



**WITH AUGMENTED  
REALITY FEATURES**

See page 03  
for instructions



Scan or click on the  
photo above for a  
special greeting  
from our seniors!



# THE JOY OF CONNECTING

# TABLE OF CONTENTS



**03**

Introduction



**04**

Joint Message by  
Chairman & CEO



**06**

Board of  
Directors



**07**

Staff Awards  
& Recognition



**08**

Year in Review



**10**

Seniors Stay  
Active & Engaged



**14**

Clients Enjoy  
Easier Access  
to Care



**15**

Connecting through  
Friendships, Fitness  
& Fun



**16**

#NTUCHealthUnited



**18**

Special Thanks to  
Our Partners



**19**

Thoughts from  
Seniors on Their  
Digital Journey

# INTRODUCTION

Technology played a key role in the way we connected with our seniors in a year that saw unprecedented challenges brought about by the pandemic. As we reflect on 2020, we invite you to join us in this journey to come on board a more digital world with an Augmented Reality (AR) enabled Annual Report.

While the Annual Report can be enjoyed on its own, why not have a full AR experience?

## Ensure that you...

- (i) are in a well-lit room
- (ii) have a good internet connection



### Step 01 - Set up

You will need to have 2 devices - a computer/tablet to view the Annual Report and a phone to hold over selected photos in the Annual Report that have the  symbol.



### Step 02 - Install

Install the **Overly** mobile app from the Google Play or App Store. Open the app, allow the app to use your phone's camera function, then complete the set-up.



### Step 03 - Tap to scan

Look out for photos with the  symbol in the Annual Report. If you are using a...

**Tablet** - hold the phone directly above the photo on the tablet screen

**Computer** - hold the phone directly in front of the photo on the computer screen

Tap your phone screen to scan. You should see  as the photo starts to load. Hold still and wait for the photo to come to life! Don't forget to turn off silent mode and turn up the volume!

## Have fun exploring!

Please note that the AR functionality will only be available until 16 April 2023.  
If you do not have 2 devices with you, you may also click on the images to watch the videos.

# JOINT MESSAGE BY CHAIRMAN & CEO



**Mr Lim Boon Heng**  
Chairman



**Ms Chan Su Yee**  
Chief Executive  
Officer

NTUC Health's mission has always been to ensure that families have peace of mind over the care of their ageing family members and that seniors are able to continue living the life they want regardless of age. Amidst the challenges brought about by COVID-19, seniors journeyed hand-in-hand with us, demonstrating their resilience to do what was necessary to stay safe and well.

## STAYING SAFE

Clients and caregivers complied readily with the additional steps of temperature-taking, visitor registration and safe distancing as staff at all our clinics, elderly centres, nursing homes and home care services worked closely with the authorities to rapidly roll out precautionary measures. Our seniors missed some of the activities and outings they used to enjoy, but they also understood the gravity of the situation and their vulnerability to the virus.

Family members too, stepped up during this time when our day centres were closed. They made good use of thoughtfully curated activity kits prepared by our staff to keep their elderly loved ones engaged at home. Some family members, during regular calls made by our staff, openly shared the stress of caregiving during the Circuit Breaker and received support from our psychologists.

## SENIORS GO DIGITAL

The adoption of digital solutions amongst seniors has been one of the silver linings in the pandemic. For many who were previously tentative towards new technology, COVID-19 was the opportunity for them to decisively embark on their digital journey.

Clients who used to visit our centres and clinics for physical appointments tried out video-conferencing as we introduced tele-consults and tele-rehab services. When visits were suspended at our nursing homes, our residents continued to stay in touch with family through video calls that we were happy to arrange, and participated in live cooking shows hosted by familiar staff faces. Seniors at our Day Centres gamely participated in their favourite activities such as Bingo and quizzes through video calls when the centres were closed. Volunteers at our Active Ageing Hubs took to vlogging (video blogging) to showcase their hobbies and skills to an online audience.

In all, our seniors participated in over 750 sessions of such online activities during the Circuit Breaker. They truly embody what it means to be 'ageless', retaining their enthusiasm for life and learning regardless of their circumstances and where they are.

