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ABOUT LING KWANG HOME

Ling Kwang Home (LKHSC/LKH) is a nursing home that aims to provide the elderly with an integrated and holistic healthcare service guided by the twin motto "Not to be ministered unto, but to minister" (Matthew 20:28) and "Blessed are the merciful" (Matthew 5:7).

Established in December 1983, our nursing home has been serving the aged sick and needy with love for the past 40 years. Providing 24-hour nursing care, rehabilitative services and pastoral care, we strive to care for our seniors in an integrated and holistic manner – attending not just to their physical needs, but also their emotional, psychosocial, and spiritual needs.

Apart from our residential long-term care services - where we mainly serve residents who are wheelchair- or bed-bound, we also run a Day Care Centre and the Integrated Home and Day Care (IHDC) programme for the elderly living in the community.

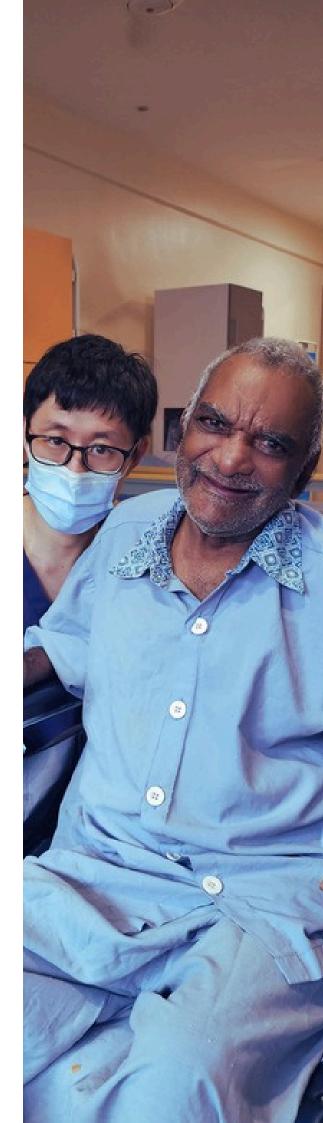
MISSION

To provide the elderly with an integrated and holistic healthcare service, guided by Christian values in a home-like environment.

We are committed to strive for excellence in the delivery of quality care, respecting the rights of the elderly while preserving their dignity.

VISION

A progressive Nursing Home providing holistic care for the aged sick and needy in our community.





CORE VALUES

Respect



Humility



Transparency



Excellence



Accountability



L060



The cross within the heart reflects our commitment to demonstrate Christian love in the name of Jesus Christ who died on the cross to save us from our sins.

Cross within the heart

The triangle represents the caring of the whole person: physical, mental and spiritual (1 Thess 5:23). It also speaks of the three Christian values - Faith, Hope and Love (1 Cor 13:13)

Triangle



Welcome to Ling Kwang Home!

As I reflect on our journey, I'm reminded of a beautiful verse from Colossians 3:14: "And above all these put on love, which binds everything together in perfect harmony."

Indeed, it is love that unites everyone involved in our mission—from our residents and their families, to our staff, volunteers, donors, and supporters.

Every day, we are inspired by our mission to serve vulnerable seniors from all walks of life with holistic, high-quality, and compassionate care.

In 2024, we enhanced our care model to focus on what truly matters in life: Joy, Autonomy, Connectedness, Security, Meaning, Identity, and Growth. These core values shape our approach to caring for each resident as a unique individual with their own story, preferences, and aspirations. Our passionate team of nurses, therapists, medical social workers and support staff collaborate seamlessly to deliver care that's both person-centred and heartfelt. After a successful pilot in one ward, we're now using this approach across the rest of the Home. It brings me joy to see our residents more engaged, fulfilled, and enjoying an even better quality of life.

This year, I am deeply honoured to share that Ling Kwang Home received the Charity Transparency Award 2024, presented by the Charity Council. This prestigious award is a testament to the trust our stakeholders place in us and motivates us to uphold the highest governance standards in everything we do.

We remain steadfast in fostering a culture of continuous improvement. Through training and the practice of *kaizen*, our team is constantly finding ways to do better—for our residents and for one another. I would like to commend our Management and staff for embodying our H.E.A.R.T. values of Humility, Excellence, Accountability, Respect, and Transparency. It is through their dedication that Ling Kwang Home continues to be a place of care, dignity, and hope.

I am also delighted to share that the Additions & Alterations (A&A) Project for the renovations of our Main Block has been progressing smoothly --- our new male dementia ward has opened and numerous residents' rooms and corporate offices have been rejuvenated! You can find snapshots of these completed works in this report, along with other works that are to come.

My sincere thanks to our Executive Committee (ExCo) Honorary Chairman, ExCo and sub-committee members --- thank you for your kindness, support, voluntary service; and to all our volunteers, donors, and partners ---your steadfast support strengthens and sustains us. We are deeply grateful.

Looking ahead, we remain excited and hopeful. With your continued trust and partnership, we will press on in our commitment to serve with compassion and excellence --- making a meaningful difference in the lives of our seniors.

CEO of Ling Kwang Home

Joshua Chegne

WHAT WE DO

Rehabilitation





Round-the-clock Nursing Care



Care & Counselling

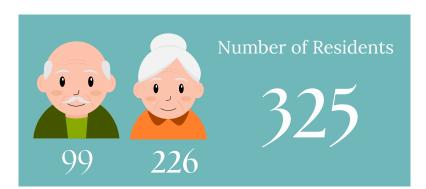


Medical Social Work



Integrated Home & Day Care

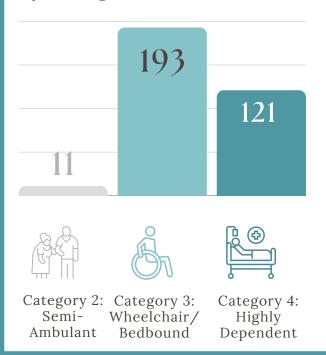
OUR BENEFICIARIES





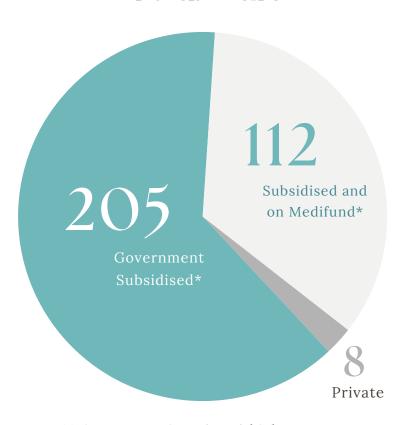
Residents Profile

Residents are admitted based on their care needs assessment and the lack of caregivers in the community. The Resident Assessment Form (RAF) assesses the functional state of the residents, Category 4 residents are those who require the highest level of clinical care.



