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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

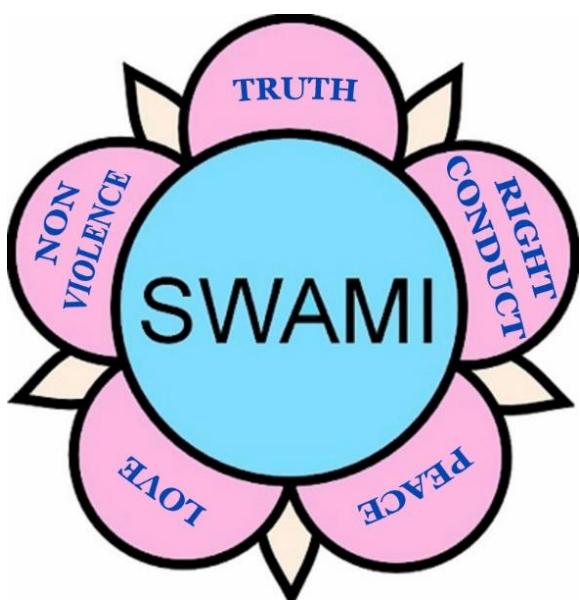
SUNSHINE of Love and Friendship.

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.



DO WE NEED CHALLENGES?

An old, matured, seasoned farmer, one day, was very angry with God though he was a great devotee. He said to God in his morning prayer, "I have to tell it as it is — enough is enough! You don't understand even the ABC of agriculture! When the rains are needed, there are no rains; when the rains are not needed, You go on pouring them. What nonsense is this? If you don't understand agriculture, You can ask me — I have devoted my whole life to it. Give me one chance; the coming season, let me decide and see, what happens."

It is an ancient story. In those days people had such trust that they could talk directly to God, and their trust was such that the answer was bound to happen. God said, "Okay, this season you decide!" So the farmer decided, and he was very happy because whenever he wanted sun there was sun, whenever he wanted rain there was rain, whenever he wanted clouds there were clouds.

And he avoided all dangers, all the dangers that could be destructive for his crops; he simply rejected them — no strong winds, no possibility of any destruction to his crops. And his wheat started growing higher than anybody had ever seen; it was going above a man's height. And he was very happy.

He thought, "Now I will show Him!" And then the crop was cut and he was very puzzled. There was no wheat at all — just empty husks. What happened? Such big plants — plants big enough to have given wheat four times bigger than ordinary wheat — but there was no wheat at all. And suddenly he heard laughter from the clouds.



God laughed and He said, "Now what do you say?" The farmer said, "I am puzzled, because there was no possibility of destruction and all that was helpful was provided. And the plants were growing so well, and the crop was so green and so beautiful! What happened to my wheat?" God said, "Because there was no danger — you avoided all danger — it was impossible for the wheat to grow. It needs challenges."

We all flee from pain and seek pleasure forgetting there are times in everyone's life when something constructive is born out of adversity. When things seem so bad it prompts us to escape the burden and realize our strength, either through creating healthy changes in our outer world or transforming ourselves inside and realizing our hidden potential.

Bhagavan Baba has explained the mystery of suffering to us in the following words:

"When suffering comes, why do you estrange yourselves from the Lord? He gives you suffering for your own good, for the advancement of your devotion. If suffering is granted, you seek peace, you search for knowledge of the mystery, you go to wise men to listen to aspects of the truth. Without suffering, sweetness cannot arise."

DOES GOD EXIST?

In a mother's womb were two babies. One asked the other: "Do you believe in life after delivery?" The other replied, "Why, of course. There has to be something after delivery. Maybe we are here to prepare ourselves for what we will be later."

"Nonsense", said the first. "There is no life after delivery. What kind of life would that be?"

The second said, "I don't know, but there will be more light than here. Maybe we will walk with our legs and eat from our mouths. Maybe we will have other senses that we can't understand now."

The first replied, "That is absurd. Walking is impossible. And eating with our mouths? Ridiculous! The umbilical cord supplies nutrition and everything we need. But the umbilical cord is so short. Life after delivery is to be logically excluded."

The second insisted, "Well, I think there is something and maybe it's different than it is here. Maybe we won't need this physical cord anymore."

The first replied, "Nonsense. Moreover if there is life, then why has no one ever come back from there? Delivery is the end of life and after delivery there is nothing but darkness and silence and oblivion. It takes us nowhere."

"Well, I don't know," said the second, "but certainly we will meet Mother and she will take care of us."

The first replied "Mother? You actually believe in Mother? That's laughable. If Mother exists then where is she now?"



The second said, "She is all around us. We are surrounded by her. We are of her. It is in her that we live. Without her this world would not and could not exist."

Said the first: "Well I don't see her, so it is only logical that she doesn't exist."

The second replied, "Sometimes, when you're in silence and you focus and you really listen, you can perceive her presence, and you can hear her loving voice, calling down from above."

Isn't that a beautiful allegory of life, afterlife and more importantly the presence of God? To lead a practical life in the world we must use rationality. And rational thinking is fed by the inputs we receive from the senses. But the truth that we forget is, even our rational thinking is not completely based on what we see or hear. Comprehension involves what we directly perceive through our senses, plus our abilities to extrapolate and connect the seen with the unseen.

So when one ridicules a believer of God for believing in the unseen, he is equally irrational for his conclusions too are based on incomplete evidence. Explaining this Swami once said,

"You see a plane zooming in the sky; someone tells you that it is flown by a pilot but you refuse to believe, because you do not see him from where you are. Is this correct? You must go into the plane to see the pilot; you cannot deny his existence, standing on the ground. You have to guess that the plane must have a pilot."

So too seeing the universe, you have to guess the existence of God, not deny Him because you are not able to see Him. People do not believe in God but they believe newspapers and the news they publish about things they do not see or cannot see. They believe what their ears hear, more than what their eyes see or minds experience. A blind man is in darkness and when he denies there is light, we need not attach any value to his denial." - Shivaratri, 19 February, 1966

We certainly cannot believe in everything that we have not seen or everything that is mere hearsay. But openness is an essential quality even for a rational mind.

But come to think of it, how lucky are we? In the above example Swami says that to see the pilot one has to go up to the aeroplane. But on another occasion, He explained how sometimes the plane itself lands and it becomes easier to see the 'pilot'. Swami says, that is what happens when the Lord descends as an Avatar. But that does not mean we get carried away by the idea that the Lord was then with us and is now no more.



The Lord is not up in the skies or in a distant land. Like in that story, we live in God, like a foetus in the mother's womb. When our existence in life is based on that faith that the Lord is all around us and is there to provide all the nourishment we need, would we find the necessity to cry for them?

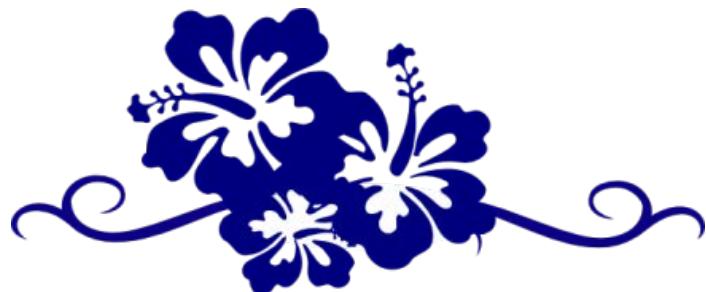
Faith is believing in that which cannot be always seen, but is there to be recognised and felt only if we wish to and strive for it. We leave you with what Swami said on Guru Poornima Day of 1986:

"Faith in God is the bedrock on which one's life should be built. All the scriptures one may read, all the rituals one may practise and the mastery of the Upanishads or the Gita will be of no avail if there is no deep faith in God. They will be mere physical or intellectual exercises only. They may even strengthen the delusions regarding the body-mind complex.

Deepen your faith in God. Without God how can all the marvels in the cosmos be accounted for? By whose power are millions of stars held in their places? How does the earth turn on its axis without an axle? How does the wind blow to give gratuitous comfort to one and all? These phenomena are beyond human power. All these are the work of the unseen Power acting from behind the screen. It is the Unseen that sustains the seen. It is the power of God."

"Life is a song - sing it.
Life is a game - play it.
Life is a challenge -
meet it.
Life is a dream -
realize it.
Life is a sacrifice -
offer it
Life is love - enjoy it."

Sai Baba



PRESIDENT'S MESSAGE

As we entered into the 37th anniversary years of SWAMI Home, it is remarkable to note that SWAMI Home has gradually evolved into a unique place of not what you would normally expect in a typical nursing home. Our Nursing Home's environment is positively clean and warm with love. It is our dedicated staff who truly make the remarkable difference, that is, they have a passion and compassion in caring for others and this is reflected throughout the Organization.

The standard of nursing care in the Healthcare industry has been continuously changing over time but one thing that remained the same since we first started in 1986 is our commitment to high standards of nursing care for our elderly residents as well as the day care clients, regardless of who they are or their ability to pay. We are proud that we are fulfilling our Home's Mission of "Service to Man is Service to God" in selfless service for a Not-for-Profit Organisation. Our Founder's teachings on selfless service and selfless love has guided our Management Committee to make rational and moral decisions based on what is right and cost effective rather than cost saving.

The highlight of various activities and projects carried out during the year are briefly summarized as follows:-

COLLABORATION WITH KHOO TECK PUAT HOSPITAL (KTPH) ON GERICARE WITH FUNDING FROM MOH

On April 2022, our nurses attended training on Geriatric care conducted by KTPH Nurses. Arrangements have been made for either weekly visits or tele-consult with KTPH Consultant for our elderly cases selected by RN. A KTPH Nurse review the Advance Care Plan (ACP) or Preferred Plan of Care (PPC) of our residents on a weekly basis.

CELEBRATION OF NURSES' DAY

On 5 and 12 August 2022, SWAMI Home celebrated Nurses Day at Amara Sanctuary, Sentosa. Some donors and Le Shan Volunteers were invited. These volunteers assist to deliver "Meals on Wheels" to our elderly clients in the community on daily basis under our Home Help Services program.

HORTICULTURAL THERAPY GARDEN

The construction of Horticultural Therapy Garden named as "Garden of Joy" was completed sometime in February 2023. This garden is used mainly for therapeutic purposes by our elderly residents and daycare clients, majority of whom are demented. Planting and watering of plants and vegetables by these elderly, have many therapeutic benefits for physical and mental health. Gardening encourage positive mental stimulation. It can clear your mind and reduce stress as you become one with nature. By exercising as in planting and watering the plants, gardening can produce positive feelings and reduce anxiety and depression.

The elderly can also feel a sense of accomplishment in seeing the fruits of their labour a few months later.

RELOCATION OF LAUNDRY FACILITY

During the year 2022, our laundry facility has been upgraded and relocated to a bigger area from Level 4 (Sunshine Building) to Level 1 (Main Building). The operational efficiency and convenience for the laundry staff have definitely improved with the purchase of the new upgraded laundry equipment (washers and dryers).

UP COMING PROJECTS

Major renovations and repainting works will be carried out in mid-2023 to provide better dementia friendly environment and features under the Dementia Friendly Improvement Project funded by MOH.

The cyclical maintenance to carry out building repainting works every 5 years will be starting in August 2023.

FINANCIAL PERFORMANCE

For the financial year ended March 2023, the Home managed to net a surplus of \$347,775.00 given the high inflation and uncertain global economic situations. The total gross income was \$19,819,504 (FY2022/2023) compared to \$19,536,820 (FY2021/2022).

Total operating and administrative expenses was \$18,136,021 (FY2022/2023) compared to \$18,201,112.00 (FY2021/2022) as a result of higher manpower and operating costs.

Finally on behalf of the Management Committee, I would like to sincerely and gratefully thank our generous donors, volunteers, staff and fellow Management Committee members for their continuous support, dedication and hard work to keep our residents, staff and clients safe, healthy and happy.

