



MEDIA RELEASE

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HEALTHCARE HEROES – GOING THAT EXTRA MILE

Top healthcare professionals honoured at annual Healthcare Humanity Awards

98 healthcare professionals were commended today at the *Healthcare Humanity Awards* (HHA) - an annual ceremony which pays tribute to healthcare workers who exemplify exceptional qualities and dedication in helping others. This year, more than 50 per cent of the recipients were from the Community Care sector, a timely recognition of contributions in the home and community setting to support seniors in our fast ageing population. Their efforts are in line with the Ministry of Health (MOH)'s aim to move care beyond hospital to community, beyond healthcare to health, and beyond quality to value.

Among the winners, four extraordinary individuals received the highest accolade, “Honourable Mention” from Guest-of-Honour and Patron of The Courage Fund, Dr Tony Tan Keng Yam, the President of the Republic of Singapore. They include:

- *Mr Desmond Tong*, a prosthetist/orthotist and Paralympian
- *Mr Alan Ng*, a healthcare assistant with a heart for residents and
- *Ms Zahara Mahmood*, a Community Coordinator

“A caring community and efficient healthcare eco-system is only as good as the people designing and running it. The Healthcare Humanity Awards is an acknowledgement of the dedication, effort and courage of our healthcare professionals in caring for the sick,” said President Dr Tony Tan.

HONOURABLE MENTION

Trained in **Tan Tock Seng Hospital (TTSH)**, model prosthetist and sportsman **Mr Desmond Tong** was just 22 when a traffic accident resulted in his right leg being amputated from below the knee. Despite facing many setbacks, Mr Tong was able to overcome them and he eventually became a Senior Prosthetist/Orthotist. His passion for life and his tenacity enabled him to provide exceptional care and empathy to his patients. He constantly lent them moral support and encouraged them to lead a fulfilling life. In 2014, he participated in the ASEAN Para Games, where he represented Singapore in the 100m sprint event. He continues to inspire people with disabilities to start life anew through sports.

“As an amputee, being able to work with people with disabilities and helping them get back on their feet has brought great meaning and satisfaction to my life.”

Drawing from his personal experience after recovering from depression, **Mr Alan Ng** took on the challenge to work as a Healthcare Assistant at the **St. Andrew's Nursing Home** (Buangkok), a long-term residential care facility for persons with mental health issues and disabilities. His personal touch has encouraged residents he cares for, who are often non-communicative, wheelchair-bound with behavioural issues, to flourish under his watch, and where they have improved functional capabilities.

"I see every resident as my friend, and they deserve as much love, compassion and support from me, just like I had once received from those who cared for me."

A Community Coordinator, **Ms Zahara Bte Mahmood** oversees the operations of **Eastern Health Alliance (EHA)**'s *Neighbours for Active Living* programme – an initiative which aims to assist the frail elderly living in the East of Singapore, and to help reduce hospital re-admissions. To date, her team has trained more than 300 volunteers to help the elderly. Ms Zahara often goes beyond and above her call of duty. She has served in overseas missions with the Singapore International Foundation to help distressed families afflicted with terminal conditions.

"Every client is like an extended family member to me. We need to help one another as that's what families should do."

Apart from the "Honourable Mention" winners, 94 recipients were recognised for their contributions to healthcare in the categories: Open, Intermediate and Long-Term Care (ILTC) sector, Caregiver and Volunteer.

OPEN CATEGORY

Family Physician **Dr Kee Kok Wai** from the **National Healthcare Group Polyclinics (NHGP)** is a dedicated teacher and compassionate doctor who trains healthcare professionals and medical students. After witnessing how an elderly woman struggled with knee pain to care for her wheelchair-bound son, who suffers from Schizophrenia, he paid for a taxi to send them home. Dr Kee has also gone on numerous relief missions to Cambodia, Sri Lanka and Philippines to provide medical care to the needy and disadvantaged.

Advanced Practice Nurse **Mr Darren Goh** often goes out of his way to fulfil the wishes of his patients. His work at the **National University Hospital (NUH)**'s Intensive Care Unit allows him to touch lives of those who are critically ill; he would spend time with them and arrange to make their last wishes come true. He believes that creating final memories for patients and their family members can bring peace and reduce grief of the dying and their loved ones. Apart from work, Mr Goh volunteers at the *Animal Lover's League* and *Singapore Rainbow Centre* to help children with disabilities and developmental needs.

Embodying the true spirit of a selfless and noble individual, Senior Staff Nurse **Ms Stella Chua** from the **Singapore General Hospital (SGH)** has great dedication to help people stricken with Cancer. She became a donor through the Singapore Bone Marrow Donor programme to give hope to those suffering from Leukaemia and blood-related diseases, and was subsequently selected as a match.

Her act of kindness changed her recipient's life, and she continues to do her part to improve the lives of her patients and their caregivers.

Known as 'Nurse of the Neighbourhood', Senior Staff Nurse **Ms Alice Woo** from **TTSH** has lent a helping hand to many of her neighbours, and has performed CPR, dressed surgical wounds and even provided caregiver training to her neighbours. She has been on numerous missions with *Operation Smile*, an international medical charity that provides free surgeries for children in developing countries with cleft palate or facial deformities.

Senior Enrolled Nurse **Ms Chua Soh Cheng** from the **Singapore National Eye Centre (SNEC)** is an avid volunteer and has contributed extensively to help those suffering from visual disorders. To ensure that patients recover well after surgeries, she would buy sunglasses and food and distribute them to those in need. Having participated in overseas humanitarian missions for the past 12 years, Ms Chua was part of the *President's Challenge* in 2010 to help raise funds to improve lives of the less fortunate.

An advocate for children's and women's health, **Ms Mariaman D/O Sukumaran** from **NHGP** is a devoted and nurturing Nurse Manager who puts the needs of others above her own. She has helped mothers to overcome difficulties in caring for their child, and has provided financial assistance to help feed their babies. Ms Mariaman has also contributed generously to help the underprivileged and has travelled to Laos, Nepal and India to care for patients with leprosy and the destitute.

Congratulating the winners of this year's HHA, Madam Kay Kuok, Chairman, Board of Directors, The Courage Fund, and Chairman, National Healthcare Group (NHG) said, "*The distinctions between the various healthcare providers whether from primary care, acute, tertiary to intermediate and long-term care, home and communities blur when we gather together to honour these men and women who have chosen to serve patients as their life's work. The award goes beyond the recognition of their contributions at their work place. It honours their Courage, Compassion, Selflessness, Extraordinary Dedication and Humanity shown towards both our own population and beyond our shores.*"

The full list of 2017 HHA winners is found in the Annex.

-ENDS-

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About The Courage Fund

The Courage Fund was launched in 2003 to raise money for relief to SARS victims and healthcare workers. It was a tribute to the courage and dedication of healthcare staff who actively risked their lives to battle the outbreak and care for infected patients. In 2004, the Fund inaugurated the Healthcare Humanity Awards (HHA) to honour exemplary healthcare professionals who go beyond the call of duty to help those in need. The Honourable Mention Awards recognise outstanding individuals for their selfless commitment to humanitarian efforts to uplift the lives of the underprivileged.

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 Distinguished Honorable 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 854 healthcare workers.

ANNEX

Honourable Mention Category

Mr Desmond Tong Chee Mun
Senior Prosthetist/Orthotist, Foot Care & Limb Design
Tan Tock Seng Hospital

Trained in Tan Tock Seng Hospital (TTSH), model prosthetist and sportsman Mr Desmond Tong was just 22 when a traffic accident resulted in his right leg being amputated from below the knee. Despite facing many setbacks, Mr Tong was able to overcome them and he eventually became a Senior Prosthetist/Orthotist. His passion for life and his tenacity enabled him to provide exceptional care and empathy to his patients. He constantly lent them moral support and encouraged them to lead a fulfilling life. In 2014, he participated in the ASEAN Para Games, where he represented Singapore in the 100m sprint event. He continues to inspire people with disabilities to start life anew through sports.

