



FOR IMMEDIATE RELEASE

**95 INDIVIDUALS RECOGNISED FOR EXTRAORDINARY EFFORTS
IN SERVING THE LOCAL AND GLOBAL HEALTHCARE COMMUNITY**

Ninety-five individuals were honoured at the 17th Healthcare Humanity Awards (HHA). The annual event, which salutes exemplary healthcare workers, caregivers, and volunteers who go the extra mile to care for the needy, was held virtually this year on 8 December. In addition to eight ‘Honourable Mention’ winners, 87 award recipients across various categories – ‘Caregivers’, ‘Volunteers’, ‘Intermediate Long-Term Care (ILTC)’, and ‘Open’ – were recognised for their extraordinary efforts to reach out to the under-served in the community.

“The Healthcare Humanity Awards started in 2004, a year after Singapore faced the Severe Acute Respiratory Syndrome (SARS) crisis. Poignantly, almost two decades since, our country is battling another public health crisis – COVID-19. A national threat demands a national response. I am especially proud to see more volunteers stepping up to support patient care within our healthcare establishments. They contribute to a holistic defence, reminding us of the essence of true humanity,” said Madam Halimah Yacob, President of the Republic of Singapore and Patron of The Courage Fund.

“COVID-19 hit our shores on 23 January 2020 and its impact still continues to be deeply felt. We saw healthcare personnel taking on new duties in an unprecedented time. We also witnessed their tenacity and generosity of heart. Many were united by a sense of purpose, dedication, flexibility and spirit of collaboration, which kept us resilient in the face of adversity. I am happy to note that the 95 Healthcare Humanity Awards winners this year embrace such qualities,” said Madam Kay Kuok, Chairman, Board of Directors, The Courage Fund, and Chairman of the National Healthcare Group (NHG).

Honourable Mentions

We applaud outstanding individuals for their commitment to humanitarian efforts and their selfless contributions to improving the lives of those they serve. Among them are:

Associate Professor Lim Poh Lian (Open)

A/Prof Lim is Senior Consultant and Head of Travellers’ Health & Vaccination Clinic, **Tan Tock Seng Hospital (TTSH)**, and Director of the **National Centre for Infectious Diseases’ (NCID)** High Level Isolation Unit. She is part of the Centre’s outbreak team, and is active in both clinical care and education. On 5 October 2020, A/Prof Lim was appointed to the 14-member Expert Committee on COVID-19 Vaccination that advises the Government on strategies to ensure the safe and effective use of COVID-19 vaccines in our population. She was also presented the Nanyang Education Award (School) at the annual Nanyang Technological University (NTU) Awards 2019, the highest honour conferred to faculty members for teaching. Locally, she chairs the National Antimicrobial Resistance Control Committee, and was lauded for her efforts in identifying Singapore’s first case of Monkeypox in 2019. Internationally, she sits on the United Nations Global Health Crises Taskforce and the World Health Organization (WHO) Global Outbreak Alert and Response Network (GOARN) Committee. Her compassion for the sick and underprivileged extends beyond her professional work – in 2018, she adopted a hearing-impaired orphan from China, upon hearing his story through a documentary.

Dr Joanna Chan Shi-En (Open)

In her work, Dr Chan, Associate Consultant, Department of Emergency Medicine, **Singapore General Hospital (SGH)** encountered migrant worker patients who chose not to seek treatment due to misconceptions, despite being faced with life-threatening conditions. To address this issue, she worked with relevant stakeholders such as fellow doctors, lawyers, academics, and representatives from non-governmental organisations (NGOs) to learn more about how doctors can better support migrant workers who seek care in hospitals. She also co-organised talks targeted at healthcare workers to shed greater clarity on the issues that migrant workers face. With the support of colleagues, Dr Chan developed multi-lingual resources to educate the workers and raised awareness of their health and social issues among healthcare teams.

Dr Jamie Phang (ILTC)

Dr Phang, Cluster Director, Community Eldercare Services, **Methodist Welfare Services**, developed the *Elder Abuse Pathway* after witnessing homecare patients under her charge suffer from spousal violence. Working with partners, including the Institute of Mental Health (IMH), TTSH, the Adult Protection Services, Family Service Centres, and Community Mental Health Services, the *Elder Abuse Pathway* mobilises community resources to identify suspected cases of abuse or mental health needs. Dr Phang also pioneered programmes to promote social integration among elderly men, and to empower seniors to take charge of their well-being and lead purposeful lives.

Ms Siti Nur Ariani Binte Abdul Rahman and Ms Siti Nur Arina Binte Abdul Rahman (Caregiver)

Sisters Ms Siti Nur Ariani Binte Abdul Rahman and Ms Siti Nur Arina Binte Abdul Rahman have been caregivers since their teenage years. Both their parents are stroke patients currently undergoing dialysis treatment. They help their mother, who is paralysed on the left side of her body and has had both her lower limbs amputated, with daily activities such as showering, diaper-changing, and administering insulin injections. They also assist their father with his mobility issues. The family depends on financial assistance for medical and household expenses. In spite of their daunting circumstances, the sisters remain positive, resilient and filial to their parents.

Other Highlighted Winners across Categories

OPEN CATEGORY

This category honours outstanding healthcare workers who display exemplary conduct and values of dedication, selflessness, steadfastness, and compassion.

Ms Peng Cheng Yu

Based at one of **Singapore General Hospital's (SGH)** Community Nurse Posts, Ms Peng, a Senior Staff Nurse (Community Nurse), serves many elderly residents from lower socio-economic backgrounds with complex or chronic medical conditions. Her passion to serve the homeless prompted her to volunteer with *Homeless Hearts of Singapore (HHOS)* in 2017, and in 2019, while in the United States, she took the opportunity to visit various street ministries to learn how to serve the urban poor more holistically. She also pioneered a "Homeless Health" initiative under HHOS to bring primary healthcare to the homeless on the streets, in collaboration with Mount Alvernia Hospital's Community Outreach team. Ms Peng also serves the migrant worker community with non-profit organisation *HealthServe*.

