

nextstep

YOUR GUIDE TO COMMUNITY CARE IN SINGAPORE



Feature

AICare Link now at Maxwell

Your one-stop centre
for care needs has a
new home



Contents

IN FOCUS

- 03** Covered For Life
- 05** What You Need To Know About...
- 07** A New Home For AICare Link
- 09** You're Hired!

IN YOUR SHOES

- 11** Take The Day Off

COMFORTING TOUCH

- 13** Care Begins At Home

PRO FILES

- 15** A New Career In Care

GOTTA HAVE IT

- 19** Train Your Brain

ASK AN EXPERT

- 21** Ask An Expert

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.

NEXTSTEP is a publication by the Agency for Integrated Care. The views and opinions expressed or implied in NEXTSTEP do not necessarily reflect those of AIC or its directors or editorial staff. All information is correct at time of print.

PUBLISHER

Agency for Integrated Care
www.aic.sg

CHIEF EDITOR

Andy Seet

EDITORIAL TEAM

Cheryl Ong
Kerrin Kua

For all editorial queries, feedback or to subscribe to the magazine, please e-mail nextstep@aic.sg
MCI (P) 081/04/2014



Editor's Note

It is important to have a strong care network in the community which caregivers can rely on for support and assistance. For this issue of NextStep, we feature several care options and services that caregivers can tap on.

You may have heard of the latest developments regarding MediShield Life, as it is the current hot topic on everyone's lips. The Government's recent move to expand health insurance coverage to all Singaporeans via MediShield Life is but one of many support networks available for Singaporeans. We weigh the benefits of MediShield Life and private insurance for you on page 3.

The Agency of Integrated Care (AIC) remains dedicated to its vision of enabling seniors to age well in their community. We have been continuously growing a range of quality services to meet care needs.

With the opening of AICare Link @ Maxwell, in addition to the existing AICare Links around Singapore, caregivers and care recipients can enjoy greater access to care advice and assistance (page 7).

There are various services available to better support caregivers in their role. Find out how one caregiver benefits from weekend respite care services, which provide some relief from prolonged caregiving (page 11) – because even the best-trained caregiver needs a break.

Learn more about Mr Chew Chee Weng's caregiving experience and how caregiver training gave him the confidence to provide better care for his mother at home (page 13).

To cope with the rising demand for aged care, the senior care sector has been stepping up recruitment, in order to develop a professional workforce that can provide quality care. Read about the sector's recruitment efforts (page 9), as well as the stories of two individuals who just joined the sector (page 15).

We hope that these stories will provide caregivers with the assurance that there is strong community support available, ready to give them all the help and assistance they need.

Remember, you are not alone in this caregiving journey, and we are here to support you.

Andy Seet
Chief Editor



Ms Audrey Loh, 59, started worrying about her own health and associated costs about seven years ago when she noticed her co-worker kept falling sick.

To make sure she can pay for her future medical bills, she bought an Integrated Shield Plan (IP) from an insurance provider.

“I thought it’s better to buy an IP when I am healthy,” says Ms Loh, a document control engineer. “If I buy the insurance after I develop an illness, the private insurance may not cover me for all conditions, or may not even want to cover me at all.”

PAYING MORE FOR EXTRA COVERAGE

An IP is made up of two parts. One part is MediShield, which is run by the Central Provident Fund Board. The other part is private insurance coverage, which is run by private insurers.

This means a person with an IP can enjoy the benefits and coverage of MediShield, plus additional coverage provided by their private insurer for stays in Class B1/A wards or private hospitals.

Covered For Life



Wondering if you still need an Integrated Shield Plan when MediShield Life is launched? Read on to find out more.

These benefits come at a cost. The premiums include the MediShield component and the private insurance component. This means IP premiums are much higher than MediShield premiums, and premiums increase much more when a person gets older.

This is why many Singaporeans like Ms Loh are wondering if they still need their IPs today, since the Government will launch the new and improved MediShield Life on 1 November 2015.

BETTER BENEFITS WITH MEDISHIELD LIFE

MediShield Life will replace MediShield. It offers more to Singaporeans than MediShield in many ways.

First, it will provide better protection and higher payouts, so a person pays less Medisave or cash for large medical bills.

Second, it will cover all Singapore Citizens and Permanent Residents. This includes the very old and those who have pre-existing conditions. The Government will support most of the cost of extending MediShield Life coverage to those with serious pre-existing conditions.

Third, MediShield Life coverage is for life.

SHOULD YOU KEEP YOUR IP OR NOT?

