

ADDING
Life
TO YEARS

ANNUAL REPORT 2018



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OUR PURPOSE

We bring happiness, dignity, and peace of mind by delivering trusted care good enough for ourselves and our loved ones.

OUR BEGINNINGS

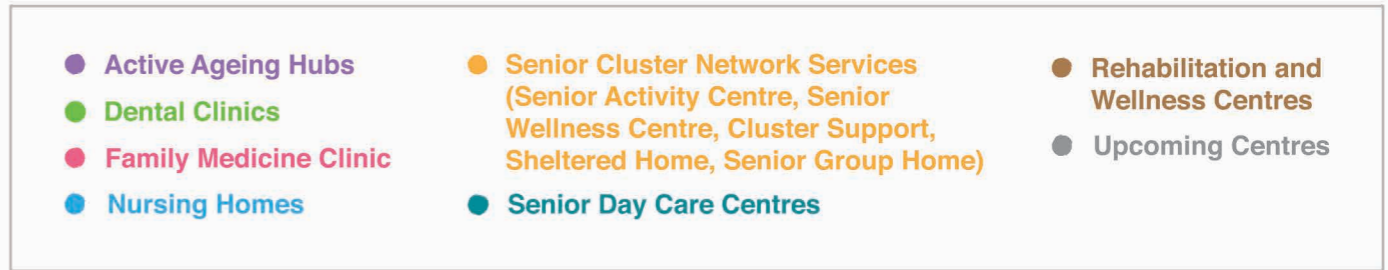
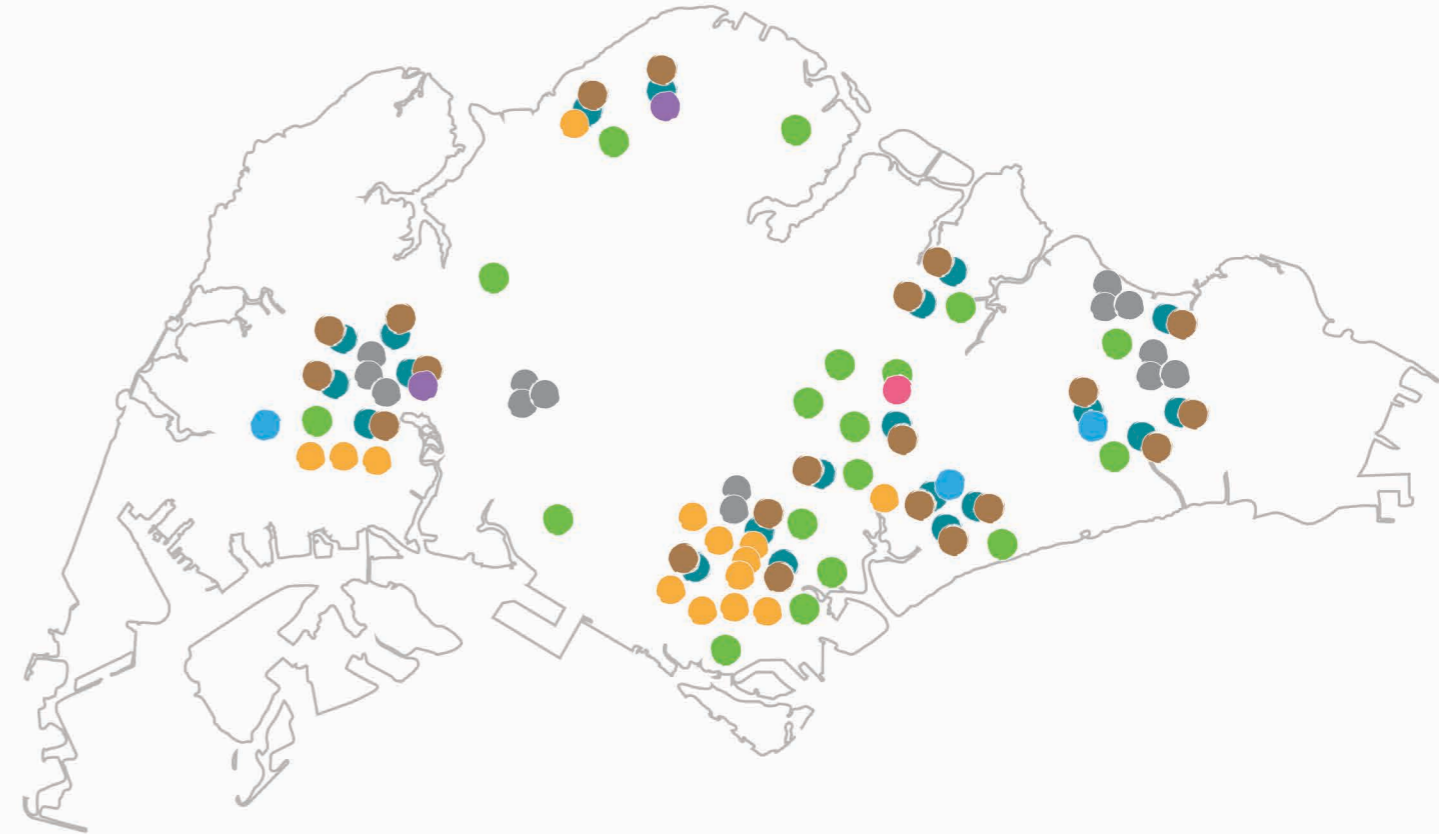
The first NTUC Denticare clinic was opened in 1971 to make dental care, then affordable to only the well-to-do, available also to the man on the street.