106 years old
Oldest Resident

Financial Profile



*AIC Long Term Care Financial Schemes

Number of Residents who are single and/or without family support

47

MILESTONES



MARCH 1968

Start of Free Medical Clinic in Serangoon Gardens



DECEMBER 1983

Official Opening of Ling Kwang Home for Senior Citizens



MAY 1984

Start of our Day Care Centre



NOVEMBER 1992

Official Opening of Extension Block



DECEMBER 2003 / JANUARY 2004

Official Opening of Garden Wing



JANUARY 2013

Launch of Singapore Programme for Integrated Care for the Elderly (SPICE)



JULY 2017

Official Opening of our first Dementia Ward



MARCH 2018

Integrated Home and Day Care (IHDC) takes over SPICE programme



NOVEMBER 2024

Awarded Charity Transparency Award 2024

CORPORATE INFORMATION

Unique Entity Number

Date of Establishment 31 December 1983

Registered as a Society

12 February 2008 Reference No. ROS 2019/2008

Governing Instrument
Constitution

Auditors

P G Wee Partnership LLP

Registration as a Charity

1 March 2009

Institution of a Public Character ("IPC")

Reference Number IPC000453

Status: 1 February 2023 to 31 January 2026

Bankers

DBS Bank Ltd

Oversea-Chinese Banking Corporation Ltd

Standard Chartered Bank

United Overseas Bank Ltd

Registered Address

156 Serangoon Garden Way (556055)

EXECUTIVE COMMITEE



Honorary Chairman Elder Lam Kwok Chong



Honorary Vice-Chairman

Mr Ang Hong Woo, Albert



Joint Honorary Vice-Chairman & Honorary Treasurer Mr Toh Lai Yong, Lionel



Honorary Assistant Treasurer

Mr Yeo Chien Boon, Kelvin



Honorary Secretary

Mr Foo Thiam Fong,

Wellington



Honorary Assistant Secretary **Mr Kenny Khoo Ming Sang**



Executive Committee
Member
Mr Tan Chong Hoe



Executive Committee Member **Dr Tan Shuhui, Sara**



Executive Committee Member Mr Chua Chye Thuan, Jeffrey



Executive Committee
Member
Mr Cheum Chee Leong

SUB-COMMITTEE MEMBERS

Additions & Alterations Committee

Honorary Chairman

Elder Ang Eng Boon, Daniel Year of Appointment: 2014

Members

Mr Seow Hong Chiow Year of Appointment: 2014 Mr Chen Kian Khiong Year of Appointment: 2022

Audit Committee

Honorary Chairman

Mr Tan Chong Hoe Year of Appointment as:

Honorary Chairman: 2021, Member: 2017

Members

Mr Foo Thiam Fong, Wellington

Year of Appointment as:

Member: 2013, Honorary Chairman: 2017-2021

Mr Toh Lai Yong, Lionel Year of Appointment: 2021

Human Resources Committee

Honorary Chairman

Elder Lam Kwok Chong Year of Appointment as: Honorary Chairman: 2019, Member: 2011-2013, 2015

Members

Elder Ang Eng Boon, Daniel Year of Appointment as:

Member: 2011, Honorary Chairman: 2015-2019,

Mr Siew Heng Kwok Year of Appointment: 2019 Mr Toh Lai Yong, Lionel Year of Appointment: 2020

Investment Committee

Honorary Chairman

Mr Yeo Chien Boon, Kelvin Year of Appointment as:

Honorary Chairman: 2021, Member: 2019

Members

Elder Lam Kwok Chong Year of Appointment as:

Member: 2019, Honorary Chairman: 2019-2021

Mr Tan Yong Hui, Brian Year of Appointment: 2019

Medical & Services Committee

Honorary Chairman

Dr Tan Shuhui, Sara Year of Appointment as:

Honorary Chairman: 2021, Member: 2017

Members

Elder Chua Hung Choo Year of Appointment: 2019

Nominating Committee

Honorary Chairman

Elder Ang Eng Boon, Daniel Year of Appointment: 2021

Members

Elder Lam Kwok Chong Year of Appointment: 2021 Mr Ang Hong Woo, Albert Year of Appointment: 2021 Mr Foo Thiam Fong, Wellington Year of Appointment: 2021 Mr Toh Lai Yong, Lionel Year of Appointment: 2021

Financial Assistance Scheme (FAS) Committee (MOH Appointed)

Honorary Chairman

Mr Seow Kian Wee, Andrew Year of Appointment: 2023

Members

Dr Chin Yuh Bin

Year of Appointment: 2023

Ms Choo Bee Hong

Year of Appointment: 2023

Mr Foo Say Chiang

Year of Appointment: 2023 Mr Chua Chye Thuan, Jeffrey Year of Appointment: 2025

Facility Medifund Committee (MOH Appointed)

Honorary Chairman

Mr Seow Kian Wee, Andrew Year of Appointment as:

Honorary Chairman: 2023, Member: 2010

Members

Dr Chin Yuh Bin

Year of Appointment: 2010

Ms Choo Bee Hong

Year of Appointment: 2020

Mr Foo Say Chiang

Year of Appointment: 2023 Mr Chua Chye Thuan, Jeffrey Year of Appointment: 2025

PROFILES OF EXCO MEMBERS

Exco Member	Position(s) in ExCo and Year of Appointment	FY2024 /2025 ExCo Meeting Attenda nce*	Appointment(s) in Sub- Committees	Current/Most Recent Occupation(s) & appointment(s) in Other Charities
Elder Lam Kwok Chong	Hon. Chairman (2019 – Present) Hon. Vice-Chairman (2015 – 2019) Hon. Treasurer (2008 – 2012) ExCo Member (2008 – Present)	3/3	Human Resources Committee - Hon. Chairman (2019 - Present) - Member (2011-2013, 2015) Investment Committee - Member (2019 - Present) - Hon. Chairman (2019 - 2021) Nominating Committee - Member (2021 - Present)	Former Managing Director, Keppel Telecommunications and Transportation Ltd Honorary Director of Bishan Home for the Intellectually Disabled
Mr Ang Hong Woo, Albert	Hon. Vice-Chairman (2019 - Present) Hon. Secretary (1999 - 2019) ExCo Member (1983 - Present)	2/3	Nominating Committee - Member (2021 – Present)	Director Alberton Management Institute Chairman, Academic Board, STEi Institute Hon. Secretary, Singapore Council of Christian Churches Hon. Vice-Chairman, Bible-Presbyterian Welfare Services National Field Co-ordinator, The Gideons International, Singapore
Mr Toh Lai Yong, Lionel	Joint Hon. Vice- Chairman (2024 - Present) Hon. Treasurer (2021 - Present) ExCo Member (2019 - Present)	3/3	Audit Committee - Member (2021 – Present) Human Resources Committee - Member (2020 – Present) Nominating Committee - Member (2024 – Present)	Strategic Global Alliance Manager, ExxonMobil Asia Pacific Pte Ltd Chairman and Director, ExxonMobil Chemical Malaysia Sdn Bhd
Mr Yeo Chien Boon, Kelvin	Hon. Asst. Treasurer (2022 - Present) ExCo Member (2019 - Present)	3/3	Investment Committee - Hon. Chairman (2021 – Present) - Member (2019 – Present)	Managing Director, Bank of Singapore