For Ms Loh, the benefits of MediShield Life are a big relief.

“I think the MediShield Life benefits are really good for seniors. A lot of them already have pre-existing health conditions, so MediShield Life will make sure that when the seniors fall sick, they can afford the care they require,” she says.

When asked if she will cancel her IP since MediShield Life has better coverage, she answers “Not yet, because I want to enjoy all the benefits offered by my IP.”

Ms Loh has been experiencing gastric problems in recent years. Having an IP means she can be warded in private hospitals and use her insurance to pay most of the bill.

“It was good that I have the IP. I could head straight to a private hospital and choose my own doctor,” she says.

But what will she do when she retires?

“I can consider downgrading my plan when I retire. But for now, I won’t change my plan,” she replies. “I’m still working, so I can afford the IP premiums,” she explains.

HERE ARE TWO THINGS TO CONSIDER IF YOU HAVE AN IP

Do You Wish To Stay In Private Wards And Do You Wish To Choose Your Own Doctor?



- MediShield Life will provide coverage for your large hospital bills in Class B2 or C wards in public hospitals.
- IPs provide additional coverage if you prefer to stay in Class A or B1 wards in public hospitals or in private hospitals.

Can You Afford Your IP Premiums In The Long Term?

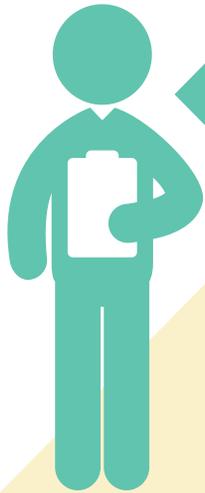


- An IP costs more than having only MediShield Life.
- Premiums will increase as you get older.

BUY A PLAN THAT MEETS YOUR NEEDS!

60% of Singaporeans have Integrated Shield Plans but many do not end up staying in the wards that their coverage entitled them to.

What You Need To Know About...



MEDISHIELD LIFE

1 It Covers Everyone

- All Singapore Citizens and Permanent Residents
- Even if you have pre-existing conditions
- Even if you were previously rejected by insurers



2 It Protects You For Life



3 It Provides Better Protection Than MediShield

- MediShield Life will pay more of your hospital bill, and you will pay less



4 Premiums May Be Fully Paid With Medisave



5 With Better Benefits, Premiums Will Be Higher Than MediShield's



6 Government Will Provide Significant Support

- Premiums Subsidies for the lower- to middle-income
- Pioneer Generation Subsidies
- Transitional Subsidies for all Singapore Citizens for the first four years to ease the shift from MediShield to MediShield Life

7 No One Will Lose Coverage

- Additional Premiums Support for those who cannot afford premiums even after subsidies



8 No Need To Apply

- MediShield Life will replace MediShield on 1 November 2015
- Automatic inclusion for Singapore Citizens and Permanent Residents
- You will receive details about your new MediShield Life coverage by October 2015





INTEGRATED SHIELD PLANS

1 IPs Are Popular

60% of Singaporeans have Integrated Shield Plans (IPs)



2 You Have An IP If You Have One Of These Plans:

- AVIVA MyShield
- AIA HealthShield Gold Max
- Prudential PruShield
- NTUC Income IncomeShield
- Great Eastern Supreme Health

3 You Have MediShield Already

If you have an IP, it means you already have MediShield coverage



4 Automatic Replacement

MediShield Life will automatically replace the MediShield part of your IP by 1 November 2015



5 Pre-existing Conditions Covered

MediShield Life will cover you for any pre-existing conditions, even if they are excluded from your IP coverage



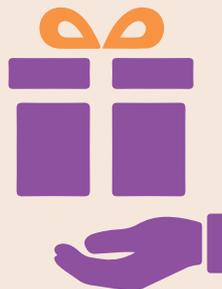
6 Higher Premiums

Since IPs give extra coverage, premiums will be higher than what you pay for MediShield Life



7 Subsidies Available

All Singapore Citizens and Permanent Residents will get subsidies for the MediShield Life part of the IPs, if they are eligible



8 Riders Not Included

Riders, which cover the deductible and/or co-insurance part of your hospital bill, are not part of your IP. They are separate products sold by private insurers



A New Home For AICare Link



You can now stop by the all-new AICare Link @ Maxwell for advice on care services and assistance.

"The distance and location are not important. What matters is the people here are helpful and try their best to help this old man."



With the closure of AICare Hub at City Square Mall, the new AICare Link @ Maxwell opened its doors to the public on 3 August 2015.