Mr Alan Ng Hee Boon
Healthcare Assistant
St Andrew's Nursing Home (Buangkok)

Drawing from his personal experience after recovering from depression, Mr Alan Ng took on the challenge to work as a Healthcare Assistant at the St. Andrew's Nursing Home (Buangkok), a long-term residential care facility for persons with mental health issues and disabilities. His personal touch has encouraged residents he cares for, who are often non-communicative, wheelchair-bound with behavioural issues, to flourish under his watch, and where they have improved functional capabilities.

Ms Zahara Bte Mahmood
Assistant Director, Community Care
Eastern Health Alliance

A Community Befriender, Ms Zahara Bte Mahmood oversees the operations of Eastern Health Alliance (EHA)'s Neighbours for Active Living programme – an initiative which aims to assist the frail elderly living in the East of Singapore, and to help reduce hospital re-admissions. To date, her team has trained more than 300 volunteers to help the elderly. Ms Zahara often goes beyond and above her call of duty. She has served in overseas missions with the Singapore International Foundation to help distressed families afflicted with terminal conditions.

Ms Ann Kyi @ Ann Choo
Head, Community Care Programmes
Brahm Centre

Tireless Volunteer Ms Ann Choo heads the Community Care programmes at the Brahm Centre where she provides guidance to fellow volunteers and physiotherapists. At 73, she still makes daily home visits, spending much of her time supporting seniors-in-need in the community. She has been an exceptional role model to her peers and has inspired them to do more for the underprivileged.

Open Category

Ms Ang Phuay Tein Higher Dental Therapist, School Dental Service Health Promotion Board

Ms Ang Phuay Tein is a Dental Therapist and has been with the Health Promotion Board, School Dental Service for the past 14 years. Ms Phuay Tein also sets aside time to treat the special needs children from Eden School. She has served locally with the Cheshire Home befriending the residents; at the free dental clinics at Ren Ci Nursing Home, Tzu Chi Foundation and St Joseph's Home, among others. She also contributed her time to serve in overseas missions to disaster stricken areas in the Philippines (Typhoon Bopha), Cambodia and China.

Ms Alice Woo Senior Staff Nurse Tan Tock Seng Hospital

Known as 'Nurse of the Neighbourhood', Senior Staff Nurse Ms Alice Woo from Tan Tock Seng Hospital has lent a helping hand to many of her neighbours, and has performed CPR, dressed surgical wounds and even provided caregiver training to her neighbours. She has been on numerous missions with Operation Smile, an international medical charity that provides free surgeries for children in developing countries with cleft palate or facial deformities.

Ms Chua Soh Cheng Senior Enrolled Nurse Singapore National Eye Centre

Senior Enrolled Nurse Ms Chua Soh Cheng from the Singapore National Eye Centre is an avid volunteer and has contributed extensively to help those suffering from visual disorders. To ensure that patients recover well after surgeries, she would buy sunglasses and food and distribute them to those in need. Having participated in overseas humanitarian missions for the past 12 years, Ms Chua was part of the President's Challenge in 2010 to help raise funds to improve lives of the less fortunate.

Ms Clarice Wee Li-Phing Advanced Practice Nurse Jurong Health Services - Ng Teng Fong General Hospital

Clarice Wee is an Advanced Practice Nurse in the ICU where she plays a critical role in providing quality care to the critically ill patients. Being surrounded by critically ill patients, Clarice takes on the role of an advocator, helping the severely ill patients make difficult decisions as they struggle to stay alive. She also took bold steps when she saw that a patient was deteriorating rapidly. With consent from the family she arranged to bring the mother to the hospital quickly so that she could spend some last moments with her son. Outside of hospital, she volunteers her skills as a Medical Volunteer at

overseas hospitals and communities – Angkor Hospital for Children in Siem Reap Cambodia, disaster missions in Cagayan De Oro Philippines and community health at Pulau Air Raja.

Dr Colin Teo Chang Peng
Head & Senior Consultant, Urology
Alexandra Health System - Khoo Teck Puat Hospital

Dr Colin Teo is the Head of Urology at Khoo Teck Puat Hospital. He is one that pursues the safest and most effective treatment options for his patients shouldering the calculated professional competencies and executing the needed treatment with his compassionate and personal touch. Despite a very hectic schedule, Dr Teo would always make time for his very sick patients. He has led disaster relief missions to tsunami and earthquake stricken countries and set up mobile theatres to support local hospitals. He recently went for a medical mission to Hyderabad, India.

Mr Darren Goh Zhongwei
Nurse Clinician II / Advanced Practice Nurse
National University Hospital

Advanced Practice Nurse Mr Darren Goh often goes out of his way to fulfil the wishes of his patients. His work at the National University Hospital (NUH)'s Intensive Care Unit allows him to touch lives of those who are critically ill; he would spend time with them and arrange to make their last wishes come true. He believes that creating final memories for patients and their family members can bring peace and reduce grief of the dying and their loved ones. Apart from work, Mr Goh volunteers at the Animal Lover's League and Singapore Rainbow Centre to help children with disabilities and developmental needs.

Ms Hong Yanqi
Senior Staff Nurse
National Cancer Centre Singapore

As an oncology-trained nurse at the Ambulatory Treatment Unit, Ms Hong Yanqi is clinically astute and an excellent team player. She is a very compassionate person, often offering help beyond her nursing duties and being mindful to support patients in their psychosocial and spiritual needs. Ms Yanqi is a member of "Project Light", an overseas medical missions programme started by alumni nurses of the Alice Lee Centre for Nursing Studies. She has been to Khek Noi, Thailand over the last two years to provide medical care to villagers who have limited access to healthcare amenities.

Dr Huang Fang
Assistant Director, Nursing (Advanced Practice Nurse)
KK Women's and Children's Hospital

Dr Huang Fang is an Advanced Practice Nurse with the Gynaecology Oncology Unit at KK Women's and Children's Hospital. She exhibits extraordinary dedication to her patients, often going the extra mile and lending advice to them even after clinic hours. She is actively involved in the Women's

Cancer Support Group and gives of her time to plan outings for patients, dinners for cancer survivors, as well as other fundraising activities. She also started volunteering at the Singapore Chung Hwa Free Clinics after obtaining her Traditional Chinese Medicine certification.

Dr Jade Kua Phek Hui
Consultant
KK Women's and Children's Hospital

As an emergency physician in the Children's Emergency department at KK Women's and Children's Hospital, Dr Jade Kua attends to many children who are critically ill. On one occasion, an infant in critical condition had to be resuscitated but passed away despite the team's best efforts to save him. After breaking the news to the family, Dr Kua took the extra step and reached out to the grieving mother to lend her support.

Ms Jamilah Bte Kamis
Nurse Manager
Eastern Health Alliance - Changi General Hospital

Ms Jamilah Bte Kamis specialises in Gerontology Nursing and has been helming a geriatric ward at the CGH-St Andrew's Community Hospital. As she is gerontology-trained, she knows that she has to look beyond her patient's disease and also focus on their emotional, psychosocial, home environment and also the caregiver who will provide help upon discharge. She once rushed to help a patient unblock her feeding tube at home as she was afraid that the patient would go into hypoglycaemia. In her free time, she visits discharged patients to ensure they are doing well.

Ms Janice Lee Yi Ping
Emergency Medical Service (EMS) Section Commander
Singapore Civil Defence Force

Ms Janice Lee is a paramedic with the Singapore Civil Defence Force. She leads an emergency ambulance crew comprising two Emergency Medical Technicians (EMTs) in responding, assessing and administering the most efficacious pre-hospital medical care. In her line of work, being operationally ready, making split-second decisions and staying calm and focused in stressful situations, is a key requirement in saving lives. On 12 May 2016, Ms Janice and her team responded to a medical emergency at the Istana as one of the ministers had collapsed and required resuscitation. The team's competence and professionalism during this call made a difference to the recovery of the patient.