Indeed, the pandemic lends fresh urgency to helping seniors access resources and remain connected in our digital world. We are thankful to partners such as Singtel who supported us in wiring up our centres, sponsoring mobile devices and conducting training classes for seniors to boost their digital literacy. These initiatives benefited over 900 seniors at our Senior Activity Centres and Active Ageing Hubs.

## MORE SENIORS TO STAY ACTIVE AND HEALTHY

Under the pilot *Communities of Care* project that we have embarked on with the Agency for Integrated Care (AIC), more seniors in the Taman Jurong and Henderson areas, including those from non-rental HDB blocks, will have their health and social care needs identified and met.

Seniors are now also able to enjoy Tango Active Ageing Services at all our Active Ageing Hubs, as we strive to enable ageless living. In fact, the new kickboxing and circuit training programmes which have been specially adapted for older adults, have been very popular. This clearly shows that age is just a number and that seniors too, can and do lead exciting lives!

The public will also be able to locate our suite of services more easily now as we have completed the transition from the Unity and Silver brands to a unified 'NTUC Health' brand at all our facilities.

## STAFF SERVE WITH HEART

We could not have made it through this extraordinary year without the sacrifices made by our staff.

Our foreign staff, in particular, have not been able to return home since the start of the pandemic. Those at the frontline constantly put the needs of clients and seniors above their own, and demonstrated what it means to deliver care with heart. Staff in administrative functions worked just as hard to ensure frontliners are equipped and supported to deliver the best care possible.

At the SingHealth Quality Service Award 2020, our Nursing Home and Allied Health colleagues received the Best Team Award (Clinical Practice Improvement) for the Return to Continence programme in addition to 4 individual Gold and 75 individual Silver awards - the highest number of awards won at this event to date.

## WE ARE GRATEFUL FOR YOUR SUPPORT

We would like to express our heartfelt gratitude to all our shareholders, board members, unions, community partners, management, staff and volunteers for your unwavering support. Special thanks go to Healthcare Services Employees' Union, Singapore Maritime Officers' Union, and Migrant Workers' Centre for your encouraging words and gifts of appreciation.

This past year has brought challenges, but it has also shown us the difference we can make to seniors and their families, especially with your partnership. Thank you for believing in us and enabling us to continue building a community we all want to live in.

# BOARD OF DIRECTORS



# STAFF AWARDS & RECOGNITION



## SINGHEALTH QUALITY SERVICE AWARD (SHQSA) 2020

**79**  
individual  
awards

**BEST TEAM AWARD**  
(Clinical Practice Improvement):  
"Return to Continence" programme

With a total of **80 AWARDS** won, this is the highest number of awards at this event to date

## AGENCY FOR INTEGRATED CARE COMMUNITY CARE EXCELLENCE AWARD 2020

**7** individual awards

**CLINICAL QUALITY IMPROVEMENT AWARD**  
"Return to Continence" programme



## ABOUT THE "RETURN TO CONTINENCE" PROGRAMME

Relying on diapers should not be seen as part of the normal process of ageing and the only solution to urinary incontinence.

Many of our nursing home residents successfully became independent of diapers with the encouragement of our staff and through exercise, diet, and regulating of toileting practices. They also appreciated the added layer of dignity and comfort that came with being diaper-free.

# YEAR IN REVIEW



## CLIENTS WERE ABLE TO ACCESS ESSENTIAL HEALTH AND COMMUNITY CARE SERVICES DURING THE CIRCUIT BREAKER

Seniors who required additional support attended our day care centres; **3 OUT OF A TOTAL OF 7** whitelisted centres in Singapore were operated by NTUC Health

Over **300 CLIENTS** received home personal care, home nursing, home medical, home therapy, and interim caregiver services

Patients were able to test for COVID-19 through swab tests at our Family Medicine Clinic, which was registered as a **PUBLIC HEALTH PREPAREDNESS CLINIC (PHPC)**

Patients were able to address urgent dental needs at all **18 OF OUR DENTAL CLINICS**

Caregivers and seniors updated on their physical and emotional well-being through some **20,000 PHONE CALLS** made by our staff