From Mr Yap Boon Phye,
President of Management Committee

MANAGEMENT COMMITTEE

(Term: 1st October 2022 to 31st August 2024)



Left to Right

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

Not In Picture

- **Chong Ah Man** - Committee Member

* Mr. Ramon Quek was a Committee Member from September 2022 to February 2023

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 the matter.

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 2023, assuming that SWAMI Home receives no income from MOH, patients and donors, the accumulated surplus would enable SWAMI Home to sustain cost base of FY22/23 for 2.25 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 2022 to March 2023 is available in the external Auditor's report.

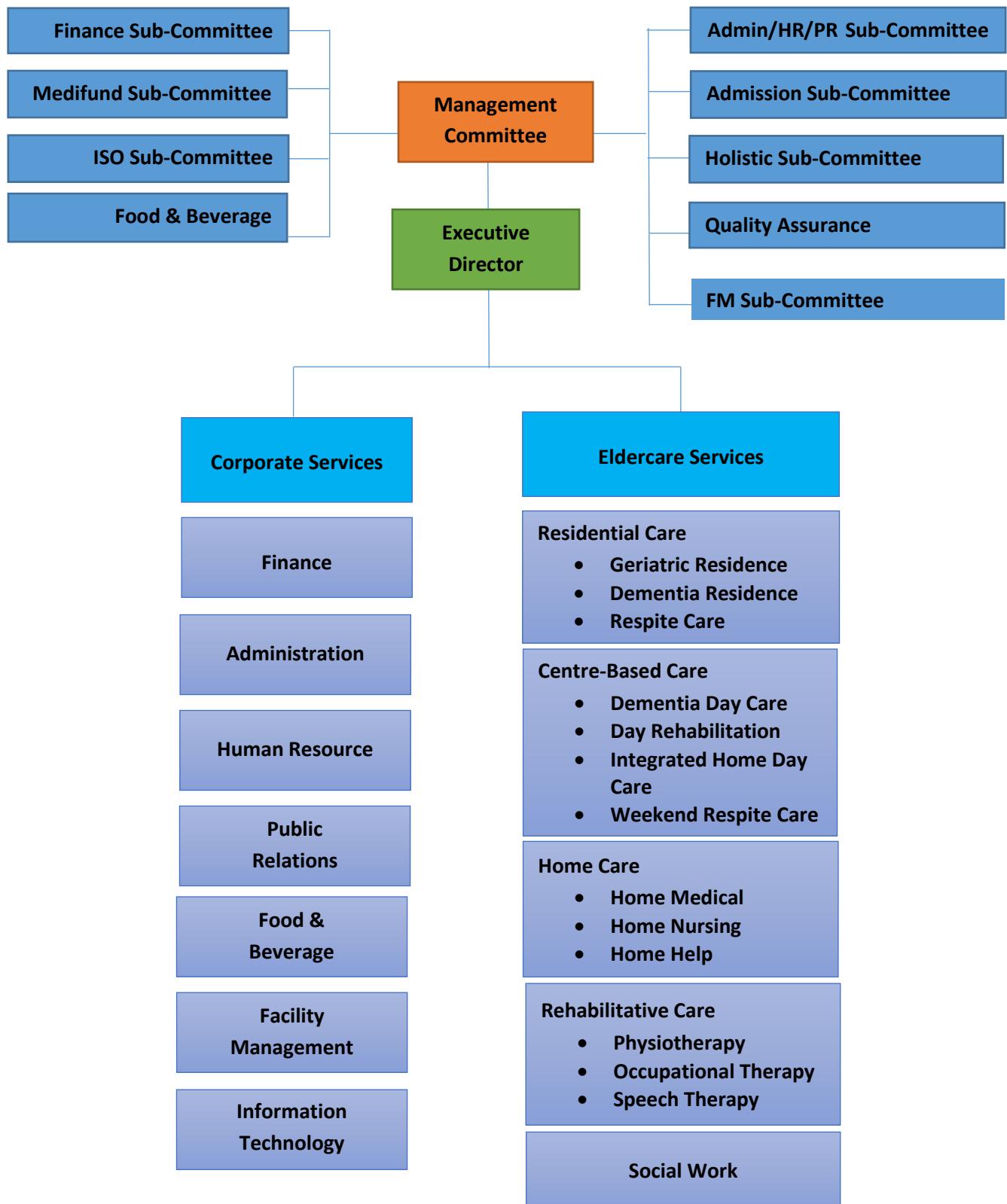
Management Committee Members

SWAMI Home has ten Management Committee Members who voluntarily commit their time & effort in helping the elderly sick and poor alleviate their pain and suffering to live a dignified and comfortable life in their golden years.

These Management Committee members are professionals who apply their working experience and knowledge in guiding the office staff in the management and operations of SWAMI Home. They have also established contacts with donors and volunteers who faithfully support SWAMI home in donations and donations-in-kind all these years.

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
Tel :65103331
Email:chian@swami.org.sg

Human Resource

Constance Tan, Senior Manager
Tel :65103334
Email :constance@swami.org.sg

Administration

Esther Lim, Manager
Tel :65103337
Email :esther@swami.org.sg

Finance

Chen Zhen Zhen, Manager
Tel :65103341
Email :zhenzhen@swami.org.sg

Public Relations

Serena Tan, Senior PR Executive
Tel :65103336
Email :serena@swami.org.sg

Facility Management

Rajeeththan Pooraneshwaran, Manager
Tel :65103346
Email :rajeeththan@swami.org.sg

Information Technology

Kelum Krishantha, IT Executive
Tel :65103347
Email :kelum@swami.org.sg

Food & Beverage

Derrick Chang, Manager
Tel :65103349
derrick@swami.org.sg

Residential Care

Tan Ai Suan, Assistant Director, Nursing

Tel :65103356

Email :aisuan@swami.org.sg

Day Rehabilitative Centre

Annabel Bea, Centre Manager

Tel :65103386

Email :anabel@swami.org.sg

Dementia Day Care Centre

Calvin Mong, Nurse Manager

Tel :65103388

Email:calvin@swami.org.sg

Integrated Home & Day Care Centre

Arokiamary, Nurse Manager

Tel :65103366

Email:maryhnhm@swami.org.sg

Home Nursing & Home Medical

Hkawn Shawng, Asst. Nurse Manager

Tel :65103380

Email :Hkawn@swami.org.sg

Home Help Services

Cheng Ching Shean , Manager

Tel :65103378

Email :cheng@swami.org.sg

Social Work

Lucas Siah, Senior Manager

Tel :65103375

Email:lucas@swami.org.sg

Physiotherapy

Gladys Gulab, Physiotherapist

Tel :65103382

Email:gladys@swami.org.sg

Occupational Therapy

Seidel Sarinas, Occupational Therapist

Tel :65103383

Email:seidel@swami.org.sg

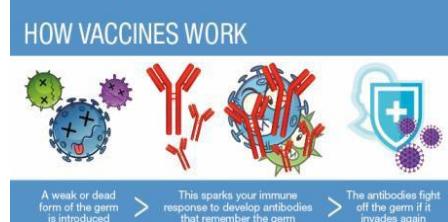
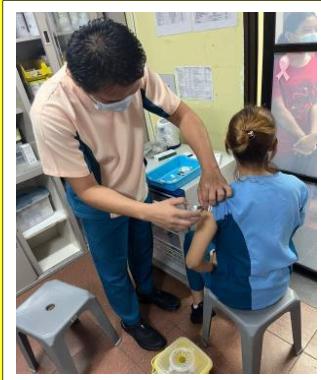
RESIDENTIAL CARE

COVID-19 has challenged health systems worldwide, especially the Health Care Workforce, a pillar crucial for health systems resilience. Nurses and Health Care Workers played a vital role during the fight against COVID- 19 pandemic. We were actively involved in the long drawn battle in fighting the pandemic with assistance from the Management, MOH and AIC. All the staff had to comply with MOH protocol of safe management measures in dealing with this pandemic.

PROTECTING OURSELVES THROUGH VACCINATIONS

We encountered infection waves repeatedly amongst our residents and staff as the COVID virus continue to mutate and produce new strains more frequently than expected. Thus, it is safer to be vaccinated as Covid-19 vaccination protects you against severe disease, minimise the risk of transmission, and protects our healthcare system from being overwhelmed. All Nurses and Health Care Workers are encouraged to receive the 2 primary vaccinations, followed by a booster dose 9 months later.

COVID-19 rules were eased in April 2022.



**PREVENTION
IS BETTER
THAN CURE.**



*Administering
COVID-19 Vaccination*



*Preparation of Vaccine
by NM Win Htay*

Enhancing Nursing Skills through In-House Training

*SHCA Russel
demonstrate proper way to
apply Restraints*



**Teaching new staff
on the ENHS
Guidelines**



**INFECTION
CONTROL**



**BASIC CARDIAC LIFE
SUPPORT TRAINING
BY HMI INSTITUTE**



QUARTERLY MEETINGS OF REGISTERED AND ENROLLED NURSES.

Residential and Dementia care team

RN EN

Team sharing with ADON Mdm Ai Suan and HR Senior Manager Mdm Constance

INITIATE ACP/PPC DISCUSSION WITH FAMILY

LIVE FREE DIE WELL

Discussion on End-of-Life Care

Facilitators Conducting End of Life discussion with Family

CONTINUITY OF CARE- PHYSICAL VISIT BY THE DOCTORS

Interviewing the residents during the visit

Expressing warmth and connection by smiling

Dr. Soh record notes of resident's progress

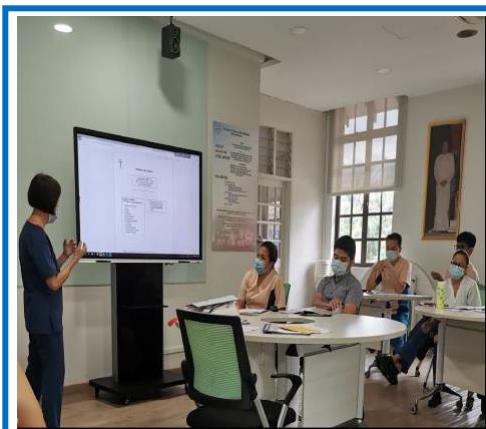
Dr. Chan build rapport with resident.



PARTNERSHIP WITH GERICARE (KTPH) AND SWAMI HOME



Nurse Sim (KTPH Facilitator) introduced Gericare to us.



Staff attended TeleGeriatrics Nurse Training Course (TNTC) conducted by KTPH Gericare Team to provide efficient and safe Telemedicine to our residents.

A PROJECT COLLABORATION WITH AIC



PNEUMONIA PREVENTION PROJECT

RECREATIONAL ACTIVITIES FOR RESIDENTS



SPOTLIGHT DURING NURSES DAY CELEBRATION

Recognizing the unwavering support of our dedicated staff.



PARENTS' DAY CELEBRATION

Showing our gratitude and appreciation to honor our parents.



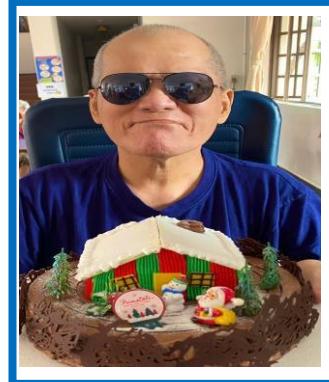
LOVE: THE TRUE ESSENCE OF CHRISTMAS



A heart-warming reminder
of the reason for the
season. MERRY
CHRISTMAS!!!



**RC Level 1 Staff
with our Executive
Director- Mr. Chian**





SHOWCASE
OUR
TALENTS



Share the laughter and
build team spirit



DEMENTIA DAY CARE CENTRE (DDCC)

Dementia Day Care Centre (DDCC) aims to provide quality dementia-specific care through a structured day care programme for clients so as to enable them to stay active in the community and live with purpose and dignity. The Centre also provide short term relief to caregivers when they are rest assured their loved ones are taken care of at our Centre.

We engage our clients in a wide variety of therapeutic activities to improve and preserve their cognitive function, memory recall, physical strength, and performance in Activities of Daily Living (ADLs) so as to sustain their functional capabilities and emotional well-being for as long as possible. We also provide physiotherapy and occupational therapy exercises to these clients and offer them opportunity to socialise with one another through the activities.

