LIONS BEFRIENDERS

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THE FRIENDSHIP & LOVE ISSUE

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Chairman's Message

主席致辞 | Amanat Pengerusi | தலைவரின் செய்தி

Dear Friends.

It's my honour and privilege to be serving as Lions Befrienders Service Association (LBSA) Chairman for 2023-2024.

Elderly Care in our multi-racial, sophisticated society has evolved and developed into multiple dimensions of our socio-economic spectrum.

Greater demands on our staff and volunteers are needed to provide holistic attention to our seniors spread across our 10 Active Ageing Centres (AACs). LBSA is also providing Community Case Management Service (CCMS) in Tampines and Clementi/Queenstown and Senior Group Home (SGH) at Mei Ling and Tampines. We are also working very closely with Agency for Integrated Care (AIC) to provide Home Personal Care (HPC) and Communities of Care (CoC) services.

In addition, LBSA has engaged modern advanced Information Technology, Mobile Network, Robotics and Artificial Intelligence to assist in our Eldercare and Befriending operations.

I look forward to your support as we come together in "Connecting Seniors, Enriching Lives".

Wishing everyone a healthy, safe and happy Year Of The Dragon.

Lion Alex Lim Chairman

Rakan-rakan yang dihormati sekalian,

la adalah penghormatan terunggul untuk saya berkhidmat sebagai Pengerusi Persatuan Perkhidmatan Lions Befrienders (LBSA) untuk penggal 2023-2024 ini.

Penjagaan warga emas dalam masyarakat kita yang berbilang bangsa dan moden telah berevolusi dan berkembang menjadi berbilang dimensi dalam spektrum sosio-ekonomi kita.

Permintaan yang lebih tinggi terhadap kakitangan dan sukarelawan kita amat diperlukan untuk memberikan perhatian yang holistik kepada warga emas kita yang menetap di 10 pusat penuaan aktif (AACs). LBSA juga menyediakan Khidmat Pengurusan Kes Masyarakat (CCMS) di Tampines dan Clementi / Queenstown dan Rumah Kelompok Warga Emas (SGH) di Mei Ling dan Tampines. Kami juga sedang bekerja rapat dengan Agensi Penjagaan Bersepadu (AIC) untuk menyediakan Khidmat Penjagaan Peribadi di Rumah (HPC) dan Khidmat Penjagaan Masyarakat (CoC).

Di samping itu, LBSA telah menggunakan teknologi maklumat yang canggih, rangkaian mudah alih, robotik dan kecerdasan buatan untuk membantu dalam operasi Penjagaan Warga Emas dan Pendamping kami. Saya mengalu-alukan sokongan padu anda dalam "menghubungkan warga emas, memperkaya kehidupan".

Dengan ini, saya mengucapkan Selamat Tahun Naga kepada semua.

Lion Alex Lim Pengerusi 亲爱的朋友们,

能在2023/2024年度担任狮子乐龄之友协会(狮协)的主席,是我的荣幸。

随着社会的发展和年代的推进,对年长者的关怀体系也演变成多个维度。

为了能在狮协旗下10间活跃乐龄中心对年长者提供全面性的照料, 狮协的员工和义工们除了需要投入更多的精力, 服务的框架也有所转变和改进。例如, 狮协在淡滨尼和金文泰 / 女皇镇提供社区个案关怀与辅导计划 (Community Case Management Service), 在美玲和淡滨尼设立了乐龄群体住家 (Senior Group Home)。与此同时, 狮协也与护联中心 (Agency for Integrated Care) 紧密合作, 提供个人居家护理 (Home Personal Care) 和社区关怀计划 (Community Of Care)。

狮协也与时并进,完善的利用先进科技、移动网络、机器人技术和人工智能,为我们的年长者提供优化的服务。

至此,我希望能获得您全面的支持,让我们与长辈们携手踏上这段旅程,共创出更精彩和丰富的多彩人生。

祝大家龙年幸福,安康。

林喜明 狮友, 主席

அன்பார்ந்த நண்பர்களே,

2023-2024 ஆம் ஆண்டுக்கான லயன்ஸ் பிஃபிரண்டர்ஸ் சேவை சங்கம் (Lions Befrienders Service Association) கூட்டத் தலைவராக பணியாற்றுவது எனது கவுரவம், மற்றும் பாக்கியம்.

