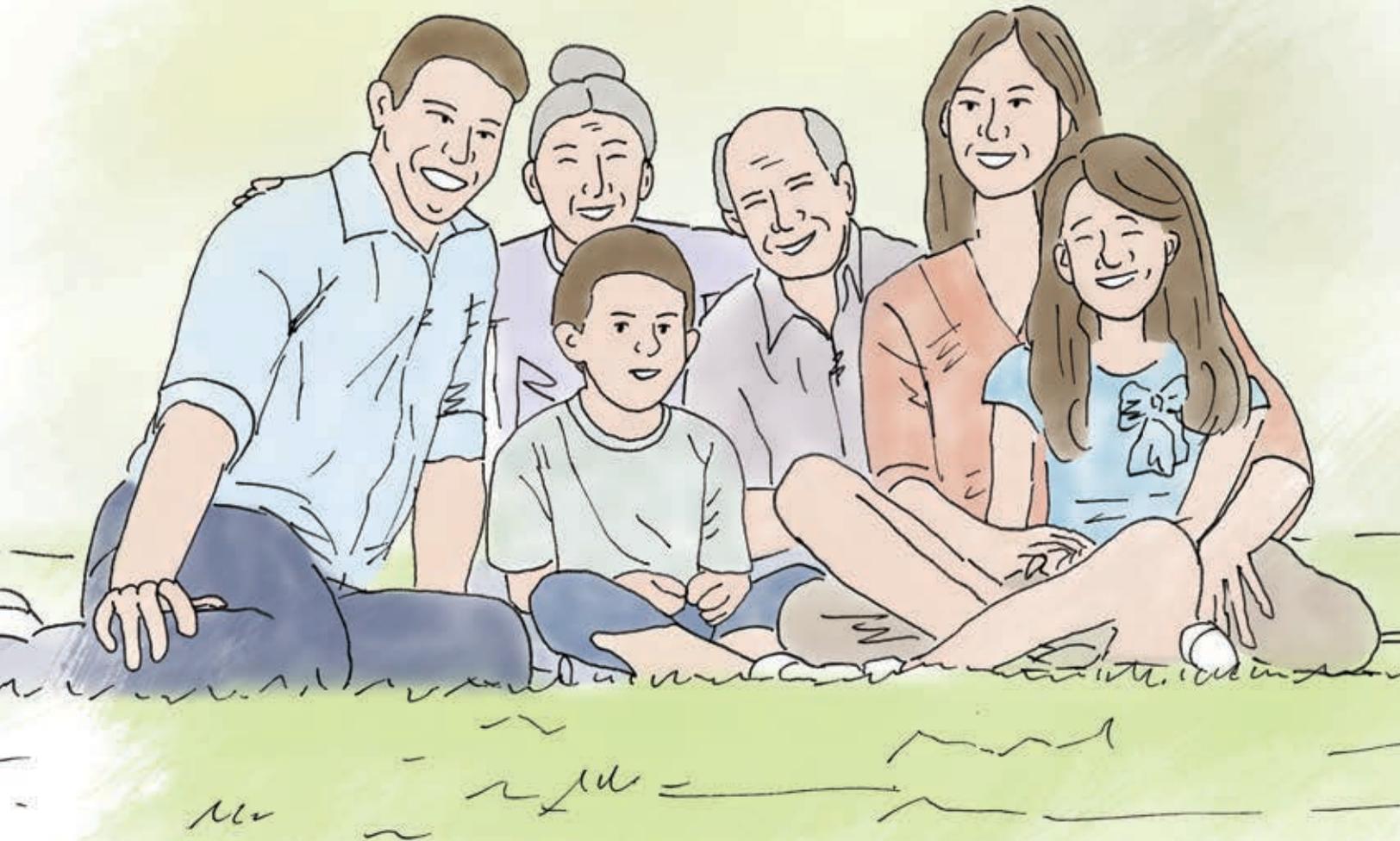


Bringing Happiness and Peace of Mind

A story of Joe and our services



Our Purpose

We bring happiness and peace of mind to individuals and families by delivering trusted care good enough for ourselves and our loved ones.

Our Values

TEAMWORK

We work together and help each other achieve our common goal.

RESPECT

We value the dignity and rights of each person regardless of background and experience.

INTEGRITY

We are honest and fair in all we do.

CARE

We empathise with and support the needs of people we work with and the community we serve.

EXCELLENCE

We consistently pursue high standards to delight our customers.

PASSION

We believe in what we do and our actions inspire all we touch.

Chairman's Message

In 2016, we focused on growing our footprint to serve more people in the community. As we worked on opening new facilities, growing our businesses and partnering with the community to do more, our efforts toward quality and excellent service were also recognised by those we serve and their families.

Our Commitment to Serve More

Building on the experience of our first nursing home at Jurong West, we prepared for the opening of our two new nursing homes in Chai Chee and Geylang East which started operation in January and April 2017 respectively. This brings the total capacity of the three nursing homes to close to 1,000 beds, and positions NTUC Health as one of the largest nursing home operators in Singapore. We continue to provide quality care as well as actively identify residents with good rehabilitation potential whom we work closely with to improve their mobility. This is to enable as many of them as possible, to return to the comfort of their own homes where they would be happiest.

In addition to two new senior care centres within the new nursing homes, we also officially opened our 12th Silver Circle Senior Care Centre at Ci Yuan Community Club. This centre is housed under the same roof with a family medicine clinic, hawker centre and an auditorium. The co-location of facilities is part of a broader effort by the government to offer greater convenience to residents living in the vicinity, as well as more opportunities for seniors to occupy themselves in the day with organised activities and to remain socially engaged with their peers.

In line with our belief that seniors age best within their own communities, we continue to focus on encouraging an active lifestyle and delaying the onset of mentally debilitating conditions such as dementia. We added to our portfolio a new senior wellness centre called SilverCOVE, to serve seniors living in studio apartments in Marsiling. Besides offering a range of daily exercise programmes and social activities like the rest of our senior activity centres, SilverCOVE has also introduced assisted living initiatives.

To reach out to vulnerable seniors who are frail and with little or no family support, we officially opened our second Cluster Support office in Bukit Merah.

We further affirmed our commitment to serve the community by opening new Unity Pharmacy outlets in Junction 8 and Waterway Point malls, while Origins continued to grow its distribution footprint with more retail outlets carrying their products across the island.