Dr Jayant Venkatramani Iyer

Dr Jayant is currently setting up the new **Singapore National Eye Centre (SNEC)** Global Ophthalmology office that aims to optimise vision-related research, training and standards of healthcare delivery in Southeast Asia and beyond through partnerships with regional and international institutes. He regularly engages in humanitarian work both in Singapore and globally. In 2014, he founded non-profit *The Vision Mission* which has helped more than 9,000

patients in Asia regain their sight through a sustainable global network of self-sustaining eye-care programmes.

Dr Teoh Chin Sim

Sports physician Dr Teoh, Clinical Director and Senior Consultant, **Khoo Teck Puat Hospital (KTPH)**, founded the socially inclusive sports group *PlayBuddy* to advocate for, and provide a conducive environment for children with disabilities to engage in sports. The free and volunteer-based programme organises sports activities on Saturday mornings, where 12 to 16 children and their families come together to learn various sports (in four- to six week blocks). Dr Teoh also works with organisations such as the Ministry of Education (MOE) and Sport Singapore to coordinate medical support for sports teams and events, including the ASEAN Schools Games.

Mr Aziz Bin Ab Hamed

Mr Aziz Bin Ab Hamed, Senior Nurse Clinician, **Institute of Mental Health (IMH)** oversees IMH's psychiatric Rehabilitation and Recovery Care wards, which help patients take charge of their recovery and prepare them to return home and achieve their personal goals. He introduced hydroponic farming at IMH in 2017 to help patients learn a new skill, develop confidence and self-reliance, and reintegrate into society. Additionally, he volunteers for medical missions in Indonesia and Vietnam.

ILTC CATEGORY

This category honours outstanding staff who provide residential ILTC services.

Mr Mohamad Sharil Bin Abdul Rahim

Mr Sharil leads the Volunteer Management team at **Ang Mo Kio – Thye Hua Kwan Hospital**. His main work is to develop programmes that engage patients to actively improve their recovery. Under his leadership, the volunteer pool grew rapidly, clocking 17,300 hours, an increase of 5,000 hours from the previous year. Other programmes he oversees include the Integrated Rehabilitation Programme, ReLearn (for dementia and stroke patients) and animal therapy. He also founded the Cat-Assisted Therapy Singapore (CATS).

Ms Samantha Soh Chiat Sua

Ms Soh is a Senior Medical Social Worker helming the Psychosocial Support Services (PSS) Day Care team at **Assisi Hospice**. To boost wellness among patients and staff, Ms Soh provides make-up services for them on special occasions such as weddings and birthdays. Ms Soh speaks several languages and dialects, including sign language, which aids communication with hearing-impaired patients. Before joining the Hospice, Ms Soh was a Volunteer Carer, assisting the nurses in care duties in the wards and day care centre.

CAREGIVER CATEGORY

This category honours extraordinary caregivers of patients of a healthcare organisation (non-sector specific) – family member, relative or close family friend – in a home environment.

Mr Vivekananda Devendarajah

Full-time lawyer Mr Devendarajah's two children – Satya and Diksha, aged 17 and 11, respectively – have a rare kidney disease that requires dialysis and recurrent hospitalisations. As their main caregiver, Mr Devendarajah personally supervises their peritoneal dialysis, and also attends to their emotional and psychological needs. He actively supports the community, offering pro-bono legal advice to parents whose children are undergoing hospital treatments, and actively raises funds for psychosocial programmes that benefit paediatric patients.

Mr Ismail Bin Abdul Majid

For the past 45 years, Mr Ismail has been the sole caregiver to his wife, Madam Sumiah. She was born with a hole in her heart and is wheelchair-bound, with both limbs amputated. Despite

the physical toll on his health, Mr Ismail attends to all her daily needs and continues to be her steadfast pillar of support.

VOLUNTEER CATEGORY

This category honours outstanding volunteers who remain true to the calling of caring for the sick (non-sector specific).

Madam Mabel Lee Hiang Long

Eighty-three year-old Madam Lee has served as a volunteer at **Tan Tock Seng Hospital's (TTSH) Diversional Therapy Unit (DTU)**, which uplifts the mood of tuberculosis patients by engaging them in handicraft and social activities. Over the past 20 years, this active senior has energetically championed fundraising efforts with proceeds channelled to TTSH Community Fund; and befriended and offered a listening ear to elderly patients. Outside the hospital, Madam Lee helps out at a soup kitchen.

Mr Foo Sei Aik

Seventy year-old two-time cancer survivor Mr Foo has been a Stoma Ambassador at the **National University Hospital (NUH) Colorectal Clinic** since 2014. Besides volunteering weekly at the Clinic as a counsellor, he is also a pioneer of the Singapore Cancer Society (SCS) Colorectal Support Group, where he brings hope and comfort to many patients through sharing of his personal experience with the disease.

The full list of the 2020 HHA winners is found in the Annex.

About The Courage Fund

The Courage Fund was launched in 2003 to raise money for relief to Severe Acute Respiratory Syndrome (SARS) victims and to pay tribute to healthcare workers who risked their lives and fought valiantly against the outbreak. The Fund's objectives are three-fold:

- To provide relief to SARS victims and healthcare workers and their dependents, and any persons placed under quarantine orders as a result of SARS
- To support any charitable purposes for the benefit of healthcare workers, especially in relation to the advancement of education, the protection of health and the relief of poverty, distress and sickness
- To support any charitable purposes for the benefit of the general Singapore community who may be affected by widespread infectious diseases.

The Fund is jointly organised by the National Healthcare Group (NHG), Singapore Health Services (SingHealth), Singapore Medical Association (SMA), Singapore Nurses' Association (SNA) and Singapore Press Holdings (SPH).

About the Healthcare Humanity Awards

In 2004, The Courage Fund initiated the Healthcare Humanity Awards (HHA) to salute exemplary healthcare professionals who go beyond the call of duty to help others. Each HHA Honourable Mention winner will receive \$2,000. Winners of the HHA Open, ILTC Sector, Caregiver and Volunteer Categories will receive \$1,500 each. All winners will also receive a HHA medallion. Since 2004, the HHA has saluted the efforts of a total of 1,010 healthcare workers, caregivers and volunteers.