In 1997, NTUC started offering eldercare services to provide an affordable option for middle income families to look after their elderly loved ones. Women who would otherwise have had to leave their jobs to care for their elderly, were also able to stay in the workforce and contribute to the household income.

Today, NTUC Health is a leading eldercare provider, and operates one of the largest dental chains in Singapore. As an NTUC social enterprise, we continue to strive to make a difference to the lives of working families.



OUR FOOTPRINT



JOINT MESSAGE BY CHAIRMAN AND CHIEF EXECUTIVE OFFICER



Ms Tan Hwee Bin
Chairman



Ms Chan Su Yee
Chief Executive Officer

GROWING OUR FOOTPRINT TO DO MORE

2018 was a landmark year of growth for NTUC Health. We remained bold in our ambition to cater to the needs of more seniors. We won the tender for three new nursing homes, nine senior day care centres and saw a 15% growth in the number of home health visits last year.

We also continued our efforts to reach out to vulnerable seniors who need more support, with 2 new senior activity centres and by expanding our Care Close to Home (C2H) programme to serve an additional 200 seniors by connecting them to a network of health and social support services.

Our mobile dental clinic also enabled more seniors, particularly those staying in low-income neighbourhoods and nursing homes to access dental services.

This expanded presence in health and community care services is a response to the government's call for eldercare providers to meet the needs of an ageing population. As one of the largest providers of day care, nursing home and home personal care services in Singapore, we are able to look into consolidating our resources for greater efficiency, and play a more significant role in shaping the eldercare sector.

THE AGELESS SENIOR

As we interact with seniors from all walks of life, we appreciate their desire to continue doing the things they enjoy, and to live life fully. The 'ageless senior' is one who while requiring some form of support, retains an ongoing enthusiasm and vigour for life, and continues to embrace his/ her potential to contribute meaningfully to the lives of others. Indeed, our endeavour at NTUC Health is to inspire ageless seniors through our work, and truly, to add life to their years.

When we opened the doors of our first Active Ageing Hub at Kampung Admiralty early last year, we introduced a new model of engagement with seniors; where instead of membership fees, they would contribute by volunteering their time, energy and skills to the community. Over the past year, more than 300 volunteers have signed up as members. They propose ideas for new programmes, help run activities, and support those in the community who are frail. More than a development recognised for its integrated facilities for senior living, Kampung Admiralty today boasts a vibrant community of seniors who are purposefully engaged in their golden years.

We also piloted Tango, a programme targeted at seniors in the Braddell Heights area, who want to stay active and engaged, through a suite of fitness, housekeeping and home care services, along with curated social activities which aim to build a sense of community. The programme, particularly its fitness component, is well-subscribed.

TOWARDS EXCELLENCE

At the 6th Asia Pacific Eldercare Innovation Awards, our nursing homes won the "Facility of the Year – Residential Aged Care" award, while our Senior Day Care and Allied Health Services teams came in finalists for the "Best Active Ageing Programme" and "Best Rehabilitation Operator" awards respectively.

38 colleagues from our Residential Care and Allied Health Services teams received the Silver Award at the Singapore Health Quality Service Award for their commitment towards quality care and excellent service. Our staff were also recognised with awards in the Productivity and Innovation category at AIC's Community Care Excellence Awards.

We are encouraged that what we do makes a difference.

LOOKING AHEAD

Health and eldercare services are manpower-intensive, and recruitment of capable and committed staff is an ongoing challenge. As a social enterprise which exists to meet the needs of working families, we also strive to keep our services affordable. To do this, we need to continue to devote resources to attract and develop staff, and to ensure high quality of care. As we grow in scale, we will also need to invest in productivity through technology and innovation, and to ensure consistency in our service delivery and customer experience. In spite of the challenges, the journey remains immensely rewarding for us because of the many lives we are able to touch and improve.