## SENIORS REMAINED ENGAGED DURING THE CIRCUIT BREAKER

Seniors hopped onto digital platforms, learning how to use video-conferencing tools like Zoom to keep in touch with friends, exercise and attend workshops. In all, they participated in over **750** sessions of online activities



## MORE SENIORS TO STAY ACTIVE AND HEALTHY

**TANGO ACTIVE AGEING SERVICES**, including the popular Kickboxing and Circuit Training programmes that have been adapted for seniors, are now available at all our Active Ageing Hubs

Seniors in the Henderson and Taman Jurong regions will be supported through our **COMMUNITIES OF CARE** pilot project so that they can stay healthy and connected to our community



## STAFF CONTINUED TO PICK UP NEW SKILLS DURING THE PANDEMIC

**85%** of our staff completed at least 2 “future-ready” training courses, including LEAN Six Sigma, digital awareness, design thinking and cybersecurity

# SENIORS STAY ACTIVE AND ENGAGED



## EMBRACING TECHNOLOGY DURING THE CIRCUIT BREAKER

At our nursing home, residents kept in contact with their loved ones through video calls arranged by our staff when visits were suspended.

Spirits were also kept high as they took part in new activities such as news broadcasts and live cooking shows by our staff. Many residents were delighted to see the familiar faces of our staff, who were whipping up dishes such as cheesecake and lor mee on the screen.

As volunteers were not allowed to visit, residents also took the lead in running their own activities for fellow residents as part of the Resident Executive Committee set up by our staff. Never have we seen our residents so proud to step up to the challenge!



