Honouring Our Pioneers

Caring for our pioneers who cared for our nation
About the Agency for Integrated Care

The Agency for Integrated Care (AIC) seeks to create a vibrant Care Community enabling people to live well and age gracefully. AIC coordinates and facilitates efforts in care integration to achieve the best care outcomes for our clients. We do this by empowering them with health and social care information and arranging for their care when they are discharged from hospitals. We enable stakeholders to raise the quality of care, and also enhance collaboration by working with health and social care providers to increase services to support the ageing population. Our work in the community brings care services and information closer to those in need. For more information, please visit www.aic.sg.
As Singapore turns 50 this year, the nation honours our Pioneer Generation for their contributions to Singapore’s early days of nation-building.

It is in this spirit that this issue of NextStep turns its focus to our pioneers. Read about Ms Kate Wong, a pioneer, and how the Pioneer Generation Package has helped her manage her healthcare costs (page 6).

For elderly and patients who are homebound, there are various home care service providers who provide medical, nursing and rehabilitative services. We learn more about one such service provider through the home care experience for care recipient Mr Koh Chye Yang (page 11).

This issue also features several inspiring stories of care recipients and caregivers who were able to overcome their challenges in life.

Find out how a former stroke patient was able to get back on his feet with the help of St Luke’s Hospital (page 13).

Be inspired by the love of a married couple who were able to cope better thanks to services such as the HOlistic care for MEdically advanced patients (HOME) Programme, which is managed by the Agency for Integrated Care (AIC) (page 15).

To our pioneers, your generation has laid a strong foundation for all the future generations to come, and your sacrifices and achievements have made Singapore into the success that it is today.

For that, we thank you.

Andy Seet
Chief Editor
A Singapore Pioneer's Story

Ms Kate Wong, 74, has dedicated more than half her life to teaching – first as a kindergarten teacher, and as a principal later.

A self-confessed workaholic, Ms Wong admits her life as an educator was highly stressful. But it was an experience she truly enjoyed. “I always wanted to give the best to my students and teachers,” she shares.

It was only when Ms Wong was diagnosed with breast cancer did she finally retire from her job.

Age Is Not a Limit

Having spent her life taking care of her students and teachers, Ms Wong’s cancer was a wake-up call for her to start taking care of herself. She started watching her diet, going for regular medical check-ups and began leading an active lifestyle.

The feisty and outspoken retiree now spends her time gardening, swimming, exercising at the gym, and volunteering at the Breast Cancer Foundation. She even actively takes part in dragon boating with the Pink Spartans, a dragon boat team for cancer survivors and supporters.

Ms Wong strongly believes age should not be a limit. “Be positive! Don’t allow old age to define what you can or cannot do,” she exclaims.

Living Well and Ageing Gracefully

Meet a Singapore Pioneer who has contributed to Singapore all her life and is now enjoying her golden years to the fullest.

Be positive! Don’t allow old age to define what you can or cannot do.
**The Pioneer Generation Package**

When the Pioneer Generation Package was first introduced, Ms Wong was pleasantly surprised. Calling it a “reward”, she says, “All my life I have contributed to Singapore, and now the Government has given me the recognition for all that I have done.”

With the package, Ms Wong and her fellow pioneers will be provided with subsidised healthcare benefits for life.

“Thanks to the package, I am able to go for regular health screenings, such as mammogram screenings at the National Cancer Centre, and receive subsidies for my consultation.”

“I also go for physiotherapy sessions at the Singapore General Hospital once every three weeks for my knee problems. I pay only $9 now, from the original price of $18.”

“It’s a very useful package for those who really need help with medical bills,” she affirms.

Ms Wong also encourages her fellow pioneers not to take their health for granted. She advises, “Even though the Pioneer Generation Package takes care of our healthcare needs, we should also be responsible for our own health. Practice good habits such as exercising and eating a balanced diet, and you will be able to enjoy your golden years to the fullest.”

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**Ms Wong’s Tips to Staying Healthy and Happy**

1. Have a balanced diet and eat in moderation. Don’t forget to exercise!
2. Relax and de-stress by doing the things you enjoy.
3. A positive mindset is very important. Believe in yourself and just do what makes you happy!
Healthcare Schemes for Pioneers

Learn more about other available assistance schemes that can help pioneers with healthcare costs.

