

HEART of ASSISI

JANUARY 2021

Bringing you the heart of Assisi Hospice

*2020 was a year of profound uncertainties.
We could face the challenges because we held on together.
We thank God for His protection and grace which carried us through
the year in service to even more patients and their loved ones.*

*With love,
TEAM ASSISI*

Christmas Light-Up 2020



Group President & CEO of Sembcorp Industries Mr Wong Kim Yin launched the Christmas Light-Up, witnessed by Assisi Hospice Chairman Ms Anita Fam, CEO Ms Choo Shiu Ling and Clinical Director Dr Alethea Yee.

Despite the Covid-19 pandemic, our patients and their families ushered in the Christmas season together here in Assisi on 4 Dec 2020, with our yearly tradition of lighting up our beautiful 11-metre-tall giant Christmas tree. For many of them, this Christmas was one to cherish because it was likely their last Christmas together.

With infection control measures in place, they enjoyed an energetic cheerleading performance by adorable children from Albirex Singapore Cheer Dance School. They were also serenaded by a performance of the song "Silent Night" using special handbells by the Senior Boleh Chimes Choir, formed by our patients, and Christmas songs by staff from Assisi Hospice and Mount Alvernia Hospital. The evening ended with the light-up of our giant Christmas tree and sparkly fireworks. We would like to thank our co-organiser, Sembcorp Industries for their strong support and continuing their tradition of bringing Christmas cheer to our patients by distributing goodie bags and spending time doing Christmas crafts with our patients.



Our patient spending precious moments with her loved one.

Basking in the moonlight

Our Courtyard was transformed to a sea of orange “moon flowers” to reflect the magical Mid-Autumn moonlight! Our patients and their caregivers had a memorable night celebrating Mid-Autumn Festival on 17 Sep 2020, making their very own “moon flowers” and taking a leisurely stroll amongst them. Despite the Covid-19 pandemic, our friends from City Developments Limited continued their yearly tradition of celebrating Mid-Autumn with our patients, with infection control measures in place. They brought festive cheer by joining our Day Care patients in the “moon flower” making and distributing mooncakes at the Inpatient wards. Friends from The TENG Ensemble made our moon flower stroll more magical with live rendition of classics like “城里的月光”.



Our patient and caregiver enjoying the stroll and photo-taking with the “moon flowers”.



Friends from The TENG Ensemble brought us live music.



Mr Chia Ngiang Hong, Group General Manager of City Developments Limited, brought festive cheer by distributing mooncakes to our patients.

Reinforcing Communication Skills to Serve Better

In palliative care, patients and families are often facing challenging times in their lives. Effective communication skills are essential to provide timely care and comfort to them. From July to September 2020, most of our clinical and patient-facing staff, including nurses, doctors and creative therapists went through a series of Communication Training sessions, which were specially developed and curated to meet the needs of our staff, including general communication in healthcare, needs specific to palliative care and complexities of patient and family interactions.



Our colleagues attending Communication Training via Zoom.

Conducted by our Psychosocial Support Team, our staff started with understanding themselves and how they communicate, and moved on to communication micro-skills and attending skills, which allowed participants to reflect on their existing communication skills, identify areas they wish to enhance and expand their repertoire of communication tools. A higher-level training conducted by external trainers is in the pipeline, to equip staff with skills to manage challenging situations like responding to patient or family requesting for euthanasia and addressing family conflicts. We look forward to equipping ourselves to serve better!

Assisi Fun Day E-Edition Received Community Support

With safe-distancing being the new norm since COVID-19, Assisi Hospice held the E-Edition of its well-loved annual fundraising event – Assisi Fun Day from 5-15 Nov 2020. During these challenging times with drop in donations, our partners and members of the public showed their support through providing yummy food, merchandise and services for the e-stalls, sponsoring stalls, making purchases and direct donations.



Website of Assisi Fun Day E-Edition

Our supporters include family members of Assisi Hospice's former and current patients. Yuen Sing Kit's father, Mark Yuen, suffered from a type of skin cancer that affected his eye and was admitted to Assisi Hospice seven years ago. Moved by the care his father received, their family has been supportive of Assisi's fundraising efforts. Sing Kit's mother attended the annual Assisi Fun Day for the past seven years, rain or shine. When Sing Kit heard that Assisi Fun Day was going online this year, he sponsored an e-stall for Ali Nachia Briyani Dam owned by the family of the famous football player Rafi Ali, who was his childhood friend.



Sing Kit (middle, second row) and his family celebrated his father's birthday at Assisi Hospice with the help of our Care Team.