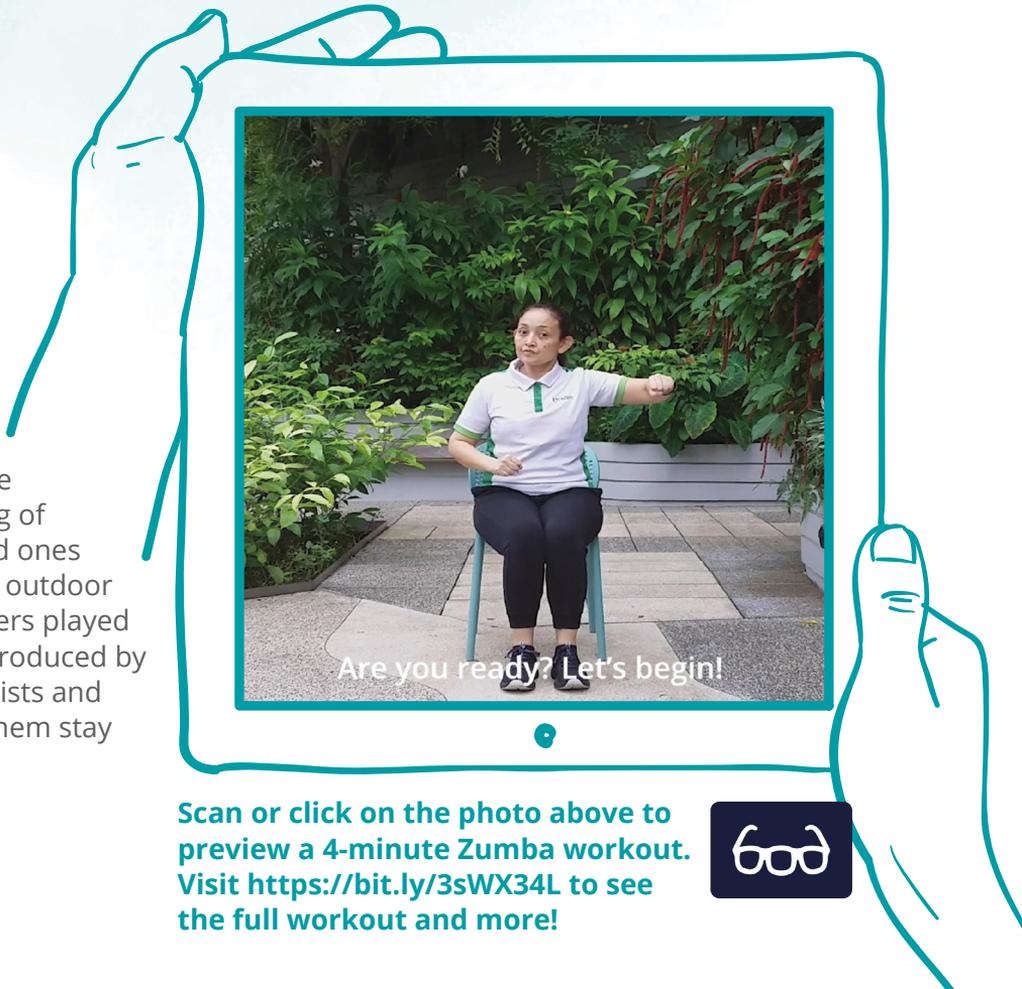


When our Day Centres were closed, seniors continued to stay close to our staff and friends from the centre as they dialled in to participate in their favourite games and activities such as Guess the Food item or Bingo online. Family members who helped set up the calls, shared how their elderly loved ones looked forward to these sessions!

Scan or click on the photo above to watch Care Associate Ling Ling greet our seniors on Zoom



Concerned for the physical wellbeing of their elderly loved ones in the absence of outdoor activities, caregivers played exercise videos produced by our physiotherapists and trainers to help them stay active at home.



Scan or click on the photo above to preview a 4-minute Zumba workout. Visit <https://bit.ly/3sWX34L> to see the full workout and more!





Seniors also learnt how to use various mobile applications, including Whatsapp, Facebook, Zoom, and QR code scanning through our digital workshops held in collaboration with our partners such as Singtel, Infocomm Media Development Authority, and TRIGEN. We are encouraged by their enthusiasm to learn and have seen how they are increasingly open to using digital tools in their daily lives.

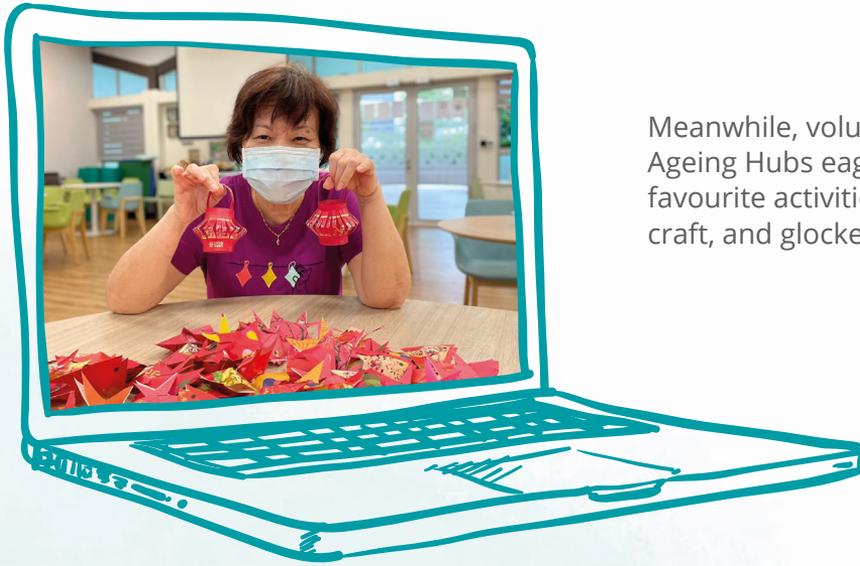


## ADAPTING TO THE NEW NORMAL

Clients and caregivers breathed a sigh of relief as our centres progressively reopened after the Circuit Breaker. While excited, they were also mindful of the situation and understood that precautionary measures such as SafeEntry check-in and temperature taking were there to keep them safe.