Its new Tanjong Pagar home may look different from the AICare Hub, but visitors will find that the new centre is equally committed to providing seniors with support and to help them live well and age gracefully.

DEDICATED AND HELPFUL STAFF

Mr Sng Yang Thiam, 90, has visited both the former AICare Hub as well as the new AICare Link @ Maxwell.

With the help of Care Consultants, Mr Sng has successfully applied for various subsidies, such as the Pioneer Generation Disability Assistance Scheme, the Foreign

Domestic Worker Grant and the Community Health Assist Scheme. These schemes provide Mr Sng and his wife Mdm Heng Guek Khim, 88, with some relief for their care needs.

The service he experienced at the former AICare Hub left a deep impression on him.

Such dedicated service is still a hallmark at AICare Link @ Maxwell, where the Care Consultants introduced Mr Sng to the Interim Disability Assistance Programme for the Elderly. They guided him through the application procedure and helped him prepare the documents he needed.

Mr Sng has nothing but praise for the officers who served him at the new centre. "They explained everything clearly and carefully for me to understand. Everyone here is very kind," he adds.

DIFFERENT LOCATION, SAME EXPERIENCE

As he has difficulty walking, Mr Sng needs the aid of a walking stick and his helper, Marabelle.

But when asked how the change in location has affected him, he dismisses the question with a wave of his hand. "The distance and location are not important. What matters is the people here are helpful and try their best to help this old man."



He continues, "I'm thankful that I'm still able to receive the good service I experienced at the former AICare Hub, right here at AICare Link @ Maxwell."

What are AICare Links?

As a one-stop resource centre for care needs, AICare Link (pronounced as i-Care Link) is here to advise caregivers and their loved ones on getting the right care at the right place, enabling seniors to age well in the community which they are familiar with.

Our Care Consultants can help with information on:

Care At Home

- Eldersitter Service
- Home Care
- Senior Home Care

Centre-Based Care

- Day Rehabilitation
- Day Care
- Dementia Day Care

Assistance Schemes

- Community Health Assist Scheme (CHAS)
- Pioneer Generation Disability Assistance Scheme (PioneerDAS)
- Seniors' Mobility and Enabling Fund (SMF)
- Foreign Domestic Worker (FDW) Grant
- FDW Levy Concession for Persons with Disabilities

Caregiver Support

- Caregivers Training Grant (CTG)
- Centre-Based Weekend Respite Care
- Nursing Home Respite Care

Visit Us

You can find AICare Links at the following locations:

1. AICARE LINK @ MAXWELL

7 Maxwell Road #04-01
MND Complex Annex B
Singapore 069111
(above Amoy Street Food Centre)

Operating Hours:

Mondays to Fridays: 8.30 am to 5.30 pm

2. AICARE LINK @ CHANGI GENERAL HOSPITAL (CGH)

2 Simei Street 3
Singapore 529889
Discharge Lounge at Main Building, Level 1, Atrium (next to Pharmacy B)

Operating Hours:

Mondays to Fridays: 9.30 am to 6.00 pm
Saturdays: 9.00 am to 1.00 pm

3. AICARE LINK @ KHOO TECK PUAT HOSPITAL (KTPH)

90 Yishun Central
Singapore 768828
Patient Service Centre, Tower B, Level 1

Operating Hours:

Mondays to Fridays: 9.30 am to 6.00 pm
Saturdays: 8.30 am to 12.30 pm

4. AICARE LINK @ NATIONAL UNIVERSITY HOSPITAL (NUH)

5 Lower Kent Ridge Road
Singapore 119074
Main Building Lobby B, Level 1 (opposite The Coffee Bean and Tea Leaf Cafe)

Operating Hours:

Mondays to Fridays: 9.30 am to 6.00 pm
Saturdays: 9.00 am to 1.00 pm

5. AICARE LINK @ TAN TOCK SENG HOSPITAL (TTSH)

11 Jalan Tan Tock Seng
Singapore 308433
CareConnect, Level 1, Atrium

Operating Hours:

Mondays to Fridays: 9.30 am to 6.00 pm
Saturdays: 9.00 am to 1.00 pm

AICare Link @ Maxwell is closed on weekends and public holidays.

All other AICare Links are closed on Sundays and public holidays.



You're Hired!

The care sector in Singapore needs more dedicated professionals to cope with the rising demand of an ageing population. Find out how the senior care sector has been looking for good people.

Keen on a career in healthcare? It doesn't matter if you don't have the experience or have been working in a different industry.

Employers in the senior care sector have been taking part in job fairs to showcase career opportunities.