One of the therapeutic activities is the 3-Dimensional Virtual Reality Programme which can evoke nostalgic feelings and assist the elderly to recall memories when he or she visited those places of interest in the past.

This 3-D Virtual Reality programme can stimulate the brain cells of the elderly clients to recollect the past and motivate them to come for rehabilitation daily since they are unable to physically relive those places of interests due to ill health.

One of our client's daughter expressed her appreciation to the staff of Dementia Day Care Centre " Thank you for your care, patience and kind assistance towards my mother, Mdm Sng Hua. She truly enjoyed herself at your centre and look forward to coming here daily."

Service Information

Centre Capacity: 50

Service Boundary:

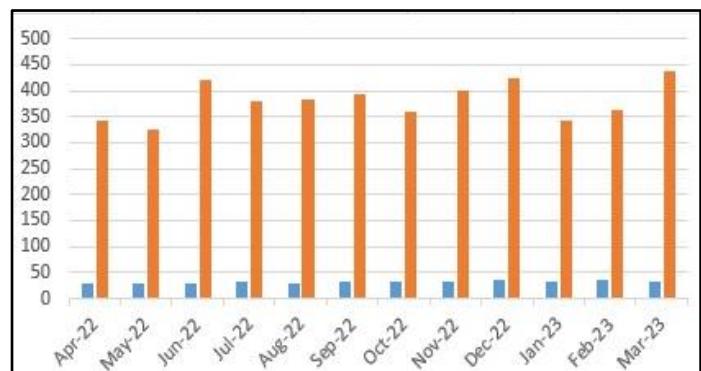
Admiralty, Ang Mo Kio, Marsiling, Sembawang, Woodlands, Yishun, Shunfu, Upper Thomson and Bishan.

"All action results from thought, So it is thoughts that matter"

Sai Baba



FY2022/2023	No. of Clients	No. of Attendance / Visits for the month
Apr-22	29	343
May-22	28	324
Jun-22	30	420
July-22	32	380
Aug -22	29	382
Sep-22	32	392
Oct-22	32	358
Nov-22	34	400
Dec-22	35	423
Jan -23	34	343
Feb-23	36	364
Mar -23	34	436



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
FY2022-23	4565

3D Virtual Reality Programme



Morning Exercises



Parachute ball activity



Bingo Game





Staff of Dementia Day Care Centre

From Right to Left:

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

"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."

Sai Baba

DAY REHABILITATION CENTRE (DRC)

The Covid-19 pandemic has caused unprecedented disruption to everyone. Our seniors faced emotional challenges due to the limited social contact activities and their ability to celebrate meaningful life events with their families and friends. It was even more difficult when they have family and/or friends who were hospitalised or passed away. Many of our clients were fearful of the pandemic and isolated themselves to stay safe.

Singapore was managing the pandemic better than other countries by implementing the various strategies such as wearing of masks and other safe management measures introduced by our government. Our government has strongly advocated vaccinations especially for the seniors, which can help to lower their risks of being infected.

Attendances at the Centre declined during the pandemic since many of the elderly isolated themselves for fear of being infected. We also initiated many calls to encourage the elderly to come to our Day Care Centre by giving them social support in reducing their anxiety and depression and advise them to continue with their rehabilitation exercises. Quite a number of our clients and staff succumbed to the virus, mostly transmitted by family members and friends.

Hospitals refer stroke patients to Agency for Integrated Care (AIC) , who will then refer them to Day Care Centres. Although our referrals have steadily increased, many are still concerned about mingling with other elderly in an enclosed space and rejected the rehab services in the early half of year 2022.

Rehabilitation is essential for stroke patients to exercise their paralysed hands and legs so that their muscles will not become stiff. Hence our rehab service has to continue during the COVID-19 outbreak. Evidence has shown that cessation or reduction of rehabilitation for those patients with Parkinson disease, Spinal cord injuries, Stroke and other functional decline can seriously compromise their health, slow down their mobility and increase mortality.

Rehabilitation reduces the impact of a broad range of health conditions. Typically, rehabilitation for a specific period of time may involve single or multiple interventions delivered by an individual or a team of physiotherapists, from the acute or initial phase immediately following diagnosis of a medical condition through to post-acute and maintenance phases.

Process of Rehabilitation involves identification of a person's medical problems and needs in relation to the environment, defining rehabilitation goals, planning and implementing the measures, and assessing the effects. Educating people with disabilities is essential for developing knowledge and skills for self-help, care, management, and decision-making. People with disabilities and their families build closer relationship when they are partners in rehabilitation

Service Information

Centre Capacity: 50

Services in DRC include:

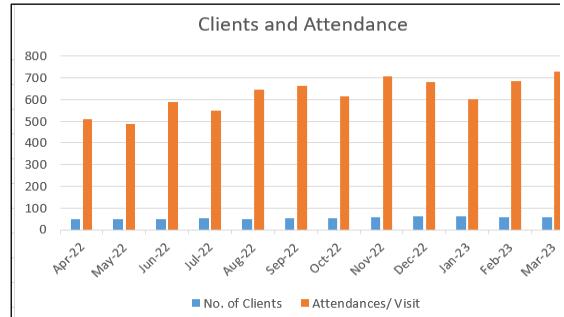
- | | |
|---------------------------|--|
| Integrated Rehabilitation | – Intensive Rehabilitation cum Day Care |
| Active Rehabilitation | – Intensive Rehabilitation without Day Care (Sessional) |
| Maintenance Exercise | – Maintenance Therapy after completion of Intensive Rehabilitation |

Service Boundary

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

FY2022/2023 Clients and Attendances

Period	No. of Clients	Attendances/ Visit
Apr-22	50	510
May-22	49	488
Jun-22	50	586
Jul-22	51	550
Aug-22	50	645
Sep-22	51	662
Oct-22	53	614
Nov-22	57	707
Dec-22	61	680
Jan-23	62	601
Feb-23	59	686
Mar-23	59	727



Annual Attendances

FY2018-19	7127
FY2019-20	8022
FY2020-21	6248
FY2021-22	6955
FY2022-23	7456

FY2022/FY2023 Statistics	
No. of Referral	-
No. of Admission	74
No. of Discharge	41
No. of Deceased	26
	03



DRC clients exercising at Physio-therapy room.



Clients were conscientiously exercising their upper body to build strength and flexibility.



Clients were engrossed playing Bingo sessions with DRC staff.



One of our client's son made a generous donation to buy goodies bag for the Day Rehabilitation Centre's elderly clients. He was grateful that DRC staff took good care of his mother for almost years before she passed away.



Playing mahjong can arouse excitement and improve memory.



From Left to right: San Win, Cherry Khine, Myat Mon, Thaw Thaw, , Panagodage Don, Naw JuMay, Annabella Bea (Manager), Nelia Cariaso

IHDC (INTEGRATED HOME AND DAY CARE PROGRAMME)

“Where there is faith, there is love; where there is love, there is peace; where there is peace, there is truth; where there is truth, there is God; where there is God, there is bliss”

Bhagavan Sri Sathya Sai Baba

The Centre commenced IHDC operation on 01ST Feb 2018. Since then occupancy in our centre has continued to rise steadily. In Dec 2014-2016 our clients capacity was raised to 50 pax.

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 the quality of life and satisfaction with care arrangements as measured by results obtained from the satisfaction questionnaire survey administered to the IHDC and their caregivers.

The healthcare personnel are equipped with the skills and knowledge, which are essential to cope with the demands and challenges of caring for those with multiple medical problems.

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

Package 1 cater 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.

The 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).

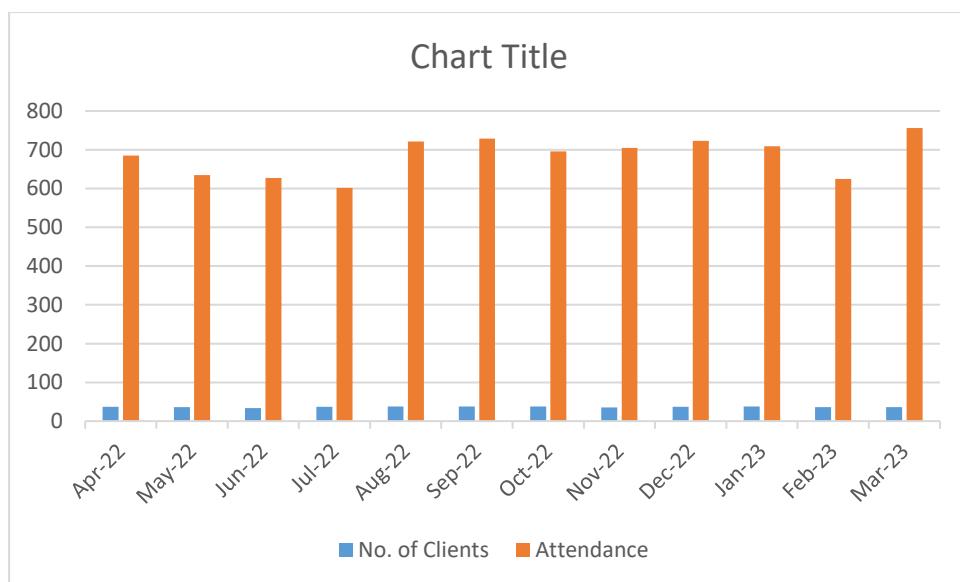
The housing estates that our Centre serve include Admiralty, Marsiling, Sembawang, Woodlands, Khatib, Yishun, Canberra Drive and Yio Chu Kang.

Our multi-disciplinary healthcare team comprise of the following staff:- Doctors, Senior Manager, Nurse Manager, Nursing Aides, Social worker, Health Care Attendants, Therapist (OT&PT) and Therapy aides.

They assess, develop and carry out a customised and individual care plan for each client in consultation with the client and their family members. Apart from coming to our Day Care Centre, we also provide the option of home nursing care to these clients who can choose to remain in the comfort of their homes to live with dignity and be with their family.

MUSTER OF CLIENTS AND ATTENDANCE

<u>Month</u>	<u>No. of Clients</u>	<u>Attendance</u>
Apr-2022	37	685
May-2022	36	635
June-2022	34	627
July-2022	37	602
Aug-2022	38	721
Sep-2022	38	729
Oct-2022	38	696
Nov-2022	35	705
Dec-2022	37	723
Jan-2023	38	709
Feb-2023	36	625
Mar-2023	36	756



Mdm Noor Binte is wheelchair bound and diagnosed with advanced dementia. She has follow up medical appointments with KTPH. Daughter Rozida is the main caregiver. She was worried about her mother's dementia, who tends to forget things, and was unable to care for her. Rozida is a full time staff at a Childcare Centre.

While Mdm Noor attend our IHDC activities at the Centre, her daughter has time to run errands. She also takes care of her son, who is still schooling, and is able to cook and maintain her household chores.

"My mother really loves going to the centre from Mon-Sat. When she comes home, she will be in a very good mood, which makes taking care of her much easier."

Ms Rozida praised the IHDC Centre staff for taking good care of her mother both physically and mentally. She said "they are very patient and caring. It takes a great load off my mind knowing that she is in good hands. Smiling widely and most importantly, my mother is happy and enjoying herself in the Centre."

She added "I thank the Centre staff for helping to arrange medical transport and accompany my mother when help is needed, for prepacking her medication and attend to her hygiene needs. I am thankful to God for the Doctor, Nursing care staff and others who take care of my mother."



Noor Binte Hitam (81yrs)

IHDC client since 2020

"Life ahead can only be glorious
if you learn to live harmony with
the Lord."

Sai Baba

Birthday celebrations for our IHDC clients.



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

Client's care plans include both centre and home based service. IHDC Team also look after client care needs at home, including recommending home modification and meals delivery, home personal hygiene including wound care, Nasogastric tube feeding, changing of urinary catheter and medical escort services.

IHDC centre nurse provide quality care for clients who need Nasal Tube feeding, Wound management care, Catheter care, Stoma care, Tracheostomy care etc.