What is Community Health Assist Scheme (CHAS)?

CHAS is a healthcare scheme that enables Singapore Citizens from lower- and middle-income households to receive subsidies for medical and dental care at participating GPs and dental clinics near their home.

What kind of subsidies can pioneers enjoy?

<table>
<thead>
<tr>
<th>Subsidy Coverage</th>
<th>Subsidy Amount</th>
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</thead>
<tbody>
<tr>
<td>Common Illnesses</td>
<td>$28.50 subsidy per visit</td>
</tr>
<tr>
<td>Selected Chronic Conditions Simple^</td>
<td>$90 subsidy per visit, capped at $360 per year</td>
</tr>
<tr>
<td>Selected Chronic Conditions Complex^</td>
<td>$135 subsidy per visit, capped at $540 per year</td>
</tr>
<tr>
<td>Selected Dental Services</td>
<td>$21 to $266.50 subsidy per procedure (dependent on procedure)</td>
</tr>
<tr>
<td>Recommended Health Screening by Health Promotion Board (HPB)</td>
<td>Free with HPB's invitation letter^^</td>
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<tr>
<td></td>
<td>Doctor's consultation: $28.50 subsidy per visit (up to 2 times per year)</td>
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</tbody>
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^"Simple" refers to visits for a single chronic condition. "Complex" refers to visits for multiple chronic conditions, or a single chronic condition with complication(s).

^^ Subject to HPB's eligibility criteria. Health screening for hypertension, diabetes, lipid disorders, colorectal cancer and cervical cancer.

How can I find a CHAS clinic?

Look out for the CHAS stickers displayed at participating GPs and dental clinics.

What are the illnesses and services covered under CHAS?

Common Illnesses:
Note that this list is not exhaustive. Abdominal pain, cough, cold, flu, diarrhoea, fever, headache, skin infection and rashes, sore eyes, urinary tract infection.

Chronic Conditions:
Anxiety, asthma, benign prostatic hyperplasia (enlargement of prostate gland), bipolar disorder, chronic obstructive pulmonary disease (COPD), dementia, diabetes, epilepsy*, hypertension (high blood pressure), lipid disorders (eg. high cholesterol), major depression, nephritis/nephrosis (chronic kidney disease), osteoarthritis (degenerative joint disease), osteoporosis*, Parkinson’s disease, psoriasis*, rheumatoid arthritis*, schizophrenia, stroke.

*D with effect 1 June, 2015

Dental Services:
Cementation, curettage, crowning, denture, denture reline, denture repair, extraction, filling, polishing, root canal treatment, scaling, topical fluoride, x-ray.
Apply for CHAS to receive even higher subsidies at Specialist Outpatient Clinics and Polyclinics.

Who can apply?

Pioneers with:
Household monthly income per person of $1,800 and below 
OR
No household income and Annual Value (AV) of residence (as reflected on NRIC) is $21,000 and below

How to apply?

You can pick up a CHAS Application Form at any:
• Public Hospital
• Polyclinic
• Community Centre and Club
• Community Development Council

Alternatively, you can download the application form online at www.chas.sg.

What is Pioneer Generation Disability Assistance Scheme (PioneerDAS)?

PioneerDAS is part of the Pioneer Generation Package that provides eligible pioneers $100 a month to help with care expenses.

Who is eligible for PioneerDAS?

Pioneers who:
• Have moderate or severe disability
• Permanently need help with at least 3 Activities of Daily Living

I am eligible. How can I apply for PioneerDAS?

1. Get the PioneerDAS Application Form and Functional Assessment Report (FAR) online at www.silverpages.sg/pioneerDAS.

Alternatively, you can get the forms at Community Centres or the AI Care Hub.

2. Visit a GP that conducts functional assessment or arrange for a house call. For list of GPs, visit www.silverpages.sg/pioneerDAS.

3. Complete the forms and send them to Agency for Integrated Care (AIC).
All year long, we held events to honour and pay tribute to our Pioneers.

As Singapore turns 50, we honour our pioneers for their contributions to Singapore’s early days of nation-building. Their hard work and dedication have made Singapore what it is today.

The Pioneer Generation Package was introduced to thank our pioneers for their efforts. This package provides Pioneers with benefits they will enjoy for life, without having to worry about healthcare costs in their old age.