Mr Jayapaul Ashley Jayapaul
Principal Occupational Therapist
Institute of Mental Health

Mr Jayapaul Ashley is the Principal Occupational Therapist in the Department of Child and Adolescent Psychiatry and Adult Neurodevelopment Services. Some examples of the types of cases that he sees

are Autism Spectrum Disorders, Attention Deficit Hyperactivity Disorders and other Psychiatric Disorders with sensory processing difficulties. Sometimes, Intellectually Disabled clients have outbursts of violent behaviours and end up physically assaulting the therapists who are providing therapy. On such an occasion, Ashley demonstrated extreme courage when he saw a client hitting his staff. Ashley calmly handled the situation and managed to calm the patient. Mr Jayapaul has a warm and compassionate personality enabling him to handle such challenges in the face of adversity.

Ms Joanne Jovina Cheng Siow Huey
Senior Nurse Clinician (Advanced Practice Nurse)
KK Women's and Children's Hospital

Ms Joanne Cheng is an Advanced Practice Nurse at the Department of Plastic, Reconstructive and Aesthetic Surgery. Most of her patients are children born with cleft lip and/or palate. She looks after them with unwavering dedication and professionalism, while promptly attending to family members' queries and concerns even beyond clinic hours. As a trained surgical nurse, she has also volunteered for many surgical missions overseas with Operation Smile and Smile Asia. She supports the surgeries and even trains the local nurses to care for the patients after the surgical mission team leaves the country.

Mdm Kamimah Binti Hussien
Senior Enrolled Nurse
National Heart Centre Singapore

Mdm Kamimah Binti Hussien is a dedicated and helpful nurse. When dealing with foreign patients, she would render extra assistance by offering them a lift to the airport or help with accommodation. She is also a pillar of strength to her team during emergency medical situations, always remaining calm and collected to help the team tide through difficult situations.

Ms Karen Poh
Senior Medical Social Worker
Tan Tock Seng Hospital

Ms Karen Poh is a Senior Medical Social Worker who supports Geriatric patients at Tan Tock Seng Hospital and she works tirelessly to provide care for her patients at home. Some of these patients have terminal conditions and face end-of-life issues. Karen would lend a helping hand by providing these patients and families with resources to fulfil their last wishes or ensure that they are receiving quality palliative care. One of her patients passed away at home in her sofa bed surrounded by her family members, which was what she requested – all thanks to Karen's tenacious intervention.

Dr Kee Kok Wai
Family Physician
National Healthcare Group Polyclinics

Family Physician Dr Kee Kok Wai from the National Healthcare Group Polyclinics is a dedicated teacher and compassionate doctor who trains healthcare professionals and medical students. After

witnessing how an elderly woman struggled with knee pain to care for her wheelchair-bound son, who suffers from Schizophrenia, he paid for a taxi to send them home. Dr Kee has also gone on numerous relief missions to Cambodia, Sri Lanka and Philippines to provide medical care to the needy and disadvantaged.

Dr Ker Khor Jia
Consultant
National Skin Centre

Despite managing a full dermatology load at the National Skin Centre, Dr Ker Khor Jia always spends time to listen to her patients beyond consultation sessions. For a particular case, she discovered that the patient was non-compliant to the treatment as she was stressed from caring for her elderly mother and intellectually disabled sister. Dr Ker comforted the patient and provided assistance to help improve her condition. In spite of a busy schedule, Dr Ker also volunteers at MINDS (Movement for the Intellectually Disabled of Singapore) and the Tzu Chi Free Clinics regularly.

Dr Kwan Pek Yee
Family Physician-Principal Staff
Head, Yishun Polyclinic
National Healthcare Group Polyclinics

Family Physician Dr Kwan Pek Yee from the National Healthcare Group Polyclinics is an exemplary leader and compassionate doctor. For the past 24 years, Dr Kwan, who heads Yishun Polyclinic, has gone on numerous relief missions to under-developed countries to provide medical care to the needy and destitute. She was instrumental in establishing an eldercare programme in the community and also provides regular basic health screening and medical care to foreign workers.

Ms Kwang Chern Hui
Senior Staff Nurse I
Mount Elizabeth Hospital

Ms Kwang Chern Hui is a Senior Staff nurse at Mount Elizabeth Hospital. As most of her patients are foreigners, Ms Chern Hui would provide psychosocial support to help the patients during their time here. She is passionate about caring for the sick and infirmed as she had to care for her own mentally-challenged younger brother since young. Ms Chern Hui also volunteers her time at the special needs school providing emergency medical cover during school events.

Ms Kylie Tang Lee Sung
Nurse Educator
Tan Tock Seng Hospital

Despite the social stigma associated with interacting with HIV patients, Ms Kylie Tang spends every Saturday afternoon at the Action for Aids Anonymous Testing (ATS) centre. She ensures that all walk-in clients receive pre-test counselling, performs point-of-care testing for HIV and Sexually Transmitted Infection(s), conducts post-test counselling as well as educate clients on the available resources for

the condition. Besides championing HIV-preventive behaviours and early screening, Kylie also volunteered with the Singapore Red Cross for nurse-led mission trips in the rural villages of Myanmar.

Ms Lee Chee Woei
Nurse Clinician II
Singapore General Hospital

One of Ms Lee Chee Woei's strengths is her ability to remain calm and composed in the face of high-pressure situations. On one occasion, an angry patient shouted at her, but she remained calm and even comforted him until he calmed down. In another incident, she took time after work to arrange for a special hair wash for a terminally ill patient. The patient's wife was very grateful for Ms Chee Woei's actions as her husband's days were numbered. Her compassion is exhibited in the way she spends time volunteering at the Redhill Senior Activity Centre, where she conducts craft and baking classes for the residents.

Ms Lee Jia Fang
Senior Staff Nurse
Tan Tock Seng Hospital

Ms Lee Jia Fang is a palliative care nurse who exhibits the qualities required of the role of palliative medicine that is to bring comfort, peace and dignity to patients and their loved ones during their final days. There was a terminally ill patient who expressed his wish to visit the seaside and enjoy the sea breeze. Despite many challenges and logistics to work through, Ms Jia Fang persevered and accompanied the patient who was highly dependent on oxygen in an ambulance to the beach, and managed his vitals along the way. He spent a precious time with his family there taking countless photos. The occasion was filled with laughter, love and smiles which made the patient very happy.

Ms Lee Ming Li
Senior Medical Social Worker
Tan Tock Seng Hospital

As a Senior Medical Social Worker with the Home Ventilation and Respiratory Support Service (HVRSS), Ms Lee Ming Li's role includes bio-psychosocial assessments and interventions to address patients' and their families' needs. HVRSS patients are often a group of extremely vulnerable patients who other people conventionally tend to neglect given their burden of care. There was a patient who became ventilator dependent after a surgery. The younger son was experiencing guilt and complicated grief for consenting to the surgery. After prolonged years of caring for the father, the younger son experienced fatigue and burn out and exhibited aggressive behaviours towards the patient and the family. Ms Ming Li journeyed with the family through their struggles, counselling and providing them with much needed support. She believes that it is her calling to improve the quality of life of her patients every step of the way.

Ms Ma Swe Swe Thet
Senior Staff Nurse II
Mount Elizabeth Hospital

Senior Staff Nurse Ms Ma Swe Swe Thet is a selfless and dedicated nurse who often goes beyond her duty to help her patients who are in critical conditions. She would often forgo her personal visits to return home to see her family for humanitarian mission trips to help the underprivileged. Her extraordinary commitment towards helping others is truly an inspiration to everyone around her.

Ms Maria Goh Ya Qun
Senior Optometrist
Singapore National Eye Centre

Ms Maria Goh is a Senior Optometrist with a special interest in Paediatric Ophthalmology. On top of her clinical work, Maria volunteers her time, finances and skills with Global Clinic, where she joins a team of ophthalmologists and optometrists for humanitarian missions in countries such as Cambodia and India. Maria exhibits great courage and resilience on these trips, trekking through difficult terrain and overcoming high altitude sickness to reach villagers in the mountains.