Exco Member	Position(s) in ExCo and Year of Appointment	FY2024 /2025 ExCo Meeting Attenda nce*	Appointment(s) in Sub- Committees	Current/Most Recent Occupation(s) & appointment(s) in Other Charities
Mr Foo Thiam Fong, Wellington	Hon. Secretary (2019 – Present) Hon. Treasurer (2013 - 2016) ExCo Member (2013 – Present)	3/3	Audit Committee - Member (2013 – Present) - Hon. Chairman (2017-2021) Nominating Committee - Member (2021 – Present)	Retired from position of Chief Financial Officer/Group Company Secretary, UOL Group Limited
Mr Kenny Khoo Ming Sang	Hon. Asst. Secretary (2022 – Present) ExCo Member (2019 - Present)	3/3		Director, Ascentsia Law Corporation Session Member, Moriah Bible-Presbyterian Church
Mr Tan Chong Hoe	ExCo Member (2017 - Present) Hon. Treasurer (2017 - 2021)	3/3	Audit Committee - Hon. Chairman (2021 - Present) - Member (2017 - Present)	Commonwealth Bank of Australia
Dr Tan Shuhui, Sara	ExCo Member (2021 - Present)	3/3	Medical & Services Committee - Hon. Chairman (2021 - Present) - Member (2017 - Present)	Medical Doctor, National University Health System
Mr Chua Chye Thuan, Jeffrey	ExCo Member (2022 - Present)	2/3	Financial Assistance Scheme (FAS) Committee - Member (2025 - Present) Facility Medifund Committee - Member (2025 - Present)	Head of Mental Health Training and Community Outreach, HealthServe Ltd
Mr Cheum Chee Leong**	ExCo Member (2024 - Present)	1/3		Chief Information Officer, IHH Healthcare Bhd

^{*}There were 3 ExCo meetings in FY2024/2025

Acknowledgement

Ling Kwang Home expresses its sincere appreciation for the services and contributions of the following FY 2024/2025 outgoing ExCo and Sub-committee members:

- 1. ExCo Member: Mrs Angelina Tan-Chua
- 2. Medical & Services Committee Member: Assoc Professor Lee Kheng Hock

^{**}Mr Cheum Chee Leong was elected to the ExCo in July 2024.

MANAGEMENT TEAM





Office of CEO

Chief Financial Officer & Head of Technology Head, Corporate Affairs & Partnerships Director of Nursing Corporate Affairs & Kitchen Finance Human Nursing & Communications Clinical Care Resource Laundry Procurement Donor & Volunteer Cleaning Rehabilitation Care Information Technology Relations Maintenance IHDC & Day Care Additions & Alterations Customer Experience Security Centre Care and Counselling Store Social Work Transport



Chief Executive Officer

Mr Joshua Chegne How Poon

Appointed April 2021

Master of Business Administration, Master of Counselling, Bachelor of Economics, Graduate Diploma in Social Work, Chartered Accountant (Institute of Chartered Accountants of Singapore)

Past Key Appointments

Executive Director, SAVH COO, Life Community Services Society



Director Of Nursing

Ms Joyce Ng

Appointed July 2022

Master of Health Administration, Bachelor of Science (Nursing), Graduate Certificate in Wound, Ostomy and Continence Practice

Past Key Appointments

Senior Nurse Manager, The Salvation Army, Peacehaven Corps Officer (Pastor), The Salvation Army, Singapore



Chief Financial Officer and Head of Technology

Mr Hudson Teh

Appointed August 2013

Master of Business Administration (Finance), Bachelor of Science, Fellow of Chartered Institute of Management Accountants, Chartered Accountant (Institute of Chartered Accountants of Singapore)

Past Key Appointments

Financial Controller, Great Group Holdings Limited Director of Investor Relations and Group Accounts, Luzhou Bio-Chem Technology Limited



Head, Corporate Affairs & Partnerships

Ms Mary Khoo-Kwek

Appointed December 2018

Master of Gerontology, Bachelor of Laws (Honours)

Past Key Appointments

Deputy Director (Corporate Affairs), Raffles Medical Group Advocate & Solicitor, Singapore



Head, Operations Support

Mr James Lee

Appointed March 2021

Graduate Diploma in Business Administration, Diploma in Mechanical Engineering

Past Key Appointments

Operations Executive, SPD

Senior Operations Executive, Econ Healthcare Pte Ltd

GOVERNANCE STATEMENT

The LKH Executive Committee ("ExCo") of Ling Kwang Home for Senior Citizens ("LKH") is the governing body that provides strategic direction and oversight of LKH's programmes and objectives, and steers LKH towards fulfilling its vision and mission through good governance. The ExCo has put in place certain measures and practices to ensure good governance, including:

ExCo Composition

LKH recognises that having knowledgeable, and dedicated ExCo members with a broad complementarity of skill-set is essential to guide the Home towards its mission to serve the needy elderly in the community. LKH members are recommended by the Nominating Committee to stand for ExCo elections and re-elections based on their personal attributes, requisite skills, experience, competencies, knowledge and expertise.

In recognition of the principle in the Code of Governance for board renewal, LKH has actively sought to renew and refresh its ExCo composition whilst appreciating that those who have served extended terms bring with them a wealth of experience, deep institutional knowledge and understanding of the long-term care sector's complexities and evolving dynamics.

As part of its ongoing commitment to sound governance and leadership renewal, the ExCo has adopted a succession planning strategy to progressively refresh the composition of the ExCo by reducing the number of members who have served for 10 or more consecutive years. Since 2019, the proportion of ExCo members who have served less than a decade has increased from 55% to 70%. During this period, 2 new ExCo members were elected while 3 ExCo members who had served for the extended period retired. The progressive approach to stagger retirement is to ensure continuity and smooth transition of the ExCo leadership whilst ensuring a good mix of skills, expertise and experience. Outgoing ExCo members are also able to pass on their knowledge and experience to incoming members, thereby maintaining stability amid renewal. The reasons for retaining the following ExCo members who have served more than 10 consecutive years are set out as follows:

- Honorary Chairman Mr Lam Kwok Chong has served in both LKH ExCo and some of its sub-committees since 2008. Mr Lam has extensive corporate experience, having served in leadership capacity in large corporations and on the boards of both public and private companies as well as in voluntary welfare organisations. With strong commitment to the social service sector, and deep institutional knowledge of LKH, Mr Lam continues to play a pivotal role in shaping the organisation's strategic direction. His leadership remains instrumental not only in steering the long-term vision of LKH but also in guiding and mentoring newer members of the ExCo. As Chairman of the ExCo, Mr Lam continues to provide continuity, stability, and a depth of insight that are indispensable to the organisation's continued progress and impact.
- Honorary Vice-Chairman Mr Albert Ang is the Founder of Alberton Management Institute, a well-known training consultancy company. Mr Ang holds a Master of Science in Management and is a Certified Public Accountant, Chartered Secretary, a Member of The Governance Institute of Australia and a Fellow Chartered Financial Practitioner. His well-rounded experience through having been on the boards of many professional bodies and non-profit organisations, and in addition to his decades-long dedication to LKH has been crucial to sustain LKH. As part of the succession planning process, Mr Ang will be retiring at the upcoming Annual General Meeting.
- Honorary Secretary Mr Foo Thiam Fong, Wellington previously held the position of Chief Financial Officer/
 Group Company Secretary in a public listed corporation. He is a fellow of the Institute of Singapore
 Chartered Accountants and CPA Australia, and is an associate of both the Chartered Institute of Management
 Accountants and the Chartered Secretaries Institute of Singapore. His experience in senior management and
 finance, in addition to his committed service in various roles in LKH ExCo and sub-committees since 2013 is
 invaluable in steering LKH in the area of financial sustainability.

ExCo Evaluation: Periodic self-evaluation of its performance and effectiveness is conducted. ExCo members are invited to individually evaluate the ExCo's performance of its core responsibilities and effectiveness. Results are collated and reviewed by the Nominating Committee who then presents it to the ExCo.