Pioneer Generation Tribute, 9 Feb 2014

Prime Minister Lee Hsien Loong paid tribute to our pioneers and kicked-off the SG50 celebrations at this inaugural event. Held at the Istana, those in attendance were treated to enjoyable performances. The Pioneer Generation Package (PGP) was also first announced during this event.
Launch of Pioneer Generation Card, 1 Aug 2014

During the launch of the Pioneer Generation Card, Prime Minister Lee personally distributed the first 100 Pioneer Generation Cards to pioneers. He met and interacted with pioneers, and paid tribute to their selfless contributions.

Pioneer Generation Gathering at Hong Kah North, 2 Aug 2014

Organised by Dr. Amy Khor and her grassroots organisation in Hong Kah North, this Pioneer Generation Tribute Gathering was filled with stage performances, games and meals. Pioneers were also given personalised gifts. Many pioneers sportingly joined in the games and sing-a-longs, thoroughly enjoying themselves.
Ms Yohanna Abdullah shares her experience of giving back to the community that has helped her to heal and speaks openly on the topic of mental health.

**If you have a mental condition, there is hope for recovery. You can get better. Recovery is possible, and this recovery is defined by yourself, not by others.**

**Her Battle with Bipolar Disorder**

Ms Yohanna Abdullah, 47, has bipolar disorder. Having battled with it for the past 15 years, she has experienced the many highs and lows that go hand in hand with it.

Recounting an incident that occurred at the peak of her condition, Ms Yohanna describes how she did not sleep for 12 consecutive days and recalls seeing a “beautiful jellyfish-like object” in the night sky.

“I thought it was a UFO, or even an angel. This is psychosis at work, and what I saw were hallucinations,” she explains.

**Receiving Care and Support**

Ms Yohanna first learned about Club HEAL from her mother, who had read about the organisation in the Malay papers. Her mother urged her to attend one of their psychiatric rehabilitative sessions in the hope that she will get better with professional care from an accepting community which understands the struggles of her condition.

Speaking fondly of the time when she first received care from Club HEAL, she says, “I just love Club HEAL and I feel so at home here. Here, there are so many people who supported me when I was at the lowest point in my life. It is with their love and care that I was able to get better.”

**Giving Back**

In fact, Ms Yohanna now gives back to the community that helped her to heal. Once a week, she conducts the expressive therapy sessions at Club HEAL. During these sessions, participants share their feelings through different forms of creative expression, such as writing, drawing, painting and singing.

Ms Yohanna also volunteers as a HEALing friend, where she helps care recipients with their daily household chores such as cleaning.
About Club HEAL

- Club HEAL (Hope, Empowerment, Acceptance & Love) is a non-profit organisation whose mission is to assist and empower individuals with mental health issues.

- It empowers care recipients to regain confidence in themselves in their journey towards community reintegration.

- It also aims to remove stigma surrounding individuals with mental health issues, thereby removing unnecessary barriers to their recovery process.

- Services provided by Club HEAL include:
  - Psychiatric rehabilitative services
  - Public education
  - Caregiver support groups
  - Vocational rehabilitation

Contact Information

If you wish to know more about Club HEAL, you can contact them via the following ways:

- www.clubheal.org.sg
- info@clubheal.org.sg
- 6899 3463

Hope for Recovery

As a strong advocate for mental health awareness, the eloquent and vocal individual never shies away from the topic of her mental health. In fact, she adopts a positive attitude towards it, even calling her bipolar disorder a “blessing”.

“If you have a mental condition, there is hope for recovery. You can get better. Recovery is possible, and this recovery is defined by yourself, not by others,” she says.
Home care services help clients receive care in the comfort and convenience of their own home. Read on to find out how one such care recipient benefits from this service.

In Pain and Alone

After Mr Koh Chye Yang, 71, fell down an escalator last year, he was extremely worried about what would happen once he was discharged from Alexandra Hospital. Living alone, he would be going home to an empty house.

“At the hospital, I was well taken-care of by the doctors and nurses. But how was I going to survive on a day-to-day basis on my own? I could barely walk because of the pain,” Mr Koh solemnly recalls.

A Vast Improvement

Thankfully, his initial worries were quickly resolved. To aid with his hospital discharge and smooth transition home, Alexandra Hospital referred Mr Koh’s case to the Agency for Integrated Care (AIC).