Ms Mariaman D/O Sukumaran
Nurse Manager
National Healthcare Group Polyclinics

An advocate for children's and women's health, Ms Mariaman D/O Sukumaran is a devoted and nurturing Nurse Manager who puts the needs of others above her own. She has helped mothers to overcome difficulties in caring for their child, and has provided financial assistance to help feed their babies. Ms Mariaman has also contributed generously to help the underprivileged and has travelled to Laos, Nepal and India to care for patients with leprosy and the destitute.

Ms Moarie Grace Tan
Nurse Clinician
Sengkang Health

Nurse Clinician Ms Moarie Grace Tan is a Perioperative nurse who coordinates the utilisation of operating theatres. With her surgical skills as a nurse, she has embarked on more than 10 overseas medical missions over the years, contributing tirelessly to the less fortunate. Ms Moarie exemplifies the values of dedication, compassion and selflessness – traits that can be seen both in her professional and voluntary work.

Ms Murniyati Bte Rapsen
Nurse Clinician
Sengkang Health

Ms Murniyati Bte Rapsen is a Nurse Clinician who strives for excellence in delivering quality care, extending care beyond the hospital to help those around her. For example, she helped one of her neighbours when he/she suffered a heart attack. She is also actively involved in the community, volunteering her time to raise funds for the needy and to conduct community health screenings.

Ms Ng Siang Yong
Senior Staff Nurse II
Mount Elizabeth Hospital

Ms Ng Siang Yong is a Senior Staff Nurse in the High Dependency Unit and works closely with the multidisciplinary team to ensure the best care for her patients. Empathetic and understanding, she often makes time to provide psychological and emotional support to patients and their families. She is affectionately known as “Sister Aid” in her neighbourhood as she readily assists anyone requiring medical assistance.

Mdm Norsiha Binte Basri
Senior Staff Nurse
Health Promotion Board

Mdm Norsiha Binte Basri works as a school nurse with the School Health Service where she visits primary schools to perform health screenings and immunisations. In her free time, she volunteers with the Muslim Trust Fund Association (MTFA), making home visits to help low income families who require financial assistance. Mdm Norsiha also helps raise funds for orphanages and finds joy in helping the less fortunate. She has been on several overseas missions to provide health screening and education to villagers in remote areas of Cambodia.

Ms Nur Syahida Bte Abdullah
Senior Enrolled Nurse I
Singapore General Hospital

As a Principle Enrolled Nurse, Ms Nur Syahida Bte Abdullah provides specialised nursing care to the patients at the Medical Intensive Care Unit in Singapore General Hospital. Ms Nur Syahida volunteers avidly with the Singapore Hindu Medical Services. She once attended to a participant who was badly burnt but refused to seek treatment due to financial difficulties. She visited him frequently to clean his wounds and cook meals for him. Eventually, she connected the patient with a medical social worker to secure financial help so he could seek medical care at a hospital.

Ms Nurshilawaty Bte Jamaludin
Senior Assistant Nurse, Palliative Care
Tan Tock Seng Hospital

Ms Nurshilawaty is nicknamed the “singing and dancing” nurse of her ward as she sings and dances for her patients during work to cheer them up. Besides English and Malay songs, she can sing Chinese pop songs and oldies too and brings much joy to her patients, filling the otherwise sombre

palliative care ward with hearty laughter. She also helps fulfil patients' last wishes to the best of her ability – she decorated a patient's room to cheer her up as her excursion was cancelled due to her deteriorating condition.

Dr Ong Lue Ping
Head and Principal Clinical Psychologist
Institute of Mental Health

As Head of Department for Psychology at the Institute of Mental Health, Dr Ong provides psychological intervention to children and adolescents with mood and anxiety disorders. He designed a graduated exposure plan for a Primary 6 patient who exhibited self-harm tendencies and accompanied the patient to school at 7am. Outside work, Dr Ong has served as a Volunteer Special Constabulary with the Singapore Police Force and volunteers at old folks homes with his children. His acts of charity also include monthly donations to various causes.

Dr Pearlle Tan Woon Woon
Associate Consultant
Plastic, Reconstructive & Aesthetic Surgery
Singapore General Hospital

Compassionate and dedicated, Dr Pearlle Tan had a challenging encounter with a boy who required extensive surgery. As the boy's mother was serving time in prison, Dr Tan went out of her way to visit his mother to convince her of his need for surgery. Dr Tan also displays a keen interest in humanitarian work, regularly devoting time to take part in cleft lip and palate mission trips and to see patients at the Tzu Chi Free Clinics.

Ms Rahimah Binte Bahri
Nurse Manager I
National University Hospital

Ms Rahimah Binte Bahri's brush with breast cancer helped her empathise and inspire people who are battling this condition. As a Nurse Manager at the Hand & Reconstructive Microsurgical Centre, she oversees the operations of the Centre and counsels other breast cancer patients at support groups. An advocate for early detection of cancers, Ms Rahimah also actively volunteers for various causes, and helps to educate others on the importance of regular screenings and health checks.

Ms Rajam D/O Veerappan
Nurse Manager
KK Women's and Children's Hospital

As a Nurse Manager working in the Obstetrics Ward, Ms Rajam looks into the planning and coordination of daily operational activities at the ward to ensure the delivery of quality patient care. She has helped countless families to deal with difficult situations like death of their full-term stillborn babies or parents having to give up a baby for adoption. In 2016, Ms Rajam joined her Hindu Endowment Board members to help the villagers of Baray, Cambodia.

Ms Sangeetha D/O Sodimani
Assistant Nurse Clinician
Alexandra Health System - Khoo Teck Puat Hospital

Assistant Nurse Clinician Sangeetha is a soft-spoken and kind-hearted nurse who often helps patients with their discharge and home care plans. She accompanied a patient who had a tracheostomy, providing caregiver training for the family members. Outside work, Ms Sangeetha contributes both her time and resources to help the needy. These include mission trips to less developed areas in Laos, China and Cambodia where she provides basic medical aid or education to the villagers.

Mr Simon Lee Kiat Loon
Assistant Nurse Clinician
Singapore General Hospital

Mr Simon Lee readily volunteers his time and energy to help others in need. He was part of the first international teams to provide medical assistance to victims of the earthquake in Nepal in 2015. Undeterred by the minor tremors, the team walked two to four hours between villages to provide medical relief and emergency evacuation as the roads were badly damaged by landslides. Despite the harsh conditions, Simon remained focused on providing medical care and comfort to the quake victims, embodying the values of courage, compassion and dedication.

Ms Stella Chua Yi Tian
Senior Staff Nurse I
Singapore General Hospital

Embodying the true spirit of a selfless and noble individual, Senior Staff Nurse Ms Stella Chua has great dedication to help people stricken with Cancer. She became a donor through the Singapore Bone Marrow Donor programme to give hope to those suffering from Leukaemia and blood-related diseases, and was subsequently selected as a match. Her act of kindness changed her recipient's life, and she continues to do her part to improve the lives of her patients and their caregivers.

Ms Tan Il Fan
Advanced Practice Nurse
National Neuroscience Institute

Ms Tan Il Fan is an Advanced Practice Nurse who has encountered many stroke patients and caregivers who need help. Compassionate and selfless, Ms Il Fan often goes beyond the call of duty by making phone calls or home visits where necessary to check if they are coping well. On one occasion, Ms Il Fan helped fulfill the dreams of a patient's child by availing the right resources for him to continue pursuing his studies. This put her patient's mind at ease – something significant as he was critically ill. She has volunteered at neurology workshops in Yangon and Laos to help train their nurses in stroke care.