GOVERNANCE STATEMENT

ExCo Committees ("Sub-committees"): The Sub-committees set out below are appointed and authorised by the ExCo for the proper management and administration or in furtherance of the objects of LKH. The purpose of each Sub-committee is set out in their respective Terms of Reference, and briefly described hereunder:

- 1. The Additions & Alterations ("A&A") Committee is authorised to make decisions and provide advice regarding LKH's A&A Project;
- 2. The Audit Committee assists the ExCo in providing independent review of LKH's financial reporting process and material internal controls;
- 3. The Human Resource ("HR") Committee oversees LKH's HR and talent management;
- 4. The Investment Committee oversees all investment activities at LKH;
- 5. The Medical & Services Committee provides oversight of LKH's programmes and services and also evaluate new services and programmes recommended by LKH's management;
- 6. The Nominating Committee is responsible for the general affairs relating ExCo composition and service tenure, recruitment and nominations of ExCo members, and taking the lead in ExCo evaluations and succession planning of Exco and CEO positions. The NC also conducts the CEO's performance evaluation.

Conflict of Interest: ExCo members do not receive remuneration as they serve on an honorary basis. Staff are also not involved in setting their own remuneration. The LKH Conflict of Interest Policy governs the procedures for ExCo members and staff to declare conflict of interest(s) on a regular and need-to-basis.

Human Resource Management: LKH does not have paid staff who are close family members of the CEO or ExCo members. Neither are there paid staff who also serves on the ExCo. Volunteers are recruited and managed by LKH's Community Engagement team who matches volunteers' interest and availability with the needs at LKH.

Financial Management & Internal Controls

- 1. LKH has in place documented procedures for financial matters including procurement procedures and controls, receipting, payment procedures and controls as well as delegation of authority and approval limits.
- 2. The Reserves Policy adopted by LKH can be referred to in the Notes to the Financial Statements. The purpose of LKH's reserves is to provide financial stability and to provide for the Additions and Alterations (A&A) project as well as to meet increases in operating expenses in the care for the well-being of residents and clients. The reserves ratio is 1.66 based on the accumulated funds against operating expenses in the financial year ended 31 March 2025.
- 3. More details about the restricted funds in the financial year ended 31 March 2025 can be referred to in the Financial Statements. Restricted funds received are utilised/or will be used according to the purpose that the funds were raised for. No fund-raising events were conducted in FY2024/2025. Fundraising in the following financial year to support LKH's work and service objectives include donor recruitment and renewal through appeal letters and crowdfunding. There is currently no fundraising event planned.

Privacy Policy

LKH respects the privacy and confidentiality of the personal data of clients, residents, volunteers, donors, sponsors, visitors and others whom the organisation interacts with in the course of providing its services. LKH is committed to implementing policies, practices and processes to safeguard the collection, use and disclosure of personal data, in compliance with the Singapore Personal Data Protection Act (PDPA) 2012. More information regarding LKH's Data Protection Policy on how personal data is collected, used, disclosed, processed and retained, may be found at https://lkhsc.org.sg/policies.

Whistle Blowing Policy

The Whistle Blowing Policy was developed in order that any possible impropriety in LKH can be reported, in good faith and without fear of reprisal. All LKH officers and employees along with volunteers and vendors are responsible to report any improprieties to the ExCo. This policy includes processes on the reporting of concerns of misconduct and how the report is handled. LKH does not tolerate harassment and retaliation of the whistle blower.

NURSE LEADERS



Director of Nursing Joyce Ng (3rd from right) with Nurse Managers (from left) Aeron Wong and Shana Teo, Senior Nurse Manager Chi Xiaohua, Nurse Clinician Alvin Lam, Nurse Manager Ivee Ng and Clinical Instructor Fong Pei Jiun.

MEDICAL AND ALLIED HEALTH TEAMS

Doctors (On Contract)

Dr Lim Shee Lai & Team

(from Lin Medicine & Surgery Pte Ltd)

Psychiatrist (On Contract)

Adj Prof Ko Soo Meng

Dr Low Bee Lee

Dental Team (Volunteers)

Dr Victor Lee

Dr Tan Sze Hwei

Dr Denise Deng

Dr Joey Lee

Dietician

On contract from Mount Alvernia Hospital

Podiatrist

On contract from Tan Tock Seng Hospital

Pharmacist

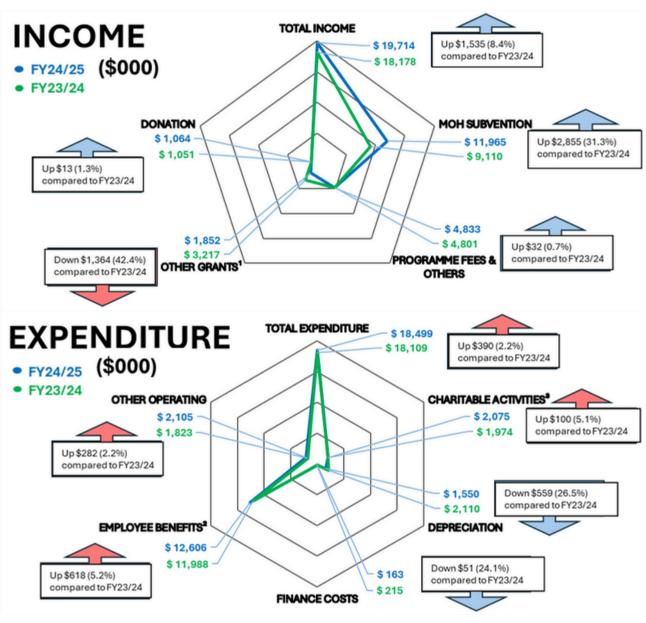
On contract from National Healthcare Group

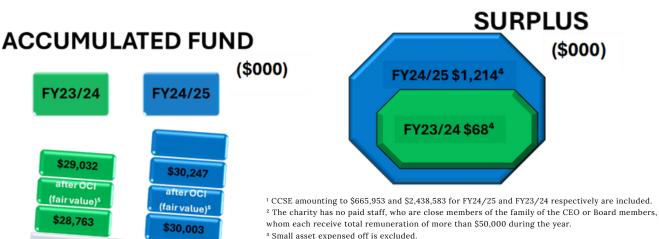
Pharmacy

Speech Therapist

On contract from Speech Therapy Works LLP (Low Ai Wei)

FINANCIAL HIGHLIGHTS





⁴ Surplus after Other Comprehensive Income (OCI): Fair Value loss on investment securities

⁵ Other Comprehensive Income (OCI): Fair Value loss on investment securities \$244,129 and \$269,709

1,240,334 and -60,300 for FY24/25 and FY23/24 respectively

for FY24/25 and FY23/24 respectively

ESG INITIATIVES



Environmental, Social, and Governance (ESG) Highlights

LKH is committed to ESG efforts. We align our initiatives with national and international standards and reinforce our dedication to environmental sustainability.

Key Social Measures

LKH recognises the importance of an inclusive, happy and motivated workforce and prioritises key social measures to support our staff's well-being and development, fostering a positive work environment and promoting staff satisfaction.









Employees with special needs or disabilities

Key Governance Measures

LKH is committed to transparency and accountability through good governance, upholding the highest standards of integrity and trust.

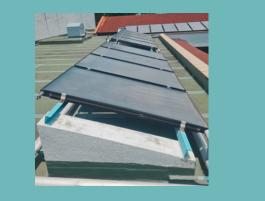
100% Compliance with the Code of Governance Cases of corruption or fraud

2024
Charity Transparency Award

ESG INITIATIVES

Key Environmental Measures

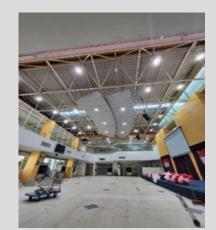
At LKH, we believe that a healthy environment is essential to the well-being of our residents, staff, and the community. Our nursing home is designed to minimise its ecological footprint, with sustainable practices and eco-friendly features that promote a healthier planet.