And they are offering on-the-job training and other programmes to help newcomers find a position that is the right fit.

THEY CAME, THEY SAW, THEY SIGNED UP

According to figures from 2013, the expanding aged care sector is expected to require 11,000 more workers by 2020, especially nurses, therapists, social workers and care support workers across all levels

to augment its current workforce. This is why the sector has stepped up its recruitment efforts this year, by organising job fairs in different regions of Singapore.

More than a thousand job-seekers have visited the job fairs and applied for a career in the sector.

They also had a "tea session" chat with their potential employers at these fairs, to ensure they can find a good match for their skills.

NUMEROUS TRAINING OPPORTUNITIES AND BENEFITS

For those who are unsure about working in the senior care sector, there are training opportunities available, such as the Community Care Discovery Programme (CCDP) and traineeship programmes.

"The fairs are very focused in showcasing and raising awareness of the healthcare sector under one roof, providing an excellent opportunity for job seekers in search of careers in ILTC. It is a convenient way to explore career opportunities within a variety of healthcare organisations at one location."
 – Margarita Liew, Human Resource Director, Ren Ci Hospital

The CCDP helps potential job-seekers as well as those new to the sector experience what it's like to work in community care. The traineeship programme aims to give them the knowledge needed for a career in the sector.

To encourage these new recruits to build a long and fulfilling career, there is also a Welcome-to-Community Care bonus, which they will receive if they complete one year of service.

ARE YOU READY TO JOIN US?

Are you ready to embark on a rewarding and meaningful career in the senior care sector? If you are, visit www.iltcareers.sg. You can make a difference in the lives of others.

REGIONAL COMMUNITY CARE RECRUITMENT ACTIVITIES (UPCOMING!)

Recruitment Day
 – 24 November 2015 –

Job Fair
 – March 2016 –



Community Care Discovery Programme (CCDP)



CCDP offers potential job-seekers an opportunity to experience the Community Care sector and gain a better understanding of the diverse roles of community support care workers.



They will spend three days with a community care provider to observe how care is provided to our seniors and understand the different roles within the care team.



Trainees who complete the programme will receive an allowance of \$120 at the end of the programme, to defray transport, meals and other expenses.

Traineeship Programmes

AIC Learning Institute (AIC-LI) has introduced a five-day traineeship programme for new Senior Care Associates (SCA), Health Attendants (HA) and Therapy Aides (TA) to equip them with the necessary skills.

PROGRAMME	TARGET GROUP	NEXT STEP	COURSE FEES	TRAINEESHIP
Place and Train *	Eligible community care providers	Sign up their new hires for the traineeship programme	Co-funded by MOH and the employing institution	40 hours of classroom training
Train and Place *	Job-seekers	Interested in support care jobs in the community care sector Matched to a suitable community care employer	An allowance of \$6 per hour* during classroom training *Completion Bonus of \$200 to be awarded to participants after 200 hours of training	160 hours of On-the-Job training (OJT)



* Reimbursed upon successful employment in the community care sector. Applicable to employment after 1 June 2015 only.

Attraction and Retention Incentive Scheme

To retain good local support care staff, permanent employees who join eligible community care institutions from 1 June 2015 will receive a Welcome-to-Community Care (WTCC) bonus if they complete one year of service.

PERIOD OF PAYOUT / TYPE OF EMPLOYMENT	AFTER THREE MONTHS OF SERVICE	AFTER SIX MONTHS OF SERVICE	AFTER 12 MONTHS OF SERVICE
Full-Time Staff	30%	–	70%
Part-Time Staff (minimum number of hours worked)	–	30% (260 hours within six months)	70% (520 hours within 12 months)

To know more or sign up for these programmes, please call **1800-650-6060**.



HEADING OUT: Mdm Tan leaves home and waits for the Silver Circle van to pick her up.



ON THE ROAD: Buckle up! Mdm Tan boards the transport to Silver Circle Senior Care Centre.



BREAKFAST OF CHAMPIONS: At the centre, Mdm Tan enjoys her breakfast with the other seniors. "Sedap (delicious in Malay)!" she says.



Mdm Tan Ah Lin, 87

Venue: Silver Circle Senior Care Centre at Serangoon Central (NTUC Health)

Date: Saturday, 19th September 2015

Time: 9am - 3pm



GET MOVING: After breakfast, the seniors head over to the centre's activity area for some hand and leg exercises.



WATCH AND FOLLOW: The seniors watch an exercise video and follow along happily.