நமது பல இன, நுணுக்கமான சமுதாயத்தில் முதியோர் நலன் பராமரிப்பு என்பது மேம்பட்டு, நமது சமூக பொருளாதார அலைக்கற்றையின் பல பரிமாணங்களாகப் பரிணமித்து வளர்ந்துள்ளது.

நமது 10 துடிப்பான முதுமையடைதல் நிலையங்களில் (Active Ageing Centres) உள்ள முதியோர்களுக்கு முழுமையான கவனத்தையும் ஆதரவையும் வழங்க, மேலும் ஊழியர்களும் தொண்டூழியர்களும் தேவைப்படுகின்றனர்.

லயன்ஸ் பிஃபிரண்டர்ஸ் சேவை சங்கம் தெம்பனிஸ் மற்றும் கிளமெண்டி / குவீன்ஸ்டவுன் வட்டாரங்களில் சமூக வழக்கு மேலாண்மை சேவையையும் (Community Case Management Service), மெய் லிங் மற்றும் தெம்பனிஸ் வட்டாரங்களில் மூத்தோர் குழு இல்லம் (Senior Group Home) சேவையயும் வழங்குகிறது. அதோடு, வீடுகளில் தனிப்பட்ட பராமரிப்பு (Home Personal Care) மற்றும் பராமரிப்பு சமூகங்கள் (Communities of Care) சேவைகளை வழங்க ஒருங்கிணைந்த பராமரிப்பு நிறுவனத்துடன் (Agency for Integrated Care) நாம் மிகவும் நெருக்கமாக பணியாற்றி வருகிறோம்.

மேலும், நம்முடைய முதியோர் நலன் பராமரிப்பு திட்டத்திற்கும் (Eldercare) முதியோர் நட்புறவு திட்டத்திற்கும் (Befriending) துணையாக இருக்க, லயன்ஸ் பிஃபிரண்டர்ஸ் சேவை சங்கம் தகவல் தொழில்நுட்பம், கைப்பேசிக் கட்டமைப்பு, இயந்திரவியல் மற்றும் செயற்கை நுண்ணறிவு ஆகியவற்றை ஈடுபடுத்தியுள்ளது.

நாம் அனைவரும் "மூத்தோரை இணைத்தல், வாழ்க்கையை வளுப்படுத்துதல்" என்னும் முயற்சியில் ஒன்றுசேர, உங்களுடைய ஆதரவைப் பெரிதும் விரும்பி எதிர்பார்க்கிறேன்.

இந்த ஆண்டு அனைவருக்கும் ஆரோக்கியமாக, பாதுகாப்பாக மற்றும் மகிழ்ச்சியாக அமைய எனது மனமார்ந்த வாழ்த்துக்கள்.

லயன் அலெக்ஸ் லிம்

கூட்டத்தலைவர்

Active Ageing Programmes At a Glance ightharpoonup

Here's a look at some of the programmes that have taken place across our 10 Active Ageing Centres (AACs). There's something for every senior to participate in, so contact an LB AAC near you to find out more!



XBox Kinect Bowling

LB AAC @ Ang Mo Kio 318

6681 4900

Plk 318 Ang Mo Kio Ave 1, #01-1453, S560318

It's virtual bowling fun for LB seniors, with an added friendly competitive touch as they pit their skills and techniques against one another for prizes!

Creative Sewing

LB AAC @ Bendemeer 32

6681 4904

Plk 32 Bendemeer Road, #01-799, S330032

Creative Sewing sessions are an excellent way for LB seniors to stay social and active while using sewing machines to craft functional everyday items such as bags, pouches and bathroom tissue roll holders!