Our Assurance to the Community

I am pleased to also highlight industry achievements in 2016, which serve as testament to our efforts towards service quality and excellence.

At the 4th Eldercare Innovation Awards 2016, SilverCOVE was recognised for its outstanding design and service offerings. We won two awards, namely “Best Approach to Support Ageing-in-Place” and “Best Silver Architecture–Community Spaces” and were a finalist for “Best Wellness Programme–Community”. Unity Denticare bagged a Gold Award under the Health & Personal Care Category of Readers’ Digest Trusted Brands 2016. Our colleagues at Unity Pharmacy were also handpicked for 2 Changi Extra Mile Awards for their dedication towards providing the best service possible to customers.

Our Drive to Do More

As the needs of seniors are multi-faceted and complex, it is important for us to draw from many areas of expertise to meet these needs holistically. Our work with community partners plays a huge role in enabling us to serve seniors better. In 2016, we continued to work with various NTUC Social Enterprises, Regional Health Systems, as well as corporate and individual volunteers to do even more.

Most recently, we partnered with NTUC First Campus’ My First Skool to champion a structured inter-generational programme. Piloted at Silver Circle and SilverCOVE centres, the programme not only benefits our seniors and the pre-schoolers, it will allow partnerships with other childcare and senior care operators in Singapore towards regular and purposeful interaction between seniors and the young.

In order to groom talent for the community care sector, we have partnered with Institutes of Higher Learning for scholarships, internships and training. We worked with Republic Polytechnic to set up the RP-Unity Teaching Retail Pharmacy so that students graduating with a Diploma in Pharmaceutical Sciences can be workforce ready, armed with skill sets for retail pharmacy practice and operations.

Our Work Towards People Excellence

As part of our drive towards people excellence, we developed the “I am NTUC Health” programme. The programme supports employees to live out NTUC Health’s core values, helps them upskill and grow in the workplace, and involves them in meaningful initiatives across the organisation to build strong relationships and a more resilient organisation.

Our Focus Ahead

Our achievements in the past year would not have been possible without your support. I would like to express my appreciation to our shareholders, board members, community partners, management, staff and volunteers for your partnership and commitment.

In the years ahead, we will continue to focus on service, process and people excellence, while leveraging on technology. At the same time, we will remain guided by our core values and our clear purpose to bring happiness and peace of mind to individuals and families by delivering trusted care that is good enough for ourselves and our loved ones.

MS TAN HWEE BIN
Chairman

About

Bringing Happiness and Peace of Mind

A story of Joe and our services

This year, NTUC Health’s Annual Report kicks off with the story of Joe journaling his experiences in the year prior to his 76th birthday. With the help of NTUC Health’s services, Joe and his loved ones receive support that they needed, and find purpose in their lives. Just like Joe, seniors can look forward to leading their silver years meaningfully with the right support!

Highlights of NTUC Health’s work in the past year are featured in the following sections.

Contents

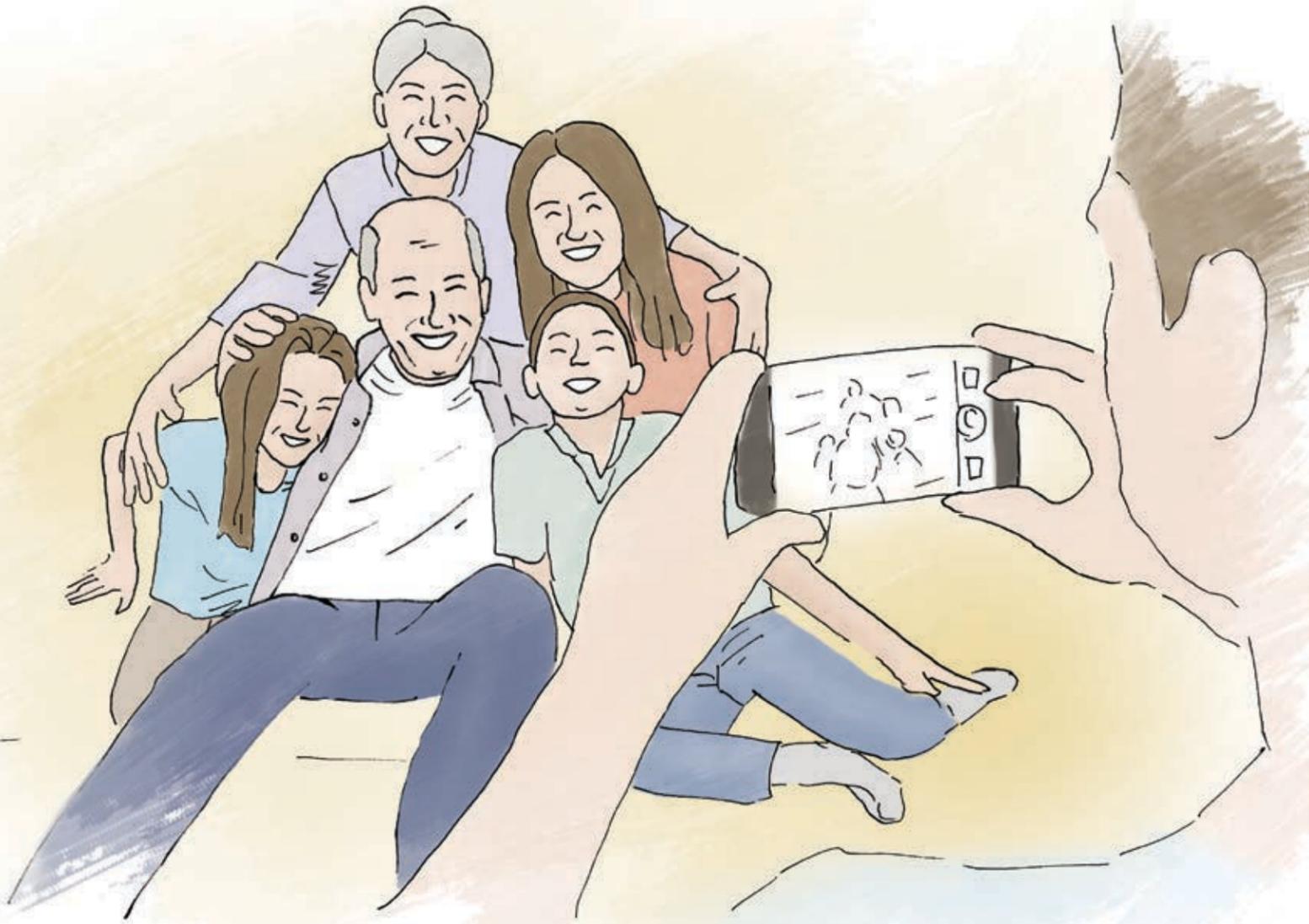
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Chapter 1