Take The Day Off

As a caregiver, it is important that you find time to care for yourself so you can provide the best care for your loved ones.

NextStep follows Mdm Tan Ah Lin as she spends one Saturday at the Silver Circle Senior Care centre at Serangoon Central.

Its Centre-Based Weekend Respite Care Service takes good care of Mdm Tan, while giving Mdm Tan's daughter Ms Sin Yoke Kuen a much-needed day off.

12 NOON

**MID-DAY MEAL:**

Lunch is served!

1.00 – 2.00PM

**TIME FOR A NAP:**

Mdm Tan and the other seniors enjoy an afternoon siesta.

2.00PM



FUN AND GAMES: Mdm Tan and the other seniors play a fun group activity.

3.00PM

**SEE YOU NEXT WEEK!:**

A full day has gone by in a blink of an eye. Mdm Tan heads back home to her daughter, who's well-rested and waiting to welcome her.

**A Caregiver's Relief**

For Mdm Tan's main caregiver and daughter Ms Sin Yoke Kuen, 56, weekend respite care services offer a welcome break from her caregiving duties.

The part-time sales promoter also has to worry about her own health problems, as she has to go for dialysis treatment three times a week. "I don't work on days I have dialysis because I will be too tired to do anything else," she shares.

The respite service puts both women in a good mood.

While Mdm Tan is taking part in activities at the centre, Ms Sin gets time to run errands. Sometimes, the younger woman catches up on the news and does some housework too.

"My mother really loves going to the centre. When she comes home, she will be in a very good mood, which makes taking care of her much easier."

Ms Sin praises the centre's staff for taking good care of her mother.

"They are very patient and caring," she says. "It takes a great load off my mind knowing that she is in good hands."

Smiling widely, Ms Sin says, "Most importantly, she is happy and enjoying herself."

Centre-Based Weekend Respite Care**THE CENTRE WILL HELP YOUR LOVED ONE WITH:**

- Activities of Daily Living (ADL) such as eating, toileting and moving around
- Medication reminders and administration
- General exercise and social activity programmes / outings

**HOW MUCH DOES THIS SERVICE COST?**

About \$36 to \$70 per day, depending on the level of care needed.

**GOVERNMENT FUNDING IS ALSO AVAILABLE**

Contact Singapore Silver Line on 1800-650-6060 for more information on how to apply for this service.

For more information on NTUC Health Silver Circle's weekend respite care service, visit <http://ntuhealth.sg/day-care-services-for-elderly/>

Care Begins At Home



Mr Chew Chee Weng shares his story of how he overcame the challenges in caring for his mother, who uses a wheelchair, and how caregiver training gave him confidence to provide better care for her.

Mr Chew Chee Weng, 61, had to become a full-time caregiver to his mother after she suffered a bad fall at the beginning of the year.

Mdm Chan Yuet Khew, 88, used to be able to walk short distances and did not need her wheelchair so often. But she became fully dependent on the wheelchair after the incident.

“Of course, I was worried whether I would be able to look after my mother properly, especially in her condition,” Mr Chew says.

TRAINING TO CARE FOR A LOVED ONE

As a security guard, Mr Chew has to work 12-hour shifts. While he’s out, his helper, Mona, takes care of Mdm Chan.

Now, Mdm Chan needs help with daily activities such as bathing, going to the toilet, and dressing herself. To

ensure that they are looking after Mdm Chan properly, Mr Chew sent Mona and himself for training on how to look after the elderly –

some at a subsidised rate, thanks to AIC’s Caregivers Training Grant (CTG).

Mr Chew was impressed by the courses he attended at the Metta Day Rehabilitation Centre for the Elderly, and the Primary Care Academy.

“They taught you about transferring the patients, diaper change, proper use of the wheelchair, how to check vital signs, and many more. These are basic knowledge that we need to know when caring for the elderly,” he says.

A sharing session with the other participants during training struck a chord with him. “It made me realise that things could be worse.”

He continues, “There are others who have suffered strokes, or are currently



“I am truly thankful that my mother is considered to be in good health... In fact, (the training) has made me more appreciative of our current situation.”

in comas – so I am truly thankful that my mother is considered to be in good health, except for her minor disability and memory problems. In fact, it has made me more appreciative of our current situation.”

This has made him feel less stressed about caring for his mother, and gave him the confidence he needed

to look after her. He is already planning to sign up for courses on dementia.

“My mother does not suffer from dementia, but she does have some memory problems. Realistically, we have to be prepared, because (patients with) dementia are harder to look after than non-dementia patients,” he shares.