Community Theatre Workshop

LB AAC @ Clementi 344

6681 4976

Plk 344 Clementi Ave 5, #01-132, S120344

This basic theatre training brings awareness to LB seniors in the areas of listening, responding and performing, while promoting bonding with other seniors as they express themselves through voice and movement.



Green Drumming

LB AAC @ Clementi 366

6681 4025

Plk 366 Clementi Ave 2, #01-527, S120366

Green Drumming employs the use of recycled objects, promoting sustainable performances, workshops, installations and special collaborative projects among LB seniors!





Crochet

LB AAC @ Clementi 420A

6681 4908

Plk 420A Clementi Ave 1, #02-03, S121420

With a common passion for crocheting, LB seniors come together weekly to create wonderful textiles, helping one another along the way!



Ukulele Workshop

LB AAC @ Ghim Moh 18

6681 4912

Plk 18 Ghim Moh Road, #01-115, S270018

LB seniors learn to make delightful music with a fun instrument, the Ukulele, while getting opportunities to showcase their new skills by performing in front of audiences!



Vocal Training

LB AAC @ Tampines 494E

6681 4940

Plk 494E Tampines St 43, #01-544, S525494

Even with no musical background, LB seniors are able to apply the five basics of singing - breath, voice, pitch, rhythm and diction - through vocal training sessions.



Cajon (Music Rhythmic) Group

LB AAC @ Tampines 499C

6681 4924

Blk 499C Tampines Ave 9, #01-256, S523499

This group caters to both wheelchair-bound and ambulant LB seniors as they come together to create joyful sounds and beats, while sharing their music during AAC celebrations!

Mobile Photography and Videography

LB AAC @ Mei Ling 150

6681 4916

Plk 150 Mei Ling Street, #01-53, S141150



By picking up practical digital skills like taking good photos and videos with phones or tablets, LB seniors can put their mobile devices to greater use and enjoy capturing more beautiful moments.

Flapping Exercise

LB AAC @ Tampines 434

6681 4928

Blk 434 Tampines St 43, #01-77, S520434



Flapping exercise helps LB seniors improve their blood circulation and overall physical well-being by the tapping of their different meridian points.



Launch of Project AIDEN by Guest of Honour SPS Eric Chua (centre)

Meet AIDEN, LB's very own Tech Butler Service Robot!

AIDEN is an Autonomous Mobile Robot (AMR) that can deliver items such as meals, groceries, medication and laundry to the doorsteps of frail or homebound seniors living in HDB flats, as well as conduct check-ins on their well-being.

This revolutionary addition to the LB Tech Care family was borne out of a joint collaboration between LB and Delta Electronics, with the pilot trial for AIDEN launched on 13 October 2023 to serve daily meals to LB seniors residing at Blk 151 Mei Ling Street.

Unlike conventional commercial AMRs, AIDEN boasts the unique capability of moving vertically within a building by taking lifts without requiring any expensive overhaul to existing lift infrastructure. These cost savings will allow AIDEN to be swiftly and efficiently deployed in various settings and applications, pending its successful trial.



AIDEN possesses an extendable arm that is able to detect and press the correct lift buttons.



AIDEN can avoid obstacles and give way to oncoming human traffic.



The contents in AIDEN's locked compartments can be retrieved by allowing the robot to scan a QR code given to the senior.



A Friendship that Stands the Test of Time +

An arts & craft programme at LB Active Ageing Centre (AAC) @ Clementi 420A is about to commence. Uncle Chua, 67, sits quietly and calmly at the table, unfazed by the flurry of activity taking place around him as fellow participants stream into the centre. Nearby, Mdm Rubiah, 68, is a picture of zest, moving from table to table chatting and laughing animatedly with other LB seniors. The contrast between the pair could not be starker. Yet now regular members of the same AAC, it is the latest chapter to their friendship that has lasted for almost half a century!

Uncle Chua and Mdm Rubiah first came to know each other during their tertiary schooling

days dating back to 1978, where they studied engineering. They soon became good friends and have remained so from then on. When asked what kept their friendship going all these years while so many would have drifted apart, Mdm Rubiah explains that making an effort to keep in touch was key. "We would talk on the phone often. Even when he was overseas, we used the pager to communicate. Remember those things?" she says in jest.