Reflecting on the Past Year

As Joe looks forward to celebrating his 76th birthday next month, he recalls this same time last year. Like this year, he was looking forward to spending time and celebrating with his son David, daughter-in-law Grace and two lively grandchildren – Daniel and Sarah, aged ten and twelve. In addition, he and his wife, Nancy, who turns 70 this year, were trying to settle into their new studio apartment in Marsiling.

As Joe recounted the various happenings of the year, he was thankful that everything eventually turned out good.



Chapter 2

The New Neighbourhood

Joe and Nancy had spent a large part of their lives living in a busy part of Toa Payoh. After moving, he missed his morning walks with his friends. Sensing that Joe was feeling down, Nancy asked, “Shall we go for a walk? Maybe we can chat with those makcik we saw the other day?”

As they made their way down the block, they heard music playing from inside a centre. “Let’s go check it out,” Nancy exclaimed excitedly.

Both Joe and Nancy were pleasantly surprised to discover that besides exercise for seniors, SilverCOVE offered lots of other activities like gardening and cooking. Since Joe and Nancy had always wanted a more active lifestyle, they signed up as members right away.

Joe and Nancy were starting to love the new neighbourhood.

Chapter 3

An Accidental Discovery

Nancy had been having a mild toothache for a while now, and had been putting off the visit to the dentist. One morning, as Joe and Nancy were taking a walk, they came across a large truck which looked very much like a dental clinic.

On closer look, Joe realised that the truck was actually the **Unity Denticare Mobile Dental Clinic**. Joe said, “Now, you don’t have to go to the dentist, the dentist has come to you!” After a thorough check, the dentist discovered that Nancy’s toothache was caused by a tooth decay, and swiftly extracted the affected tooth. Joe also joined Nancy to have his teeth checked. Using their Pioneer Generation cards, Joe and Nancy paid only a few dollars for the services.

While making payment, the Patient Service Assistant noticed that Joe was wheezing. Concerned that Joe may have asthma, she recommended Joe to her family doctor at **Unity Family Medicine Clinic**.

Joe made an appointment to see the family physician the next day.

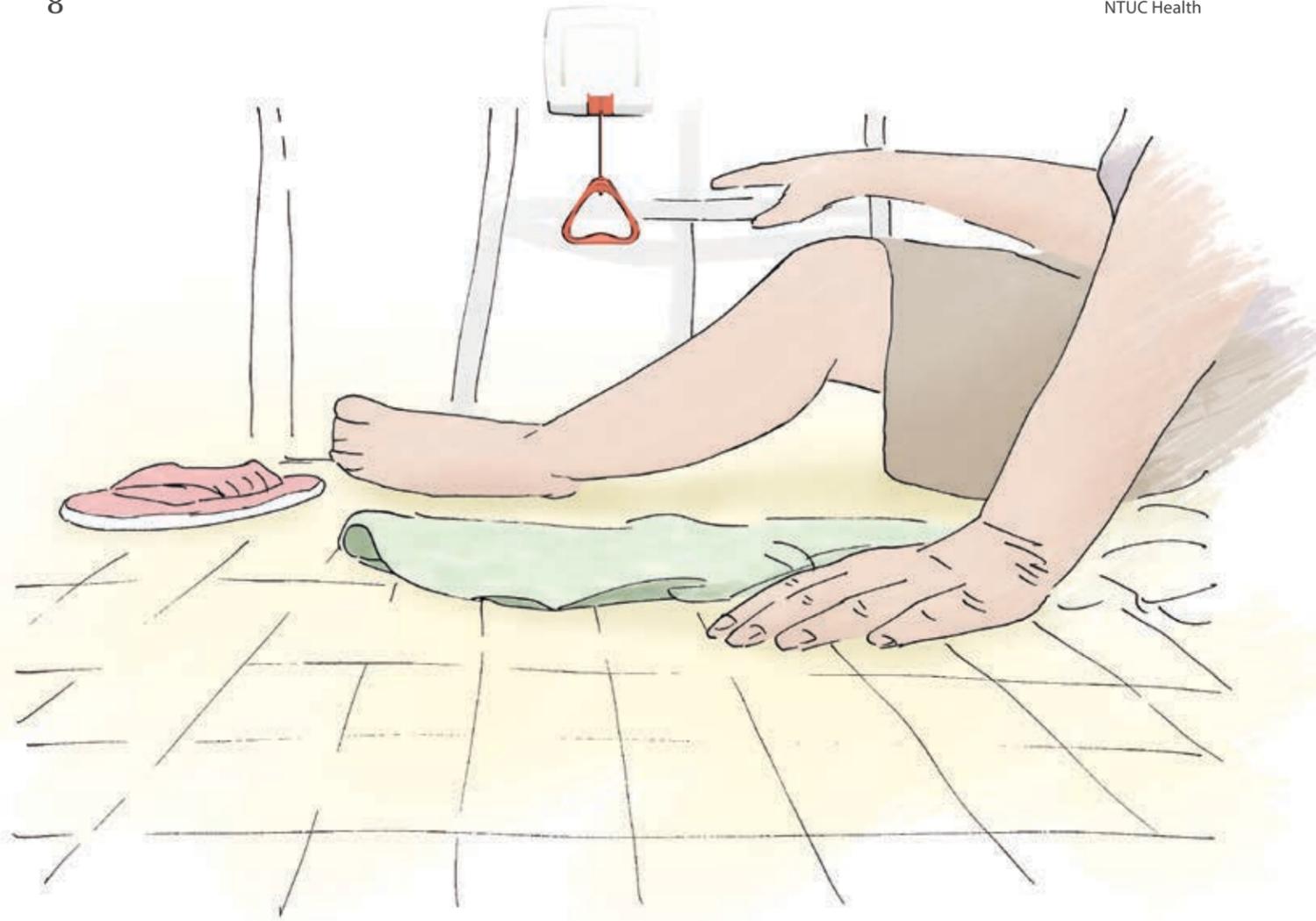


Chapter 4

Help for Joe's Health

Hearing that his father might be having asthma, David was worried and decided to accompany Joe to the clinic. Sure enough, the family physician at **Unity Family Medicine Clinic** diagnosed Joe with mild asthma and prescribed him an inhaler to manage the condition.