With these nursing practices in place, clients are able to maintain their quality of life, preserve their independence and dignity while being cared for by our healthcare professionals.

In order to support the higher care needs of our clients, SWAMI Home collaborate with AIC and KTPH to provide training in developing the essential work competencies of our staff.

Our additional services include Comprehensive Nursing care and Medical services at the Centre and client's home as follows:-

- Medical care such as a Geriatrician, Pre-packing Medication, supervision and Insulin Administration.
- Personal hygiene includes bathing eye, nail, skin care, perineal care etc.
- Caregiver counselling, training and group support.
- Maintenance of Physiotherapy and Occupational therapy

Our doctor review client's medical condition, prescribe their medications and also provide health education to clients and their caregiver pertaining to client's medical condition. He also change the intra drainage catheter, SPC catheter and tracheostomy tube for the difficult clients.

We also provide social activities for the elderly and daily exercises to maintain their functional status.

"A house must be built on solid foundations if it to last. The same principle applies to man, otherwise he too will sink back into the soft ground and becomes swallowed up by the world of illusion."

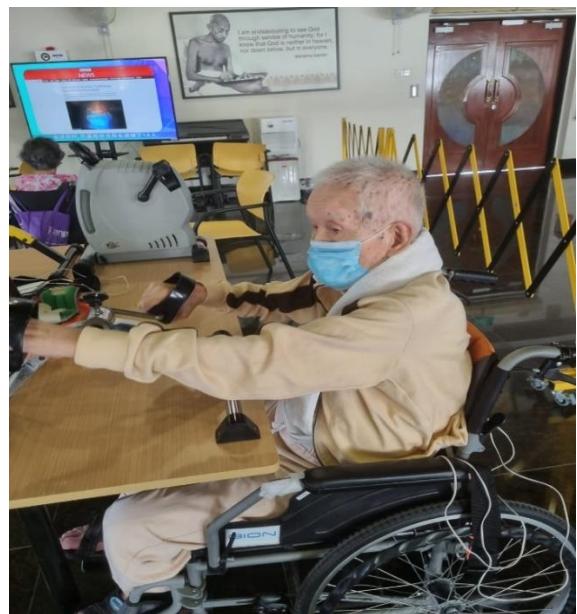
Sai Baba

Clients activities at the centre:





Physiotherapy activities:





Monitoring Blood Pressure reading



Monitoring Blood Sugar level



NGT Tube Feeding



Attending to Wound Care

STAFF of IHDC



From Left to Right:

Jaysen, Priya, Papaley, Rajeswari, Mary(Nurse Manager), Hanna, Lakshmi, Venus, Ariane,

,

HOME HELP SERVICE

Overview of Home Help Services

SWAMI Home Help Service was established in August 2000, and one of the goals of our Home-Based Care Programmes is to bring care to the door step of the clients or seniors in the community. SWAMI Home Help Service provide an alternative to support the seniors to remain independent in their home environment and in the community for as long as possible. Hospital based care or institutional care will be the last resort of care for most of these elderly clients who live alone or with little family support.

The core components of Home Help Services include Meals-on-Wheels (MOW Service and Medical Escort and Transport (MET Service. Both care services play important roles nationally in supporting the holistic health and well-being of the seniors living in the Northern region of Singapore, so as to enable them to live well and age gracefully at home and in the community.

Staff Strengths:

Full- Time Healthcare Assistants	8
Part- Time Healthcare Assistants	2
Program Coordinator	1
Manager	1

Trainings:

All Home Help Staff are trained under the WSQ Food Safety Course to be equipped with the knowledge, skills and good practices of food hygiene and safety while preparing and handling food.

In addition, all staff are also equipped with the basic CPR knowledge and skills under Basic Cardiac Life Support (BCLS) + AED Certification Course (Blended learning), to enable them to apply the life saving skills whenever an emergency occurs.

Staff of Home Help Service



Meals-on-Wheels (MOW) Service

MOW service focus on preparing nutritionally balanced meals which are delivered to the individual client's home daily, come rain or shine, by SWAMI Home Help staff or our dedicated volunteers for both lunch and dinner, including weekends and public holidays.

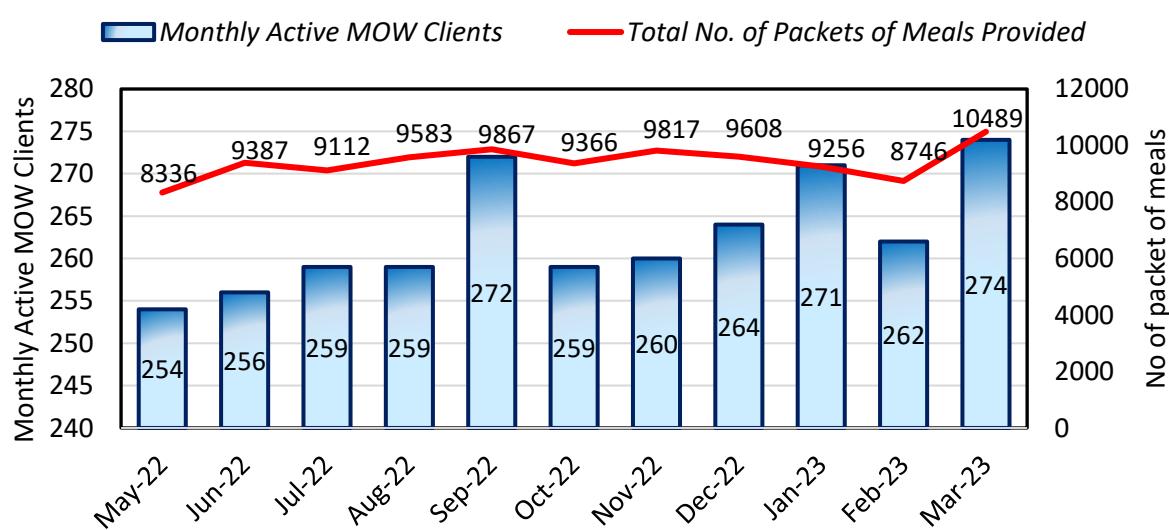
Caring for our clients is always our top priority whereby we adopt person-centered approach in our care, treat every client as a unique individual, and take care of the different needs which include daily nutritional needs of clients, their special dietary requirements and his or her own preferences. We provide various options of healthy meals which best suit the clients' needs, for instance, Halal meals, vegetarian, diabetic diet and many others. In addition, we also customize their meals into different food textures, including regular, soft moist, finely minced/ chopped and blended to cater to clients with chewing or swallowing difficulties.

With these procedures in place, we help to support the clients' basic needs and improve their general well being, so that they can remain in their comfortable home environment for as long as possible.

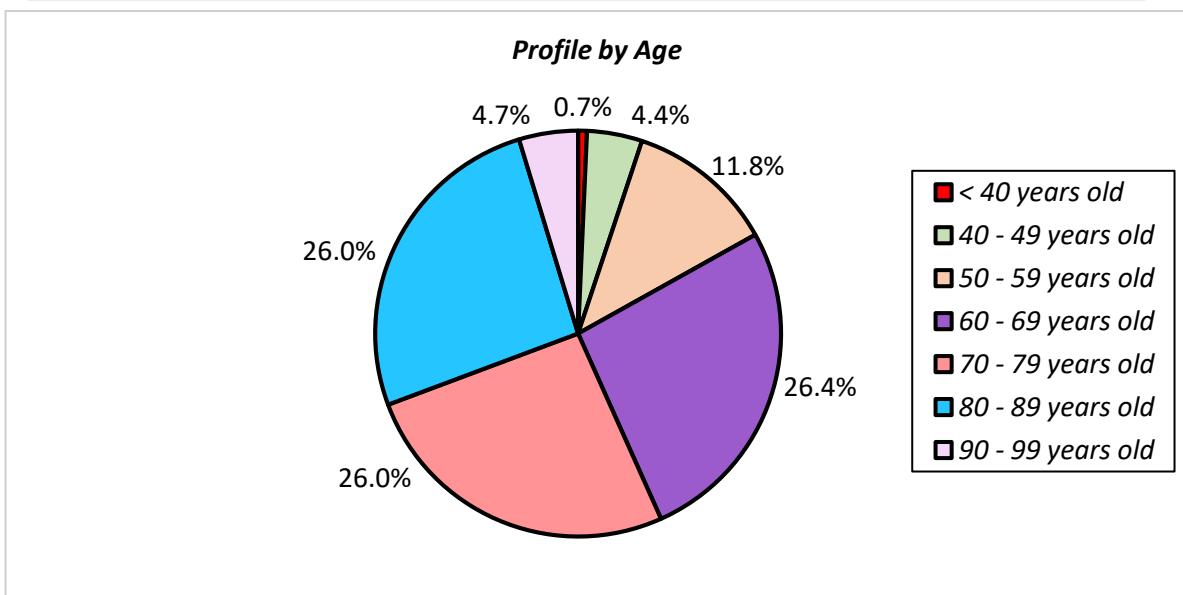
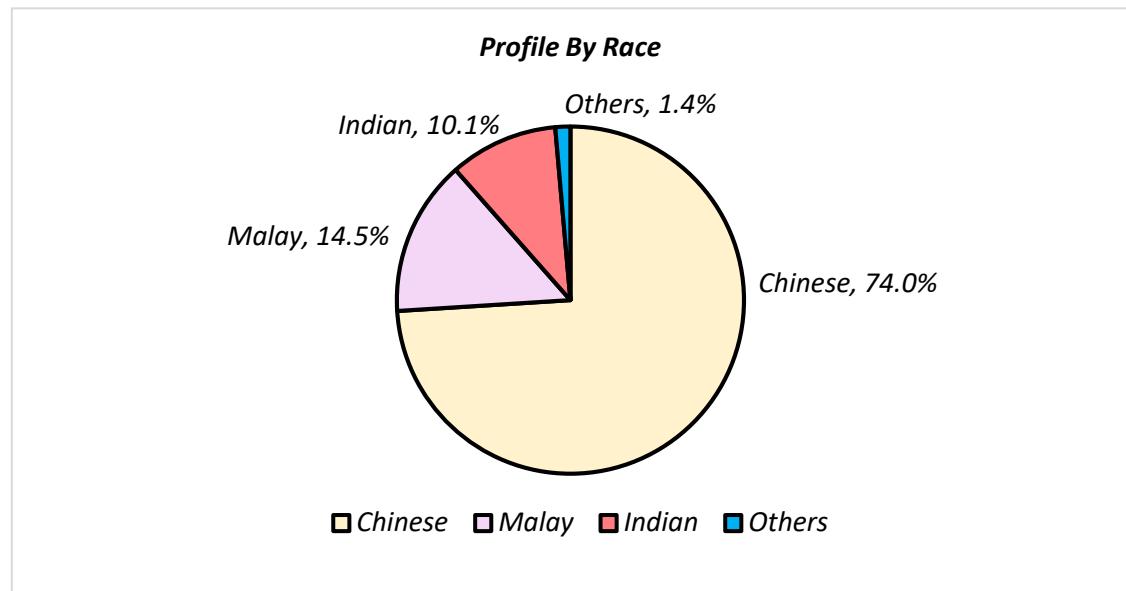
2022/2023 Clientele Statistics of Meals on Wheels (MOW)

FY2022/2023	Monthly Active MOW Clients	Total No. of Packets of Meals Provided
April 2022	252	8434
May 2022	254	8336
June 2022	256	9387
July 2022	259	9112
August 2022	259	9583
September 2022	272	9867
October 2022	259	9366
November 2022	260	9817
December 2022	264	9608
January 2023	271	9256
February 2023	262	8746
March 2023	274	10489