It also helped that they were in the same field of work, with Uncle Chua being a tertiary college technician, and Mdm Rubiah plying her trade as a machinist. They would regularly seek each other's



Uncle Chua and Mdm Rubiah engage in an arts & crafts session at the AAC together with other LB seniors.

advice on their respective expertise, and on their careers in general. And even after their retirement about 10 years ago, the two of them, both lifelong residents of Clementi, would meet up for weekend jogs around the area.

"We would talk on the phone often. Even when he was overseas, we used the pager to communicate. Remember those things?" — Mdm Rubiah

In 2021, Mdm Rubiah came to LB AAC @ Clementi 420A with her mother after the centre opened its membership to all seniors regardless of income or dwelling types. She had previously expressed her interest in becoming an LB senior, and once she became eligible under the new AAC model, she was invited by the centre's staff to join, and she has been an active member since.

Sometime in late 2022, after her mother passed away, Mdm Rubiah didn't want to go to the AAC by herself, and she remembered Uncle Chua. She quipped, "So I asked him, 'Come, come down and join together lah!" Under his old friend's constant encouragement, Uncle Chua obliged, entering the AAC for the first time on 10 February 2023, which coincidentally was his birthday.

For the reserved and introverted Uncle Chua, engaging in the AAC's programmes alongside dozens of other seniors was quite a step out of his comfort zone. "Actually, I don't really like to join other groups of people," he admits. Despite this, he has made quite a number of new friends during his one year here, rolling off a list of LB seniors' names who he is Mahjong kakis with at the AAC. He also participates in weekly Decadance exercise sessions,

Bingo games, his favourite arts & craft, as well as outings to places of interest, proving that the AAC has a place even for "shy" seniors. "Staying at home is very boring," Uncle Chua responds, when asked what he would tell other male seniors to persuade them to join him at the AAC.

Uncle Chua and Mdm Rubiah's participation in LB AAC has added another layer of dimension to their decades-long friendship. Now with an expanded network of fellow LB seniors, every morning they would send out greetings to their chat group on their phones without fail. They are also there for each other through life's ups and downs, with Uncle Chua accompanying Mdm Rubiah for her medical appointments, and Mdm Rubiah checking in on him every now and then.

A few months ago, Uncle Chua, who lived alone, had a hard fall and was confined to his bed injured. Not wanting to trouble others, he kept this to himself, until a worried Mdm Rubiah felt something amiss when he failed to turn up for an activity. Visiting his home, she found Uncle Chua in a bad state and quickly rendered assistance. "She's a very kind and helpful person. She always looks out for me," he says.

Theirs is indeed an admirable friendship that has stood the test of time, and we wish them only the best as they continue to find joy in our programmes at LB AAC @ Clementi 420A together with fellow seniors!

"She's a very kind and helpful person. She always looks out for me." — Uncle Chua

悼念我所尊敬的爸爸的一封信



Our Partnerships

In December 2023, low-cost carrier Scoot launched its "Scoot with Heart" drive to champion meaningful human connections. Partnering LB for its inaugural campaign, Scoot set up a touching reunion between 101-year-old Wee Chin Choon, a senior with LB AAC @ Mei Ling 150, and his grandnieces by flying them in from Indonesia to visit him.



Scan the QR code to watch Uncle Wee's heartwarming reunion with his grandnieces!