AIC assessed Mr Koh to be needing home care services and worked with Tzu Chi Foundation to bring nursing care to his home.

During their first visit to Mr Koh’s flat, Tzu Chi’s home care services team conducted an assessment of his situation, before deciding on how best to proceed. One of them was Ms Selina Low, who became Mr Koh’s home care nurse.

“When we first visited him, we were alarmed to see him sleeping on a thin mattress on the floor. He was in obvious pain,” says Ms Selina. The team at Tzu Chi provided Mr Koh with a hospital bed and a ripple air mattress, which offered pressure relief.

The home care team at Tzu Chi helps clients like Mr Koh stay at home safely, and ensure that they are well cared for. When Mr Koh was first discharged from the hospital, Ms Selina visited him regularly to help with wound cleaning and dressing. Now, she monitors his blood pressure and temperature, and makes sure that he is eating well. The team also arranged for a physiotherapist to assess Mr Koh’s physical condition and provided him with a walking stick of suitable height.

The physiotherapist also taught him various muscle-strengthening exercises. “I still do these exercises on my own,” Mr Koh says.
Ever since Tzu Chi’s home care team came into his life, Mr Koh has become much stronger and is even confident enough to walk around and run his daily errands on his own.

You’ve Got a Friend in Me

Through this service, Ms Selina and Mr Koh have forged a firm friendship. “I offer moral support whenever he needs it. He often shares his stories with me, so I also lend a listening ear. I enjoy our little chats whenever I visit,” says Ms Selina with a smile.

“Even when I don’t have to visit him and I have to attend to other cases within the area, I will pop by his house, to ensure that he’s doing fine,” she reveals.

Smiling at Ms Selina, Mr Koh adds, “I am very appreciative of all that they have done for me. I am thankful that I have also found a friend in Selina.”

About Tzu Chi Foundation

Tzu Chi Foundation provides medical, nursing and personal care services mainly for the needy and elderly

- Since 1992, 1500 families have benefited from the assistance provided by Tzu Chi Foundation in the form of moral support, medical assistance, living subsidies, as well as emergency aid.

- Part of their work includes conducting home medical and home nursing visits for housebound elderly. Some of the services they provide during these visits include: administering injections, monitoring of blood pressure and sugar levels, wound dressing and health education.

- Besides improving their physical and social well-being, the visits also help the recipients to regain self-confidence and independence.

Contact Information

If you wish to know more about Tzu Chi Foundation and its Home Care Services, you can contact them via the following ways:

http://www.tzuchi.org.sg
info@tzuchi.org.sg
6582 9958
Recovering after a stroke can be extremely challenging. But Mr Tan Ann Seng overcame the odds with his determination and care from the dedicated staff at St Luke’s Hospital.

A Life-Changing Moment

When Mr Tan Ann Seng, 71, discovered he could not walk after his stroke, it was a moment he will never forget, even to this day.

“I thought my life was over,” he recalls gravely.

At that time, he had been working as a handyman and travelled around Singapore every day. But after his stroke, he could barely move his hand. He lost mobility on the right side of his body and could not speak coherently. After a week of hospitalisation at Alexandra Hospital, he was then referred to St Luke’s Hospital for further rehabilitation.

The Road to Recovery

It was fear that spurred him on in his recovery process. “There were other people whose conditions were less serious than mine, but were taking as long as three or four years to recover. I was very afraid I’ll be like that,” he says.

Mr Tan recovered from his stroke in two and a half years.

He attributes his recovery to many reasons: his faith, his strong will, the unwavering support and love from his family, as well as the care and support he received from the dedicated team of therapists and doctors at St Luke’s Hospital.

Taking his therapy sessions very seriously, Mr Tan practised the muscle-strengthening exercises he learnt from his rehabilitation sessions at home, even while watching television.

During his rehabilitation, Mr Tan was also enrolled in the hospital’s Back On Your Feet programme. The programme provided him with physical, balance and endurance training, which gave him the confidence he needed to
perform various daily tasks and integrate back to normal life.

**Paying It Forward**

Today, Mr Tan spends his time helping others. He now works as a Service Ambassador at St Luke’s Hospital, greeting patients when they visit the hospital and extending any assistance they may require.