Solar flat plate collectors for our hot water system at Main Block

 $\begin{array}{c} 3-4 \\ \text{tonnes of CO}_2 \\ \text{reduction} \end{array}$

Solar energy converted into usable heat





Solar Lights



Recycle Bins

70%
Water Heating
Efficiency

Motion sensing lights at staircases



The plans of have for you, declares the ford, plans to prosper you and not to harm you, plans to give you hope and a future."

Deremiah 29:11

Wall Mural painted by volunteers at the Level 3 Resident's ward

ADDITIONS & ALTERATIONS (A&A) PROJECT HIGHLIGHTS





Nurses' Station with open concept for better supervision and responses to residents' needs



Male Dementia Ward



Bathrooms with dementia-friendly features



Newly transformed residents room

What's to come



Integrated centre for Senior Daycare and Rehabilitation services



Canopy at pick up/drop-off point to shelter from rain and shine



Revamped dining hall for staff & visitors

NEW CARE MODEL

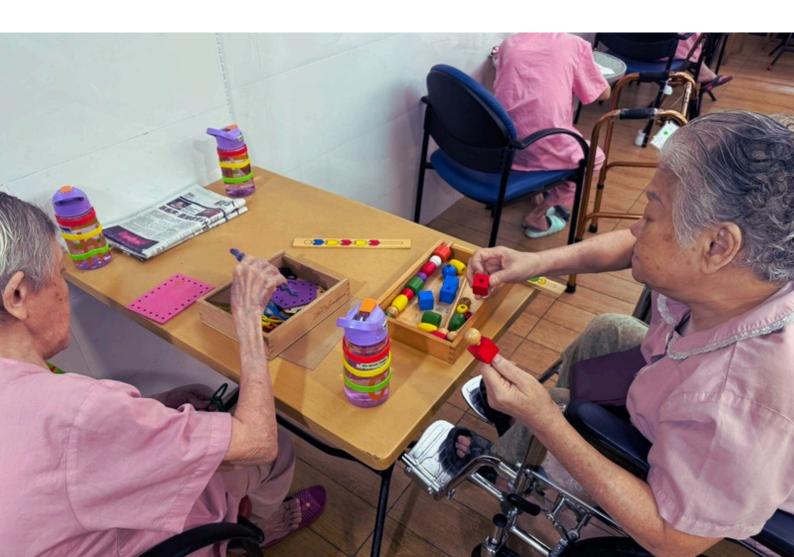
Vision for Change

"To stay relevant for today's and future seniors with dementia, we must transform the way we deliver care. Our goal is to add life to years by preserving dignity and autonomy through an individualised, person-centered approach.

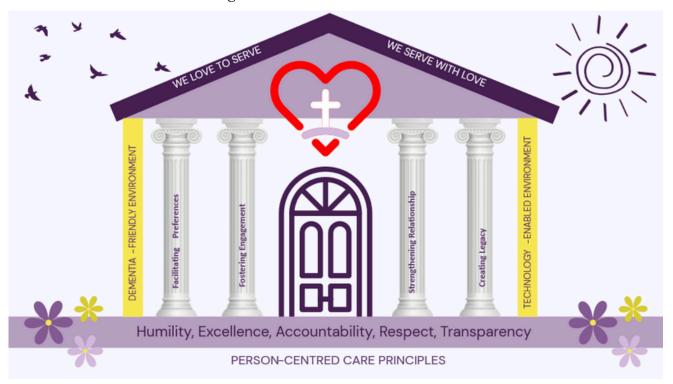
To achieve this, we are building capacity and expertise in dementia care while fostering a culture rooted in humanistic values—Joy, Autonomy, Connectedness, Security, Meaning, Identity, and Growth.

"We envision a Ling Kwang Home where dementia is well understood, and persons living with dementia receive the highest standard of care, supported by technology, empowering them to live fulfilling and meaningful lives." — Director of Nursing, Joyce Ng.

This vision drives the development of our LKH New Care Model, created in collaboration with our nursing leaders.



The New Care Model, illustrated by the diagram below, was launched in November 2024, starting first at Level 1 Dementia Ward. This model of care will be introduced progressively to the other wards in the coming months.



Our care approach are built on four key pillars:

- (i) Facilitating Preferences: Focuses on the individual needs, interests, likes, dislikes, preferences, and goals. Understand what matters most to the residents. Involves actively listening to them and respecting their choices.
- (ii) Fostering Engagement: Involves creating opportunities for the residents to participate in meaningful activities, social interactions, and personal growth experiences.
- (iii) Strengthening Relationships: Involves fostering meaningful and strong social connections to meet resident's emotional and psychological needs.
- (iv) Creating Legacy: Includes honouring and providing opportunities for residents to share their life experiences, values, and contributions in meaningful ways such as creating a Life Story Book.

Facilitating Preferences

Upon admission, resident and family members are asked to fill up the Interest and Hobbies Checklist and bring a family or favourite photo. This allows the staff to get to know the individual and preserve his/her identity to provide personalised care and support. Activities and programmes are organised daily based on residents' interests.













Fostering Engagement

Residents are actively engaged in meaningful activities throughout the day. A reward system* using "POSB Bank book" and SG specimen currency is introduced to encourage participation. Residents are engaged in daily routines such as collecting dishes, newspapers, and making tea to enhance their physical and mental wellness.











*The creation of the POSB Bank counter, bank passbook and Singapore specimen currency is solely to aid in the therapy of our residents, evoke positive memories and enhance their well-being. They are not intended for commercial and legal tender purposes.

Strengthening Relationships

Residents' family members receive the Monthly Special Programme and Activities Schedule for the ward and are encouraged to join LKH WhatsApp Channel to receive updates. They are also invited to join the activities and special events such as birthday celebrations and Dongzhi rice ball making sessions to encourage them to spend quality time with loved ones and create memories.









Creating Legacy

Life Story/Memory Books were created for 12 residents. It is an ongoing process to collect memories of their younger days and life in LKH. We share the stories of 2 residents below:

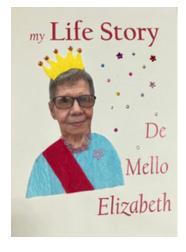
Mdm Tay

For Mdm Tay, we created the Life Story Book in Chinese as she speaks Mandarin. She is still able to recall and share her life events and relationships with different people. She shared a close relationship with her husband & friends.



Mdm De Mello

The idea for this cover comes from the information shared by Mdm De Mello's family, as she was a forever symbol of infinity for the late Queen Elizabeth. The team also sought to capture the words, tone, and expressions used by family members when they speak about residents such as, 'always galavanting'.







NURSING: KAIZEN PROJECTS

Implementation of KAIZEN in Clinical Department

Kaizen is a Japanese philosophy that fosters a culture of continuous improvement by encouraging ongoing enhancement and refinement across all aspects of an organisation's operations. In July 2024, the Clinical Department introduced Kaizen to drive continuous improvement, providing staff with comprehensive training.



Since its implementation, 43 initiatives have been successfully completed, contributed by all the teams in the Nursing department. Additionally, 18 Kaizen projects have been identified for SPREAD across all wards to maximise their impact.