A Letter to My Father

我叫林兴利今年91岁。2012年参加并成为位于锦茂大牌 18狮子乐龄之友协会-活跃乐龄站的会员。在这里,让我 简约和大家分享我挚爱的爸爸的一生。

我爸爸自小和他姐弟三人相依为命,在入学之年不入学校,而是牵了水牛上山吃草。牛主邻居每月给他十多块钱。后来他觉得将来钱不够用,便早起去深山割草,把山草担去市场卖,可挣点钱以在长大后用。经几年收入后,有了些钱,便请人到山上种400棵潮州柑。

当柑树开花累累时,就有小贩定买了,这时想到钱快入手了,他很高兴。可是天不作美,长时间不下雨,400棵柑树都枯死了,他只好把枯木卖掉,只身坐船来新加坡见他爸爸(我祖父)。他在双口鼎村一位地主处工作,并自养船鸡(船鸡是外地由船运来的童鸡)。在养大后卖给鸡行。一人兼做三份工,非常苦。但是为了养家,只好做着。

我爸爸除了帮我祖父做公务,也到鱼场兼职。希望能在鱼场收市后把卖不出的小鱼带回家去。然后,以廉价再转

卖,或担回家自用。他也会在早上把山水翁担去,在卖给私 宅娘惹后,又担去大坡卖。

当他长大后,为了要了解经商的门道,爸爸就到杂货店打工。一周七日,从早上六点工作到凌晨十二点。经过几年的辛勤工作爸爸累积了一些积蓄,并在邻居的帮助下,开了咖啡店。附近工人都来喝咖啡,生意很好。

那个年代由于大家的生活都比较清苦,爸爸开的咖啡店都允许客人赊账。但每到月底,顾客拿到月薪时,爸爸都会去工厂收账。日子久了,这种融洽的店主与顾客的关系使大家都成了好朋友。爸爸常说:"诚实,苦干,为人为己,好好做人"。爸爸,虽然您已离开这个世界,但您的教诲和家训,我从来都没忘过。儿思念您。

小林 2023年12月15日

A letter by LB senior Lim Heng Lee.





↓ LB Flag Day 2023

On 8 October, our Lions, volunteers, LB staff and even LB seniors from all 10 LB AACs came as one for LB's fundraising efforts across Singapore! We were humbled by the outpouring of support from members of the public who stopped by to make their contributions.







Donations were collected at 14 locations island-wide on LB Flag Day 2023.



A demonstration of an air-powered exercise machine during LB's GymTonic soft launch.

↑ Launch of GymTonic

The soft launch of LB's first GymTonic centre at LB AAC @ Mei Ling 150 took place on 31 October 2023. GymTonic boasts state-of-the-art exercise equipment for seniors to work out safely and effectively, along with personalised health coaching and value-added programmes.



LB Chairman Lion Alex Lim (right) is presented the CTA on 21 November 2023.

↑ LB Receives Charity Transparency Award (CTA)

LB is delighted to be accorded the CTA at the Charity Transparency Awards 2023 organised by the Charity Council. The CTA bears testament to our constant endeavour to carry out good disclosure practices under the Charity Transparency Framework.

A Night of Gratitude at Appreciation & Awards 2023 ↓

Honouring individuals and groups who have greatly helped to better our seniors' lives, A&A 2023 brought LB Management Board and Management Committee members, Lions Clubs Presidents, partners, volunteers and LB staff together on 20 October to celebrate with a banquet, award presentations as well as performances by LB seniors.









Seniors from LB AACs @ Mei Ling 150, Tampines 494E, Tampines 434 and Ang Mo Kio 318 highlighted A&A with their performances.

Celebrating Male Senior Power ↓



games like air hockey, darts and foostball.

To encourage more male seniors to participate in our active ageing programmes, events catered to the gentlemen are planned! One of these was the Octo-"beer" Fest at LB AAC @ Mei Ling 150 on 6 October 2023, a guys-only event filled with fun male-centric game stations and non-alcoholic beverages.



Meanwhile, LB AAC @ Bendemeer 32 organised "Mr Bendemeer", an eight-month long competition for male seniors that culminated in the Final on 6 December 2023. Six finalists contested in Cornhole, Floor Curling and Cooking, with female LB seniors and external female guests serving as judges to crown the overall champion!

Building Intergenerational Bonds Through Tapestries of Harmony

Conducted in LB AACs @ Bendemeer 32, Ghim Moh 18, Tampines 434 and Clementi 366, this arts-based community project had LB seniors and youths joining hands to share stories and create artworks about racial harmony within the landscape of Singapore's past, present and future.