We would like to express our heartfelt appreciation to our shareholders, board members, unions, community partners, management, staff and volunteers for your strong support. Indeed, it is your belief in us, and the mutual goal we share to put the needs of seniors and their families first, that have enabled us to come this far. We will press on to do more and do better, to help seniors live with greater dignity and happiness, and to give peace of mind to those who have entrusted the care of their loved ones to us.

BOARD OF DIRECTORS



Ms Tan Hwee Bin
Chairman



Ms Adeline Sum
Director



Mr Andrew Chong
Director



Dr Christopher Lien
Director



Mr Tan Hock Soon
Director



Mr Willie Cheng
Director



2018


AT A GLANCE

SUPPORTED OVER
9,000 
seniors through eldercare services,
 including over 3,000 vulnerable and low-income seniors, enabling them to remain within their homes and communities

WON
3 **new nursing homes at Lakeside, Tampines, and Pasir Ris to serve those requiring 24/7 nursing aid**
 One of the largest nursing home providers in Singapore with 6 nursing homes by 2021



OPENED
3 **new senior day care centres in Heartbeat@Bedok, Kampung Admiralty, and Bukit Merah,**
so more families can have peace of mind that their elderly loved ones are cared for while they are at work



One of the largest senior day care operators in Singapore with 25 centres by 2021

OPENED OUR
1ST Active Ageing Hub at Kampung Admiralty to encourage seniors to live life fully



More than 300 volunteers joined as members; 2 more Active Ageing Hubs to open by 2020

EXTENDED THE CARE CLOSE TO HOME PROGRAMME TO
6 **more rental blocks in Lengkok Bahru**



Supported more than 200 vulnerable and low-income seniors; target to support 400 seniors by 2019

 **30%**
more volunteers joined
 us to bring joy to seniors and to partner with us in caring for them

2,400 
patients served through our mobile dental clinics,
 many of whom were nursing home residents and low-income seniors who had not visited the dentist in years



AWARDS AND RECOGNITION

6TH ASIA PACIFIC ELDERCARE INNOVATION AWARDS
Winner: Facility of the Year – Residential Aged Care
Finalists: Best Active Ageing Programme
 Best Rehabilitation Operator

SINGAPORE HEALTH QUALITY AWARD
38
 Silver Awards

AIC COMMUNITY CARE EXCELLENCE AWARDS
09
 Awards

NPARKS BIENNIAL COMMUNITY IN BLOOM AWARD
Gold Achievement Band
 for Sky Garden programme

SUPPORTING THE AGELESS SENIOR

Age is just a number – seniors can lead exciting, purpose-driven lives, and continue to contribute meaningfully to society even in their golden years. We encourage seniors to be participatory in their outlook and to live life to the fullest.

Our Active Ageing Hub is designed for seniors to come together, engage in social activities, and find purpose by contributing back to the community through volunteering.





REVIVING SKILLS, RELIVING PASSION

Operational since February 2018, our first Active Ageing Hub at Kampung Admiralty has recruited more than 300 senior members, and runs 24 different programmes, many of which were initiated and facilitated by the members.

There is no membership fee. However, seniors have to commit to volunteering in order to be members. The members come from all walks of life, with our oldest member at an impressive 92 years old!

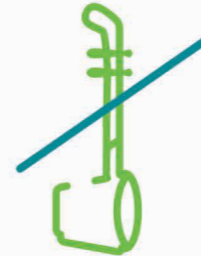


92

YEARS OLD

Our oldest member
Mdm Low Wu Kiang

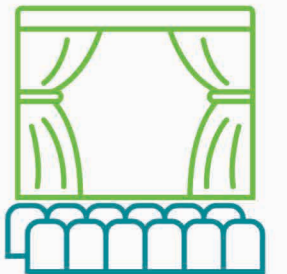
FANCY LEARNING HOW TO PERFORM CANTONESE OPERA?



Active Ageing Hub member Ms Lai Ming Yook picked up Cantonese opera as a hobby in her late 40s. Today, at 60, she volunteers to teach opera singing at the Active Ageing Hub, and regularly performs to entertain our seniors at the senior care centre upstairs.

“It is a fulfilling experience to perform for the seniors, especially when they are moved by the lyrics and when they enjoy my performance. I am also happy to be able to pick up new skills and make new friends at the Active Ageing Hub.”

- Ms Lai Ming Yook, 60, Active Ageing Hub member
(Pictured left)





FINDING PURPOSE IN VOLUNTEERING

70-YEAR-OLD COUPLE VOLUNTEERS FULL-TIME, FULL-ON!