To further cultivate enthusiasm for Kaizen within the department, a competition was organised, inspiring staff to actively engage in the continuous improvement process.

The Top 3 Kaizens Projects are:

Project Title: Fall Prevention Brochure for Fall Prevention Education **Project Team Member(s)**: Chi Xiaohua, Abegail Tamang, Lim Mei Fung, Medina Jackielyn Torres, Nursing and Corporate Affairs and Partnerships Departments **Action:** A fall prevention brochure was introduced as an educational tool. The brochure aims to raise awareness about fall prevention and provide practical tips and resources to minimize fall risks.

Benefits: Improved safety, quality, and efficiency, resulting in fewer falls, hospitalizations, and medical costs, and allowing staff to focus on high-quality care.



1

Project Title: Resident's Water Intake Monitoring

Project Team Member(s): Moh Moh Zar Kyi, Moe Zin Oo,

Nant Nwe Nwe Aye, EBL3

Action: A color-coded rubber band system on water bottles for staff to track residents' daily water intake. Staff to place all three bands at the top of the bottle each day. After completion of each serving of water, staff removes one band. At the end of the day, an empty bottle with the green band signals success with consumption of at least 1.5L of water.

Benefits: Increasing water intake reduce risks of UTI and dehydration.





Project Title: Organise the Sluice Room

Project Team Member(s): Infection Prevention and Control Committee,

Nursing

Action: Using 6S to standardize the sluice room layout in accordance with

infection prevention and control (IPC) guidelines, across all wards.

Benefits: Improved compliance with infection control standards and enhanced organisation of the sluice room for better efficiency and safety.

Before



- One mop bucket for general and infectious mopping.
- Mop head touched the floor

After



- · Color-coded mops, mop buckets and cleaning clothes.
- Mops are properly hung with the mop heads kept off the floor.
- Only infectious cleaning tools are stored in the sluice room.

Before



Metal cupboard is rusty and dirty



Overstocking of cleaning solutions

After



- Replaced rusty metal cupboard with a plastic cupboard.
- Standardised charts pasted in sluice room

NURSING: PANDEMIC DRILL

Pandemic Tabletop and Drill

In an effort to enhance our preparedness and response to potential pandemic situations, we have conducted a pandemic tabletop exercise at the end of February 2025, followed by a full-scale pandemic drill in early March 2025. By simulating a pandemic, we were able to identify strengths and areas for improvement in our pandemic preparedness. It also fostered better communication and coordination among staff, ensuring that everyone is well-prepared to handle a real pandemic situation effectively.













A COMMUNITY WITHIN OUR HOME

We believe that connection is vital to well-being. At LKH, we've created a vibrant, familiar atmosphere by bringing the community into the home. From "La Kopi" cosy corner reminiscent of local coffee shops to festive Chinese New Year market, we offer spaces and events that spark memories. These initiatives, along with amenities such as "Casino", "Bank", "Provision Shop", "Hawker Food Delivery" and "Spa Salon" help residents feel valued, engaged, and connected to the world beyond the nursing home walls.













REHABILITATION

Enhancing Lives at LKH: A Holistic Approach to Care

New Treatment Materials

The Kybun Mat

The technology behind the Kybun mat helps our ambulatory residents improve standing balance and muscle strength. The mat's rebound effect causes the muscles to tense and relax reciprocally, exercising the muscles in residents' feet, legs, and trunk.





Additional Parallel Bars

Investing in additional rehabilitation equipment is crucial for expanding our rehabilitation capacity. We have been able to improve team efficiency and streamline our operations.



REHABILITATION

Therapeutic Interventions - Sensory Stimulation

Through careful observation, we discovered that sensory regulation plays a vital role in helping residents manage their emotions and engage with their surroundings. This understanding informs our therapeutic interventions, which include Doll Therapy, Pet Therapy, Paro, Sensory Board, Virtual Interactive System, and Fidget Apron.













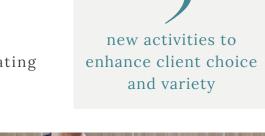
IHDC & DAYCARE

In the past year, our Integrated Home & Day Care (IHDC) Centre has strengthened its commitment to Person-Centered Care by providing clients with greater autonomy in choosing activities that align with their personal interests. This approach fosters engagement, enhances well-being, and encourages social interactions in a comfortable and familiar environment.

Person-Centred Activities & Engagement

Clients are empowered to decide how they spend their leisure time. Some of the key activities include:

- Reading & Puzzles Clients can enjoy their favourite books or engage in mentally stimulating puzzles.
- Arts & Crafts Painting, printing with textured cutouts, and other creative activities help clients express themselves.







1 Clients actively participating in person-centered leisure activities weekly

IHDC & DAYCARE







• Individualised Engagement for those who prefer quieter pastimes.



 Social Gatherings - Clients can form their social circles, bonding over coffee, Rummikub, or shared conversations.

Future Plans

- Expanded Activity Stations
- Collaborative Social Groups
- Technology Integration
- Community Partnerships

100%
engagement levels based on feedback and observations

CARE & COUNSELLING: PARTNERSHIP IN CARE

Care and counselling is a vital lifeline for our seniors, providing emotional, social, and spiritual support. We've seen firsthand the transformative impact of these services, as many seniors overcome their challenges and to find renewed hope and strength.

Pastoral care is rooted in serving with compassion and empathy, reflecting Christ's love. Our Care and Counselling programme is built on this foundation, offering a range of services that include prayer, befriending, counselling, and mentoring.





8 efrienders

MEDICAL AND SOCIAL WORK

Admission to a long-term care institution is a significant event. Our Medical Social Workers (MSWs) work with the Care team to develop a Personalised Care Plan (PCP) for each resident.

MSWs support residents and families with emotional, psychological, financial, and carerelated challenges. They facilitate applications for financial schemes and assistance programs, ensuring a smooth process. Similarly, during discharge, MSWs ensure a seamless transition, preparing residents and families for caregiver training and arrangements.



MSWs also work together with our Nursing team to conduct the Preferred Plan of Care (PPC) which involves future care preferences that hopes to honour and fulfil our resident's wishes at the eventual end-of-life stage.

We are proud to share that a key milestone for the MSW department in FY2024/2025 was working with our Nursing and Rehabilitation colleagues in implementing the New Care Model in Level 1 Dementia Ward.

IT & AUTOMATION STRATEGY

Our IT Innovation & Automation strategy integrates cutting-edge technologies, innovative solutions, and workflow automation to enhance Nursing, Operations, and Backend Support.

Major Achievements and Milestones

• Lidar Fall Prevention Alert System (August 2024): Piloted SoundEye, a real-time fall detection system, to enhance resident safety.

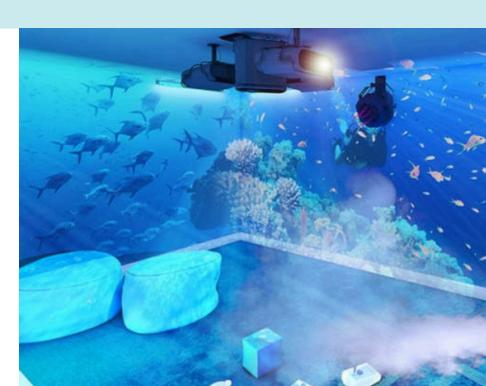




- Server Refresh (March-November 2024): Upgraded server technology to improve efficiency, security, and care delivery.
- AIC InterRAI Onboarding (January 2025): Integrated a system to streamline resident assessments, enabling personalised care plans.