SAFE AND COMFORTABLE AT HOME

Mr Chew has prepared himself for the responsibilities of caring for his mother. For example, he bought a hospital bed for the old lady, and also installed a camera in the flat.

“Even when I’m at work, I still want to keep an eye on my mother, so I installed a camera. It gives me peace of mind knowing she is fine,” he says.

Mother and son also stick to a daily routine of breakfast at a coffeeshop near their home, so they can get some morning sun and fresh air.

“I’m glad I am able to take care of my mother in her old age, and at home too, where she is comfortable and happy,” he adds with a smile.



Where Can I Find Training Courses?

You can make use of the Singapore Silver Pages' Caregiver Training Calendar to find the courses that suit your needs.

Go to <http://www.silverpages.sg/training-calendar> for more information.

How Can I Pay For These Courses?

Subsidise the cost of your training to better care for your loved ones with the Caregivers Training Grant (CTG)!



WHAT IS CTG?

CTG allows caregivers to tap on a \$200 annual subsidy to attend CTG-approved training courses so that they can better care for their loved ones. The amount of \$200 is allocated to each care recipient every financial year. There is a minimum co-payment of \$10 per course.

ELIGIBILITY CRITERIA

The care recipient must be:

- A Singapore Citizen or Permanent Resident
- Aged 65 and above OR has a disability (as certified by a Singapore-registered doctor)

The caregiver must:

- Be the main caregiver (who may be a family member or foreign domestic worker) looking after the care recipient
- Complete the CTG-training course and receive a certificate of attendance (if there is one)

You may contact the training provider to sign up for the courses and to tap on the grant.



A NEW CAREER IN CARE

One was a Flash programmer, the other used to be an accountant. Their backgrounds could not be more different, yet both show that what matters most in their new roles as care professionals is a dedication to serving the community.

Find out how they made the switch to therapy aides and how they help those around them.

Ms Thirunavukkarasu Bavani, 42 Therapy Aide, Ren Ci Hospital

In her previous job, Ms Bavani worked as a Flash software programmer. "It's entirely different from what I'm doing now as a therapy aide," she says with a laugh.

MAKING THE MOST OF WHAT SHE LOVES

Ms Bavani is very IT-savvy and enjoys surfing websites to learn more about health-related issues.



That's why I chose to work in this sector - however little it may seem, our help can make a big difference in the patients' lives.



“My hobby is to go online and look up information on how to keep fit and active, how to prepare food that is healthy for children and the elderly, and so on,” she shares.

Wanting to put her knowledge to practice, she attended the healthcare job fair at Hong Kah North Community Club in July 2015. There, she decided to apply for a therapy aide position at Ren Ci Hospital.

DISCOVERING THE COMMUNITY

After she was hired by Ren Ci Hospital, Ms Bavani went through the Community Care Discovery Programme (CCDP), a new manpower development initiative aimed at attracting locals to the sector.

The CCDP offers potential job-seekers an opportunity to experience the Community Care sector and gain a better understanding of the diverse

roles of community support care workers.

Ms Bavani, who was undergoing on-the-job training at the time of this interview, was undeterred by the prospect of stepping out of her comfort zone.

She reveals, “I was not worried or nervous at all. I was excited to meet people who are working in this sector and to see how they take care of their patients.”

“This three-day programme gave me a chance to experience all of this. Through this programme, you can find out whether you are really interested in working in this sector. I believe when you are interested in a job, you can do it well; otherwise, you won’t have the motivation to do it,” she adds.

She shares an incident during those three days that strengthened her commitment to this sector.

“I was at Ren Ci Nursing Home (Moulmein), and the residents were doing a drawing activity. I saw that one of the residents could not even hold a pencil up. So I held the pencil together with him and helped him draw.”

“That’s why I chose to work in this sector – however little it may seem, our help can make a big difference in the patients’ lives,” she said with a smile.

For Ren Ci Hospital, individuals like Ms Bavani are exactly who they need. “Finding people with the right attitude is essential. At Ren Ci, we instill in our staff to deliver service with heart and hope. Ms Bavani is a perfect example of this,” says Margarita Liew, Human Resource Director, Ren Ci Hospital.

FAMILY SUPPORT

Ms Bavani can also count on the support of her loved ones.

“My husband even joked that this job is more beneficial for him, as I can take care of him when he gets older and if he experiences any leg pain!” says the bubbly lady with a laugh.

She continues, “Recently, even my young daughter, who’s in her school’s badminton team, came to me complaining of leg pain and asked me to relieve her pain. It’s nice to be able to help my loved ones out!”