2022/2023 MOW Clientele Statistics



Profile of our MOW Clientele



Medical Escort & Transport (MET) Service

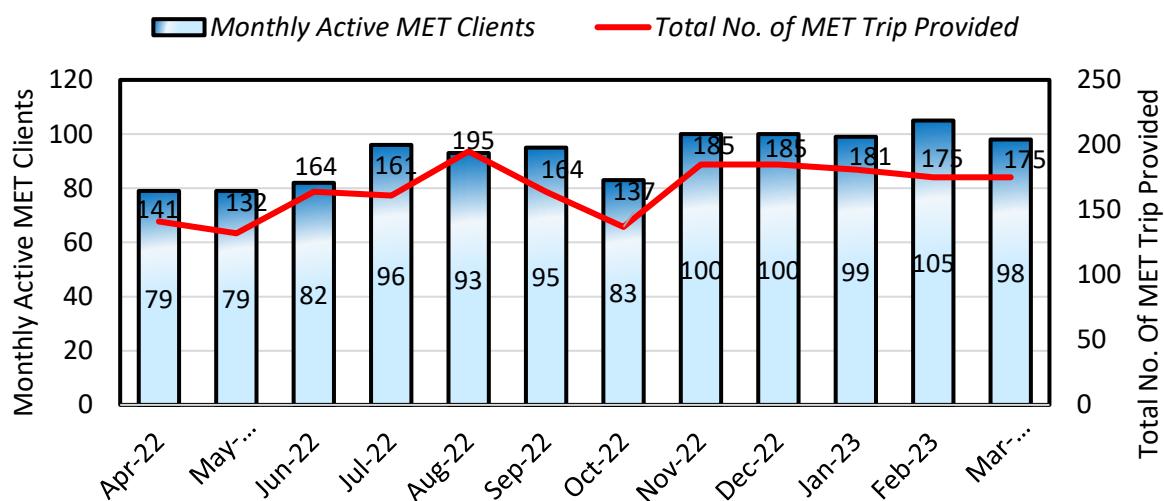
Under this MET service, SWAMI Home provide transport to clients in the community for their medical appointments and treatment in the hospital or polyclinic. These clients are dependent for assistance with no social support or whose caregiver is unable to provide support due to their own frailty or medical conditions. A fleet of wheelchair accessible vans, equipped with hydraulic lifters are utilized to provide greater convenience and comfort for wheelchair-bound clients. A Healthcare Assistant will be assigned to escort the client to and from his or her home to the hospital or polyclinic and be with them throughout their medical appointments.

In addition, MET service is not just a logistical arrangement to bring clients to and fro the hospital, it also acts a platform to foster a meaningful friendship between the staff and seniors so that they don't feel lonely and isolated. For those seniors who do not have social support to tap on, SWAMI Home also help with their basic needs such as bring them for grocery shopping within easy reach of the hospital or polyclinic.

2022/2023 Clientele Statistics of Medical Escort and Transport Service (MET)

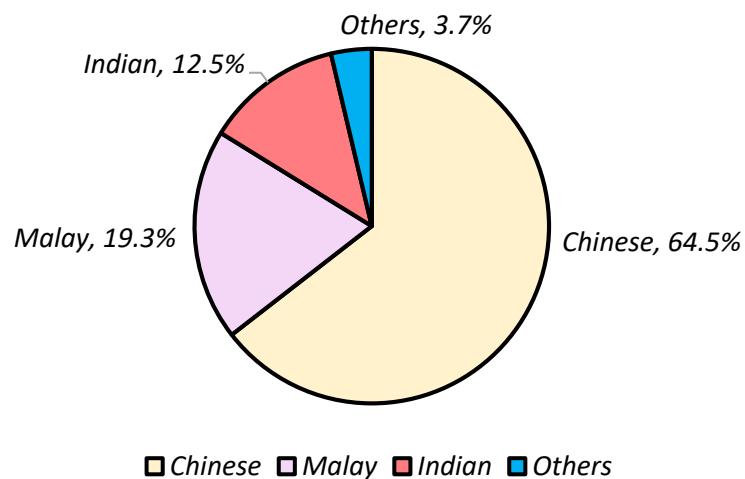
FY2022/2023	Monthly Active MET Clients	Total No. of MET Trip Provided
April 2022	79	141
May 2022	79	132
June 2022	82	164
July 2022	96	161
August 2022	93	195
September 2022	95	164
October 2022	83	137
November 2022	100	185
December 2022	100	185
January 2023	99	181
February 2023	105	175
March 2023	98	175

2022/2023 MET Clientele Statistics

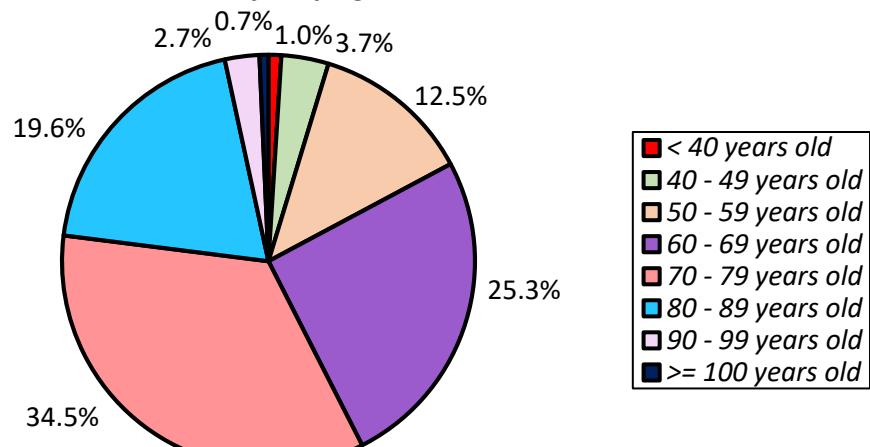


Profile of our MET Clientele

Profile by Race



Profile by Age



Volunteering Opportunities

SWAMI Home Help Service has a team of very dedicated and compassionate volunteers who assist in delivery of daily meals to our clients in the community, including weekends and Public Holidays. Some volunteers come as a family, with young children to serve the community and bring cheer to the seniors in different ways. We value and care for each of our sponsors, donors, and clientele and we treat them as part of our family members.



Highlight of Events for the Year



Outing- Chinese New Year Luncheon

We worked alongside with our sponsors to organize outings for our clientele. This is beneficial to our clients as it keeps our clientele connected with our staff and the volunteers. What made the trips more lively and vibrant was that our clients had the opportunity to showcase their talents in singing and dancing on the stage.

Parents Day Celebrations

An initiative to bring cheer to our clientele and to foster a spirit of gratitude, respect and compassion in the community.

We don't see things as they are.
We see them as we are.



Festive Celebrations & Gift Packs Distributions

Embracing diversity is one of the values that we strongly advocate at SWAMI Home. This can be seen in the many ways that is practiced here and one of these, is the celebrations of festival events.

Many thanks to our generous donors who came forward to sponsor the Gift Packs to share with our clientele in the community. A little snack never fail to put a sweet smile on their faces.

Future Goals

Home Help Department continues to expand the number of clientele for both Meals-on-Wheels and Medical Escort and Transport services, with the goal to reach out and support more homebound clients in the community and meet their multifaceted needs.

We truly understand that everyone's journey, health and home care needs are different and unique. Hence, our clients' health and well-being are of utmost priority and we will continue to work hand-in-hand with different stakeholders, including the volunteers, clients family members, healthcare professionals, and various community partners to provide holistic care to our clients. We will also continue to improve in designing our care services by adopting a person-centered approach to best suit and meet the changing needs of the clients and seniors.

HOME MEDICAL & HOME NURSING SERVICES

Home Medical Services (HMS)

Our Home Medical & Home Nursing offer medical and nursing care to the frail elderly in their own homes and community.

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

HMS Services include:

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



RN El John heading out for Home Medical visit with a doctor.



Doctor attend to clients in the comfort of their own homes.

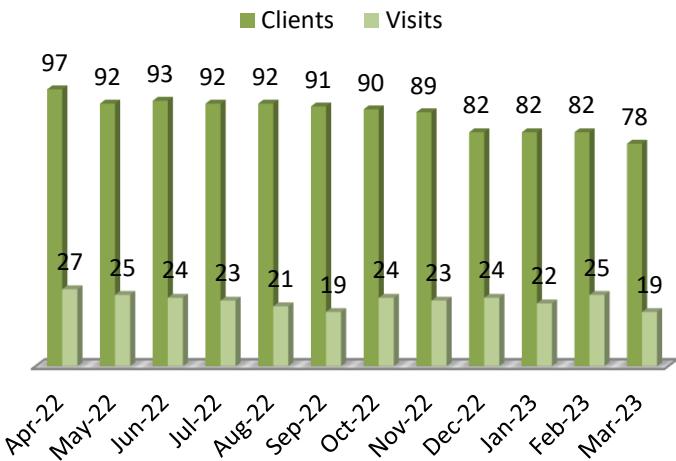
Home Nursing & Home Medical

No. of Clients & Home Visits for FY 2022/2023

Home Medical Services

April 2022 to March 2023	Clients	Visits
April 22	97	27
May 22	92	25
June 22	93	24
July 22	92	23
August 22	92	21
September 22	91	19
October 22	90	24
November 22	89	23
December 22	82	24
January 23	82	22
February 23	82	25
March 23	78	19

Home Medical Service



Home Nursing Services

April 2022 to March 2023	Clients	Visits
April 22	149	743
May 22	146	733
June 22	146	738
July 22	147	712
August 22	151	771
September 22	151	716
October 22	151	674
November 22	148	813
December 22	147	787
January 23	143	798
February 23	143	828
March 23	140	856

Home Nursing Service



Home Nursing Services

Our team of 7 Nurses continue to provide compassionate care to the frail elderly despite many challenges especially manpower issue.

Our presence brings cheer and smiles to the elderly, especially to those who live alone.

We try our 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 clinical skills to care for their loved ones or employer.



From left to right: Jiang Ping, Lihui, Hkawn Shawng (Asst Nurse Manager) Theingi, Rouzel, Mia and Eljohn

Precautionary measures taken during Home Visits

- Nurses have to wear masks at all times.
- Wear full PPE for Nursing Procedures.
- Practise safe distancing at their work stations.
- Review home visits as advised by MOH Advisory.
- Make a call to clients before visiting to check on their health status and family.
- Check clients' temperature upon arrival at their homes.



Hkawn on her Home visits under hot sun



RN Mia on her Home visits under heavy rain

Nonetheless, we are committed to our daily Home visits and will be there come rain or shine.



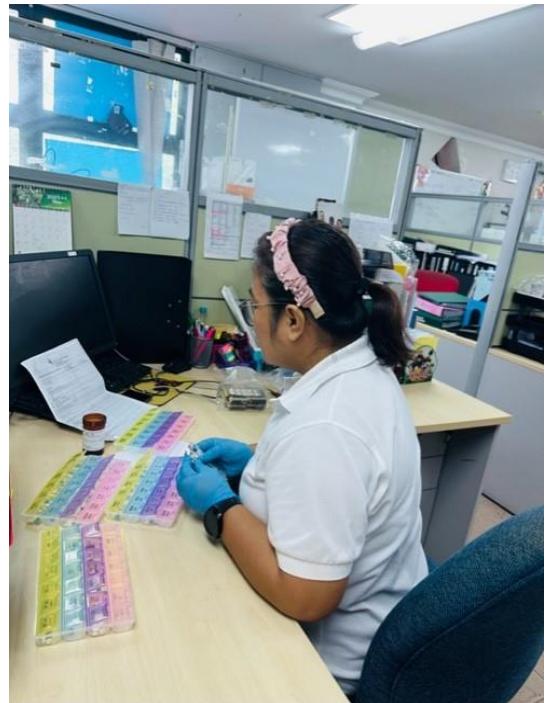
EN Theingi educating client about nutrition



RN Mia checking client's blood pressure



RN Lihui checking client's blood glucose



*RN Rouzel packing medicine for client
who has no Next of Kin.*



HN staff usually find this client at Kopitiam most of the time.



This client like his gift very much and said "*this is what I need!*"



Client asked "Is it real, Misi, Terima Kasih"



Client said "This gift is of big help to me. Thank you"



"This rose gift makes my day."