Ms Tan Poh Choo
Advanced Practice Nurse/ Senior Nurse Clinician

Eastern Health Alliance - Changi General Hospital

Ms Tan Poh Choo is an Advanced Practice Nurse at Changi General Hospital's Medical Intensive Care Unit and manages critically-ill patients on life support. She is described as an encouraging and approachable person by her staff. Ms Poh Choo believes that she can impact and transform lives, of both colleagues and patients. She had also extended a helping hand to a colleague who was on the verge of mental breakdown. When a seriously ill patient was admitted to the ward, she arranged for financial assistance for her family upon learning of their financial plight. Whenever possible, Ms Poh Choo would volunteer for medical mission trips and has been to Cambodia and Jogjakarta.

A/Prof Tan Su-Ming

Head, Breast Division & Senior Consultant

Eastern Health Alliance - Changi General Hospital

A/Prof Tan Su-Ming is the Head of Division of Breast Surgery, Director of Breast Centre and a senior consultant breast surgeon at Changi General Hospital. On top of her clinical duties, A/Prof Tan is committed to teaching the next generation of medical students, junior doctors and post-graduate surgical residents. In spite of her heavy workload, A/Prof Tan spent a long time to convince a late stage breast cancer patient to undergo investigations and follow through with a treatment plan. Her compassion, care and concern towards her patients are truly inspirational and impressive. Outside of her professional life, she volunteers at the Soup Kitchen and Willing Hearts charities to help prepare, cook and pack food to be distributed to the needy.

Ms Tiffany Ho Sze Yin

Senior Staff Nurse

Tan Tock Seng Hospital

Ms Tiffany Ho's compassion and selflessness extends beyond her professional life. When she witnessed a traffic road accident, she stopped to offer first aid to the accident victim who had sustained a laceration to her right eye. The victim refused to go to the hospital as she could not afford the bills. Ms Tiffany offered to pay for the expenses so that the patient could seek treatment. She also uses her operating theatre skills and volunteers with Operation Smile, a charitable organisation that performs free reconstructive plastic surgery in less developed countries.

ILTC Category

Ms Bernadette Mah Sui Har

Nurse Clinician

All Saints Home

Committed to her vision of helping the underprivileged in developing countries, Ms Bernadette Mah goes on annual mission trips to countries such as Philippines, Myanmar and Laos despite her busy schedule. Together with her friends, she come up with projects to teach villagers skills such as pig farming, sewing and baking so they may be able to be independent and earn a living for themselves. The team also contributed their own resources and sought donations from sponsors to buy items such as sewing machines to help with the projects.

Ms Chin Soh Mun

Head, Nursing Services

Dover Park Hospice

Ms Chin Soh Mun strives to fulfil wishes of dying patients to the best of her efforts. On one occasion, she roped in some staff to help coordinate a “wedding” so that the dying patient could express his love and appreciation to his wife as they never had a formal wedding ceremony. She went on to help fulfil his wish of dying at home by coordinating his discharge. Both patient and wife were immensely grateful to her for all she has done. Additionally, Ms Soh Mun also started a “smile and greet” campaign to create a warm and caring environment at the hospice as she understands that most patients are often admitted with a heavy heart.

Dr Chong Tsung Wei **Senior Consultant** **St Luke’s Hospital**

Calm and approachable, Dr Chong Tsung Wei would sit with distraught patients and their families to comfort and reassure them. He is also very generous in sharing his knowledge, teaching and mentoring his younger colleagues so that they can provide better care for the patients. Dr Chong’s passion is in patient safety. An ardent advocate of falls prevention, he has spent a lot of time in studying how to prevent falls and how his findings may be applied individually to each of his patients. He also works closely with pharmacy and nursing colleagues to eliminate medication errors.

Ms Daffodil Lim Shui Hsien **Physiotherapist** **St Luke’s Hospital**

Selfless, compassionate and dedicated to her patients, Ms Daffodil Lim helps out in the Dementia Ward after office hours, walking patients to improve their mobility and keeping a lookout for restless patients who may need extra attention. She even visits patients after their discharge frequently to ensure that they are coping well. In one instance, she went the extra mile to provide additional caregiver training when she realised that the wife of the patient was not coping well. Ms Daffodil has also sacrificed her own annual leave to help a patient clean his bed bugs infested home before his discharge.

Mdm Doreen Leow Yang Kheng **Ward Manager** **ECON Medicare Centre and Nursing Home, Chai Chee**

Mdm Doreen Leow has been with Econ Healthcare for 28 years. Despite having weak knees, she is always quick to attend to the needs of residents and family members. A role model in patient care and service delivery, Mdm Leow makes it a point to engage new residents upon admission even if they do not belong to her ward. Her affable personality also makes the residents feel welcome and cared for. Always willing to lend a listening ear, she is also the “go-to” person for residents and family members when they encounter issues or require advice.

Ms Kathy Fong Mei Wa
Medical Social Worker
Assisi Hospice

Ms Kathy Fong possesses a positive learning attitude and has no qualms about asking others for help and advice in order to provide the best possible care for her patients. Exhibiting courage, compassion and humanity, Ms Kathy was undaunted when she was assigned the case of a young patient whose mother was placed on high suicide risk surveillance as she could not cope with her son's imminent death. She eventually became the source of emotional support for the mother, journeying with her through her son's last moments and supporting her through bereavement for the past year.

Mdm Goh Ah Kai
Therapy Assistant
Handicaps Welfare Association

A dedicated and caring Therapy Assistant, Mdm Goh Ah Kai is always ready to help colleagues or patients in need. There was once when an elderly man went to Handicaps Welfare Association with a referral letter for another counselling centre during her lunch time. Despite her busy schedule that day, she offered to accompany the elderly man to that centre rather than just directing the way.

Ms Helen Alburque'V
Assistant Manager
Agency for Integrated Care

Ms Helen Alburque'V is a community nurse providing care coordination services. As most of her patients are frail elderly living in one-room rental flats, Ms Helen is very attentive to their needs, often going the mile to help them to bathe, attending to their laundry and checking their living spaces for safety and repairs. Concerned about falls in her elderly patients, she went out of her way to lobby HDB to install more grab bars in the flats. She even personally supervised the installation to ensure that there is a safe route from the bedroom to the living room, kitchen and toilet.

Ms Jacinda Soh Sze Jie
Senior Occupational Therapist
TOUCH Community Services

Besides being a Senior Occupational Therapist with TOUCH Home Care, Ms Jacinda Soh is also a Care Coordinator with TOUCH Caregivers Support. Understanding the tremendous stress and challenges faced by caregivers, Ms Jacinda often goes beyond coaching rehabilitative skills and techniques to providing psychosocial support to caregivers. She also goes the extra mile by making trips to her clients' homes outside working hours to persuade the elderly to adhere to home modifications, because she understands that it can be intrusive and involves changes to lifestyle and habits.

Ms Jeni Seetoh Yoke Chee

Case Manager
TOUCH Community Services

Ms Jeni Seetoh has been with TOUCH Community Services for the past 22 years. One case that showed Ms Jeni's sensitivity and empathy was when her client's wife divorced him and took the children away after he was imprisoned. Ms Jeni went to great lengths to track down the family and persuaded the wife to meet the client in prison. Touched by her sincerity, the wife agreed and eventually reconciled with her husband. The reconciliation resulted in a great behavioural change in her client and he was given an early release.

Ms Ng Hwee Chin
Head, Direct Service / Principal Social Worker
Children's Cancer Foundation

Ms Ng Hwee Chin once handled a case where a child suffered from end stage Acute Myeloid Leukaemia. Knowing that the boy's final wish was to celebrate Christmas, Ms Hwee Chin bought a Christmas tree and set it up with trimmings and lightings in his house, although it was early November. She told the child that he would "be the first in Singapore to see Christmas lightings". This helped the boy fulfil his wishes. She also continued to provide bereavement support to the family after the boy passed on and even managed to secure sponsors to support the sister's attempt to retake her 'O' levels. As a leader, Ms Hwee Chin also ensures that her team is equipped with the necessary aptitude and skillsets to meet patients' needs.