As Joe made his way home, he decided to drop by a **Unity Pharmacy** outlet nearby to get some health supplements for the family. When the pharmacist heard that his legs had been feeling weak, she recommended some glucosamine supplements to strengthen his joints. Along with some vitamins, Joe also picked up a packet of **Origins** brown rice for Nancy, who had been raving about the recipe she wanted to try out from her cooking class at **SilverCOVE**. “It’s so easy – I just have to add cilantro and lime dressing and it tastes so yummy!” Joe recalled Nancy’s excitement and couldn’t wait to try it out for dinner.



Chapter 5

A Nasty Fall

The following week, Joe returned home after a morning exercise session to take a shower while Nancy stayed on at **SilverCOVE** to chat with her new friends. Just as he was about to step out of the bathroom, Joe slipped on the soapy floor and fell. He tried to get up from the floor only to feel a sharp pain in his left leg.

Unable to move, Joe pulled the cord of the Alert Alarm System beside him. Everything that followed took place in a blur. Help came and Joe was rushed to the hospital. Apart from a broken left leg, the doctor suspected that Joe might have bumped his head when he fell and ordered for him to stay in hospital for observation.

Chapter 6

An Old Friend

The next morning as Joe was resting, a patient was wheeled to the empty bed beside him. David said, "Look Pa, isn't that Uncle Rajah?" Joe's eyes lit up immediately when he recognised his childhood friend. Although they last met 15 years ago, Joe and Rajah were no strangers to each other and had a great time catching up.

Joe learnt that a family tragedy had left Rajah alone. Admitted to the hospital due to a mild stroke, Rajah confided, "There is nobody to take care of me. The doctors told me that I will be transferred to **NTUC Health Nursing Home** next week so that I can be cared for round the clock."

By the time Rajah was transferred to **NTUC Health Nursing Home**, Joe was well enough to be discharged. The hospital arranged for a nursing aide from **Care@home** for Joe before his domestic help arrived. The nursing aide helped Joe with showering, feeding and exercises to strengthen his limbs.



Chapter 7

On the Road to Recovery

After two months, Joe's condition improved, and he was able to walk unassisted for short distances. Concerned that his mother was unable to care for Joe during the day and to enable her to continue with her daily activities, David enrolled Joe in **Silver Circle Senior Care Centre** located nearby so that someone could keep an eye out for him. Joe adapted to **Silver Circle** quickly, and David was glad to see that his father enjoyed the social activities – doing crafts, playing games, and sometimes even interacting with preschoolers. The latter reminded Joe fondly of the lovely moments spent with his grandchildren when they were younger. As Joe interacted with his new friends, he would sometimes think of his dear friend Rajah, and wonder how he was doing. He regretted not asking Rajah for his phone number at the hospital.



Chapter 8

A Joyous Reunion

By a stroke of luck, Joe found a note in one of his old wallets. "Rajah", it says, on the wrinkled paper. Joe picked up his mobile phone and dialled the number on the note. A few rings later, he heard a familiar voice, "Rajah speaking." Overjoyed, Joe answered, "It's me – Joe!"





Joe found out that after Rajah's discharge from **NTUC Health Nursing Home**, he had been staying at **Henderson Home**, where he shared a room with two other friends and help was just around the corner whenever he needed it. Joe arranged to visit Rajah the next day.

When they met, Joe saw a sparkle in Rajah's eyes which wasn't there before. Joe asked, "Hmm... You look different – much happier now! Come on, be a sport and tell me what has changed?"

Rajah smiled, "Since I started attending **SilverACE Senior Activity Centre** here, I realised that although I may not be as strong as before, I should not put my life on hold. I can still do many things. Most importantly, I have so many friends now!" Rajah elaborated. "And, there is this lady at **SilverACE** whom I have grown quite fond of..." he shared with a blush.

Speaking animatedly, Rajah told Joe about the people who helped him to view growing old in a positive light, like the social workers from **Cluster Support** and volunteer befrienders who would check on him and remind him to take his medications regularly.

Chapter 9

Meaningful Silver Years

Inspired, Joe told Nancy about Rajah's experience when he reached home. Together, they decided to join the **Community Befriending Programme** to help other seniors in their neighbourhood.

As Joe reflected on the past year, he realised that life over 70 can still be filled with purpose. They can continue to be active, and help others find meaning too. David, Grace and their children noticed that Joe and Nancy are much happier. Their time together as a family is now filled with so much more joy and laughter.

A month later...

On Joe's birthday, what was meant to be an intimate family celebration became a big party with all his new friends in the neighbourhood, fellow volunteers, and of course, Rajah! This has got to be Joe's best year yet, and he is looking forward to more meaningful years ahead.

*Let us never know what old age is.
Let us know the happiness time
brings, not count the years.*

- Ausonius



2016 Highlights



Unity Denticare

105,000

patient visits, with the Mobile Dental Clinic contributing to **1,300 visits**

Achieved the

Gold Award

under the Health & Personal Care Category of **Readers' Digest Trusted Brands 2016**



Unity Family Medicine Clinic

2,600

patients seen

13,000

patient visits



SilverCOVE

Membership grew by

26%



Care@home

Attended

2,200

clients

Clocked

192,000

hours of service

Community Engagement

400

volunteers

Unity Pharmacy

3.8 million

transactions in 2016

2 new outlets

2 times Changi Extra Mile Awards Winner



Origins

600

distribution points

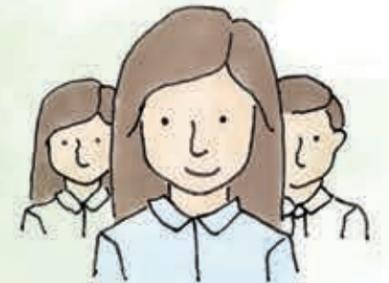
Origins Organic Wholemeal Flour was recognised by Singapore Women's Weekly's Domestic Diva Awards as the **Best Wholemeal Flour**

Cluster Support

Served

436

clients



Henderson Home

85%

occupancy

rate in sheltered home



NTUC Health Nursing Home

1,000

beds across 3 nursing homes

SilverACE

Membership increased to

2,000



Silver Circle

Opened the

12th

Senior Care Centre: Silver Circle (Ci Yuan)

1,804

clients served

Empowering Healthy Living for Everyone

We aspire to provide quality and affordable health products and services to the community. 2016 was no exception. We extended our presence and focused on elevating our service quality. As a result, we won approval and recognition from both customers and industry partners.