Planned Project for 2025:

The Immersive Room, where Residents will get to enjoy a therapeutic space with immersive displays for sensory stimulation, cognitive engagement, and social interaction.



A Journey of Compassion and Care at LKH

At Ling Kwang Home (LKH), a remarkable journey of compassion and care unfolded for Mdm Tan, who had been living with advanced Alzheimer's for years. After spending time at Dover Park Hospice, where she required a soft diet and was weak, Mdm Tan was transferred to LKH. Against expectations, she began to regain her strength over ten months, gradually transitioning to solid food with the gentle encouragement of the staff and the comfort of her loved ones. She even developed a fondness for the Home's meals and occasionally enjoyed treats like hawker food and McDonald's apple pie and ice cream from the nearby Chong Boon Market & Food Centre.

Beyond physical recovery, Mdm Tan's transformation was profound. The Home's spacious grounds, aviary, and chickens gave her a sense of freedom and normalcy. She often described the place as "bright bright," reflecting the warmth and vibrancy of her surroundings. The LKH team played a vital role in her recovery, with every staff member contributing to her well-being – from the social worker who introduced her to the nearby park to the in-house dentist and pastor. The Day Centre, led by its energetic and cheerful manager, was a highlight of her day.

This is the essence of LKH
– a true home where
residents can rediscover
joy, comfort, and dignity,
even in the most
challenging times. More
than just a care facility,
LKH strives to be a place
where lives are enriched by
compassion, care, and
community.



LKH STORIES OF HOPE

A Blessing in Disguise: Mdm Tan (IHDC Client)

Ms Lim's search for the right care for her mother, Mdm Tan, was a daunting task. After Mdm Tan was diagnosed with moderate dementia, Ms Lim turned to LKH's IHDC, despite initial reservations about the center's Chinese-sounding name. However, she was pleasantly surprised by the open and bright spaces, and the staff's patient and holistic approach to care.

With the help of rehabilitation therapists, Mdm Tan regained her strength and confidence, and eventually learned to walk again with the aid of a walking frame.



But what truly transformed Mdm Tan's life was the attention to her spiritual needs. She began attending Friday devotion sessions and enjoyed familiar hymns, which brought her comfort and joy. As she mingled with others and regained her energy, Mdm Tan's appetite returned, and her overall well-being improved. What initially seemed like a setback became a journey of hope and recovery, where Mdm Tan's body, mind, and spirit thrived once more.

A Heartfelt Thank You to Ling Kwang Home

When my mother first moved in, she struggled to adjust to her new surroundings and often expressed a desire to return home. However, our family was unable to provide the necessary care at home.

Despite initial difficulties, the staff and caregivers at Ling Kwang Home have shown remarkable compassion, kindness, and dedication in their tireless efforts to provide personalised care.

I am particularly grateful to Pastor Ang, who recognised my mother's struggles with depression and arranged for counselling sessions. These sessions have been instrumental in soothing her emotions and improving her mental well-being.

Thank you to each and every staff member at Ling Kwang Home. Your selflessness and kindness have not gone unnoticed, and we are forever grateful.

> ~ Mr Ng Teck Pheng Son of Resident Mdm Lim



屈指一算,我妈妈Lim Yew Tee于2013年1月26日,住进 护士照顾老人,特别是为老人 灵光爱老院,不知不觉已经两 家清理排泄物,换尿布,包括 年多了!

惯,心中一直想回家,我想这 是每个住进来的老人,普遍心 值得一提的是,当我妈在住院 态!身为儿女的,基于重重因 素,无法在家照顾,才让她住 爱老院;每星期家人轮流探访 她,带她去附近小贩中心,或 咖啡店享用午餐,安慰她,让 她的情绪,得以稳定下来. 经过两年多的爱老院定时探 访,我发觉这里的职员与护

士,亲切有爱心,我亲眼目睹 喂食,个人物理治疗等,都尽 刚开始住院时,她觉得很不习 心尽力付出,毫无怨言,让我 留下深刻印象. 期间、情绪低落、脸上没有笑 容,洪牧师发觉后,特别安排

辅导员开导,经过多次的辅导 后,妈妈的情绪得以安抚. 最后,庆幸妈妈能够住在灵光 爱老院,员工们的关心照顾与 安慰,衷心的的感谢"灵光爱 老院所有的员工们"!

Lim Yew Tee的儿子黄德平

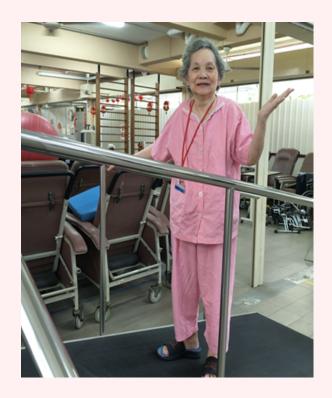
LKH STORIES OF HOPE

Regaining Confidence: Mdm Tay

When Mdm Tay was admitted to LKH, she had difficulty keeping her balance and could only engage in a moderate amount of physical activity. However, she expressed a strong desire to maintain independence in her daily routines.

To promote Mdm Tay's independence and encourage active participation, our Physiotherapist implemented a treatment plan that incorporated the use of obstacles, stairs and the Kybun mat.

After six months, Mdm Tay demonstrated improved activity tolerance, coordination, and balance. These improvements have contributed to a reduction in her fall risk, increased activity participation, and increased confidence in performing her daily routines.



Example of Determination: Mr Chee

Mr Chee was admitted to LKH with a few medical conditions requiring the use of nasogastric tube (NGT). Despite initial mood swings and behavioural challenges, Mr Chee demonstrated remarkable motivation and diligently followed a swallowing exercise programme developed by his Speech Therapist and consistently practiced with our Senior Occupational Therapist three times a week.

After three months of dedicated effort, Mr Chee progressed to a diet of easy-to-chew solids and thin fluids allowing him to be NGT-free. Mr Chee has shown a significant improvement in his mood, and motivation to pursue his interest in drawing.



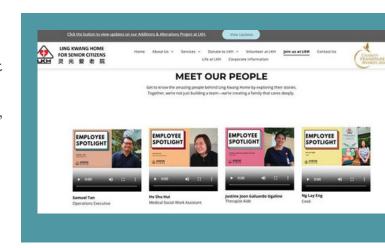
IKH FAMILY: STAFF ENGAGEMENT AND DEVELOPMENT

At LKHSC, our employees are at the heart of everything we do. In 2024, our Human Resource initiatives leveraged digital innovation and strategic engagement to attract talent, streamline recruitment processes, enhance onboarding experiences, and strengthen retention strategies.

Key HR Initiatives and Achievements

Enhancing Our Online Presence to Attract Talent

The LKH Careers Webpage was launched with the branding tagline "Together, We Make a Difference" We promoted LKH brand online through staff advocacy, achieving a Glassdoor rating above 4 based on positive employee reviews.



Optimising Recruitment Processes

- We analysed and reviewed our recruitment workflow, implementing digital enhancements and optimising processes.
- Job Applications were fully digitised, improving efficiency and candidate experience.

Driving Performance Excellence

- The new Performance Appraisal System was inducted and successfully launched in December 2024, providing a backbone for a structured and transparent evaluation framework.
- Introduction of Values-Based Performance metrics: Performance assessments now integrate clear behavioural expectations tailored to different job levels, fostering consistency and professional growth.