A New Career In Care



Mr Lim Shew Chew, 53
Therapy Aide,
Singapore Christian
Home

When he left his previous job, Mr Lim thought to himself, “Why not try looking for a job that will allow me to give back to society?” That was when he discovered a therapy aide opening at the Recruitment Fair in Nee Soon Central Community Centre in May 2015.

FROM NUMBERS TO PEOPLE

The father-of-two was initially worried about becoming a therapy aide, as it was a big change from his previous job as an accountant.

“Previously, I was taking care of numbers. Now, I am taking care of people. And these are not just ordinary people, they are people who require special care and attention!” he says.

Before this job, Mr Lim had no experience with the senior care sector at all. Much of his initial worries had to do with whether or not he would be able to pick up new skills.

Reflecting on his time as a therapy aide so far, he says, “I realised that you have to put your heart into what you do and be committed to it. Nothing is difficult if you put your mind to it.”

LEARNING NEVER ENDS

Mr Lim was undergoing on-the-job training at the time of this interview. “My training is continuous. I’m reporting to my senior, who is an Occupational Therapist. As and when she finds that there are suitable training programmes for me, she will sign me up for those programmes,” he says.

“I’m glad to go for as many short training courses as possible, as these help me become more confident at doing my job,” he adds.



As a therapy aide, he helps and encourages residents of Singapore Christian Home to do exercises that will strengthen their arm and leg muscles. He shares, "If these residents just lie there without doing anything, their condition might deteriorate."

Mr Lim has learnt the importance of connecting with his residents.

"I will do my best to encourage them, and try to explain why these exercises are important. Therapy can be very theoretical, so I joke with my residents and do the exercises with them in a way that is fun and enjoyable for them. This is to put them at ease," he reveals.

COMMITMENT, PASSION AND SACRIFICE

"Commitment to the job is very important. This kind of job needs dedicated and committed people because, honestly speaking, it is a very tough sector," reiterates Mr Lim.

"It's good that there are programmes in place that will create exposure to this industry first, before you decide to commit to it," he continues.

Commitment to the job is very important. This kind of job needs dedicated and committed people.

A Singapore Christian Home representative echoes Mr Lim's sentiment. "It is indeed a labour-intensive sector. It takes commitment, passion, and definitely some sacrifice to work in this sector. But at the same time, it is a highly rewarding career, as you can make a difference in the lives of others."

What Does a Therapy Aide Do?

A THERAPY AIDE'S DAY-TO-DAY RESPONSIBILITIES INCLUDE:

- 
• Assisting and monitoring residents/clients during rehabilitation/therapy sessions
- 
• Setting up equipment for therapy sessions
- 
• Conducting daily maintenance and housekeeping of equipment

If you are interested in becoming a therapy aide, or embarking on other equally meaningful careers in the senior care sector, please visit <https://www.iltcareers.sg> for more information.

Train Your Brain

Time to flex those mental muscles! While it's important to keep our bodies healthy through exercise, let's not forget our minds need to keep fit, too. Research has shown that memory and puzzle games can be beneficial for your brain.

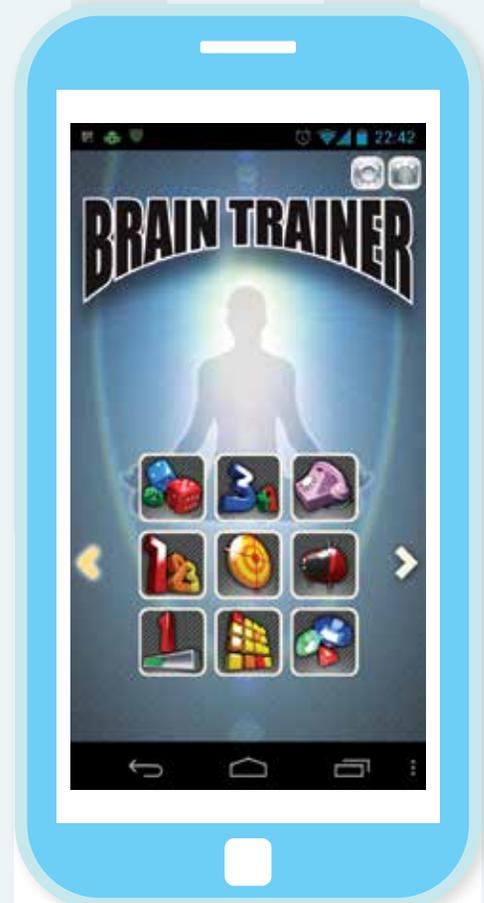
Get more brain power out of your smartphone! Here are some free mobile applications that can give your grey matter a workout.