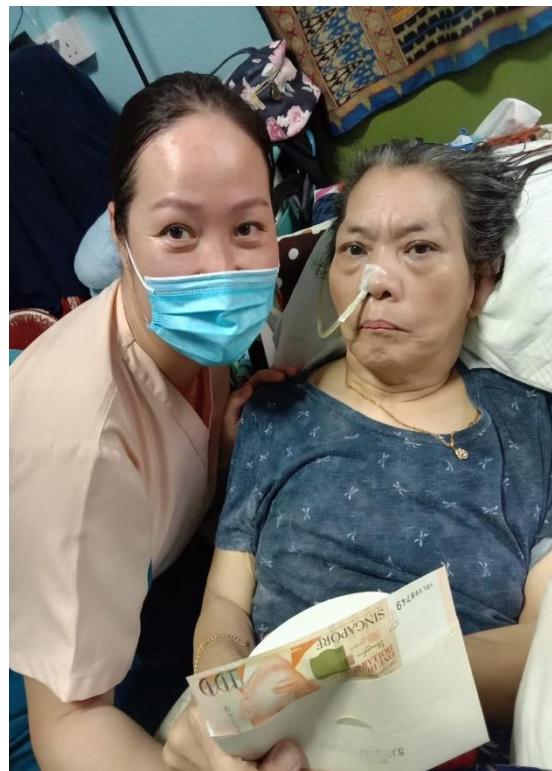


"Smiling from my heart, makes me more beautiful!"

Despite the manpower challenges, our Home Nursing Visits remain consistent.



Thumbs up for your good service!



Be the reason to make someone feel loved.

Another aspect of Home Nursing Department is to provide In-house ITE Training to improve healthcare skills of our Nursing staff.

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

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

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



Meet your trainer



Get to know your trainer



CPR+AED Basic Cardiac Life Support training is one of the skills that every student must pass in the ITE course.



Taking Blood Pressure Reading



Be gentle and kind to your patient



These HealthCare Assistants (HCA) passed their final exams with distinctions at ITE College.

OCCUPATIONAL THERAPY

April 2022 - March 2023

OCCUPATIONAL THERAPY ROLE IN OPTIMIZING ACCESSIBILITY

Broadly Occupational Therapists are responsible for helping patients recover, improve skills for living so that they can accomplish more and enhance their wellbeing and quality of life. Occupational Therapist can recommend modifications such as structural design, lighting, installation of assistive device, signage to aid patients mobility in the Home and transform it into a safe, accessible environment.

INTERVENTIONS TO ACHIEVE HOME ACCESSIBILITY



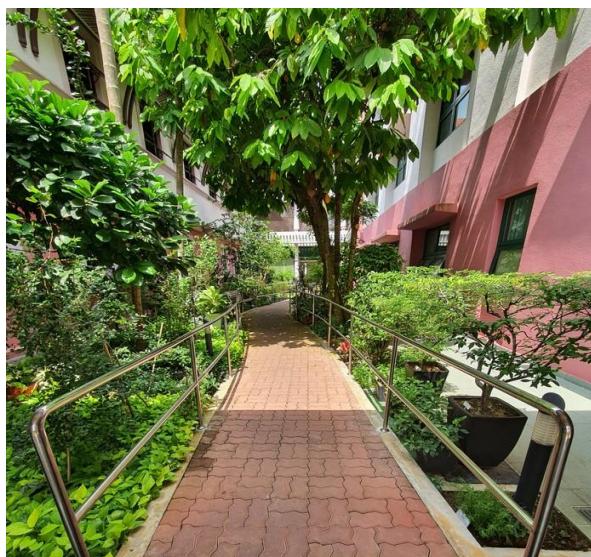
- Color - Contrasted Grab bars
- Non-slip resistant flooring
- Contrasting color toilet and floor



- Accessible tap with long lever for control
- Vertical mirror is helpful for seeing from seated position
- Sink with knee space beneath
- Contrasting colors of grab bars, shower chair and wall



- Shower chair for maximum stability and safety
- Shower area with installed grab bars



- Grab bars for outdoor corridors



Admiring Nature

HIGHLIGHTS

RENOVATED OCCUPATIONAL THERAPY CENTER



HORTICULTURE GARDEN



SINCE ITS INCEPTION IN YEAR 2022

We would like to thank the following persons, project manager Derrick, Management Committee, donor Mr Peck, ED and Management team who put in a lot of effort to make this horticulture therapy garden available and accessible for our residents and staff to do some gardening therapy.

Gardening can stimulate your sense of touch, smell and sight, helping to boost your mental well-being. Besides physical health, gardening can also reduce stress.

Clients from Dementia Day Care enjoyed their stroll in the beautiful and tranquil garden

COLLABORATION WITH VOLUNTEERS

SEIFU THERAPY IN SWAMI HOME

What is Seifu Therapy? Founded in Nagoya Japan, Dr. Jian Xu discovered that “lifting” the skin along the 12 meridians to create space underneath the skin which promotes blood circulation, fluidity and oxygenation. Imagine this to be like playing a string instrument to the rhythm of the human body. The body hears this "music" and produces happy hormones. Using this technique helps natural healing and can be used to maintain wellness, leading to a happier, fulfilling life.



Tricia, a Seifu therapist, attending to a resident



Our resident Mr. Ng Hock Hua testify to the calming effect of Seifu on him



Our resident Noraini and Mr. Kathaperrumal Ramaya enjoyed the painting activity through online engagement with the volunteers.

PHYSIOTHERAPY

Financial year 2022-2023 is the re-opening of the world's economy into the new normal. It is an era of freedom from safe distancing, wearing face mask in public, limited group gatherings, isolations and lockdowns. Opening of borders and resumption in travelling is what we have all waited eagerly.

The first thing we planned is to restore the physical and emotional aspect of our PT team to be effective in rendering quality care to the elderly with sincere tender love and dedication. Each of us took turns to return to our home country and visit our families after 3 years of not being with them. Feeling refreshed and renewed physically, mentally and emotionally, we are able to deliver better therapy services.

(Standing from Left is TA Tulasi, TA Hazel May, STA Salma, TA Thinzar, SPTA Christopher, SPTA Lennie, SPTA Hazel and PT Gladys)



In FY 2022-2023, Physiotherapy Department kept up with the provision of physiotherapy rehabilitation exercises for Residential Care inclusive of Dementia residence, Day Rehabilitation Center (DRC), Dementia Day Care (DDC) and Integrated Home and Day Care (IHDC).

We operate remotely in different zones but come together in the afternoon session to deliver a quality Physiotherapy treatment for the Day Rehab Clients in the PT Center. We make every effort to go all out for them because they have the potential to recover from their stroke conditions.

90 elderly clients from DRC received Physiotherapy services in FY 2022-2023.

Photos of our DRC Clients exercising at PT Centre



52 clients from Dementia Day Care Centre (DDCC) benefited from PT services rendered to them three times a week. The elderly clients eventually adapted to their exercise routines and were cooperative with the PT staff.

Photos of DDCC clients undergoing rehab exercises.



52 clients from Integrated and Home Day Care (IHDC) had their rehab therapy exercises three to four times a week delivered daily at the PT Satellite Station located in the Auditorium. Some of them also come here on Saturdays.

Photos of IHDC clients undergoing rehab exercises in the Auditorium.



For Residential Care and Dementia Ward, PT program is run simultaneously daily except on Sundays to maintain their body functions or delay their functional decline.

The PT satellite stations allocated in the different zones enabled our PT team to approach the elderly in their own comfort zones. It took time for PT teams to cope but now the satellite stations have saved a lot of time and effort instead of conveying the elderly to the PT Center.

SWAMI Home invested in purchasing additional PT equipment to set up the satellite stations in Zone 1, DDC, Zone 3, Grace Building, Zone 3 and Auditorium. Ventilation have also improved in each satellite station to ensure safety and comfort of the elderly.

Our PT team implemented strategic exercises like upper and lower limbs strengthening exercises, standing and sitting balance training, Range of Motion Exercises, passive and active cycling exercises, stairclimbing, Gait Training, pain management and community integration training for those who need to go back to the community. Their set of exercises also depend on their medical conditions identified.

We welcome two students from ITE Sports Management faculty for their Industry Attachment at PT Centre from Oct 2022- Feb 2023. They enjoyed their internship and eventually applied to be part time staff in PT department while waiting for their Polytechnic placement. It was truly a rewarding experience for them.

We need to train and upskill our PT staff to be more adept and skillful in handling different types of new PT equipment to exercise our residents and clients for the coming years in order to keep up with the needs that may arise in the future. Upskilling also provide an opportunity for the staff to advance their jobs and stay competitive by closing skill gaps. Training can also boost staff morale and motivate better job performance and employee job satisfaction.

Photos of our elderly residents in the various PT satellite stations.

Zone 1 PT Satellite station



Zone 2 PT Center



Zone 3 PT Satellite Station

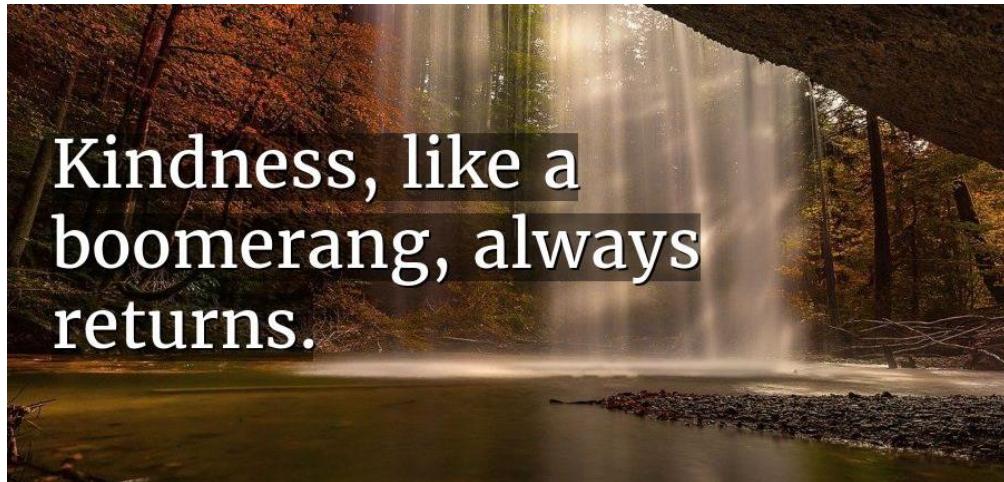


Grace Building PT Satellite Station



PUBLIC RELATIONS

FY2022 – 2023 Serena Tan | Simin Huang



Kindness, like a
boomerang, always
returns.

Achievements

Monetary Donation:

- Achieved 41% above KPI, an increase of 28% from FY2021 – 2022
(Excluding funding)

Donation-in-Kind:

- An increase of 7% from FY2021 – 2022
- A total of 33,755.25kg of rice

Meals Sponsorship:

- 70 Meal-Sponsorships throughout FY2022 – 2023

Volunteers:

- Birthday Celebrations with residents every quarterly with sponsorship of birthday presents for each birthday celebrant
- Supported by a total of approximately 13,023 volunteers in FY2022 – 2023 to assist in Home Help Service, Meals-on-Wheels

Events:

- A successful Nurses Day celebration with donor sponsorship of Lucky Draw prizes and Door gifts worth approximately \$15,383.00

Donations



Donations

PR supported Nursing Department in soliciting specified donations-in-kind such as:

- 70 units of Wheelchair
- 10 units of Geriatric Chair
- 03 units of Weighing Scale for Wheelchairs
- 4,440 pieces of ART Kits



Meal Sponsorships

Achieved a total of 70 Meal-Sponsorships for FY 2022-2023, of at least 4 special meals a month for residents and clients at our Day Care Centres .



SWAMI Home Clientele

Not forgetting our clientele, Singapore Leshan Volunteer Organization distributed 250 goodie bags to our clients in the community under the Meals-on-Wheels programme on every festive occasions.

HomeTeamNS Khatib adopted SWAMI Home as one of their beneficiaries for FY2022 – 2023, as part of HomeTeamNS Gives Back.

Volunteerism



Engagements

Working closely with Schools, Corporate, and Organizations in curating activities / programmes that benefit both our seniors and the volunteers by planning and developing a two-way engagement and interaction for events.

We are also in the midst of resuming dialogue sessions with overseas delegates in the Healthcare sector.



Meals-on-Wheels (MOW)

With the support from our volunteers and Singapore Leshan Volunteer Organization, we have garnered more than 13,000 volunteers who contributed their time and service, enabling us to reach out to more seniors in the community who require our Home Help services such as MOW .



Birthday Celebration

In collaboration with Indian Women's Association Singapore, residents birthdays were organized and celebrated every quarterly, with birthday cakes and presents prepared for each birthday celebrant.

Events



Residents Outing

Ready, Get-set, Go! – Our residents can finally step out of the Home! With safe management measures in place, we managed to organize a total of 4 outings for residents between January – March 2023.



Nurses Day 2022

After 2-years of the pandemic, we finally get to gather as one to celebrate and appreciate the heartfelt good works of our healthcare colleagues who handled challenges during that stressful time.

Public Relations organised the Nurses Day celebration with help from other departments and solicited grand lucky draw prizes which were sponsored by our esteemed donors.



Christmas 2022

Make it a December to Remember – Our Nursing department created yet another memorable Christmas for our residents and staff by performing a Fashion Show competition with recycled materials.

Public Relations solicited Christmas presents for residents and clients worth approximately \$9,600.00.



Chinese New Year 2023

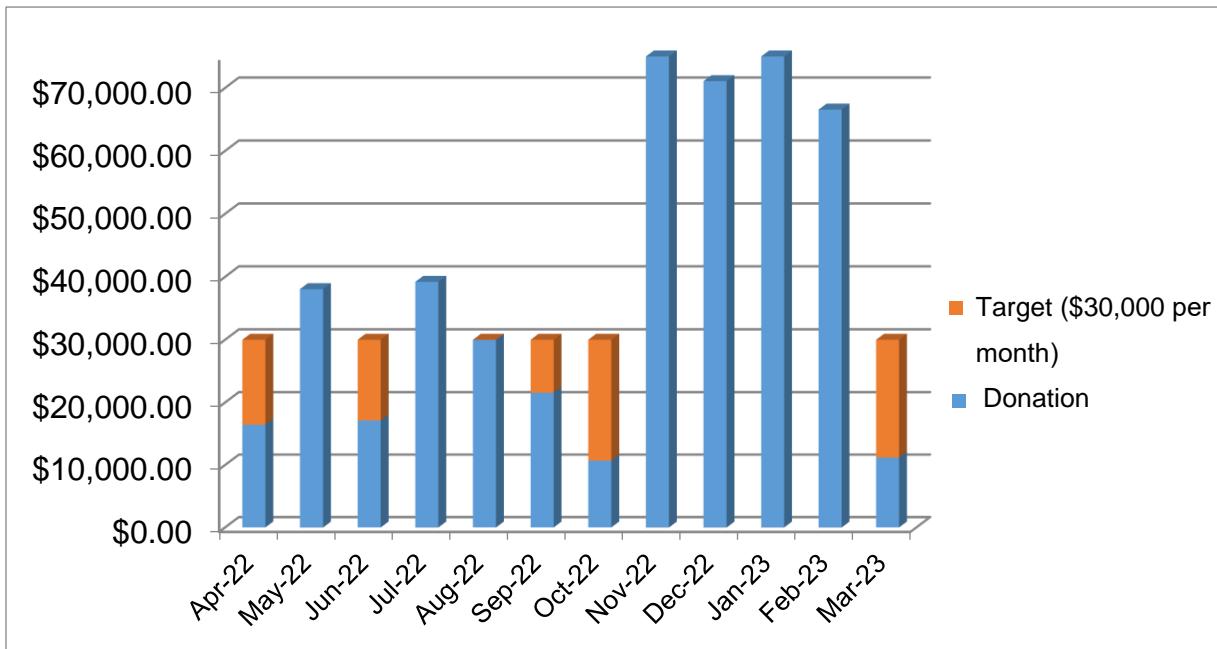
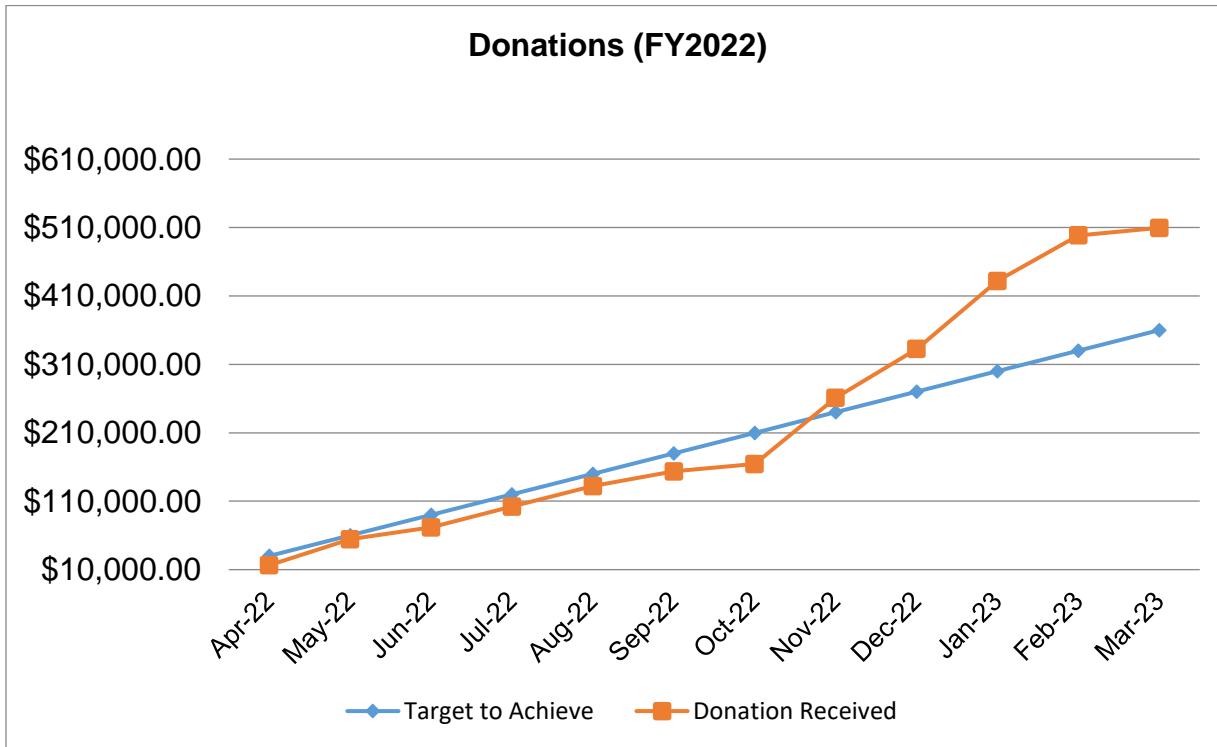
We have a total of 16 groups of Donors/Volunteers who contributed during the Chinese New Year (CNY) Celebration, from distribution of red packets to pooling of essential Donations-in-Kind items, making this CNY a memorable event for our residents and clients.





Monetary Donation

FY2022 – 2023: \$ 509,548.15



HUMAN RESOURCE (HR)

The COVID-19 pandemic brought many manpower challenges and threw chaos and uncertainty at HR department with no clear end in sight. HR had to segregate nursing staff for the different zones, introduce staggered working hours and work from home for office staff, isolate those infected staff who stay on-site and off-site, and manage manpower with the high attrition rates due to stress and exhaustion in managing our infected residents. It was indeed a big challenge for HR and they stayed resilient, strategize plans to overcome these challenges with assistance from Management and MOH and be forward thinking.

Role of HR Post COVID-19

1. Human Resource Culture

A positive workplace culture attracts talents, drives engagement, impacts happiness, increase job satisfaction and affects performance. This can be achieved by encouraging and promoting physical wellness, emotional and mental aspect of behaviour. HR can boost staff morale by redesigning job roles to promote operational efficiency and productivity.

2. Rewards scheme

Promotions and salary increment to attract and retain high quality professionals based on their competency outputs and achieving their Key Performance Indicators (KPI).

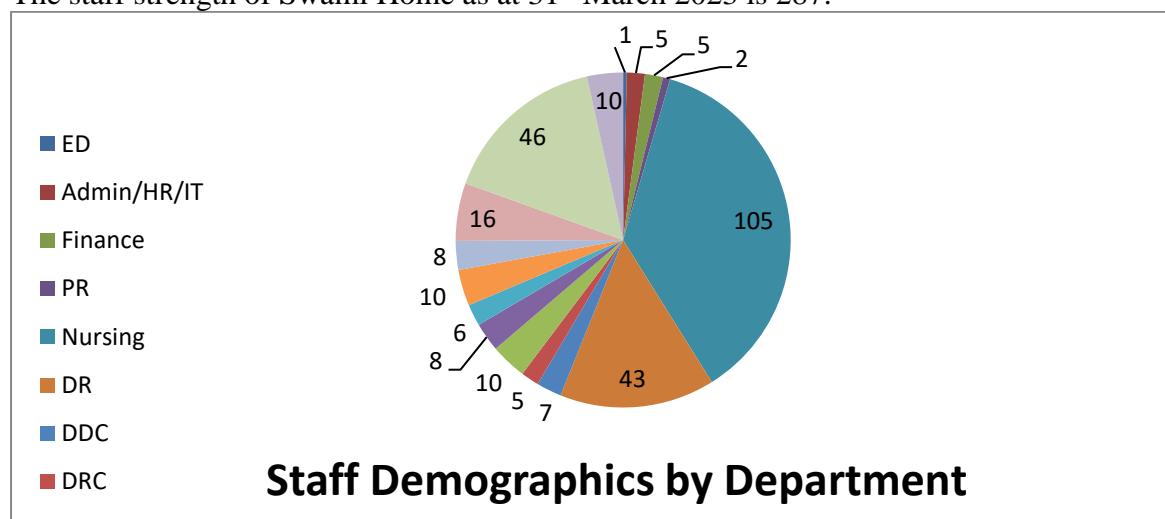
3. Skills future

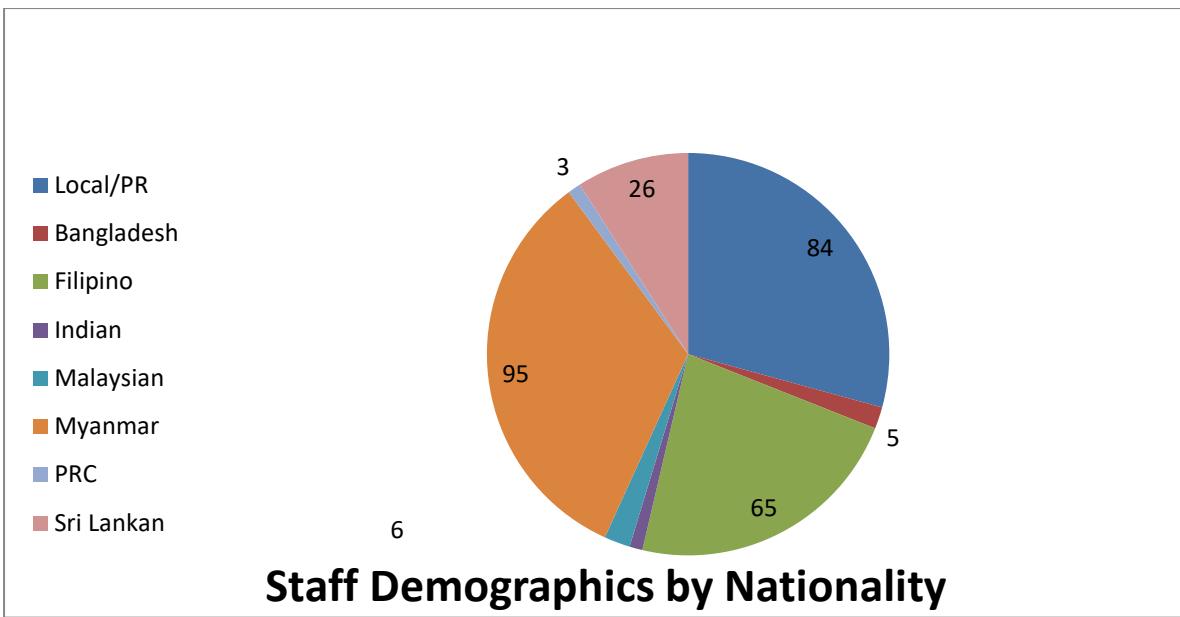
HR will enrol more nurses, healthcare staff and PT/OT aides for training courses to enlarge and enhance their nursing skills and knowledge. They can also be redeployed to other departments through upskilling and certification.