Members 70-year-old Mr Ho Soh Wah and his wife, 69-year-old Mdm Wong Mimi are model active agers. Mr Ho visits the community farm at the rooftop of Kampung Admiralty every day to tend to the plants there. He also volunteers to bring frail clients on wheelchairs from the senior care centre to and from the basement carpark. Meanwhile, Mdm Wong prepares lunch every week for other members and attends craft and music workshops.

“ Everyone here has the opportunity to showcase their talents, pick up new skills while imparting their knowledge to others. I enjoy cooking and would gather fresh vegetables from the community garden to prepare lunch for 30 to 40 members every Wednesday. ”



- Mdm Wong Mimi, 69, Active Ageing Hub Member
(Pictured left)



“ In the past, I was busy with work and did not have much leisure time. Now, I take part in various activities and life is so much more fulfilling. I am happier now and I have also become more open-minded. ”

- Mr Ho Soh Wah, 70, Active Ageing Hub Member
(Pictured left)



Scan the QR code to read how our Active Ageing Hub adds meaning to the lives of the seniors



HELPING SENIORS AGE CLOSE TO HOME

We believe that independence is essential to self-respect and confidence. Being close to home allows seniors to retain a higher level of control over their lives as they can continue to live in familiar spaces and around people they know.

We offer day care services across some 20 locations in Singapore so that seniors can remain close to the neighbourhood they know well. For seniors who are frail, we can bring a full range of care services right into their homes, from helping with personal grooming to companionship, nursing and therapy services.



REDISCOVERING THE JOY OF CONNECTING

Our senior day 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 regular exercises and social activities, we help seniors rediscover the joy of connecting with others; such as young children, through our inter-generational programme.

LIFE LESSONS AND LAUGHTER!

Seniors at our senior day care centres participate in a structured inter-generational programme jointly developed by NTUC First Campus and NTUC Health. This first-of-its-kind programme is incorporated into the curriculum of the preschoolers and the regular activities of the seniors.

The inter-generational programme seeks to inspire a stronger sense of purpose in our seniors as they guide the children in shared activities, and share their life experiences with them. It also hopes to inculcate in preschoolers values of empathy, compassion and respect for those who are older.



325

inter-generational sessions of fun and laughter for 900 seniors

“ I enjoy doing art and crafts with the preschoolers. I like their singing too. I like it when they smile and laugh, it makes me happy. ”

- Mr Kwan Yuit Wah, 66, client of NTUC Health Senior Day Care Centre at Jurong West (Pictured left)



Scan the QR code for a sneak peek into the heartwarming interactions between our seniors and their little friends!



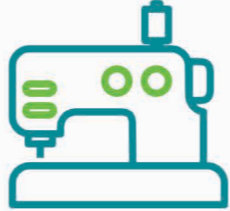
REDUCING, RE-USING, RE-CYCLING

Seniors at our day care centres participated in the Linens for Life™ project and transformed used linen such as bedsheets, curtains, and staff uniforms from hotels for a new lease of life. These included tote bags and stuffed owls, to jumbo jet soft toys that were put up at the lobby of Crowne Plaza Changi Airport, and Christmas stockings that were given to guests of Shangri-La Hotel during the festive season.

In partnership with cleaning company Diversey, this project emerged as a finalist for the “Best Active Ageing Programme” at the 6th Eldercare Innovation Awards.

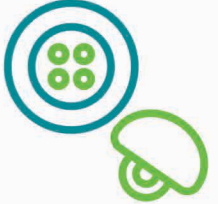
LINENS FOR LIFE™

78-year-old Koh Siew Kheng transformed used linen into jumbo jet soft toys and Christmas stockings for hotel guests. To create them, she had to first draw the blueprints, before cutting the linen into different shapes and sizes, sewing pieces of cloth by hand or machine, before adding final decorative touches to them. Not only do seniors who previously enjoyed sewing look forward to the activity, their physical coordination and attention span have also improved.



“ I like to stay active. My finger pains are absent when I continue to work with my hands. ”

- Koh Siew Kheng, 78, client of NTUC Health Senior Day Care Centre at Toa Payoh



Scan the QR code to catch our seniors in action!



CARE RIGHT IN YOUR HOME

We provide the full range of home care services; from companionship and engaging seniors in recreational activities to home health services such as nursing, therapy, and doctor visits. In 2018, we saw a 15% increase in the number of home health visits. Our Care at Home service allows seniors to receive the care they need within the comfort and privacy of their own homes.

BEYOND THE CALL OF DUTY

80-year-old Mr Sainani and his wife, 72-year-old Mdm Asiah, are stroke patients and are wheel-chair bound. They also suffer from other chronic diseases – Mr Sainani has heart disease and hypertension, while Mdm Asiah has asthma.