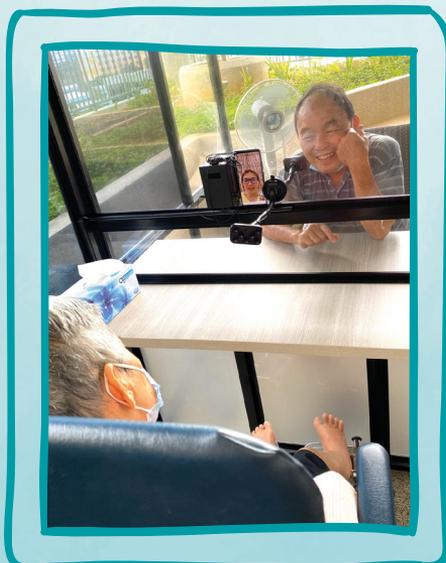
Seniors at the Day Centres were delighted to see our staff and fellow friends in person again, while their caregivers returned to their workplaces with peace of mind, knowing that their loved ones are being cared for.



Meanwhile, volunteers at our Active Ageing Hubs eagerly returned to their favourite activities such as cooking, craft, and glockenspiel classes.



When nursing homes reopened for visitations, family members and residents caught up with each other in joyful reunion after months of physical separation.



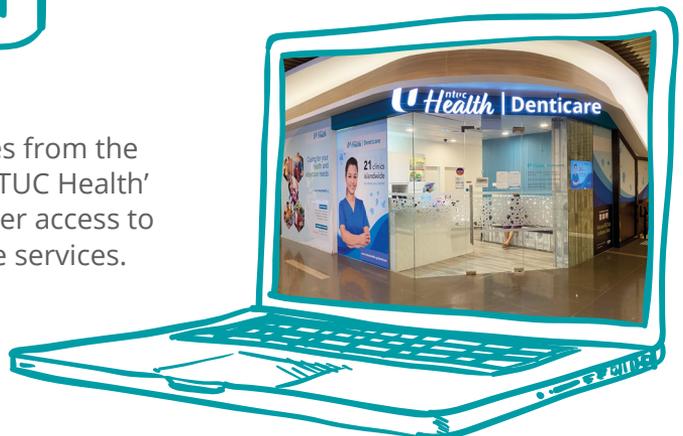
# CLIENTS ENJOY EASIER ACCESS TO CARE

Clients who used to visit our centres and clinics for physical appointments were able to receive the care that they need with greater convenience and safety through our tele-consults and tele-rehab services.



Under the new *Communities of Care* pilot, more seniors in Henderson and Taman Jurong will have their health and social care needs assessed by our staff. The pilot paves the way for the government's new Eldercare Model where providers will take a population-based approach to caring for seniors in our community.

With the refresh of our centre facades from the Silver and Unity brands to a single 'NTUC Health' brand, the public will now have greater access to our full range of health and eldercare services.



# CONNECTING THROUGH FRIENDSHIPS, FITNESS & FUN

More seniors are having fun with Tango Active Ageing Services which are now available at all our Active Ageing Hubs (Kampung Admiralty, Jurong Central Plaza, and Bukit Batok West). Many were particularly keen on our new Kickboxing and Circuit Training programmes that have been specially adapted for older adults.

At our Day Centres, seniors tried their hand at modified sports, such as seated boxing, table tennis, and tennis with towels. They remembered their younger days playing the sports they love and rediscovered the adrenaline rush of a competition.

They also travelled to foreign landscapes such as the Grand Canyon, ran marathons and played Fruit Ninja in the air-conditioned comfort of our Immersive Virtual Reality room.

## BOXING



Scan or click on the photo above to see how our seniors stay fighting fit



## VIRTUAL REALITY EXPERIENCE

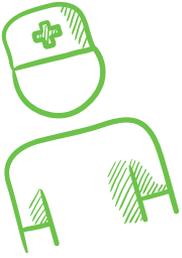
Bring your phone closer for this one!



Scan or click on the photo above to cross the finishing line with Mr Goh



# #NTUCHEALTHUNITED



We thank all our staff who went the extra mile to care for our seniors and clients during this challenging year.

Special thanks to our foreign colleagues who have not been able to meet with their loved ones back home since travel restrictions kicked in. This includes colleagues from just across the causeway who were affected by Malaysia's Movement Control Order (MCO) who decided on short notice to stay in Singapore to continue caring for our seniors.

During the Circuit Breaker, some of our nursing home staff also had to move temporarily into makeshift dormitories or relocate out of their homes away from their families to ensure that seniors under their care would remain safe.