Dr Kala D/O Kanagasabai
Senior Consultant / Director, Clinical Quality Management Unit
Ren Ci Hospital

An exemplary leader, Dr Kala takes time to establish rapport with patients and her fellow colleagues, and can always be relied upon to guide other staff in providing better patient care. Despite her heavy workload, she is actively involved in volunteer work, initiating and leading volunteer groups such as "Makan Kakis", which brings hawker food to residential patients at Ren Ci's chronic sick unit and other nursing homes. Dr Kala also goes on mission trips regularly; visiting underprivileged regions to provide much needed medical service and brings along donated items to the less fortunate.

Ms Lee Soh Luan
Senior Nurse Manager
St Andrew's Community Hospital

As a Senior Nurse Manager of the Dementia Care Ward, Ms Lee Soh Luan and her team care for patients with moderate to severe dementia, often dealing with challenging patient behaviours such as shouting or aggression which can be emotionally draining. Despite that, Ms Soh Luan often goes beyond her call of duty to visit patients after discharge, in her own time, to ensure that they receive the care and help that they need. During these visits, she also buys necessities for the patients using her own resources. Her love for patients and her devotion has indeed warmed the hearts of many.

Ms Lily Ng
Senior Programme Executive
Lions Befrienders Service Association (Singapore)

Ms Lily Ng plans and conducts activities to engage seniors at the Senior Activity Centre. Cheerful and patient, she is well respected and able to handle even the most difficult seniors. Other than sponsoring meals at the centre frequently, there was one occasion when a senior sought help at the centre after soiling her pants from a bout of diarrhoea. With the help of another colleague, Ms Lily brought the senior back to her house, washed her up and changed into a fresh set of clothes. She even mopped the living room which was soiled with faeces. The senior was very grateful for the help she received.

Ms Lim Beng Toh
Cluster Lead – Western Sector
St Luke’s ElderCare Ltd

Ms Lim Beng Toh has been with St Luke’s Eldercare for 15 years. Committed to providing person-centred care, she takes time to understand the needs of every elderly she cares for. As a Cluster Lead, she has contributed significantly in building up capabilities and enhancing service standards of the Senior Care Centres under her charge. Striving for quality excellence, she is also instrumental in streamlining the referral process for the elderly’s benefit. A humble and dedicated leader, Ms Beng Toh is also a role model for the young Centre Managers she has taken under her wing to mentor.

Ms Liu Yan
Staff Nurse
HCA Hospice Care

As a palliative home care nurse, Ms Liu Yan conducts 5 to 6 home visits a day to care for patients with life-limiting illnesses. She makes it a point to call her patients before her visits to ask if she can bring any of their favourite food. Knowing that one of her patient’s last wish was to visit Sentosa, Ms Liu Yan worked with volunteers to organise a half day tour for the family, paying for all the expenses out of her own pocket. This is just one of the many occasions where Yan goes beyond her call of duty to avail her personal time and resources to help her patients and their loved ones.

Mr Michael Jimenez Austin
Staff Nurse
Sree Narayana Mission Home For The Aged Sick

Ms Michael Jimenez cares for elderly patients with multiple comorbidities. Even though most of these residents are less patient due to their medical conditions, Mr Michael always serves them with a cheerful disposition. His compassion is also evident as he treats the residents like his own parents or grandparents. A reliable mentor and role model to his colleagues, Michael has received various compliments from residents and families for the quality care he has rendered..

Ms Myat Myat Khine

Senior Staff Nurse
ECON Medicare Centre and Nursing Home, Buangkok

Humanity, respect and dignity are the foundations of Ms Myat Myat Khine's nursing practice. There are stories abound of her perseverance in providing treatment for the residents, helping them to recover or improve their conditions while preserving their dignity. One such instance is her care for a deaf-mute resident who does not have any family members. As the resident was unable to communicate through words, Ms Myat Myat had to observe and assess him closely and carefully, using sign language and drawings to communicate any changes in his condition. Through her meticulous care and support, the resident's condition improved rapidly.

Ms Nant Wout Yee Aye
Healthcare Assistant
St Andrew's Community Hospital

Ms Nant Wout came to work in Singapore to support her family in Myanmar. Although she did not have much healthcare experience, she exhibited great courage to pursue an ITE ISC course in which she excelled in. She also went the extra mile to learn Mandarin and Hokkien so that she can communicate with the elderly patients. On her off days, she extends care beyond the hospital by visiting discharged patients, listening to their concerns and providing comfort. She would also buy food and necessities using her own financial resources when she visits them.

Ms Naw Mary Win
Therapy Assistant
St Luke's Hospital

Ms Naw Mary has been with St Luke's Hospital since 2007. Cheerful, patient and gentle in her approach, she has good rapport with patients, caregivers and her colleagues. She takes time to listen to her patients' needs and concerns and helps her patients understand the rationale for therapy, thus gaining the trust of her patients. With her encouragement and assurance, she persuades even the most difficult patients to attend therapy sessions. Knowing that some patients do not have families, she also makes it a point to visit them with their favourite food when they are discharged to nursing homes in the hope of bringing some joy to these elderly patients.

Mr Ng Koon Sing
Head, COMNET Senior Services
AMKFSC Community Services Ltd

Passionate and dedicated to his work, Mr Ng Koon Sing puts the elderly first in all that he does. Despite being in a supervisory role, he makes an effort to know all the seniors served in the programme and ensures that the services meet their needs. Leading by example, Mr Koon Sing joins staff for home visits to help with home cleaning for the seniors. A champion for the integration of social and health care in the community, he has contributed significantly to the collaboration and partnership with community stakeholders to coordinate better care for seniors in the community.

Dr Pope Andrew Villarosa Samson
Senior Staff Physician
St Luke's Hospital

Senior Staff Physician Dr Pope Andrew Villarosa Samson has been with St Luke's Hospital since 2005. Compassionate and always putting patients first, he is an exemplary role model to his colleagues. Once, he was called upon to advise on a patient writhing in severe pain and dying from cancer. Although this was not his patient, he immediately reviewed the patient and provided the appropriate treatment. Dr Samson continued to review the patient over the next few days, addressing the patient's wishes and the family's concerns patiently. The patient eventually passed on painlessly. With his interest and dedication to provide best care for patients who face end-of-life issues, he continues to advocate and lead palliative care in the community hospital.

Ms Rachel Lim Hui Ru
Senior Occupational Therapist
TOUCH Community Services

As TOUCH Home Care's Head of Therapy, Senior Occupational Therapist Ms Rachel Lim oversees areas involving home modification, home rehabilitation and caregivers training. Always putting her patients' needs first, Ms Rachel often works late into the night visiting clients even when she was heavily pregnant. She spent more than three years researching, sourcing for vendors and funding to work out a solution for an elderly lady suffering from polio so that she could get into a wheelchair independently. This lady was crawling at home and has been living on the floor for the past 20 years. The patient can now go out in her wheelchair to buy groceries and meet new friends in her neighbourhood.

Ms Rachel Sim Hwee Miang
Senior Home Care Officer
TOUCH Community Services

Warm and caring, Senior Home Care Officer Ms Rachel Sim is a laudable role model for her fellow colleagues. There was once where she had to help clean a home infested with bed bugs. Despite taking precautions, she unknowingly brought some bed bugs back to her own house, causing her husband and herself to be bitten. Although it took two weeks for Rachel to clear the bugs, it did not deter her from helping those in need.

Ms Sandy Koh Mui Ching
Principal Medical Social Worker
Bright Vision Hospital

A Principal Medical Social Worker at Bright Vision Hospital, Ms Sandy Koh works with many patients receiving palliative care. She provides closure for them by creating special memories for these patients. For one such patient, Ms Sandy arranged for him to visit his wife in a nursing home on a

regular basis so that the couple could spend quality time together in his last days. At the patient's funeral, Sandy facilitated a Skype link-up for the patient's son so that he could be part of the funeral ceremony even though he was overseas.

Ms Saw Nandar Nwe
Senior Staff Nurse
Assisi Hospice

As a palliative home care nurse, Senior Staff Nurse Ms Saw Nandar Nwe's work at Assisi Hospice is emotionally intense and often requires counselling skills and the ability to deal with grief and despair. She once received a call from a patient's husband informing about the patient's passing. Sensing that he was in distress, Ms Nandar immediately made a home visit and performed the last offices. She also helped contact the casket company and arranged for death certification. Knowing that the patient's six-year-old daughter was frightened, Nandar spent several hours with the child and managed to get the child to say goodbye to her mum. Ms Nandar also attended the wake. She reassessed the family thereafter and solicited help from the multidisciplinary team for long term follow up of the family.

Ms Tan Ying Yan
Head, Care and Counselling
Ang Mo Kio - Thye Hua Kwan Hospital

A Medical Social Worker by training, Ms Tan Ying Yan joined Ang Mo Kio – Thye Hua Kwan Hospital in 2008 and worked her way up to become Head of the Care and Counselling department. Steadfast in her belief that social work can make a positive difference in people's lives, Ms Ying Yan never lets hurdles get in her way of helping her patients. When her application to buy an assistive device for a needy patient was rejected, she teamed up with another colleague and paid for the device out of their own pockets.

Ms Tan Yuh Lin
Nurse Manager
St Luke's Hospital

Nurse Manager Ms Tan Yuh Lin followed her heart and made a mid-career switch from a successful IT career to become a nurse. Her passion in nursing motivated her to complete a Master in Health Administration. Having experienced the agony of having a loved one fall ill, Ms Yuh Lin is able to empathise with her patients and their families in St Luke's Hospital, providing them with much needed psychosocial support. Despite her busy schedule, Ms Yuh Lin also volunteers her time as a first aider and participates as a Nursing Ambassador for Community Health at Recruitment Career Fairs, inspiring many students to choose nursing as a profession.

Ms Wang Junmei
Senior Medical Social Worker
National Kidney Foundation

Senior Medical Social Worker Ms Wang Junmei has been with National Kidney Foundation for the past 18 years. She once had a patient who was a single mother caring for a blind and deaf son. Understanding that the patient did not want to place her son in a nursing home as he was injured there previously, Ms Junmei persevered and sourced for funding support. After tremendous efforts, she coordinated care and transport arrangements so that the patient's son can be cared for when the patient goes for her thrice-weekly dialysis. The patient now goes for her dialysis treatment with a peace of mind knowing that her son is well cared for.

Ms Wei Xiaoling
Senior Registered Nurse
Man Fut Tong Nursing Home

Senior Registered Nurse Ms Wei Xiaoling is an empathetic and understanding staff of Man Fut Tong Nursing Home who engages well with residents and family members. Once, she experienced a patient from another ward yelling and behaving violently. As the only Mandarin speaking staff, Ms Xiaoling rushed to the scene to try and calm the down. She used her own body as a shield to protect others from injuries and managed to pacify the resident with her patient and calming presence. Her caring nature also sees her going out of her way to teach her fellow colleagues Chinese so that they can communicate better with the residents.

Volunteer Category

Ms Adeline Nge Beng Hwee
Volunteer @ HCA Hospice Care

Despite her busy work schedule, Ms Adeline Nge makes it a point to go to HCA Hospice Care every Tuesday and Friday mornings to help prepare meals for patients before heading to work. Her actions galvanises other volunteers to do more for the less fortunate. On weekends, she spends time with those who are socially isolated, providing them with much needed psychosocial support.

Mdm Jennifer Seng Soo Keow
Volunteer @ Lions Befrienders Service Association (Singapore)

Since 1990, Mdm Jennifer Seng has been visiting homes of lonely seniors on a weekly basis. When she first started volunteering at Lions Befrienders Service Association (Singapore), she was matched with an elderly lady and her pair of mentally challenged sons. After the mother was admitted to the nursing home and subsequently passed on, Mdm Seng took on the role of the caregiver for the two sons voluntarily. To date, Mdm Seng is still enriching the lives of seniors who see her as a friend. Whenever any of them are hospitalised, she would always visit them with their favourite food. She also makes it a point to celebrate the birthdays of all the seniors.

Mr Lee Poh Leng
Volunteer @ Institute of Mental Health

For the past 17 years, Mr Lee Poh Leng goes to the Institute of Mental Health (IMH) regularly on Saturdays to interact with long-stay psychiatric patients who are better known to him as 'special friends'. Aware that many of these patients are cut off from the outside world, Mr Lee and his group of passionate volunteers organise games, art and craft sessions and outings to keep them mentally active and occupied. He does this through the Achievers Volunteer Group which he founded in November 1999. Other than his volunteer work in IMH, Mr Lee is also an active grassroots leader for over 25 years, a mediator for the Community Mediation Centre, a para-counsellor at the Singapore Action Group for Elders (SAGE), and a volunteer as a "Friend of the National Library".

Mdm Lim Ai Siew
Volunteer @ Tan Tock Seng Hospital

Mdm Lim Ai Siew first started volunteering in 2008 as a pioneer Night Sitter at Tan Tock Seng Hospital. Every Saturday morning, she helps to look after high fall-risk patients between 4am to 7am in the wards. She enjoys spending time with patients, offering them a much-needed listening ear. Mdm Lim also took the initiative to improve her skills and knowledge by enrolling herself in a six-month course in Eldercare. Other than serving as a Night Sitter, she also volunteers at other nursing homes, bringing birthday cakes monthly to celebrate residents' birthdays, helping with haircuts and befriending residents.

Mr Lock Meng Swee
Volunteer @ Buddhist Compassion Relief Tzu Chi Foundation (Singapore)

At 80, Mr Lock Meng Swee is still actively involved in volunteer work at Buddhist Compassion Relief Tzu Chi Foundation (Singapore), accompanying healthcare staff for home care visits four times a week. During these visits, he would help with simple tasks so that the nurse could concentrate on patients' care. He also provides moral support for patients and caregivers, encouraging them to maintain a positive mindset with his wise quotes. Mr Lock also helps dispense TCM medications at the TCM clinic. Other than these volunteer efforts, he was also involved in a self-paid mission trip to Sri Lanka.

Ms Marlene Foo
Volunteer @ Dover Park Hospice

A familiar face at Dover Park Hospice, Ms Marlene Foo has been volunteering there at least three times a week since 1992. As Chairperson of Volunteerism, she always puts in extra effort to ensure that volunteers feel supported. She believes that in doing so, the hospice would be able to harness the strength and talent of volunteers to bring comfort and joy to end-of-life patients. Marlene often treats staff and volunteers with food and drinks, and also visits patients to cheer them up with comforting words whenever she is in the hospice.

Mrs Ong Kim Ling
Volunteer @ Dover Park Hospice

A pioneer volunteer at the hospice, Mrs Ong Kim Ling used to bring patients out in her personal car when Dover Park Hospice first started operations. Under her leadership over the past 20 years, the Outing Group now has volunteers in charge of logistics, driving and accompanying patients. Even though she is now above 80, Mrs Ong still brings patients for outings every Thursday. Always dedicated to bringing joy and comfort to the terminally ill patients, she also donates generously to the hospice annually.

Mr Paul Koh Ngiap Khoon
Volunteer @ Assisi Hospice

Grateful to Assisi Hospice for caring for his terminally ill sister-in-law, Mr Paul Koh decided to pay it forward by volunteering at the hospice after his retirement. Since 2008, he spends three times a week at the hospice. He regularly helps out with duties such as feeding, sponging and changing of diapers for patients. He also does cleaning of the Home Care patients' houses and handles logistics for fund-raising events. He is also a "No One Dies Alone" ("NODA") volunteer, where he holds bedside vigils for lonely patients, talking to them and holding their hands as he accompanies them on their final journey.

Dr Victor Lee Kee Kai
Volunteer @ Ling Kwang Home for Senior Citizens

After graduating from dental school, Dr Victor Lee has been volunteering at Ling Kwang Home for Senior Citizens for the past 30 years. Dr Lee is passionate about promoting good dental health in welfare homes so that their residents can continue to enjoy food and hence, attain good health. This has spurred him to encourage many dental surgeons to contribute their skills so that more residents can benefit. As an active member of the Singapore Dental Health Foundation, Dr Lee also encourages other private dental clinics to adopt welfare homes as their charity projects.

Mr Yeo Meng Huat
Volunteer @ Moral Home for the Aged Sick Limited

Keen to contribute to the community, Mr Yeo Meng Huat started the Moral Angels Volunteer Group in 1999 after attending a briefing by the National Council of Social Service. Under his leadership and active recruitment, there are now about 50 regular volunteers in the Moral Home for the Aged Sick Limited who plan annual celebrations for the residents during festivals like Chinese New Year, Deepavali and Christmas. When volunteers encounter any issues, Mr Yeo will encourage and share his past experiences. A dedicated volunteer who is committed to serving the residents, Mr Yeo bonds with them through interactive card and board games every Saturday.

Caregiver Category

Mr Adnan Hashim
Caregiver Nominated by National Kidney Foundation

Mr Adnan Hashim has been caring for his wife since she was diagnosed with kidney failure in 2014. He faithfully sends her to and fro for her hemodialysis sessions thrice a week in addition to other hospital visits despite his heavy workload. He has been her pillar of strength, supporting her in all her needs. In spite of the odds, he faces adversity head on and does not lose hope. His dedication and love shown towards his wife is an inspiration to many at the dialysis centre. He says that his reward is seeing her beautiful smile.

Mdm Esah
Caregiver Nominated by Institute of Mental Health

Mdm Esah has been a full time caregiver to her autistic son for 26 years. He has severe intellectual disability and is fully dependent on Mdm Esah. She also has two other children and an elderly mother to care for in her household. Despite her overwhelming responsibilities, she will tenderly spend three to four hours a day feeding and tending to her son's needs. Getting him ready to go out of the house for medical appointments are challenging due to his hyperactive nature. She is unfazed by the tasks at hand, never complains and goes through the challenges daily.

Ms Foo Mai Khin
Caregiver Nominated by Econ Healthcare Pte Ltd - Econ Medicare Centre (Chai Chee)

Ms Foo Mai Khin's father has been a patient at Econ Medicare Centre (Chai Chee) since 2008. He is uncommunicative, bed-bound, diagnosed with dementia and has multiple medical conditions. She diligently visits him twice daily, once in the morning before going off to work and returning after working hours. During her time there, she prefers to care for him by herself. She feeds him, changes his diapers, gives him a shave, massages his limbs and transfers him from the bed to the wheelchair on her own. She talks to him even though she knows he is unable to converse. There was an occasion where she had reached the bus stop and when she realised that she had forgotten to bid him good night, she walked back to his bedside to wish him before leaving again.

Ms Foo Shu Hong
Caregiver Nominated by National Kidney Foundation

Ms Foo Shu Hong is a kidney failure patient who requires dialysis treatments weekly. She is responsible for the well-being of her two siblings - an elder sister who stays in a nursing home and a younger brother who has schizophrenia as well as kidney failure. She has been a caregiver for both her siblings, providing them financial and emotional support. She commutes daily between Bedok and Woodlands for work, and manages her siblings' and her own dialysis appointments. Despite the physical, emotional and financial challenges she faces, she never complains about having to look after her loved ones.

Mr Lee Wey Ken
Caregiver Nominated by National Kidney Foundation

Mr Lee Wey Ken has been the sole caregiver of his sister since 2008. His sister suffered a stroke twice, is now wheelchair-bound and unable to care for herself. She also succumbed to kidney failure and requires dialysis. Mr Wey Ken cares for her during the day, ferrying her to and fro for her medical appointments. When she is asleep, he takes up part time employment to make ends meet for their

livelihood and to ensure that he is able to provide adequately for his sister's care. Mr Wey Ken's commitment towards his sister's well-being is most admirable.

Mr Michael Wong
Caregiver Nominated by Tan Tock Seng Hospital

Mr Michael Wong has been married for 45 years. His wife has been suffering from Dementia and since 2013, her cognitive abilities have declined significantly. She no longer communicates coherently, is immobile, and requires assistance for everyday routine tasks such as feeding, toileting and bathing. She requires round the clock supervision. Mr Michael is dedicated to caring for his wife's overall needs although he is battling colon cancer himself. He gives back to community by volunteering with the colon cancer support group, offering to counsel other patients suffering from colon cancer. Mr Michael is an inspiration to all who knows him as he faces life with courage and resilience in the face of challenges.

Mr Mohamad Hassan Bin Noordin
Caregiver Nominated by Handicaps Welfare Association

Mr Hassan has been caring for his son who is paralyzed from the chest down. His son broke his neck during an accident in 2007. Mr Hassan is 81 years old and suffers from arthritis and backaches. Despite all his aches and pains, he is his son's sole caregiver i.e. activities of daily living which involves feeding, shifting, transferring, bathing and toileting. There are even times when his son's bowels had to be removed manually because of constipation. Getting his son "ready" everyday takes between six and seven hours. Mr Hassan is financially unable to hire a helper to assist with his caregiver duties. While caring for his son has taken its toll on him physically and financially, his love as a parent enables him to push on.

Mdm Norlidah Binte Salleh
Caregiver Nominated by Assisi Hospice

Mdm Norlidah Binte Salleh is the sole caregiver to her husband since 2009. He was diagnosed with Craniopharyngioma, a condition that affects his hearing, vision and gait. He is prone to falls due to his unsteady gait, which can result in serious fractures, and thus he commutes using a wheelchair. Mdm Norlidah supervises his care personally. Every morning, she awakes earlier than anyone else to get ready for work. Then she helps her husband wash up and prepares him for his day at the hospice day care centre where she works. During her lunch break, she feeds him his lunch first before eating hers. Despite their daily challenges, she strives on and keeps a positive outlook towards life.

Mdm Ong Siew Lay
Caregiver Nominated by TOUCH Community Services Ltd - TOUCH Home Care

When Mdm Ong Siew Lay met her husband Mr Chia, he was already wheelchair-bound, having injured his spinal cord in a diving accident in his youth. Nevertheless, Mdm Ong married him and became his sole caregiver for the past 20 years. He then suffered a stroke which has left him paralyzed from neck down with limited movement in his left hand. Although she now receives support from a domestic helper, she still bathes him, supervises his medication and plans his schedule for the day. Mr Chia is unable to speak clearly but Mdm Ong is able to decipher his thoughts and feelings through his body language. She encouraged him to take up painting holding the brush with his mouth and he has painted about 100 paintings inspired by his wife's unwavering love and encouragement.

Mr Roger Ho Wah Jow

Caregiver Nominated by National Kidney Foundation

Mr Roger Ho's wife is a renal patient and became blind since 2004. In 2013 his wife suffered end stage renal failure and needed to be on dialysis. Mr Ho earns a living as a taxi driver; and is the sole caregiver provider for his wife. He has to schedule his work around his wife's medical needs i.e. dialysis sessions and hospital appointments and gets very little sleep at night. Due to his circumstances, Mr Ho is unable to drive his taxi for long hours which makes it difficult for him to earn enough to make ends meet. Despite the challenges, he is cheerful, friendly and shows tender loving care to his wife. Mr Ho is a great role model of a dedicated husband to other caregivers.

Mr Toh Kim Guan

Caregiver Nominated by National Kidney Foundation

Mr Toh Kian Tiong was diagnosed with renal failure in 2013. He is wheelchair-bound and requires dialysis three times a week. Mr Toh Kim Guan is Kian Tiong's brother who has stepped up to be his caregiver ever since Kian Tiong required dialysis. Mr Kim Guan is a taxi driver and he manages his schedule around sending his brother for his dialysis sessions and other medical appointments. He will go to his mother's house where Kian Tiong stays, shower and dress him, then send him to his dialysis appointment. This is on top of his personal family responsibilities. His display of selflessness and resilience in support of his brother is truly admirable.