As we move forward, we remain dedicated to fostering a workplace where every employee feels valued, engaged, and empowered to contribute to our collective success.

Together, we make a difference.

LKH FAMILY: STAFF ENGAGEMENT

Staff Appreciation Meal



Nurses and Staff Day









LKH FAMILY: STAFF ENGAGEMENT

Management Retreat





Racial Harmony Day







VOLUNTEERS IN ACTION

Volunteers embody the spirit of giving and selflessness, bringing joy, compassion, and meaningful connections to our residents. We are grateful and honoured to have them as part of our Ling Kwang Home family. We share some highlights of volunteer activities in the past year.



Resident Outings





VOLUNTEERS IN ACTION

National Servicemen Serving the Community







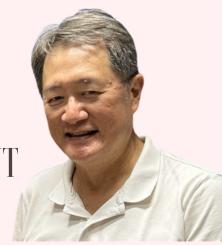




Building Intergenerational Bonds



If you are looking for volunteering opportunities at Ling Kwang Home, please contact our Community Engagement team at lkhvolunteer@lkhsc.org.sg to share about your interest and availability.



Dr Victor Lee, Volunteer Dentist & Volunteer Dental Team Lead Ling Kwang Home for Senior Citizens

For four decades, one remarkable dentist has been bringing joy, comfort, and essential oral healthcare to LKH residents. In a selfless commitment that spans generations, Dr Victor Lee has volunteered his time and expertise to provide dental care to those who need it most.

In this heartfelt interview, Dr Lee shares his inspiring story, revealing the rewards and challenges of his long-term volunteer work, and the lessons he's learned along the way.

LKH: Good afternoon, Dr Lee! Thank you for taking the time to chat with us today. I was reading an article about you in one of Ling Kwang Home's old annual reports and started counting...so you have been with Ling Kwang Home for 39 years!

Dr Victor Lee: Haha yes. How time flies!

LKH: I think one of the biggest questions is what kept you going for so long?

Dr Victor Lee: I guess to me, it's like a way of life. Once you get into the routine, then it becomes very natural. I always tell the other volunteers that it is not about giving up a lot of time. You just have to be regular.

I come once a week on Thursday mornings and I spend maybe two hours here. Every week takes up very little of my time. But at the end, it adds up. I feel that if it becomes a way of life, eventually it becomes sustainable.

We have no problem getting younger volunteer [dentists] to come ad-hoc, for a particular event or task. But when it becomes a long-term commitment, it becomes very hard to keep them.

For me, when I first started, I see this as a long-term thing. It's part of my career, part of my life. It's a way of giving back.

LKH: How did you start your journey here in Ling Kwang Home?

Dr Victor Lee: At first, I was also inspired by Reverend Quek when he started Ling Kwang Mission and persevered to build this Home for the aged. When they started this Home, I was a university student. I saw the Home being built up. This place was just an empty field. The moment I graduated, I said, I want to be a part of it.

As I work with the elderlies here, I realise that eating is a very important part of their lives, as with ours. Our residents are given 4 meals a day and are always looking forward to the next meal. I hope to take care of their teeth so they can enjoy their food better.

LKH: How has things changed since the very first day?

Dr Victor Lee: When the Home first started it was a more family-run place. It was an outreach out of Zion Bible-Presbyterian Church. It was small, but it slowly extended to what it is today. At the beginning it was run by Rev Quek and Mrs Quek so everything was more informal. But as the Home grew, things became more regulated, more official, and a lot more corporate.

Another main change is also the greater support from the government. In that sense, we have more resources and things have become much better.

LKH: Is there anything you would like to say to younger dentists who are interested in volunteering?

Dr Victor Lee: I guess, volunteering is not about giving up a lot of time. It is about being regular and making it a way of life. Many young dentists tell me- wait till I get my MDS, or until I get married, or until my private practice is more stable- it never ends! Just set aside a little of your time, even if it is once a month or once in 3 months, it doesn't matter. Just start now.





Ling Kwang Home depends entirely on volunteer dentists and dental assistants to run the clinic. We're always looking for more volunteers to join our team! Whether it is a special skill or talent that you wish to offer, or just a willingness to help, we would love to hear from you!

ACKNOWLEDGEMENTS

Ling Kwang Home wishes to thank all individual and corporate donors, as well as volunteers for your unwavering support and contributions. Your heart and concern for the well-being of our residents, clients and staff have been warmly felt and gladly recieved.

We thank you all for blessing the Home but sincerely apologise that due to space constraints in this publication, we are unable to publish the names of every donor and volunteer.

29J Boys' Brigade - Mayflower Pri School

ACES Care

ADDP Architects LLP

Alicia And Team

Amarjit Singh

AMCO

AMD

Annie Heng Group

Aw Kah Wai

Camford International Collage

Carpe Diem M1 Preschool

CFAM Pte Ltd

Chai Richard

Chair Zumba

Chew How Teck Foundation

Chinese Development Assistance Council - CDAC

Cundhi Temple / Late Sek Weng Kong

Cycle Without Age Singapore - CWAS

Dieu Dao Wei Derek

Fong Koon Yan

Gan Kar Kay

Global Foundary

Good Heart - Singing Clique

Hazcon Enterprises Pte Ltd

Hope World Wide Singapore

Huang Jin

Jubilee Presbyterian Church

Karen Teo

Kenneth Tan Boon Beng

Kum Yan Methodist Church

L.I.F.E.

Lao Chun Yuan Hougang Zhong Yuan Hui

Lee Foundation

Loh Kim Hock

Marie Stella P Cruz

My First Skool

NUS High School

Outing Clique

Paya Lebar Chinese Methodist Church

Punggol Park Group

Red Pencils

SASC

Serangoon Garden Secondary School

St Francis Xavier Church

Tan Soo Yuen Joyce

The Boys' Brigade Care

The Esplanade Co Ltd - Community Engagement

The late Juliet Heng family

TMC

Weng Ao Tian

Westlake Hairdressing and Beauty Centre

Wharton Preschool

Wong Zhi Ren

Yeung Ching Scout Open Group

Zion Serangoon B-P Church

SUPPORT OUR WORK WITH YOUR GIVING!

Since our very beginnings, the mission of LKH has been motivated by compassion, service and mercy to provide holistic care and support to the elderly of all backgrounds. We invite you to join us in our work with your donations. Your generous and kind support keeps us going and help us defray our operational costs of running our programmes and services.

Cheque*

Issue your crossed cheque to "Ling Kwang Home for Senior Citizens"

PayNow*

UEN T08SS0070FDBS or scan QR Code on this page Enter "Donor" followed by NRIC/FIN/UEN in the reference box (eg. "Donor S1234567A").

Internet Bank Transfer*
Email finance@lkhsc.org.sg for our bank details



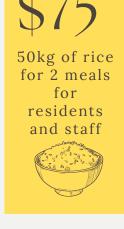
*Kindly enter "Donor" in the reference box.

For donations via PayNow please enter the following in the reference box: (eg. "Donor S1234567A").

*All donations to Ling Kwang Home are eligible for Income Tax deduction of 2.5 times the amount donated. As an example, this means that for every \$50 you give, \$125 will be deducted from your taxable income! Kindly provide your name and NRIC/ FIN/ UEN details and request for tax-deductible receipt.

How can your dollar help?











NOTES

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