Digital upskilling will also be encouraged as we now living in the Artificial Intelligence (AI) and robotic era.

Staff Strength

The staff strength of Swami Home as at 31st March 2023 is 287.





Training

During this pandemic period, training was restricted and limited in complying with safe distancing measures to curb transmission of the virus.

Our training courses were mainly from the following Institutions/ Organisations :-

S/N	COURSES	NAME OF INSTITUTION / ORGANISATION	NO. OF STAFF WHO ATTENDED COURSES
1	COMUNICATION	ALLIED HEALTH INTERGRATIVE NETWORK	1
		ISCA	1
2	ENVIRONMENT, HEALTH AND SAFETY	GOSHEN CONSULTANCY SERVICES PTE. LTD.	4
		HMI	46
		XPRIENZE	3
3	NURSING	TTSIH	1
		AIC	14
		KTPH	5
		KWONG WAI SHIU HOSPITAL	8
		REN CI LEARNING ACADEMY	2
4	PSYCHOSOCIAL AND MENTAL HEALTH	SLEC	1
		ST LUKE'S ELDER CARE	2

Social Work Department

Service Overview

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 the residents through the involvements of the elderly, elderly's family, our co-workers and various external partners that we collaborate with to move beyond providing quality care to enhancing value of personhood for our residents/clients.

Staff Strength

Social Worker: 1

Social Work Associate: 1

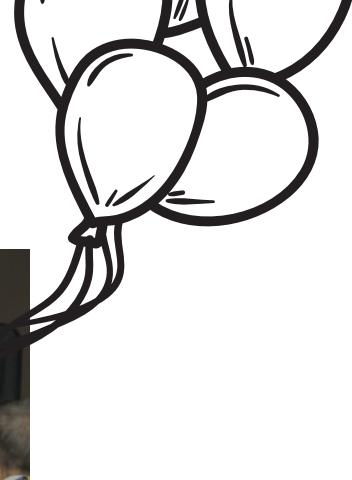
Social Work Assistant: 2

Roles of Social Work Department

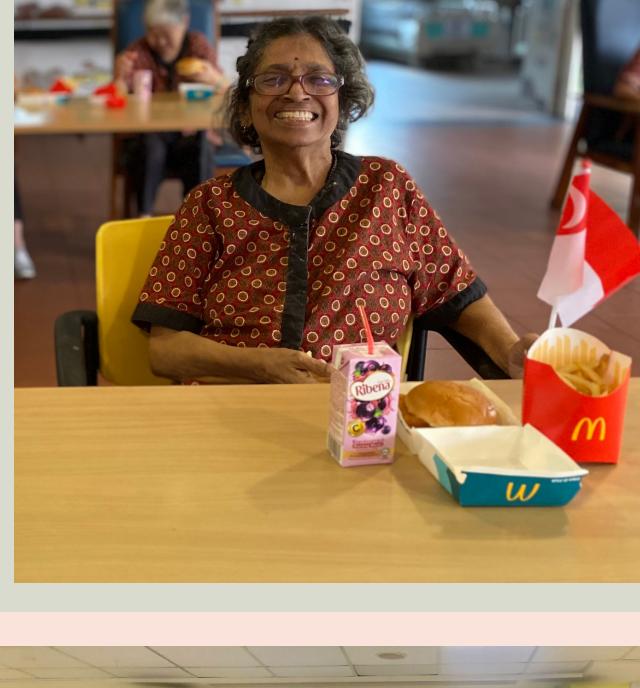
Emotional Support

With the COVID-19 restrictions in year 2022, Social Work team has 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 recognizes 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. Therefore, the team engages 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 includes residents who are bedbound or with no next-of-kin. There are also various celebrations and activities that residents can participate.

Monthly Birthday Celebrations



National Day Celebration



Parents' Day Celebration

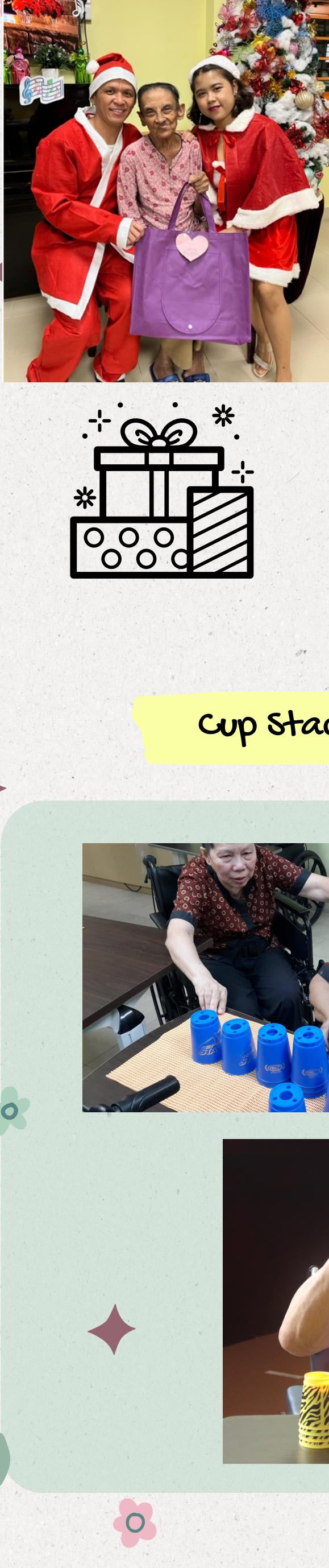


Mid-Autumn Festival Celebration



Christmas Celebration

SOURCING FOR RESIDENTS' REQUESTED PRESENTS

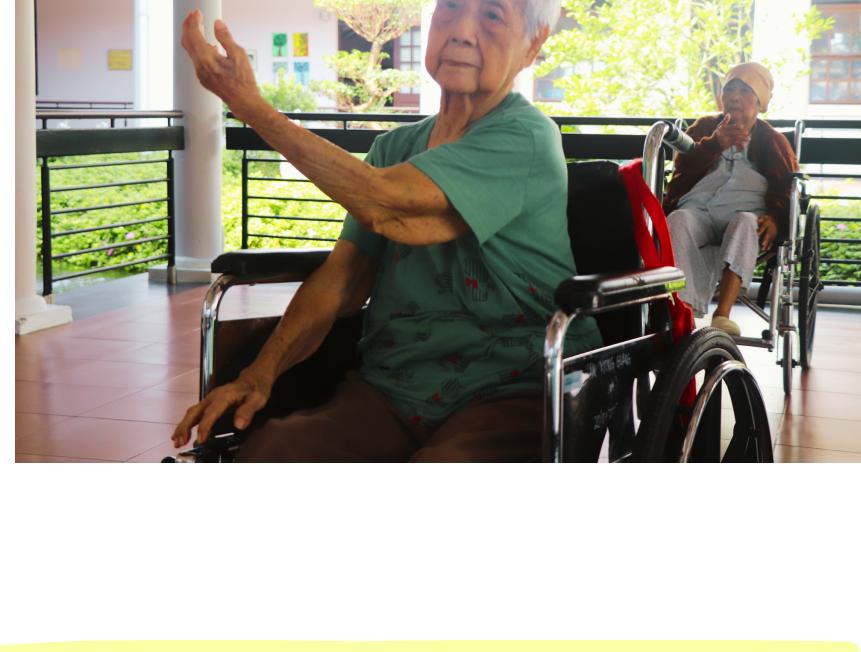


Cup Stacking Activity



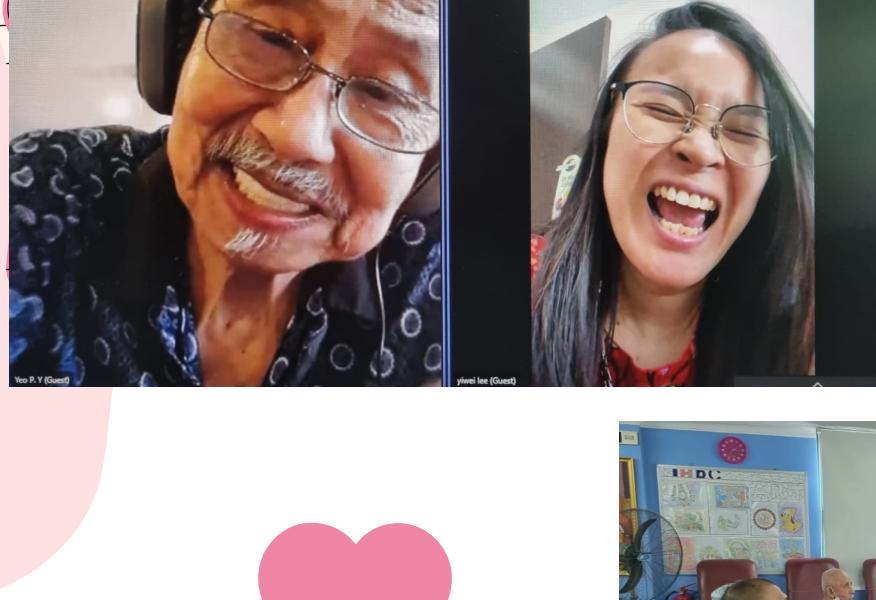


Tai Chi Activity



Collaboration with Partners

Befriending Sessions



Awareness Talks



Moments

Social Work Department will continue to improve the psychosocial aspect for the residents and clients 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



SOCIAL WORKER



SENIOR SOCIAL WORK
ASSISTANT



SENIOR MANAGER



SOCIAL WORK
ASSOCIATE



SOCIAL WORK
ASSISTANT

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

MANAGEMENT COMMITTEE ANNUAL REPORT 2022-23

Introduction

This report covers the following activities of SWAMI (WA) for the period from April 2022 to March 2023.

Divine Kitchen Program (formerly known as Food Bank)

In the early years, Sunshine (SWAMI Australia) organization 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.

Relief Food Hamper for Divine You (Narrogin)

Divine You Inc. is a Non-Profit Organization in Narrgin, WA. The organization provides emergency food hampers, free lunch on Saturdays and free food from Coles Second bite to homeless and mentally challenged people in Narrogin. Other services by the organization includes weekly sewing classes, visiting the sick and lonely and giving out bedding during cold weather.

In July 2022, SWAMI Australia members have contributed some relief food hamper to Divine You Inc. for distribution to the needy people in Narrogin. Sister Sahaya who is the President of the Divine You has thanked our members for the generosity and kind heart towards the needy and blessed us all.

Annual Gathering

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 special dinner was organized in conjunction with New Year Celebration on the 1st January 2023 which was enjoyed by all.



Figure 1: Divine Kitchen Vegetable Cutting (Photo 1)



Figure 2: Divine Kitchen Vegetable Cutting (Photo 2)



Figure 3 - Divine Kitchen Vegetable Cutting (Photo 3)



Figure 4 – Divine Kitchen Vegetarian Meal Cooking



Figure 5: Divine Kitchen Vegetarian Meal Serving



Figure 6: Divine Kitchen Vegetarian Meal Packing



Figure 7: Divine Kitchen Relief Food Hamper Contributions (Monthly)



Figure 8: Divine You – Relief Food Hamper Service (Narrogin)



Figure 9: New Year 2023 & Annual Gathering (Group Photo 1)