On his days off, he volunteers for the Back On Your Feet Programme and acts as a mentor and friend to other recovering stroke patients at the hospital.

For stroke patients, Mr Tan has some inspirational advice: “I encourage you to not give up and to just keep moving. Keep on exercising, stay active and watch your diet. Keep moving, and regain your place in the society just like I did.”

### St Luke’s Hospital’s Back On Your Feet Programme

- St Luke’s Hospital designed the Back on Your Feet programme to cater to the needs of recovering stroke patients.

- Fear can be a great barrier to their recovery process, as they lack the confidence to perform various daily tasks, even though they may be capable of doing so.

- The programme’s key focus is integrating patients back to normal life as far as possible, which it achieves through keeping patients active with physical, balance and endurance training. It also requires the patients to practise and gain experience of carrying out the real life tasks.

- Patients who participated in the Back On Your Feet programme had twice the level of improvement in their functional and physical capabilities, compared to those who did not participate in the programme.

### Contact Information

If you wish to know more about the programme or other care services provided by St Luke’s Hospital, you can contact them via the following ways:

- [http://www.slh.orh.sg](http://www.slh.orh.sg)
- general@stluke.org.sg
- 6563 2281
Challenging Times

Mr Rajamohan A/L K Rajagopal, 33, and Madam Zarina Binte Abdul Jabbar, 32, have experienced enough pain and suffering that could last a whole lifetime. At one point, Madam Zarina almost died.

Madam Zarina suffers from diabetes and renal failure, and has to be put on hemodialysis treatment for the rest of her life. She is also a bilateral amputee, due to complications from her medical condition.

Their situation became even more dire when Madam Zarina’s mother, Madam Fatimah, also had to undergo amputation.

Mr Rajamohan recalls, “While Zarina was in the hospital, my mother-in-law and I were staying under the block. We had no roof over our heads. I didn’t earn much from my job. How was I going to take care of my family?”

A Helping Hand

Various care service providers then intervened to provide medical, financial and emotional support for their family.

The HOlistic care for MEdically advanced patients (HOME) Programme by the Agency for Integrated Care (AIC) provided Madam Zarina with regular home nursing after her surgery. Madam Zarina and Mr Rajamohan also received medical and financial advice and counselling to tide them through this very difficult period.

“I would advise others to be open to all types of assistance and help. I am extremely thankful for all the help we are receiving, as it has helped us to cope better and allowed me to concentrate on getting better.”

The Power of Love

With the power of love and a much-needed helping hand from care service providers, find out how one married couple overcame the extreme challenges in their lives.
“I’m her legs now,” Mr Rajamohan chimes in. “I love my wife so much, that’s why I’m able to do anything for her.”

Enjoying The Little Things In Life

Now, it’s the little things in life that keep this family of three going. One of their favourite activities is to go outside to get some fresh air. But how do they get around?

“It’s a funny sight, actually. Raja will push my wheelchair, and I will push my mother’s wheelchair. We’re like a little train!” Madam Zarina laughs.

So, the next time you’re in Toa Payoh and you spot their wheelchair-train, be sure to stop and say “Hello” to this inspiring and courageous family.
As a Customer Care Officer for the Singapore Silver Line, Arlia Mansoor Ahmad addresses the needs of callers and provides them with all the necessary information they require about eldercare-related services and schemes.

“Through a simple phone screening process, we are able to identify and recommend the appropriate care services the callers may need, and extend any assistance they require,” she says.

Arlia, who is of mixed parentage, is able to converse in English, Malay, Mandarin, Hokkien and Cantonese – allowing her to serve a wide group of callers.

Patience and empathy are some of the qualities Arlia Mansoor Ahmad practises as a Customer Care Officer, a job that requires passion, commitment and a respect for others.

I put in a lot of effort into explaining these schemes to the callers, as I truly believe the schemes can help them.
Helping Fellow Singaporeans

What keeps her going is the fact that she is helping others.

Passionate about what she does, she says, “I put in a lot of effort into explaining these schemes to the callers, as I truly believe the schemes can help them.”

“I take pride in the work that I do. It makes me happy knowing that I am contributing to society by helping Singaporeans in need,” she beams.