Origins

Origins Healthcare seeks the finest natural and organic foods available while maintaining strict quality standards.



Origins is retailing at close to 600 outlets including supermarkets, convenience stores, petrol kiosks, and pharmacies.



Cranberry Cooler

Ingredients:

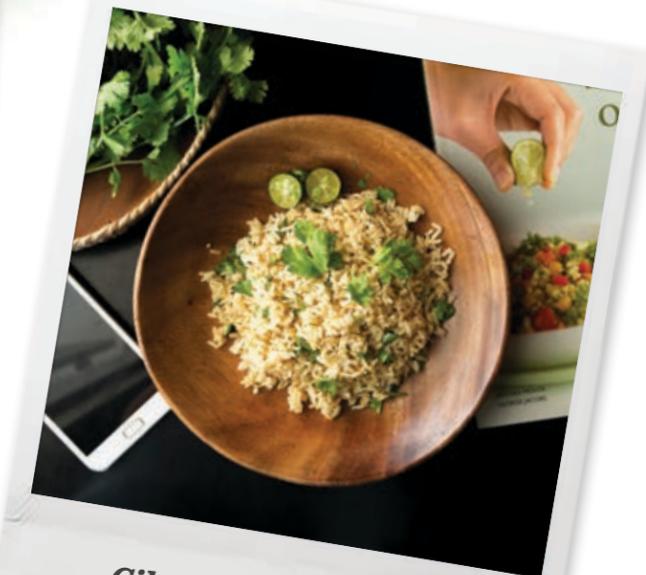
- 3 cups cranberry juice
- 4 cups ginger ale
- Ice cubes
- 1 – 2 tablespoons Origins Raw Honey
- Mint leaves (optional)

Method:

Mix cranberry juice, ginger ale and honey. Pour into a jug or pitcher filled with ice. Add a slice of lime and garnish with mint leaves. Enjoy!

Origins Organic Wholemeal Flour “Best Wholemeal Flour”

Singapore Women’s Weekly Domestic Diva Awards



Cilantro Brown Rice

Ingredients:

- 1 cup brown rice
- 2 cups water
- 1 tablespoon olive oil
- ½ cup cilantro (coriander)
- 1 tablespoon fresh lime or calamansi juice
- Bragg Liquid Aminos (seasoning)

Method:

Combine brown rice and water to cook. Mix the cooked rice with the rest of the ingredients. Flavour with Bragg Liquid Aminos. Enjoy!

Unity Family Medicine Clinic

Unity Family Medicine Clinic (FMC) brings one-stop healthcare services closer to families and their loved ones, and cares for their long-term healthcare needs.

Support for patients with mental health issues

Unity FMC partnered with Tan Tock Seng Hospital and Institute of Mental Health to provide better care for patients.

“I was very impressed with Stephanie. She is warm and shows empathy towards her patients. Her interpersonal skill with patients is very good.”

– Mr Tor Tiak Leong



Ms Phyllis Lim suddenly felt light-headed and fainted while exercising outside the FMC. Family physician Dr James Cheong and two staff attended to her until the ambulance arrived to send her to the nearest hospital's Accident and Emergency Department.

Unity FMC received a bouquet with a card that read, "A big thank you to Dr James and his assistant for the emergency attention to our student who was feeling unwell at our exercise session."



Doing Our Part to Raise Cancer Awareness

Unity FMC participated in the Women's Gynaecology Cancer Awareness Month and is a collection point for colorectal cancer test kits.



Dr James Cheong, one of our family physicians in Unity Family Medicine Clinic

“All the staff at Unity Family Medicine Clinic – from the lab technician and the foot screening staff to the counter personnel and doctors – are friendly and efficient.”

– Ms Anita Hoie

Over

7,000

patients have been served since Unity Family Medicine Clinic opened in March 2014

Unity Denticare

Unity Denticare aims to improve every patient's dental health through high quality, advanced technology and holistic care. With a team of experienced dentists and specialists, it provides a comprehensive and affordable range of general and preventive, restorative and aesthetic dental services.



Did you know?

Unity Denticare was established in 1971. It is the only dental cooperative in Singapore



Pioneers enjoy subsidies at Unity Denticare, reducing their out-of-pocket expenses

Health & Personal Care

Gold Award

Readers' Digest
Trusted Brands 2016

“After my wisdom tooth extraction with Dr Yap, he referred me to his colleague Dr Alex for braces. Dr Yap was very patient in addressing my questions when I sought his professional opinion. He also went the extra mile to liaise with Dr Alex to ensure a smooth handover.

I would also like to thank the support staff for their patience in handling my frequent questions and visits.

I'm sure my upcoming braces treatment with Dr Alex will be a pleasant one as well.”

– Mr Zheng Junliang



Unity Denticare's Mobile Dental Clinic has served 1,300 patients, many of whom are pioneers and CHAS card holders

Unity Denticare's Mobile Dental Clinic has been making rounds in nursing homes, senior activity centres, and community centres, providing quality and affordable dental care to seniors and residents.

Unity Pharmacy

Unity Pharmacy's mission is to improve the health and total well-being of our customers by being the most professional pharmacy chain while delivering the highest level of customer satisfaction at the most competitive prices.

"I would like to thank Susanna and Priya in ARC building for their excellent support. They always provide timely and helpful advice regarding my purchase. They are extremely attentive and they listen to all my concerns with a great deal of patience. They are caring and truly professional."