“ When I heard about the Movement Control Order, I decided to stay in Singapore to care for the seniors. I was worried about my Grandma who lives with me in Johor and was given an early release from work to return home to bring her to my brother's place. ”

- Rubaraj "Raj" Thamilselvam,  
Care Associate at our Day Centre  
for Seniors (Dakota Crescent) who  
was affected by the MCO

“ While there may be some inconveniences living apart from my family, I believe we all need to do our part to get through this together. As a nursing staff, my greatest duty is to allow our residents to feel safe within the home. ”

- **Kelly Liew, Nurse Clinician at Nursing Home (Geylang East) who had to relocate out of her home into a hotel**



“ I always tell my daughter, who is two years old, that she cannot hug Mummy when I get home from work and can only do so after I have showered. Thankfully, she understands. ”

- **Susan Wong, Staff Nurse at Family Medicine Clinic**

“ None of our staff took extra time off from work or tried to find excuses to avoid their frontline roles. On the contrary, they stepped up and took on additional roles and duties they previously did not. ”

- **Dr Darren Chen, Family Physician and Senior Manager of Clinical Services at Family Medicine Clinic**



# SPECIAL THANKS TO OUR PARTNERS

We are privileged to be able to support the needs of seniors and families during this challenging time. We are also grateful to our many partners and sponsors for working together with us to do more for our community.

Thank you for...

## HELPING TO DIGITALLY ENABLE OUR SENIORS:



### SINGAPORE MARITIME OFFICERS' UNION

Sponsored televisions and tablets for seniors at our Henderson Home



### FAIRPRICE FOUNDATION

Donated \$250,000 to support the upgrading of IT infrastructure



### SINGTEL

Supported us in wiring up our Senior Activity Centres, sponsored mobile devices and conducted training classes for seniors to help them pick up basic digital skills



### INFOCOMM MEDIA DEVELOPMENT AUTHORITY AND TRIGEN

Conducted training classes for seniors to equip them with basic digital skills

---

## YOUR WORDS OF ENCOURAGEMENT AND GIFTS OF APPRECIATION TO OUR STAFF:



HEALTHCARE SERVICES  
EMPLOYEES' UNION



SINGAPORE MARITIME  
OFFICERS' UNION



MIGRANT WORKERS'  
CENTRE

# THOUGHTS FROM SENIORS ON THEIR DIGITAL JOURNEY

“ I’m very happy to have the opportunity to pick up digital skills. I am now much more confident in using my smartphone to take photos, read the news, and use WhatsApp to do video calls with my friends! ”

- Chua Geok Poh Shirley, 86

“ I learnt about the various types of cashless payments via the mobile phone. Before, I was a bit apprehensive about going cashless as there are many reports of scams in the newspapers. Now I am more open to using cashless payment via the mobile phone! ”

- Wong Mimi, 70

“ The staff at the Active Ageing Hub taught us how to use SingPass, Zoom and WhatsApp. Learning to use SingPass has made it more convenient for me to check in to places. Also, I learnt how to video call my friends everyday and stay connected with them during this period. I am also able to attend programmes and talks via Zoom. ”

- Tan Geok Keow Jenny, 72

“ I learnt many useful new things that my mobile phone can do. With the help of the trainer, I managed to download applications such as MyTransport to help me check for bus arrival timings. ”

- Vivian Tan, 60

“ I enjoy video chatting with my children via WhatsApp and I am happy to find my favourite movies and songs through Google Search! ”

- Mr Goh Pok Soon, 71



### SERVICES

Senior Day Care | Home Care | Nursing Home | Active Ageing  
Rehabilitation and Wellness | Family Medicine | Dental

### COMMUNITY SUPPORT

Senior Activity Centres | Community Care | Henderson Home

### NTUC HEALTH CO-OPERATIVE LIMITED

55 Ubi Ave 1 #08-01 Singapore 408935

**T:** +65 6590 4300 | **F:** +65 6590 4389 | **E:** enquiries@ntuhealth.sg

**W:** www.ntuhealth.sg |  NTUCHealth