They are taken care of by our home care team. Our doctor visits them to help monitor their condition and prescribes the necessary medication every three to four months, while our nurse visits them once every month to change their feeding tubes and provide them with dietary advice. Every week, our care associates also assist the couple with showering and guide them in doing simple exercises. During these sessions, they spend time with the couple chatting about the day, and hearing Mdm Asiah share her personal experiences.

“The care team has been very accommodating and responsive to my questions. There was once when my father’s feeding tube got dislodged in the middle of the night. I did not know what to do and immediately texted Siti for advice. She very patiently told me what I should do and also assured me that it will be okay. Beyond providing my parents with the care they need, I am also comforted to know that I have someone to go to for support and advice.”



- Ms Nuraini, Daughter of Mr Sainani and Mdm Asiah



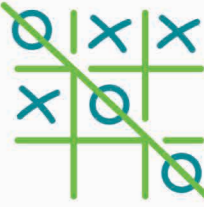
BRINGING COLOUR INTO THE WORLD OF DEMENTIA

Our home care staff used to engage clients with dementia by using resources available at clients' homes. Unfortunately, there wasn't always suitable material available which inspired a team of our home care staff to come up with a Dementia Toolkit to help us engage seniors with dementia more meaningfully.

Apart from an informational booklet for caregivers, the Toolkit includes a set of curated games such as a puzzle, colouring book, bingo, origami, number and word search. Today, the Dementia Toolkit is 'standard issue' for our home care staff for sessions with clients with dementia.

CREATING OUR VERY OWN DEMENTIA TOOLKIT

"I wanted our clients to have a say in what they wish to do. When we give them the opportunity to pursue activities that they are personally interested in, we are able to engage them more meaningfully. In the days to come, we hope to add in more games to our Dementia Toolkit and continue to bring joy to our clients!"



- Ms Saffiahtol Binti Osman, Care Coordinator of NTUC Health's Care at Home

86-year-old Leow Hui Cheng who shows early symptoms of dementia, finds comfort in colouring. Our care staff, Zainab, goes to her home twice a week and engages her in activities from the Toolkit. While she is open to try out new activities, her favourite activity is colouring because seeing a myriad of colours makes her happy. Colouring stimulates Mdm Leow's senses and focuses her attention on an enjoyable activity.



"The Toolkit has been useful for my wife to retain her memory and to keep her company. She is motivated to do the activities with Zainab's help. I would recommend these activities to other users to improve their cognitive ability and to put smiles on their faces. Keep up the good work!"

- Mr Peter, 90, Husband of Mdm Leow Hui Cheng



REACHING OUT TO CARE

The Care Close to Home (C2H) programme is a government initiative that helps seniors in older rental precincts age-in-place by connecting them to a network of health and social support. Last year, we expanded our service area from Henderson to 6 more rental blocks in Lengkok Bahru to reach out to 200 more seniors.

YES, WE CARE!

72-year-old Mr Tung Choy Ngon, who lost his right arm due to a work accident and suffers from multiple medical conditions, lives alone in a rental flat at Lengkok Bahru. He is supported by a team of care staff from NTUC Health, who check in on him twice a week. Apart from monitoring his blood pressure and assisting him in his daily needs like showering and housekeeping, they also engage Mr Tung in various activities such as games, karaoke, and accompanying him for coffee at his favorite coffee shop.



“ I am happy as I have the assurance that there are people out there caring for older adults staying in public rental flats. Daniel has been helping me with my household chores. There are times he will bring me down to the coffee shop and we will spend time chit-chatting. ”

- Mr Tung Choy Ngon, 72, C2H client
(Pictured left, 2nd from right)



Scan the QR code to watch how our home care team has touched the life of Mr Tung



THE ESTHER NETWORK: ACHIEVING BETTER OUTCOMES THROUGH PARTNERSHIP

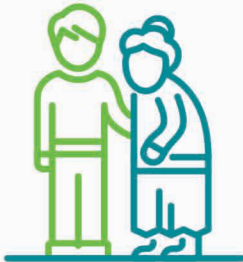
NTUC Health worked with Singapore General Hospital (SGH) on their Esther Network initiative where representatives from the hospital and the community care provider work hand in hand to ensure that patients continue to age well at home after discharge.

ZERO RE-ADMISSIONS

Over a period of 5 months in 2016, 78-year-old Mdm Tan Sok Ngo was admitted to SGH 8 times due to complications from multiple chronic conditions. Under the Esther Network scheme, a nurse from SGH and a social worker from NTUC Health worked together on her care plan and visited her on the day of discharge to ensure that she was well-settled at home. Apart from connecting Mdm Tan to counselling and financial support services, we made regular home visits to check on her well-being, and ensured that she was taking her medication. We also accompanied her to her medical appointments. With the support and close partnership with SGH, Mdm Tan has not been re-admitted since.