- Mudasir Habib



Two new outlets open at Waterway Point and Junction 8 Shopping Centre



Unity Popular Choice Awards was attended by more than 250 suppliers who worked closely with us to achieve an exceptional sales record in September



Winner of Changi Airport Extra Mile Award, Unity Pharmacy Assistant Abdul Razeed Nargis Banu. Also receiving the same recognition was Retail Supervisor Sariah Bte Abdul Hamid



Providing Peace of Mind for Seniors and their Families

We encourage seniors to live each day with purpose, and dignity, with meaningful activities they can look forward to. Staying true to this philosophy of care, we strengthened our care support for the seniors and their families.

SilverACE

SilverACE Senior Activity Centres support vulnerable seniors in lower income neighbourhoods. The aim is to encourage seniors to remain engaged in the community.



Our first robotic fitness coach Ross conducts exercise routines for seniors and even speaks in dialect!



A loving couple, Mr Teong Ah Wah and Mdm Ho Ah Loy enjoy strolls in the neighbourhood and activities at SilverACE (Bukit Merah)

Mdm Goh receives a listening ear and a helping hand

After a knee replacement surgery, Mdm Goh Suan Ching, a resident living near Telok Blangah, was advised by her physiotherapist to do light exercises to aid her recovery. After enquiring with various centres around her neighbourhood, Mdm Goh was connected to Ms Wong Heng Mui, Centre Supervisor of SilverACE (Henderson). Mdm Goh shared, "I appreciate the service I received from NTUC Health SilverACE, in particular, Ms Wong. She showed kindness and concern when I asked for directions to her centre. She even went the extra mile to refer Ms Nancy to me when she learnt that I need to take two buses to Henderson."

Realising that SilverACE (Henderson) was not a convenient option for Mdm Goh, Ms Wong referred Mdm Goh to SilverACE (Telok Blangah). Ms Nancy Wan, Assistant Centre Supervisor of SilverACE (Telok Blangah) recommended Mdm Goh to use the pedal machine to perform light exercises so that she will regain strength in her legs. "Ms Nancy made me feel very welcomed and comfortable when I was at the centre to use the pedal machine to exercise my legs," smiled Mdm Goh.

Silver Circle

Silver Circle Senior Care Centres support working families with a place where their elderly loved ones can be cared for by professionals while they are at work. Apart from social activities and exercises, Silver Circle Senior Care Centres provide added services such as active rehabilitation, community nursing, and personalised dementia care.



In addition to social activities, seniors at Silver Circle can receive dementia care, rehabilitation and community nursing services. Silver Circle achieved ISO 9001:2008 certification in 2016



Scan the QR code to view Mr Lim's recovery process



Ms Uma Maheswari assisting Mr Lim Yian Ho with rehabilitation therapy

Mr Lim regains mobility one step at a time

Sixty-one-year-old Mr Lim Yian Ho was an avid sportsman until an accident left him with no sensation from neck down. After recuperating at the Tan Tock Seng Rehabilitation Centre for two months, Mr Lim continued his rehabilitation at Silver Circle (Serangoon Central).

Under the care of Senior Physiotherapist, Ms Uma Maheswari, Mr Lim's mobility improved – from being unable to walk and requiring two-way private transport to being able to take the MRT home on his own.

"I like it here. I get personal attention and different exercises every session – not just one standard set all the time," said Mr Lim. His major milestone came when he managed to walk from the centre to the nearby coffee shop with Uma beside him. Mr Lim smiled, "I look forward to standing tall at my son's wedding in May 2017!"

"It is my hope that one day I can give back by helping rehabilitation patients. Given my personal experience, I believe I can relate and connect better with them."

– Mr Lim Yian Ho, 61

"Thank you very much for taking good care of my mum. She has since become happier and more cheerful. Please accept my most sincere appreciation to all staff of NTUC Health Silver Circle at Jurong West. Thank you for making my weekdays worry-free."

– Ms Diana Lim, Daughter of Mdm Wee Suan Choo



SilverCOVE

SilverCOVE's vision is to be a forerunner in helping seniors age in place healthily and happily, by offering a range of daily exercise programmes and social activities.

Did you know?
Like commercial gyms, seniors can also have a personal trainer at SilverCOVE to help them achieve their fitness goals!



Scan the QR code to watch how SilverCOVE brings seniors together

Membership grew by **26%**



SilverCOVE won "Best Approach to Support Ageing-in-Place" and "Best Silver Architecture - Community Spaces" at the 4th Asia Pacific Eldercare Innovation Awards 2016



Mdm Halimah Jacob, Speaker of Parliament and MP for Marsiling-Yew Tee GRC (Marsiling) graced the official opening of SilverCOVE on 19 April



Mr Rengasamy visits SilverCOVE daily for exercises and social activities

"SilverCOVE is the first senior wellness centre I have ever attended. I come here every day to exercise and use the gym as the doctor says this is good for my Parkinson's disease. All the people here are my friends. I help them to water their plants and add fertilisers because some of them don't have time to come in every day. Last year in November, they also celebrated my birthday for me and we do that every month for the rest. I'm happier after joining SilverCOVE, and I try to encourage my friends to join too."

- Mr Rengasamy s/o Sinniah, 75

Care@home

Care@home enables elderly and individuals to recuperate and age in the comfort and familiarity of their own homes by providing a comprehensive range of home care services.

Strengthening Ties with Key Partners

Care@home partnered with NUH2Home to transfer patients from hospitals to community care; as well as with Ng Teng Fong General Hospital and Khoo Teck Puat Hospital to better serve patients. They also collaborate with eBeeCare and Silverline Mobile and CaregiverAsia to raise awareness of home care services.



Scan the QR code to watch how home care services help seniors

Home Personal Care

8,500

service hours in 2016

Home Therapy

22%

increase in number of clients

Home Medical

78%

increase in number of clients

“I really appreciate the service provided by the caregiver, Ms Tabaquero Catherine Telib. She has done an excellent and wonderful job. She is patient and professional even though handling a sick elderly person can be a daunting task. She even went the extra mile to teach and share her experience with me on how to care for my elderly mother-in-law. I would like to request Ms Catherine to be my mother-in-law’s caregiver in future. Well done, Ms Catherine!”

***– Mdm Suhaime Bin Tagumi,
Daughter-in-law of Mdm Sibah Bte Salim***



Care@home actively reaches out to the community through roadshows and talks on health and caregiving tips

Did you know?