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For more information, please contact:

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Annex

HONOURABLE MENTION CATEGORY

MS KAY JANET THOMSON (Volunteer)

Volunteer nominated by HCA Hospice Care

Ms Thomson, a trained nurse, joined HCA Hospice Care as a Medi Minder (MM), acting as a respite caregiver for Star PALS (Paediatric Advanced Life Support) patients and their families. Despite subsequently living in the United Kingdom, she has remained committed to serving patients whenever she is in Singapore.

DR DENNIS CHIA WEN JIE (Open)

Consultant, Sengkang General Hospital

In his early years as a trainee doctor, Dr Chia, a Consultant at the Emergency Department (ED) of Sengkang General Hospital, observed that migrant workers refused healthcare due to high costs, and that frontline healthcare workers were not adequately equipped to handle such scenarios. He worked with relevant stakeholders such as fellow doctors, lawyers, academics, and representatives from non-governmental organisations (NGOs) to develop resources to educate migrant workers on their rights and advocate for their health and social care needs.

MADAM LOO YEW KIM (ILTC)

Patient Care Assistant, Kwong Wai Shiu Hospital

For the past 50 years since Madam Loo joined Kwong Wai Shiu Hospital, she has tended to the poor, needy and destitute sick. Through her years of meaningfully engaging residents, she has risen from trainee Health Attendant to Patient Care Assistant, developing competencies to manage patients holistically.

MADAM MARSITA RUBIANTI (Caregiver)

Caregiver nominated by KK Women's and Children's Hospital

Madam Marsita is the sole caregiver for her son, Farhan (now 16), who was born with a chromosomal abnormality. Through his growing up years, Farhan has encountered multiple complications, including respiratory distress. He has to be placed on Continuous Positive Airway Pressure (CPAP) therapy and on a continuous feeding pump via the Gastrostomy-Jejunostomy (GJ) tube. Madam Marsita assists him in every aspect of daily living, from feeding to bathing needs.

CAREGIVER CATEGORY

MADAM ANN TAN BENG CHOO

Caregiver nominated by Singapore National Stroke Association

Madam Tan has been caring for her husband since 2011 when a severe brain-stem stroke left him completely paralysed. She has devoted to looking after him full-time, including performing chest physiotherapy and occupational therapy exercises. Madam Tan also participates in the Singapore National Stroke Association's Caregiver Support Group, where she imparts knowledge to fellow caregivers.

MR ANTHONY MARTIN DE SILVA

Caregiver nominated by Changi General Hospital

Mr De Silva became his 93-year-old mother's caregiver 13 years ago. As his mother is bed-bound, frail and non-communicative, he feeds her through a tube, changes her diapers and removes her phlegm through daily suction. Despite his own heart and spinal health conditions, he remains positive and is determined to support her.

MS CHAN KIM**Caregiver nominated by Assisi Hospice**

Ms Chan became primary caregiver to Ken, whom she has been with for eight years, when he was diagnosed with cancer in 2018 at the age of 27. In May 2019, she took unpaid leave to care for Ken, from injections to running errands and providing emotional support. Despite the challenges of seeing a loved one suffer, Ms Chan has remained resilient and courageous.

MR CHIANG WHYE HUNG**Caregiver nominated by Ang Mo Kio Family Service Centre Community Services Ltd**

Mr Chiang, 80, single-handedly brought up his two children since his wife passed away 35 years ago. Within a year of his wife's passing, his 12-year-old daughter was diagnosed with Type-1 diabetes. The disease affected her eyesight, kidneys, and caused fainting spells, which rendered her unfit for school and work. Mr Chiang, who worked as a *karang guni* man, remained devoted in caring for her until he was diagnosed with blood cancer three years ago.

MS JANET KOH HUI KHENG**Caregiver nominated by National Neuroscience Institute**

When Ms Koh's mother, Madam Ng, suffered her first stroke in 2010, Ms Koh resigned from her job to care for Madam Ng full-time. As Madam Ng had dementia and benign paroxysmal positional vertigo, making her prone to dizziness, Ms Koh sacrificed her personal endeavours to care for her Madam Ng at home. Today, Ms Koh is an advocate for dementia patients and their caregivers.

MR LIM BOON GHEE**Caregiver nominated by Singapore Disability Sports Council**

Mr Lim's eldest daughter, Faye, has a genetic disorder – Glutaric Aciduria Type I – that requires her to move about in a motorised wheelchair and communicate with sign language. Despite juggling a full-time job and looking after two other children, Mr Lim has supported Faye's efforts to play competitive Boccia, a sport contested locally and internationally by athletes with physical disabilities.

MR LIM LIANG NAM**Caregiver nominated by The National Kidney Foundation**

Mr Lim's wife, Madam Foo was diagnosed with End-Stage Renal Disease (ESRD) in 1998, which led to seven years of dialysis treatment. Despite receiving a cadaveric kidney in 2005, the transplanted kidney failed in 2016 and she had to return to dialysis. Rain or shine, Mr Lim would wheel his wife to the dialysis centre for her multiple weekly dialysis sessions, serving as her pillar of support.

MADAM NEO BEE THEN**Caregiver nominated by Yishun Community Hospital**

Madam Neo is the primary caregiver to both her husband – who has bladder cancer – and daughter – who has had focal seizures from young through adulthood, and was diagnosed with Lupus in 2014. Madam Neo, a school bus attendant, is the sole breadwinner for the family. In between shifts, Madam Neo prepares meals for her family and assists them in using the toilet and showering. She also accompanies them for their medical appointments.

MS PAMELA LEE MEI LIN**Caregiver nominated by Khoo Teck Puat Hospital**

Since her father's passing in 2009, Ms Lee has played a key role in looking after her mother, who has dementia, and her intellectually disabled brother. Both are wheelchair-bound and use diapers. Following her mother's passing in January 2020, Ms Lee, the family's sole breadwinner and a part-time organ teacher, continues to care for her brother, who depends on her and their helper for all activities of daily living.

MR PETER ONG THONG AIK**Caregiver nominated by Changi General Hospital**

Mr Ong resigned from his job in 2013 in order to be the main caregiver to his parents, who both suffer from a myriad health conditions. Mr Ong's caregiving tasks include monitoring and recording his father's blood pressure daily, bathing him, changing his diapers and feeding him. Mr Ong persevered despite experiencing burnout after two years of full-time caregiving, and equipped himself with caregiver training courses at Changi General Hospital to strengthen his skills.

MADAM TEO PECK CHEO**Caregiver nominated by Changi General Hospital**

Madam Teo has shown steadfast dedication to serving her bedbound sister, who has Down's Syndrome, and is prone to seizures and falls. Madam Teo manages her sibling's medical appointments and medications.

MADAM TOH POH TEE**Caregiver nominated by Handicaps Welfare Association**

When Madam Toh's second son (now aged 33) was diagnosed with spastic quadriplegia at birth. A single parent, Madam Toh continues to be his caregiver round-the-clock, feeding him through a tube daily. Despite not being in good health herself, she remains devoted to her son.

MR VICTOR LIM HWEE KIAT**Caregiver nominated by Khoo Teck Puat Hospital**

Mr Lim has been taking care of his father since the latter was diagnosed with Parkinson's disease in 2014. When Victor's father became bed-ridden in 2018, Mr Lim persisted in caring for him at home, renovating his father's bedroom to accommodate a hospital bed and medical equipment. Mr Lim also equips himself with new skills to provide better quality care for his parent.

VOLUNTEER CATEGORY**MR ABU BAKAR****Volunteer @ Ang Mo Kio Family Service Centre Community Services Ltd**

Mr Abu oversees 10 socially isolated seniors at COMNET (Community Network) Senior Service's Befriending Programme, run by Ang Mo Kio Family Service Centre Community Services. Apart from weekly visits, Mr Abu takes them out for grocery shopping, haircuts, and leisure activities.

MADAM BELINDA SEET PEK HAR**Volunteer @ Alzheimer's Disease Association**

Madam Seet began volunteering for the Alzheimer's Disease Association's (ADA) "Memories Café" in 2015 after attending a session with her mother, who suffers from the condition. Madam Seet has since contributed her musical gifts, filming a video "Singing and Dancing in The Face of Dementia", which has been seen by more than 9,000 people to-date. Additionally, she helped plan ADA's "Voices of Hope" programme, which offers caregivers a platform to share challenges in dealing with this disease.

MADAM CLAUDIA LEE WANG LING**Volunteer @ St. Andrew's Community Hospital**

Madam Lee volunteers with St. Andrew's Community Hospital's Inpatient Therapy Services, and assists with weekly music therapy sessions in the Palliative Ward, conducts floral arrangement classes, and is often seen comforting patients at their bedside. Her ability to speak various languages and dialects have been an asset in facilitating patients' meal orders.

MADAM CYNTHIA WONG MEE TIN**Volunteer @ St. Andrew's Community Hospital**

Madam Wong has faithfully served with St. Andrew's Community Hospital since 1998, adapting to meet the hospital's changing needs. Starting as a patient befriender and translator for patients at the Day Rehabilitation Centre, she later applied her administrative skills to raise funds, disseminate surveys to improve patient and caregiver experience, and organise events for the hospital.

MS EDNA TAN MON FU**Volunteer @ Tan Tock Seng Hospital**

Ms Tan volunteers with Project Starfish, which looks after elderly seniors who live alone in both rental and purchased blocks at Kebun Baru, Ang Mo Kio, and spends her free time serving the residents and volunteers. As a volunteer administrator, she coaches and mentors volunteers, and the group has grown to 30 people to-date. She also advocates for disabled persons and counsels troubled family members.

MS JENNIFER EE SHIAU HIONG**Volunteer @ Buddhist Compassion Relief Tzu Chi Foundation**

Ms Ee has demonstrated devotion to patient care at The Tzu Chi Foundation's Free Dental Clinics, organising the dental inventory, sourcing supplies and mobilising volunteers. She also serves patients at the frontline, comforting them in their times of need.

MS JOANNE GAN OON NEE**Volunteer @ Institute of Mental Health**

Ms Gan, a nurse by training, has seen both her grandmother and her mother visit the mentally ill, disabled and socially isolated persons, and similarly volunteers at IMH. She is part of IMH's Hearts in Harmony choir and befriends dying patients through the *No One Dies Alone* programme. She is also a vigil volunteer at Dover Park Hospice.

MR LEE CHONG KAI**Volunteer @ St. Andrew's Nursing Home (Buangkok)**

Mr Lee sits on the Board of the St. Andrew's Mission Hospital and volunteers at the St. Andrew's Nursing Home (Buangkok). He visits the Home about six times a month, befriending residents estranged from their families and encouraging healthcare staff.

MR LIM THIAN HOE**Volunteer @ Geylang East Home for the Aged**

Following early retirement at 56 due to health issues, Mr Lim joined his neighbourhood Senior Activity Centre, participating in recreational activities like exercise and karaoke, and initiating outings for the seniors, for the past nine years. He is a role model to other volunteers, advising them how to perform their duties meaningfully.

MR LIN AH CHYE**Volunteer @ Geylang East Home for the Aged**

Following his retirement at 73, Mr Lin attended the Senior Activity Centre near his home and began volunteering to care for frail, lonely elderly. At 82, Mr Lin still serves with passion, even conducting "Cha Cha" dance classes.

MR LOUIS NG SWEE KIONG**Volunteer @ Singapore General Hospital**

Twenty years ago, Mr Ng was diagnosed with colorectal cancer at 37 - and won the battle. The cancer survivor is part of Singapore General Hospital's colorectal cancer support group, sharing his journey through the Colorectal Surgery Recovery education programme. He has served for 12 years to-date.

MR MUHAMMAD AGUS BIN OTHMAN**Volunteer @ Dover Park Hospice**

Twenty-three years ago, Mr Agus came across Dover Park Hospice during a roadshow at the Arab Association. He volunteered to care for end-of-life patients, roping in his wife and family members to do the same. Later, he became an ambassador for palliative care, and recruited more volunteers to help organise events for the residents.

MR NGAN HEOK BOON**Volunteer @ Man Fut Tong Nursing Home**

Mr Ngan, a professional hairstylist, has been giving free haircuts to Man Fut Tong Nursing Home for the past 14 years. He later garnered support from like-minded hairdressers, and leads the team in offering free haircuts to residents every six weeks.

MS OLGA MYSZCZYSZYN**Volunteer @ Institute for Mental Health**

Ms Myszczyszyn, originally from Poland, has been volunteering at the Institute for Mental Health since 2007. She visits long-stay psychiatric patients, and facilitates craft, sport and recreational activities. She also contributes her time to the Society for Physically Disabled and the Movement for the Intellectually Disabled of Singapore (MINDS) School.

DR SHAMALA THILARAJAH**Volunteer @ Singapore National Stroke Association**

Dr Thilarajah, a physiotherapist, witnessed the hardships and emotional struggles that her family encountered when her grandmother suffered a disabling stroke. She volunteers at the Singapore National Stroke Association conducting exercise sessions for stroke patients, and mobilised a wider team of volunteer therapists to enable stroke survivors to be active and help them re-integrate into society.

MS YONG FONG LING**Volunteer @ Institute for Mental Health**

Ms Yong conceptualised "IMH Ringers" – where patients play xylophone-like resonator bars - for long-stay patients. Persevering through physical and psychological challenges, IMH Ringers blossomed under Ms Yong's leadership, and have been invited to play at many functions.

ILTC CATEGORY**MS ANDES POH CHOON HUA****Community Nurse****TOUCH Community Services**

Ms Poh, a community nurse in TOUCH Home Care for the past nine years, has consistently shown care to the seniors she serves, many of whom have complex conditions. She goes the extra mile to serve patients' families as well, doing her best to meet their needs. Additionally, she served at a healthcare humanitarian mission in Sudan, Africa, where she helped delivered babies.

MR ANG BOON YANG**Senior Staff Nurse****Dover Park Hospice**

Mr Ang, a Home Care Nurse at Dover Park Hospice provides comprehensive assessments of clients with advanced cancers and end-stage organ failures, and works on care plans with patients and their families. His dedication has led him to attend to them even after working hours.

MS ANGELA TAN GEK LYA**Director of Nursing****HCA Hospice Care**

Despite HCA Hospice Care being Ms Tan's first foray into the palliative care, she has worn many hats – mentor, trouble-shooter, and administrator. She enrolled in a part-time specialist palliative care course to be better-equipped to care for patients and their families. She has also personally sourced for donations and financed a pilot programme, which funds birthday celebrations for patients.

MS CALISTA YU MIN**Community Care Coordinator****Agency for Integrated Care**

As a community care coordinator at the Agency for Integrated Care, Caregiving and Community Mental Health Division, Ms Yu identifies clients and respective caregivers' biopsychosocial needs. She coordinates appropriate services to co-create solutions so clients and caregivers can live well in the community.

MS CHERYL LEE WEN XSIN**Occupational Therapist****St Luke's Hospital**

Ms Lee has been caregiver to her older brother, who suffered end-stage renal failure, since her mother passed away when she was 13 years old. Her personal experience has helped her empathise with families and caregivers. As an occupational therapist at St Luke's Hospital, Ms Lee's main role includes addressing holistic needs of residents while improving their participation in activities of daily living.

DR CHEW SUNG BOON**Family Physician****Home Nursing Foundation**

Dr Chew is a family physician who provides quality home medical care to patients under the Home Nursing Foundation. His day-to-day duties include travelling around the Eastern region of Singapore visiting homebound patients, many of whom live alone, without caregivers. As the Home Nursing Foundation works collaboratively with restructured hospitals, Dr Chew often contacts patients' specialists to align medical care – even for patients not under his care.

MS JENNIFER DELOS REYES VITUALLA**Physiotherapist****St Luke's ElderCare (SLEC)**

Ms Vitualla is a physiotherapist at St Luke's ElderCare Ang Mo Kio. Her daily duties comprise performing assessments and providing physiotherapy service to elders referred to the centre for rehabilitation. Always cheerful, Ms Vitualla creates a positive and joyful environment for her patients, motivating them to live active, fulfilling lives

MS LIONG SUET LIAN**Social Worker****TOUCH Community Services**

Ms Liong is a social worker with TOUCH Community Services Cluster Support (Kallang) which provides help to the vulnerable elderly with multiple medical conditions, some with chronic illnesses which may include psychiatric conditions. More often than not, they are estranged from their family members and live alone. Her scope of care for her clients encompass physical, medical, financial, social, psycho-emotional and even spiritual issues. She does her best to work with other service providers to coordinate care for the clients to give them a better life.

MS LEE GUEK MENG
Senior Lifeskills Coach
TOUCH Community Services

Ms Lee is a Senior Lifeskills Coach at TOUCH Community Services Ubi Hostel, which serves adults with mild intellectual disabilities. Some of these individuals also have mental health conditions such as anxiety, depression or obsessive-compulsive behaviours. Ms Lee is responsible for job training, matching and redesign, empowering her clients to give back to the community. Under her leadership, her clients have organised activities for the elderly, including delivering meals to frail seniors under TOUCH services' *Meals-on-Wheels* programme. She also supports the *Continuous Support Programme (CSP)* to monitor clients who have been discharged from the hostel and now live in the community.

MADAM LOW AI GEK
Programme Coordinator
Geylang East Home for the Aged

Madam Low, 77, is a program coordinator in Geylang East Home for the Aged. She cares for 37 residents in the sheltered home, oversees their daily meals, and manages administrative tasks. Starting out as a volunteer, she joined the organisation as a full-time employee within a month, even moving to the neighbouring HDB unit with her family to be closer to the Home so she could provide prompt assistance to it.

MADAM MAGHESHWARI D/O R K SABAPATHY
Assistant Director of Nursing
Bright Vision Hospital

Madam Magheshwari is Assistant Director of Nursing at Bright Vision Hospital and started her career as a Nursing Officer in 2003. Even as she oversees the daily nursing operations for both outpatient clinics and the wards, Madam Magheshwari walks the ground daily and interacts with her patients. Her warm personality and fluency in multiple languages enable her to connect well with colleagues, patients and their loved ones. Madam Magheshwari is full of compassion and is always ready to help anyone in need.

DR MARTIN LEE WEI HOE
Resident Physician
Dover Park Hospice

Dr Lee is a Resident Physician in the hospice. He looks after palliative care needs of patients (limited prognosis of less than one year). Dealing with patients at the end of life requires patience and dedication as the intensity of symptom burden and care needs often escalates with time. Dr Lee listens and does his utmost to support the patients' wishes, needs and wants.