“ I am very happy that they come to see me and they treat me very well. ”

- Mdm Tan Sok Ngo, 78, client under the Esther Network Scheme



Scan the QR code to find out more about our partnership with SGH

CREATING A HOME AWAY FROM HOME

Our nursing homes offer residential care for clients who require 24/7 nursing support. Contrary to common belief, not all nursing home clients need to live out their lives in the nursing home. With rehabilitation, some seniors at our nursing homes can regain independence to return to their own homes and community. For those who live with us, we seek to create a welcoming environment that helps them to feel at home.





CREATIVE USE OF SPACE TO ENGAGE RESIDENTS

We see the importance of creating a welcoming, familiar and comfortable environment for our nursing home residents – especially those living with dementia, as they often experience anxiety and stress in unfamiliar spaces.

EVOKING A SENSE OF FAMILIARITY

Using a 3-dimensional environmental design concept, we recreated scenes of Singapore's local icons and home environments, fitted with elements that help our residents reminisce their younger days.

“ I really like the living room corner right by my bedside area. I read the papers here every day and it is also convenient to use the TV that is just a few steps away. I feel very at home. ”

- Mr Kwai Seng Chew, 90, Resident of NTUC Health Nursing Home at Jurong West



“ Spaces like the “provision shop” are very useful for us to conduct cognitive therapy sessions for residents, because they are more engaged by the visual cues and can better relate to what we are doing with them. For instance, when we get them to count money and learn how to make buying decisions. ”

- Benjamin Lim, Principal Occupational Therapist of NTUC Health

“ These small pockets of spaces are extremely useful for us to engage residents in various activities. For example, we use the “coffee shop” space to encourage residents who have no appetite to eat there, where it is quieter and away from the general crowd. In that space, we also managed to cajole residents to feed other residents, helping them to feel like they too, can help; giving them a stronger sense of purpose and pride. ”

- Lim Tin Tin, Nurse Manager of NTUC Health Nursing Home at Chai Chee



SPICING LIFE UP AT OUR NURSING HOME



We believe that our nursing home residents can continue to live purposefully by remaining engaged in activities they love, and retaining their autonomy to choose and decide. Our Residential Care team pushes themselves to come up with new initiatives that we hope will bring cheer to our residents. We were awarded “Facility of the Year – Residential Aged Care” at the 6th Asia Pacific Eldercare Innovation Awards in 2018.

EAT AND PLAY

Hawker Fare was introduced to spice up our residents’ meal times. Every month, residents are treated to local hawker delights such as yong tau foo, chicken rice and char kway teow, prepared at a live station.

“ I enjoy the food. I love the Yong Tau Fu soup, especially on a rainy day.”

- Mdm Ang Chui Har, 68, Resident of NTUC Health Nursing Home at Chai Chee

Earn & Shop was launched to encourage residents to stay active by performing simple chores and participating in activities and exercise. They can then earn ‘NTUC Health \$’ and exchange them for a variety of knick-knacks, such as biscuits, packet drinks, and medicated oil!

“ This programme is good. It allows me to participate in activities and I get to exchange the NTUC Health \$ earned with things that I need. So far, I have exchanged them for an air freshener, which is now placed at my bedside.”

- Mr Lum Weng Kee, 71, Resident of NTUC Health Nursing Home at Geylang East



Scan the QR code to find out more about our nursing homes





MANAGING YOUR HEALTH AND REHABILITATION NEEDS

Our dental, family medicine, and rehabilitation services aim to bring quality and affordable healthcare to working families. Our goal is to be a partner in helping you remain well and active for as long as possible.



WALKIN' FOR LIFE

Since we started nursing home services, we have invested time and resources to help residents with good potential for rehabilitation to regain their mobility, and to return to independent living back in their homes and communities. The commitment and effort of both our therapists and the residents have paid off. This year, we successfully discharged 18 nursing home residents through intensive rehabilitation, bringing the total number to over 40 residents since we opened our first nursing home in 2015.

We also piloted the Walkin' for Life programme, which enables residents with low mobility to do walking exercises through the use of an anti-gravity treadmill that reduces the resistance from their own weight. This allows seniors to practise walking for longer periods of time without the strain on their joints. We are glad that 8 residents have since graduated from this programme. Previously relying on wheelchairs to move around, they are now able to walk themselves in areas that are familiar to them with minimal assistance.

WALKING TOWARDS FREEDOM

78-year-old Mr Quek Ching Long was one of the first few residents taking part in the Walkin' for Life programme. Under the supervision of our therapist, Mr Quek worked hard over a total of 16 sessions over 3 months, on the Alter-G Anti Gravity machine. Now, instead of relying on a wheelchair, he is able to walk around with minimal assistance to the ward and day spaces in the nursing home, to participate in regular activities and to have his meals.



“ I used to experience pain in my knee caps but it has improved a lot after the exercise programme. I feel happy because I can now move around the ward myself. There is more freedom. ”

- Mr Quek Ching Long, 78, Resident of NTUC Health Nursing Home at Jurong West



AGE STRONG, AGE WELL

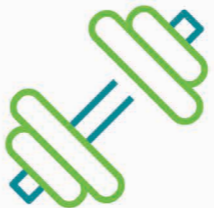
Frailty is one of the main conditions leading to the loss of independence. Increasingly, many seniors appreciate the need to remain physically fit and strong. To better cater to their needs, we use specialised fitness equipment and programmes customised for seniors.

Gym Tonic: We introduced Gym Tonic, a specialised strength training programme which has been scientifically proven to improve the functional abilities of seniors, to members of our assisted living programme, Tango. The full course of 24-sessions over three months is conducted under the supervision of our therapist-trained professionals.

Rock and Roll: We developed Rock and Roll based on Health Promotion Board’s Rolling Good Times programme. Conducted by exercise trainers in small-group settings, Rock and Roll comprises exercises that help to enhance muscle strength, balance, and flexibility to prevent falls, and practising of rolling techniques to minimise injuries and fractures in the event of a fall.

NEVER TOO LATE OR TOO OLD TO START EXERCISING

62-year-old Mdm Margaret Teo found her arms getting weaker with age, and wanted to regain strength in her limbs. After going through the 3-month Gym Tonic programme, a post-assessment of Margaret’s condition showed a significant improvement in her muscle strength. She is now also able to walk and get up from a sitting position with greater balance.



“ I feel that my muscle strength has improved after joining the Gym Tonic programme, which was why I decided to sign up for another 3 months. ”

- Mdm Margaret Teo, 62, Member of Tango



GOOD HEALTH WITHIN REACH

We operate 18 dental clinics islandwide as well as 2 mobile dental clinics to reach out to neighbourhoods, nursing homes, schools, and corporate organisations.

SMILES ON WHEELS

When Mr Mohammed Hatta Aboo Bakar moved into our nursing home at Jurong West, he was on a soft food diet due to toothaches caused by decay. Eating was a challenge for him because it was painful to even put a spoon in his mouth. At times, the pain got so unbearable that he could not even sleep at night. After getting his long-overdue treatment at our mobile dental clinic, he can now eat and sleep comfortably.



“ I feel happier now that I don’t have toothaches. When I was a boy, my parents gave me money to see the dentist, but I spent it on sweets and toys without them knowing. ”

- Mr Mohammed Hatta Aboo Bakar, 62, Resident of NTUC Health Nursing Home at Jurong West

Our Family Medicine Clinic serves residents in the Braddell Heights neighbourhood, providing one-stop care to help manage their chronic illnesses. We attended to over 17,500 patient visits last year.

BRINGING CHRONIC DISEASES UNDER CONTROL



When chronic diseases are well managed, we are able to enjoy more years of active and independent living. 7 out of every 10 patients at our Family Medicine Clinic visit us to better manage long term conditions such as diabetes, high cholesterol, and high blood pressure.

WORKING WITH PARTNERS TO CARE FOR SENIORS

Whether through their time as volunteers to bring smiles to seniors, or through financial resources to support clients in need, or to train our staff, we are thankful to be able to draw on the support of many partners to help us provide better care for our seniors.



HERE ARE JUST SOME OF THE PARTNERS THAT WE HAVE WORKED WITH.
A BIG THANK YOU TO ALL OUR PARTNERS, VOLUNTEERS, AND SPONSORS
WHO MAKE IT POSSIBLE FOR US TO DO THE WORK THAT WE DO EVERY DAY.



TRAINING AND DEVELOPMENT



Changi General Hospital and Tan Tock Seng Hospital
Trained our residential care team in advanced care planning and palliative care

Changi General Hospital, Institute of Mental Health, National University Hospital, and Tan Tock Seng Hospital
Trained our day care team in managing clients with mental disorders and dementia

SPECIAL PROJECTS



Carpe Diem First Years, Learning Vision, NTUC First Campus, SASCO childcare centre

Brought joy to our seniors through the inter-generational programme

NParks
Provided design inputs for therapeutic garden at our nursing home in Jurong West, and trained our volunteers in social horticulture

NTUC Foodfare
Prepared hawker fare for residents at our nursing homes every month

Singapore General Hospital and Tan Tock Seng Hospital
Set up Community Nurse Posts at our senior activity centres



SPONSORSHIP

Singapore Maritime Officers' Union (SMOU)
Contributed \$300,000 to the Eldercare Trust Fund to help financially-needy residents at our nursing home in Jurong West with out-of-pocket costs

U Care Fund
Contributed \$1,000,000 to the Eldercare Trust Fund to support seniors who need help with their eldercare fees, and for projects that contribute to their well-being

VOLUNTEERING



Chinese Women's Association
Organised monthly lunch parties for residents at Henderson Home

Grace Assembly of God, Nanyang Girls High School, School of the Arts Singapore
Engaged our seniors at our senior day care centres in festive celebrations and activities such as art and craft, dance and song performances

Health Promotion Board
Conducted wellness programmes such as health talks, workshops, healthy cooking demonstrations, and exercises at our senior activity centres

POSB
Conducted morning exercises for our nursing home residents and accompanied them for breakfast

SBS Transit
Celebrated the birthdays of our seniors at our senior day care centres

Singapore Post
Deployed its postmen to help check in on our seniors and provide them with companionship

Suntec Singapore
Engaged our seniors at our senior activity centre in activities, such as dancing and singing. Executive Chef Alfred Lee also whipped up mouth-watering dishes for the seniors

WINGS
Befriended our seniors at our senior activity centres and engaged them in recreational activities, such as games and chair exercises

NTUC—AFFILIATED UNIONS AND ASSOCIATIONS

Air Transport Executive Staff Union
Amalgamated Union of Public Daily Rated Workers
Amalgamated Union of Public Employees
Amalgamated Union of Statutory Board Employees
Attractions, Resorts & Entertainment Union
Banking and Financial Services Union
Building Construction And Timber Industries Employees' Union
Chemical Industries Employees' Union
Creative Media and Publishing Union
DBS Staff Union
dnata Singapore Staff Union
Education Services Union
Enterprise Singapore Staff Union
ExxonMobil Singapore Employees Union
Food, Drinks and Allied Workers Union
Healthcare Services Employees' Union
Housing and Development Board Staff Union
Inland Revenue Authority of Singapore Staff Union
Keppel Employees Union
Keppel FELS Employees' Union
Metal Industries Workers' Union
National Instructors And Coaches Association
National Private Hire Vehicles Association
National Taxi Association
National Transport Workers' Union
NatSteel Employees' Union
Ngee Ann Polytechnic Academic Staff Union
Port Officers' Union
Public Utilities Board Employees' Union
Reuter Local Employees Union
Scoot Staff Union
Shipbuilding and Marine Engineering Employees' Union
SIA Engineering Company Engineers and Executives Union
Singapore Airlines Staff Union
Singapore Airport Terminal Services Workers' Union
Singapore Bank Employees' Union
Singapore Chinese Teachers' Union
Singapore Fintech Association
Singapore Industrial & Services Employees' Union
Singapore Insurance Employees' Union

Singapore Interpreters' and Translators' Union
Singapore Malay Teachers' Union
The Singapore Manual & Mercantile Workers' Union
Singapore Maritime Officers' Union
Singapore Organisation of Seamen
Singapore Port Workers Union
Singapore Refining Company Employees' Union
Shell Singapore Shell Employees' Union
Singapore Tamil Teachers' Union
Singapore Teachers' Union
Singapore Technologies Electronics Employees' Union
Singapore Union of Broadcasting Employees
Singapore Urban Redevelopment Authority Workers' Union
Staff Union of NTUC-ARU
Supply Chain Employees' Union
Tech Talent Assembly
Times Publishing Group Employees' Union
Union of ITE Training Staff
Union of Power and Gas Employees
Union of Security Employees
Union of Telecoms Employees of Singapore
Union of Tripartite Alliance Limited
United Workers of Electronics & Electrical Industries
United Workers of Petroleum Industry

NTUC SOCIAL ENTERPRISES

NTUC Enterprise Co-operative Limited
NTUC Club
NTUC Fairprice Co-operative Limited
NTUC First Campus Co-operative Limited
NTUC Foodfare Co-operative Limited
NTUC Health Co-operative Limited
NTUC Income Insurance Co-operative Limited
Kopitiam Investment Pte Ltd
NTUC LearningHub Private Limited
NTUC Link Private Limited
Mercatus Co-operative Limited
Moneyowl Pte Ltd

AND IN THE END IT'S NOT THE YEARS IN YOUR LIFE THAT COUNT;
IT'S THE LIFE IN YOUR YEARS.
—ABRAHAM LINCOLN



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