Care@home and Silver Circle offer respite home care and day care services to allow caregivers a well-deserved break.

Cluster Support and Henderson Home

NTUC Health Cluster Support coordinates community-based care and support services for vulnerable seniors with little or no family support within each HDB town.

Henderson Home is one of the first unique 3-in-1 integrated senior facilities which provide ambulant elderly with accommodation, and houses a day care centre and a senior activity centre.



MP for Tanjong Pagar GRC Ms Joan Pereira graced the official opening of NTUC Health Cluster Support (Bukit Merah) on 21 July



Mr Oh enjoys his independence while having his needs met

Seventy-nine-year-old Mr Oh Chye Thiam suffered a stroke which left him unable to take care of himself. With no immediate family members, he was referred to stay at Henderson Home. NTUC Health Cluster Support team helped him to:

- Co-ordinate delivery of his meals
- Arrange for transport and medical escort services
- Connect with Care Close to Home programme managed by Silver Circle, that helped to arrange for medicine packing and vital signs monitoring

“I enjoy the freedom here in the Home. Whenever I am free, I will take part in the activities in the Senior Activity Centre downstairs or do some simple exercises in the neighbourhood park. Other times, I can relax in my room and chat with my roommate.”

– Mr Oh Chye Thiam, 79



NTUC Health Cluster Support Care Manager Ms Ahmala accompanies Mdm Helen on a walk through the neighbourhood

Helping Mdm Helen remain cared for in the community

Seventy-eight-year-old Helen Fernandez lives alone and suffers from dementia. NTUC Health Cluster Support's Ahmala Rajoo and Lim Siok Leng helped to:

- Enlist CAN Carers to visit her regularly
- Arrange for Care2home to assist with personal grooming and light household duties
- Co-ordinate meal delivery
- Arrange for GIRO services for her bills
- Arrange for transport and medical escort services
- Work with HDB through the EASE programme, to replace her old appliances
- Obtain food donations for her cats – her source of comfort and companionship
- Engage volunteers to declutter, clean and paint her home

“Although Mdm Helen’s memory is poor, I think that the fact that she remembers me every time she sees me – that means a lot to me.”

– Ms Ahmala Rajoo, Care Manager, NTUC Health Cluster Support (Bukit Merah)

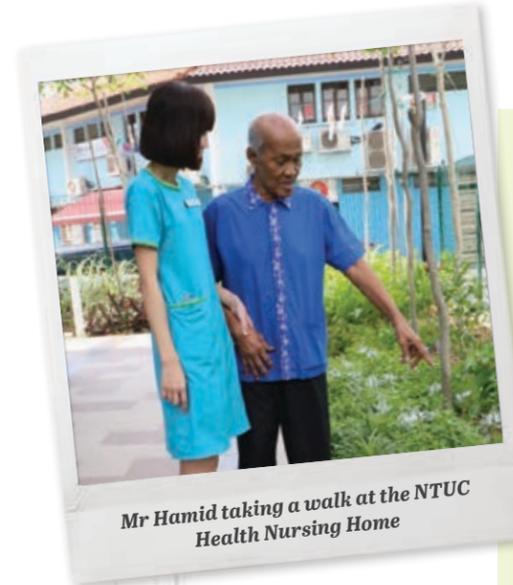
NTUC Health Nursing Home



NTUC Health's first nursing home at Jurong West officially opened on 25 May

Did you know?

Our nursing home residents enjoy outings and visits around the neighbourhood to enable a continued sense of belonging in the community.



Mr Hamid taking a walk at the NTUC Health Nursing Home

Mr Abdul Hamid regains independence and returns home

Mr Abdul Hamid, 79, was diagnosed in October 2015 with high blood pressure, high cholesterol, heart disease, nerve disorder and severe leg pain. In addition, Mr Hamid was also incontinent and wheelchair-bound.

These health problems led him to be admitted to NTUC Health Nursing Home (Jurong West). Mr Hamid, however, remained positive and bonded well with other residents. He also underwent regular physiotherapy. As Mr Hamid got stronger, and his condition improved, he was discharged in March 2016.

“I have plans to resume my cleaner work once I return from my visit to Batam to see my wife and daughter.”

– Mr Abdul Hamid, 79



Reminiscence areas are available throughout the facility to help residents, especially those with dementia, feel a sense of belonging and familiarity



Scan the QR code to watch how therapy helped nursing home resident Mr Ho Hin Thye

Working with the Community to Care for Seniors

We believe that there is not one service which fits all; and that is why we join hands with others to provide for seniors' holistic needs. In that spirit, we work with community partners and volunteers to provide better care for seniors.

Did you know?

Most of our volunteers are seniors themselves, with the oldest being more than 90 years old



"I have been doing this for about 15 years now. I divide my time for the many under my care. I really enjoy the engagement – it makes me happy to see the happy faces of the ones under my care."
 – Mr William Lim, 80, Volunteer



Mr William Lim receiving an Outstanding Volunteer Award from NTUC Deputy Secretary-General Mr Heng Chee How at the Volunteer Appreciation Lunch in March



44-year-old CAN Carer, Mr Fred Chin regularly visits vulnerable seniors living in Tiong Bahru and helps them with their needs

Fred cares for neighbours in Tiong Bahru

Volunteering was something 44-year-old Fred Chin always wanted to do. Therefore, when the opportunity arose, he readily went for it. Fred now volunteers with NTUC Health through the Caring Assistance from Neighbours (CAN) programme, where he provides support to elderly residents in Tiong Bahru.

In addition to monitoring the seniors' well-being, Fred also visits them regularly and connects them to other organisations for various types of support, such as applying for financial assistance.

"Some people are in need of additional assistance, and it is my hope that my efforts will make their lives just that little bit better."

– Mr Fred Chin, 44, CAN Carer



SilverCOVE partnered with Alexandra Health to start the Share-A-Pot programme to provide seniors with a place to eat, socialise and exercise



The Community Befriending programme at NTUC Health has benefited over 400 seniors. Community befrienders like Mr Che Ah Kau visit seniors regularly to keep their well-being in check



Mdm Chan Foong Chai volunteers regularly at SilverACE (Redhill) and conducts exercise classes weekly for fellow seniors

“I am alone at home and it is very boring with nothing to do. So, why not come and help since I can walk? This is a two-way thing because by volunteering it is good for the centre, but it is also good for me as it keeps me occupied and connected.”