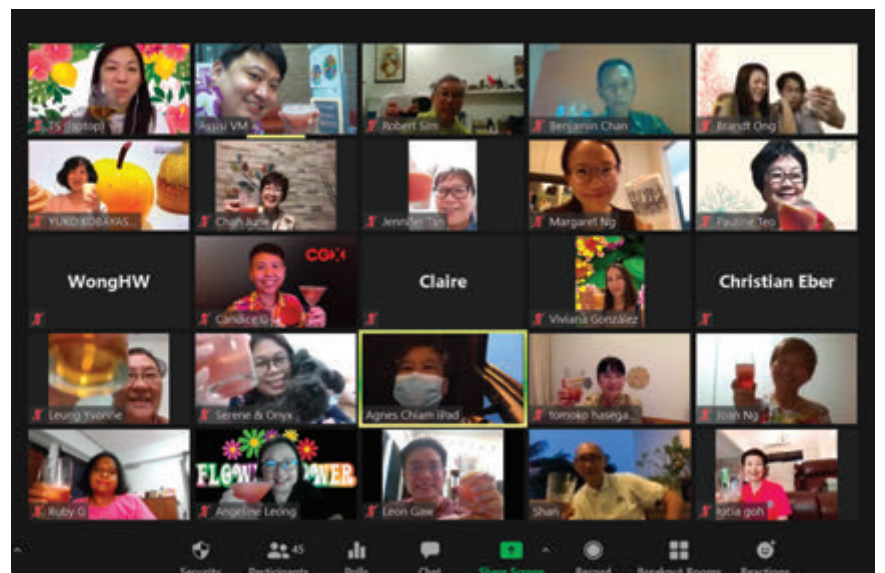
Ms Choo Shiu Ling, CEO of Assisi Hospice said, "Even as COVID-19 brings challenges to Singapore's healthcare services, economy and livelihoods, Assisi Hospice has been steadfast in our compassionate service to patients who require palliative care. In fact, Assisi has been caring for even more patients in 2020. 48% of our patients are poorest of the poor and means-tested to the lowest income level, and in need of financial assistance. We are grateful for the support of donors, volunteers and corporate organisations in our journey of love in serving our community of patients and families with compassion."

Volunteers Who Zoom Together Stay Together

Volunteers have been an integral part of Assisi Hospice since we started in 1969, helping us to provide patients with life-limiting illness the care that they need, and enabling them to live in comfort and with dignity. During this Covid-19 pandemic, our No One Dies Alone (NODA) programme volunteers, who befriend lonely or isolated patients and accompany them until the very end of their lives, continued serving our patients with infection control measures in place. Some volunteers who were unable to visit due to the restrictions chatted with patients via Zoom, or brought cheer to patients by sending personalised notes through our Volunteer Management staff. To appreciate our dearest volunteers, we continued with our annual Volunteer Appreciation Day via Zoom on 21 Sep 2020.

More than 50 volunteers attended the virtual event. Patients and staff showed their appreciation with words of thanks, while our Senior Boleh Chimes Choir, formed by our Day Care patients, serenaded the volunteers with a lovely song "You Are My Sunshine". Long-time

volunteers were honoured with the Long Service Awards. Everyone also had fun making mocktails together online with the special kits delivered to them earlier and doing a virtual "Yum Seng". We look forward to meeting more of them physically soon!



Our staff and volunteers saying cheers over Zoom with the mocktails they made.

Patient's work on Assisi Shop in Lazada received good response from public



Our patients showered with special "VIP" medals.

Our patients were touched by the overwhelming support of our Assisi Shop in Lazada and overjoyed that they could give back to Assisi with the work of their hands! In the two weeks in August 2020 leading up to Teacher's Day, over 100 handmade products by our patients were sold, raising over \$750 for Assisi Hospice. To show our appreciation to our patients for their labour of love and to celebrate the wonderful response, we organised a simple ceremony and showered them with special "VIP" medals and flowers.



Products handmade by patients were hot favourites as Teacher's Day gifts.

We will also like to say a big thank you to all our supporters! For those of you who have not bought these beautiful products, do head over to Assisi Shop in Lazada (<https://www.lazada.sg/assisi-shop>) to show your support for our patients!



Art Therapy Lifts Her Spirits and Creates Memories

For our patient 53-year-old Mdm Wan Petom Bte Haris, art brings happiness to her heart and has also helped her and her 10-year-old son to create memories together.

Diagnosed with cancer in 2017, she was first exposed to art therapy at the National Cancer Centre in 2018. Being a chef for her entire career life, drawing and painting were areas she had never tried before. But her interest grew, and she would learn about different art techniques on YouTube while working with different mediums at home.

She was admitted to Assisi Hospice in July 2020. She continued to explore her interest with the help of our art therapist. As her son also loved drawing, she held a mini art exhibition at our ward, showcasing both her and her son's artworks, creating precious memories together. Additionally, her favourite art piece "Princess to the Ballroom" was selected for an external art exhibition at Fullerton Hotel featuring artworks by professional artists, to raise awareness for Assisi Hospice and art therapy in hospice care.

She said,

*"Art helps me to forget
The pain of my illness."*



Mdm Wan sharing a special moment with her son at the mini art exhibition.

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