DR NYUNT THAW
Resident Physician
Ren Ci Hospital

Dr Thaw is a Resident Physician with Ren Ci Hospital and has been serving the Intermediate Long Term Care (ILTC) patients for 18 years. His responsibilities cover the Chronic Sick Unit and the Community Hospital at the Novena Campus as well as the Nursing Home in Bukit Batok and Ang Mo Kio. As many of his patients are very frail, Dr Thaw spends much of his time engaging the family members to keep them abreast of the medical conditions of their loved ones and also discusses the patient's care plan. He also makes it a point to celebrate birthdays of patients in the home so that they feel cared for. He has raised funds to support the purchase of equipment for medical missions in Myanmar.

MS QUEK BEE GEOK
Medical Social Worker
Ren Ci Hospital

As a Medical Social Worker at the hospital, Ms Quek provides support and care for her clients in the Short Stay Unit who are admitted for slow stream rehabilitation. Ms Quek collaborates with community service providers to ensure the clients are well supported after discharge, and has often taken on the challenges of navigating through the unknowns outside the system and her job scope.

MR TEY LIAN PIEW
Assistant Centre Manager
St Luke's ElderCare (SLEC)

Mr Tey joined St Luke's ElderCare in 2015 as a care staff, and became Assistant Centre Manager. He oversees the dementia day care and the rehabilitation services in the centre, ensuring families have the confidence and trust, and feel safe when they place their loved ones under his care. Many of the centre's elders and their family members feel comfortable confiding and sharing their struggles with Mr Tey, knowing that he cares for them.

MR THAM JUNCHENG
Senior Staff Nurse
Yishun Community Hospital

Mr Tham is a Senior Staff Nurse who works in the neurological ward at Yishun Community Hospital. He cares for patients who have suffered from strokes, head and spinal cord injuries, and other neurological conditions such as Parkinson's disease. Beyond physical support and care, Mr Tham also educates the caregivers on home care after treatment and self-administration of medication at home. Additionally, Mr Tham also volunteers as a clinic assistant with Healthserve to pack medications and counsel foreign workers. He works alongside paramedics from the Singapore Civil Defence Force (SCDF) for 16 hours a month to respond to emergency calls.

MADAM TRACY LEE CHYE HONG
Senior Coordinator
TOUCH Community Services

Madam Lee is the Senior Coordinator for the Community Befriending Programme at TOUCH Community Services. Her responsibilities include identifying lonely elderly who lack family or caregiver support, and matching them with suitable befrienders for companionship and support. Madam Lee has encountered many lonely and depressed residents in her community. She has made a difference in their lives by recruiting and training community befrienders to build rapport and trust with them. This has enabled many of her residents to empower themselves, find purpose, and lead healthy and meaningful lives.

MS YE PEISHAN
Community Care Coordinator
Agency for Integrated Care

Ms Ye is a community care coordinator at the Agency for Integrated Care, Caregiving and Community Mental Health Division. She plays an essential role in supporting clients who present with multiple complex needs, are referred from the community, the hospitals or through Members of Parliament (MPs). Many of her clients grapple with difficult circumstances as some are coping with their mental health conditions, while others are caregivers who experience challenges caring for their loved ones, or vulnerable seniors with complex medical needs and at risk of social isolation. Ms Ye conducts bio-psychosocial assessments, develops one care plan with multiple agencies and works closely with clients and their families to guide and assist them in navigating through the system.

MADAM WENDY LAM KUM NUI**Senior Patient Care Assistant****Kwong Wai Shiu Hospital**

Madam Lam has been working in the hospital for the past 43 years. As a senior patient care assistant, her primary role and daily duties are to look after the elderly residents and help them with their activities of daily living. The profile of the residents are mostly destitute, needy with complex family dynamics. During the initial years, Madam Lam faced major challenges understanding their behaviours. She took up a course related to care for dementia patients in ITE on her own accord to equip herself with skills and knowledge in managing the emotions of elderly. Aside from her work at the hospital, Wendy is a committed member of the Singapore Chinese Development Council.

MS FIONA TAN EI HONG**Nurse Educator****Parkway Shenton Pte Ltd**

Ms Tan is the only Nurse Educator at Parkway Shenton Pte Ltd, which manages the healthcare needs of the Singapore Prison Service. With her passion for education and nursing, she has dedicated the past four years of her career to prison work. Fiona conducts monthly meetings with her newly joined nurses to ensure that they are coping and adapting to the prison culture. She also mentors different groups of nurses within SCDF. Ms Tan contributes to the Batam Medical Outreach led by St Andrew's Cathedral, where primary healthcare and health education are provided to villagers.

Open**MS ADELINE LOW XIN YI****Assistant Nurse Clinician****KK Women's and Children's Hospital**

Ms Low is an effective and empathetic preceptor, creating positive experiences for her colleagues and patients. She once accompanied a pregnant colleague to ultrasound appointments when her family members were not present; and bought a cake for a young mother who was occupied caring for her child's needs. Outside work, Ms Low serves children with chronic illnesses at local non-profit Club Rainbow and serves in overseas medical missions in the Philippines and Cambodia.

MS AUDREY CHEANG LAI HAN**Senior Case Manager****Institute of Mental Health**

Ms Cheang, a Senior Case Manager in an Acute Psychiatric Ward in IMH, educates and counsels patients, linking them to internal services and community support as part of a Multi-Disciplinary Team. She also follows up with outpatients through tele-management, monitoring suicide and aggression risks. Additionally, she helped set up drop-in centre "The Hut" for patients with mental health issues and their carers. Outside work, she travels to Timor-Leste to equip the younger generation with employment skills.

MS ANGELA KOH WEI FANG**Senior Staff Nurse****Changi General Hospital**

Ms Koh cares for critically-ill patients and trains new nurses. She provides timely updates to her patients' family members to allay their fears. Ms Koh also volunteers for overseas medical mission trips in the Philippines, Nepal, Cambodia and Indonesia.

MS CHEE WAN LIN
Senior Staff Nurse
National University Polyclinics

On top of her duties at National University Polyclinics, Ms Chee is a volunteer at Tzu Chi Redhill Free Clinic and a Charity Home Visit Leader in the northern zone under Tzu Chi Foundation. Every month, she arranges for volunteers to visit aid beneficiaries, and follows up on their needs. When a patient with four young children had lower-body paralysis, she took the initiative to provide additional support to the family. Outside her work, Ms Chee has embarked on mission trips to the Philippines and Cambodia with Tzu Chi International Medical Association (TIMA), supporting surgeons in operating on needy patients.

MS CHUA YU RU
Senior Staff Nurse (Community Nurse)
Singapore General Hospital

Ms Chua, a Community Nurse who serves the needs of the elderly in the community through two different Community Nurse Posts of the hospital, often goes beyond her call of duty to help elderly residents, many of whom live in rental flats, with their personal needs. Many residents have praised her for her care, and for being their motivation to take their medicine diligently. In her free time, Ms Chua volunteers on overseas medical mission trips to Papua New Guinea, Indonesia, Myanmar, the Philippines and India.

MS CHNG LEE MING
Assistant Nurse Clinician
Parkway East Hospital

Apart from her duties as Assistant Nurse Clinician in the Intensive Care Unit, Ms Chng gives back to the community, touching the lives of many through selfless everyday acts. In her free time, Ms Chng visits orphanages in India.

MR FAKHRUDDIN BIN MD HANAPI
EMS Section Commander
Singapore Civil Defence Force

Mr Fakhruddin is a paramedic with the Emergency Medical Services and Section Commander at the Tampines Fire Station. His primary role is to respond to emergency calls. He has expanded his portfolio to mentoring student trainees, providing counselling and psychological first aid as a para-counsellor to National Servicemen and persons with post-traumatic stress disorder. He offers crisis intervention as a National Care Officer.

MS CHOK SEE SAN
Principal Speech Therapist
Tan Tock Seng Hospital

Ms Chok has been working as a speech therapist for some 20 years. Her clinical work covers a wide range of the population with various diagnoses – across acute, rehabilitation and community settings. When a young patient suffered a brain tumour that affected his speech clarity and studies, Ms Chok encouraged him to take up an English course that enabled him to become a teaching assistant. She has volunteered at seven nursing homes, equipping nurses with relevant skills to improve patient care.

DR WONG KUAN YEE
Prosthodontics Registrar
Khoo Teck Puat Hospital

Dr Wong Kuan Yee, Prosthodontics Registrar with the Department of Dental Surgery, Khoo Teck Puat Hospital, plans treatment and restorative procedures for her patients, and is an active educator as a clinical lecturer and mentor to undergraduate dental students. Following oral health projects in Cambodia and Timor Leste over the past 12 years, Dr Wong registered an independent non-profit *Project Sabai Dental* to suit the needs of local schools in these two locations.

DR GALE LIM JUE SHUANG**Head and Consultant****KK Women's and Children's Hospital**

Dr Lim is a plastic surgeon who works with children suffering from cleft and craniofacial conditions, burns and trauma. She is passionate about helping her young patients who often have to face social stigma and bullying because of their physical deformities. Dr Lim embarked on public education campaigns to raise the awareness of burn prevention and care for toddlers and parents. She also went the extra mile frequently by helping parents and patients who face financial difficulties. Outside of the hospital, Dr Lim goes on medical mission trips overseas to help patients with cleft issues.

MS FRANCESCA PATRICIA JOHN GOVINDASAMY**Staff Nurse****Sengkang General Hospital**

Ms Govindasamy is a Staff Nurse in the Emergency Department. With a passion to help the elderly, she is also part of the "Geriatric Emergency Nurse" group which focuses on holistic care for the elderly to reduce hospital readmissions. Ms Govindasamy is also always prepared to go the extra mile for her patients, including migrant workers and domestic helpers. She has embarked on medical mission trips to Cambodia, China, Taiwan and Indonesia.

MS JENNIFER TAN MAE YUNG**Senior Enrolled Nurse****National Cancer Centre Singapore**

Ms Tan is a dependable friend and trusted listening ear to many of her patients. Working in the Specialist Oncology Clinic, she meets many cancer patients who often feel despondent. Ms Tan has helped patients through her grief and journeyed with them till their recovery. She has volunteered with the "No One Dies Alone" programme at Assisi Hospice as a companion for patients in their final hours.

MADAM KAMALA D/O VELU**Senior Staff Nurse****National University Health System**

Madam Kamala is a community nurse, providing care to patients transiting from hospital to home. She collaborates with interdisciplinary teams and community partners to develop holistic care plans that meet each patient's health and psychosocial needs after discharge. Madam Kamala once cared for a patient frequently admitted to the hospital for his pulmonary and cardiac diseases. During home visits, Madam Kamala identified the key issues that contributed to his frequent admissions, from non-adherence to medication to social isolation. She then persuaded him to attend a day care centre to take his medications on a timely basis. Madam Kamala devotes much of her personal time volunteering in the community, in nursing homes and abroad.

MS JESVIN DAVE KAUR**Nurse Clinician****Singapore General Hospital**

Ms Kaur is a visionary leader and selfless team player, who inspires her colleagues to give their best for their patients. She stepped forward to help a patient who lived alone and was receiving social assistance with daily necessities. She also intervened when she witnessed a colleague being abused by a patient's family member. Ms Kaur also volunteers at a nursing home and overseas medical missions to India and Indonesia.

MS LINDY KOH AI KENG
Assistant Nurse Clinician
SingHealth Polyclinics

Ms Koh is committed to giving her best to her patients. She went beyond her call of duty for an elderly patient with end-stage renal failure who could not come to the polyclinic to receive her treatments. Ms Koh visited the patient at home to administer the treatments and taught her caregiver how to administer the injections correctly and safely. She volunteers at local national initiatives for health screening. She also participates in overseas medical missions in the Philippines and Myanmar.

MR MUHAMMAD IZZULWAN BIN AHMAD SALLEH
Senior Staff Nurse
Changi General Hospital

Mr Izzulwan cares for incoming stroke patients at the Changi General Hospital Acute Stroke Unit. His job scope includes communicating with the patients' families to allay their anxiety during these difficult times. With a heart to give back to society, Mr Izzulwan spends most of his free time volunteering with the MENDAKI mentoring programme, Red Cross Elderly Aid and Nurses' Network Community Health on Wheels. He finds fulfilment in contributing his skills and experience to benefit underprivileged youth and elderly across different communities.