HAPPIFY

*available on both iPhones and Android phones

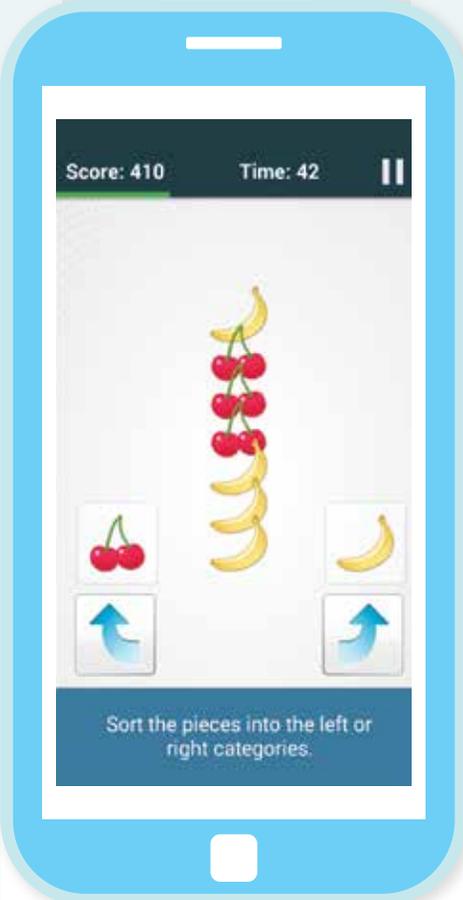
Through quizzes, polls and a journal feature, this app will train you to conquer negative thinking, manage stress, and build skills to overcome various life challenges. A happy mind is a healthy mind!



BRAIN TRAINER SPECIAL

*available only on Android phones

This app contains fun and challenging games that require you to memorise letter sequences, phone numbers and solve math problems to keep your mind active.



EIDETIC

*available only on iPhones

Eidetic uses a technique called spaced repetition to help you memorise anything, from phone numbers to interesting words or facts.



PERSONAL ZEN

*available only on iPhones

Personal Zen exercises the brain for better mental health and wellness. Playing this app can retrain your brain to lower stress and anxiety, keeping the mind healthy and fit.

FIT BRAINS TRAINER

*available on both iPhones and Android phones

This app contains more than 360 unique games and puzzles, which are aimed at improving your mental agility. As you progress, the games will get harder – so Fit Brains Trainer will definitely provide a solid brain workout!



Ask An Expert

The Seniors' Mobility and Enabling Fund (SMF) provides subsidies for assistive devices and mobility aids. To qualify for the SMF, you must be a Singaporean aged 60 and above with a household monthly income per person of \$1,800 or below, who needs these devices after being assessed by healthcare professionals.

Here are some of the most commonly asked questions about SMF.



1. What type of devices can I apply for under SMF subsidy?

You can get subsidies for walking aids, basic wheelchairs and pushchairs; pressure relief cushions and mattresses; commodes, shower chairs and geriatric chairs; hospital beds; spectacles and hearing aids; motorised wheelchairs and scooters; and special equipment such as oxygen concentrators, suction pumps and hoists.



2. How much do I need to pay for the device?

If you are eligible for SMF Device subsidy, you will get a subsidy of up to 90% of the cost of the device, or 90% of the maximum device subsidy cap, whichever is lower. This means you will need to co-pay the remaining 10%.

For example, a therapist may prescribe a wheelchair for you.

If the wheelchair costs \$400, with the subsidy, you pay only 10%, or \$40, for the wheelchair.

If the wheelchair costs \$550 and exceeds the maximum subsidy cap, you pay \$100 after the SMF subsidy of \$450. The maximum subsidy cap varies depending on the device prescribed.

If you are not able to co-pay the remaining cost, you may approach your grassroots, community partners or charity organisations.



3. How can I apply for this SMF subsidy?

If you are under the care of a public hospital, community hospital, day rehabilitation centre, or senior care centre, ask a therapist or social worker to help you.

If you need to apply for a hearing aid and are not in the care of a hospital, get a referral letter from a polyclinic or CHAS GP for a subsidised hearing assessment at a public hospital. An audiologist will assess you and help with the SMF 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"

BROUGHT TO YOU BY



www.silverpages.sg

Published by:



Singapore Silver Line: 1800-650-6060
Email: nextstep@aic.sg

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

Winner of:



Celebrating:

