also sponsored 100 blankets for distribution to needy people in Narrogin during winter as requested by Divine You, Narrogin. This contribution was achieved through 20 generous donors in May 2021.

Conclusion

The Management Committee takes this opportunity to thank all the members, volunteers, and other well-wishers for their support thus far. As a gesture of appreciation, a High Tea was organised in January 2022 which was enjoyed by all.



Year 2021 Christmas Celebration – Gifts by Santa (Minnawarra House)



Year 2021 Christmas Celebration – Group Photo (Minnawarra House)



Divine Kitchen Vegetable Cutting (Minnawarra House)



Divine Kitchen Vegetable Cutting (Minnawarra House)



Divine Kitchen Vegetarian Meal Preparation (Minnawarra House)



Divine Kitchen Relief Food Hamper Contributions (Monthly)



Divine You - Service Flyer (Narrogin)



Divine You Blanket Donation Service (Narrogin)



Divine You Blanket Donation Service (Narrogin)



New Year 2022 Hi-Tea Function (Group Photo)