MS NORHASHIMAH BINTE HASHIM
Principal Enrolled Nurse
Ng Teng Fong General Hospital

With 14 years of experience, Ms Norhashimah works alongside her Registered Nurses to care for patients with advanced disease conditions in the acute surgical-orthopaedic wards. She tends to patients' basic care and also manages their tracheostomies, chest tubes, colostomy, tractions and casting. Aside from her nursing duties, Ms Norhashimah is an ardent volunteer in community outreach and mission trips to Cambodia.

MS MUNIRAH BINTE ROSLI
Senior Staff Nurse
Singapore General Hospital

Ms Munirah works in the Neurosurgery ICU, caring for critically ill patients with complex conditions who require specialised and advanced nursing care. In 2019, Ms Munirah fulfilled the last wish of a dying patient to pass on at home in the presence of his family. She took it upon herself to coordinate care with the nursing, medical and allied health team to ensure the patient was transported home safely.

MADAM PANG LIN HWA
Manager (Dental Therapy)
Health Promotion Board

Madam Pang has been a Dental Therapist in the School Dental Service for the past 41 years. Apart from clinical care, she promotes health education to help students achieve better oral health habits. She manages children with special needs from Katong Special School and Canossian School with patience and compassion, catering to their individual behavioural needs. Madam Pang also volunteers with the Breadline group that helps families with financial difficulties. She has gone on overseas mission trips to villages at the Thai-Myanmar border.

DR NIRMAL KAVALLOR VISRUTHAN
Consultant
KK Women's and Children's Hospital

As a neonatologist with KK Women's and Children's Hospital, Dr Vishruthan manages the care of vulnerable, premature new-born babies who require close monitoring and critical care. The parents of these babies are often in need of emotional support as they grapple with the prospect of losing their child. Since 2016, he has trained healthcare providers at Kampung

Chhnang in Cambodia to better manage acute and critical situations, as the community faces one of the highest infant mortality rates in the world. He is also working with local paediatric services in Surabaya to develop guidelines for the transfer and management of babies, and is similarly involved in a programme to help malnourished babies in Papua New Guinea.

MS RANJIT KAUR

Nurse Clinician

Ng Teng Fong General Hospital

Ms Kaur is a post-discharge care coordinator for discharged patients who have been sent home or to nursing homes. She also facilitates queries from patients that originate from the Emergency Department and Specialist Outpatient Clinics. Ms Kaur's dedication and extraordinary ability to empathise with her patients has helped many of them and their families. Outside of her professional life, she devotes time to various civic organisations such as the Singapore International Foundation.

MADAM PHUA LAY PENG

Senior Nurse Manager

KK Women's and Children's Hospital

In her role, Madam Phua has to ensure the smooth running of the daily operating lists, evaluate equipment and purchases, and training of staff. She is also passionate about using her skills and expertise to help needy children overseas. In 2010, she went on her first medical mission trip with Singapore International Foundation to help set up a paediatric cardiac care in Vietnam. This continued with similar trips to Myanmar and India.

MADAM SENG GEK SIANG

Senior Staff Nurse

Singapore General Hospital

Madam Seng is a Patient Navigator at the Emergency Short-Stay Unit. She acts as a liaison officer between patients, institutions, external agencies and the community to ensure patients are appropriately discharged and their aftercare is well-coordinated and timely. When a visually impaired elderly patient was fearful of going for the operation to correct his vision, she made every effort to allay his fears, and journeyed with him until he was stable enough to have his operation. The patient eventually regained his vision and independence.

MS SHARON CLAIRE ANG CHOR KIANG

Nurse Manager

Khoo Teck Puat Hospital

Ms Ang is a night nurse manager at the hospital. She usually starts work by coming in an hour earlier before her shift to check on the patients and staff in the wards. On another occasion, Ms Ang did her best to save a patient contemplating death. Throughout the incident, she focused solely on saving the patient. Outside of her work, Ms Ang actively volunteers on overseas medical missions in Cambodia, Vietnam, Thailand, Malaysia and the Philippines.

MS TAY PEI FANG

Senior Staff Nurse

Sengkang General Hospital

Ms Tay plans and implements discharge care plans for patients who require support post-discharge, conducting all the necessary assessments and coordination with relevant community services. Even if a call from a patient comes in late at night, Ms Tay willingly sacrifices her own time to head to the patient's home to provide medical assistance and advice. This has resulted in many of her patients receiving timely care, avoiding the need for readmission into hospital. Despite having faced her own setback from a breast cancer diagnosis two years ago, Ms Tay actively volunteers at mosques and community clubs in her free time.

MS SUMATHI SAGAYAMARY D/P LOURDUSAMY

Nurse Clinician (Advanced Practice Nurse)

Sengkang General Hospital

Ms Lourdasamy has more than 30 years of nursing experience, specialising in breast care services. She went beyond the call of duty to visit a post-mastectomy patient who lived alone and helped to unblock her surgical drain. Ms Lourdasamy followed through closely with the procedure on multiple visits until the drain was removed. Outside of work, she volunteers with the Catholic Nurses Guild and joins overseas medical missions to Batam.

MS TAN MIN YUAN

Nurse Clinician (Advanced Practice Nurse)

National University Hospital

Ms Tan cares for patients in an inpatient neurology ward. She assesses, plans and provides quality care to patients with complex health needs. A patient who was admitted for a bilateral foot drop from a fall, insisted on being discharged despite having another fall. Ms Tan stepped in and persuaded the patient to change her mind. As a Community First Responder with the SCDF, she has responded to two Cardiac Arrest cases and assisted the families after the incident.

MS W.K. AUDREY MALINI BRAMPY

Senior Nurse Manager

Mount Elizabeth Hospital

Ms Brampy is a Senior Nurse Manager in-charge of the Neonatal ICU and the Delivery Suite. Her desire to contribute to society birthed after the demise of her 13-year-old nephew to leukaemia. Ms Brampy now volunteers her time at various orphanages in remote villages in Kerala, India. Locally, she supports the Children's Cancer Centre at the National University Hospital in memory of her late nephew.