The Singapore Silver Line is a one-stop national eldercare helpline set up by the Agency for Integrated Care (AIC). It aims to provide elderly and caregivers with easy access to relevant eldercare and caregiver services and resources.

Key Services

• Providing information on eldercare and caregiving
• Assessing your care needs
• Assisting you in applying for schemes

Language Options

Customer Care Officers are able to speak in the four major languages (English, Mandarin, Malay and Tamil) as well as dialects.

Call the Singapore Silver Line at: 1800-650-6060

Lines are open:
• 8.30am to 8.30pm on Mondays to Fridays
• 8.30am to 4.00pm on Saturdays
INGREDIENTS
500g pumpkin, diced
1 tbsp dried shrimp, soaked in water for 10 minutes then minced
2 cloves garlic, minced
3 tsp light soy sauce
1 tbsp rice bran oil

DIRECTIONS
1. Heat rice bran oil up in a frying pan. Stir fry garlic and dried shrimp until fragrant.
2. Add in one cup of water, pumpkin and soy sauce.
3. Cover frying pan with a lid and simmer until pumpkin is cooked through.

Braised Pumpkin with Dried Shrimp

Energy 99kcal
Protein 2.0g
Total Fat 4.8g
Saturated fat 0.6g
Cholesterol 0mg
Carbohydrate 10.4g
Dietary Fibre 3.5g
Sodium 133mg

Nutritional Information
(per serving)

Healthy does not have to mean ways you can make nutritional and appetising, as chefs from share two recipes that infuse beloved by Singaporeans from

Local Flavours for Your Tastebuds
Healthy does not have to mean ways you can make nutritional and appetising, as chefs from share two recipes that infuse beloved by Singaporeans from

GOTTA HAVE IT
INGREDIENTS
2½ c self-raising flour
1 c oatmeal
2 eggs, lightly beaten
¾ c sugar
4 pandan leaves
1 c low fat milk
1 small tub (200ml) low fat yoghurt
½ c rice bran oil

DIRECTIONS
1. To make pandan extract, blend low fat milk and pandan leaves in a food processor. Blend until fine. Strain with a fine sieve or a cheesecloth.
2. Preheat oven to 200°C. Line muffin pan with paper cups.
3. Combine rice bran oil, yoghurt, sugar, egg mixture and pandan extract in a large mixing bowl. Fold in self-raising flour and oatmeal until well combined.
4. Scoop mixture into muffin pans and bake for 40 – 45 until golden brown.
5. Remove from oven and leave it to cool on rack before serving.
A functional assessment is used to determine if your loved one needs help with the six Activities of Daily Living (ADLs), and when he or she needs it. The six ADLs are:

- Eating
- Showering
- Dressing
- Transferring
- Toileting
- Walking or moving around

It is used to determine eligibility for the following schemes by AIC:

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<tr>
<th>Pioneer Generation Disability Assistance Scheme (PioneerDAS)</th>
<th>Foreign Domestic Worker (FDW) Grant</th>
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What should I look out for during a functional assessment?

The functional assessment must be carried out by registered doctors, nurses, physiotherapists or occupational therapists.

If you would like a functional assessment done for your loved one, do:

- Call the clinic up first to confirm that the doctor can assist with the functional assessment and how much it costs. A list of neighbourhood clinics that administer the functional assessment can be found on the Singapore Silver Pages (www.silverpages.sg).

- Download a copy of the Functional Assessment Report (FAR). Copies of the FAR form can be picked up from community clubs, AICare Links and AICare Hub at City Square Mall.

- Fill up Section A of the FAR form.

The completed FAR has to be submitted to AIC – not the healthcare professional – together with other relevant documents for the scheme that you are applying for.

Please check that the FAR form is completed to avoid any delay in the processing of your application.
Mobile E-care Locator (MEL)
by Singapore Silver Pages

One app to help you search for community care service providers at your convenience

With MEL, you can now search for and have instant access to community care service providers in Singapore.

Search by:
- Type of Services
- Region
- Your Current Location
- Name of Service Provider

For more information about the Mobile E-care Locator, go to www.silverpages.sg/MEL

SCAN QR CODE TO DOWNLOAD MEL NOW

SEARCH FOR “MOBILE E-CARE LOCATOR”

www.silverpages.sg
For more information on long-term care and caregiving, please visit www.silverpages.sg