– Mdm Chan Foong Chai, 90, Volunteer



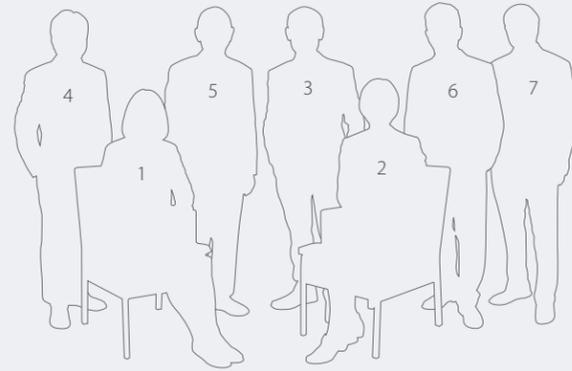
NTUC Secretary-General Mr Chan Chun Sing visited the RP-Unity Teaching Retail Pharmacy and saw how the tele-pharmacy service works

NTUC Health also partners with many Institutes of Higher Learning such as UniSIM, Temasek Polytechnic, Nanyang Polytechnic, HMI Institute of Health Sciences, ITE, and Hua Mei Academy for scholarships, internships and employment.



Seniors and preschoolers from NTUC's My First Skool gather regularly at Silver Circle and SilverCOVE to bond through activities such as terrarium making, group exercises, festive celebrations and art-and-craft sessions

Board of Directors



1. MS TAN HWEE BIN Chairman

Ms Tan is the Chairman of NTUC Health Co-operative Limited, and the Executive Director of Wing Tai Holdings Limited. She serves on the Boards of Directors for Singapore Labour Foundation and Agency for Integrated Care Pte Ltd. Ms Tan is also a Council member of Singapore National Employers Federation.

Ms Tan was the Chairman for SLF Strategic Advisers Pte Ltd, and had served on the Board of NTUC FairPrice Co-operative Limited. She had also served in the Chinese Development Assistance Council and the Central Singapore Community Development Council. She was awarded the Public Service Medal (PBM) in 2011.

2. MS ADELINE SUM Board Member

Ms Sum is a Board Member of NTUC Health Co-operative Limited. She is Deputy Chief Executive Officer of NTUC Enterprise and Managing Director of NTUC FairPrice. She holds directorships in ComfortDelgro Corporation Ltd and some NTUC social enterprises.

3. DR CHRISTOPHER LIEN Board Member

Dr Lien is a Board Member of NTUC Health Co-operative Limited, and a Senior Consultant in Geriatric Medicine and Director of Community Geriatrics at Changi General Hospital. He is a Visiting Consultant to Peacehaven Nursing Home and a Board Member of St Andrew's

Community Hospital. Dr Lien also serves as a member of the National Dementia Network, the Advance Care Planning Steering Committee, the National Medicine Reconciliation Workgroup, the Scientific Advisory Committee of the Centre for Ageing Research and Education and the Lien Center for Palliative Care, Duke-NUS Graduate Medical School. He is currently the Chairman of the Chapter of Geriatricians, College of Physicians, Academy of Medicine, Singapore. He is also a Governor of the Lien Foundation.

4. MR GERRY LEE Board Member

Mr Lee is a Board Member of NTUC Health Co-operative Limited, and the Deputy Chief Executive Officer (Operations) of NTUC FairPrice Co-operative Limited.

He is also Board Member of NTUC Link Pte Ltd. He holds the directorship of several other companies, including NewFront Investments Pte Ltd, Cheers Holdings (2004) Pte Ltd and Grocery Logistics of Singapore Pte Ltd. Mr Lee is also the Chief Executive Officer for FairPrice's operations in Vietnam; the Co-operative runs a chain of hypermarkets called Co.op Xtra, a joint venture between FairPrice and Saigon Co.op, a leading supermarket retail co-operative in Vietnam.

5. MR LIAK TENG LIT Board Member

Mr Liak is a Board Member of NTUC Health Co-operative Limited, and the Group Chief Operating Officer,

Perennial Real Estate Holdings Limited and Chief Executive Officer, Perennial Healthcare Pte Ltd. He has served on the Board since 2009 and is currently the Chairman of National Environment Agency. He also serves on the boards of Pathlight School, Civil Service College's Service Management Advisory Panel, and the Board of Advisors of the Institute of Service Excellence at the Singapore Management University.

6. MR TAN HOCK SOON Board Member

Mr Tan is a Board Member of NTUC Health Co-operative Limited, and the General Secretary of Food, Drinks and Allied Workers' Union (FDAWU). He currently focuses his attention on equipping workers with necessary skills to be future-ready. He is a member of the NWC Committee 2016, and a recipient of the Comrade of Labour Award by National Trade Union Congress in 2001.

7. MR WILLIE CHENG Board Member

Mr Cheng is a Board Member of NTUC Health Co-operative Limited. He is also the Chairman of the Singapore Institute of Directors. He is a Director of United Overseas Bank, Far East Hospitality Asset Management, SingHealth Services and Integrated Health Information Systems. He also sits on several charity and non-profit Boards. He is a Fellow of the Institute of Singapore, Chartered Accountants and Singapore Institute of Directors, and an Honorary Fellow of Singapore Computer Society.

Management Team



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BUSINESS DIVISIONS

1 MR CHUA SONG KHIM
Chief Executive Officer

2 MR LEON LUAI
*Head
Clinical Services & Wellness
Head
Residential & Home Care*

3 MS CAYMANIA LOW
*Head
Day Care*

4 MR PATRICK WONG
*Head
Dental Services*

5 MR BERNARD LEE
*Managing Director & Head
Pharmacy*

6 MS SONIA TAY
*Managing Director & Head
Origins Healthcare*

CORPORATE DIVISIONS

7 MR TAN WEI PING
*Assistant Director
Corporate & Business
Development*

8 MS CLARA LEE
*Head
Corporate Communications
& Branding*

9 MS ADELINE KEE
*Head
Finance*

10 MS JUDY YONG
*Head
Human Resource &
Administration*

11 MR AW JIAN-HUEI
*Head
Information Technology*

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Any resemblance to actual persons, living or dead,
or actual events is purely coincidental.



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