Scan the QR code to find out more about the Tapestries of Harmony project!









Tapestries of Harmony took place over six sessions in each of the four LB AACs.



← CNY 2024 Sustainable Community Art Project

More than 20 LB seniors from LB AACs @ Clementi 344, 366 and 420A engaged in a community art workshop organised by DBS on 17 November 2023, creating a festive CNY art piece with used angbao packets collected in 2023 to promote a more sustainable tradition. On 12 January 2024, the seniors were invited to unveil the final artwork at DBS' Spark Studio!



Scan the QR code to see the final artwork!

Love Like Flowing



Almost every weekday at around 9.30am, the sight of 90-year-old Senior Fang Bo Xin and 89-year-old Senior Wang Wen Rong strolling side by side towards the outdoor pavilion near LB AAC @ Tampines 434, where they would join fellow LB seniors in taking part in morning exercises organised by the AAC, paints a blissful picture of happiness.

To say that they have come a long way is an understatement. Affectionately known by LB staff as 爷爷 (ye ye meaning grandpa) and 奶奶 (nai nai meaning grandma), theirs is a marriage that began in China and has spanned over 60 years. Now having taken root in Singapore with their family, the couple continues to spend each day in love and close companionship.

Mr Fang and Mdm Wang came to know each other in the early 1950s, when they were working in a metals manufacturing factory in Jiangsu. As fate would have it, in a vast workplace of over 1,000 employees, the two were drawn together. "We just chatted and felt we could get along," Mr Fang says in Mandarin. "It turns out we were from the same hometown, and our fathers were comrades!"

After some time, the pair of lovebirds got married. It was a simple affair, where all they did was register their marriage with the authorities, devoid of any ceremony or celebration. Life as husband and wife was not a bed of roses either, as their jobs were highly demanding. An eight-hour workday did not just end at 6pm. "We were required to stay back after regular hours to evaluate our daily work,



Mr Fang and Mdm Wang join fellow seniors at LB AAC @ Tampines 434 on weekday mornings for exercises.

and also attended lessons that allow the masses then to be familiar with the political doctrines," they recall.

Was the giving of gifts a part of Mr Fang's courtship and marriage? "We were poor back then, and we lived practically. There weren't flowers to buy. At best, for her birthdays I would make her some noodles," Mr Fang sheepishly explains.

"No need to say more, there wasn't a need for gifts!" Mdm Wang interjects, quickly coming to the defence of her husband. It is little exchanges like this that reveal the elderly couple's oneness in spirit.

When asked if they had any marriage advice to offer younger couples today, Mr Fang's reply is abounding with wisdom. "It's not for us to give marriage advice," he chuckles. "Because our mindsets belong to an older era and cannot be imposed upon the younger generation." However, the couple does highlight the importance of communication and mutual understanding that they apply in their own relationship. "Sometimes due to work or stress, we may harbour unhappiness within, and this causes friction between us. When this happens we take a step back. If you 'erupt', I stay silent, and vice versa. This way our issues get resolved."

Around 20 years ago, Mr Fang and Mdm Wang both arrived in Singapore to help take care of their grandson, born to their only child who had been living and working here with her husband. Taking up permanent residency, the seniors have

流水不腐~

"Flowing water doesn't decay. It's the same with the body; it needs constant activity." — Mr Fange



since settled well in Tampines. "Singapore is very safe," Mr Fang says. "Here, the elderly are very well taken care of, and we feel very comfortable".

Further integrating themselves into the community, the couple joined LB AAC @ Tampines 434 as members in July 2022, responding to the centre's outreach flyers that were distributed to their doorsteps by walking in to register. "(The LB staff) asked us if we were willing to become members. Of course we were!" they exclaim.

Today, both seniors are actively involved in the AAC, regularly participating in the centre's exercise programmes as an avenue to stay healthy. They also make it a point to take leisurely hour-long walks together on a daily basis. "Flowing water doesn't decay," Mr Fang quotes a Chinese saying. "It's the same with the body; it needs constant activity."

Inadvertently, the idiom also aptly describes Mr Fang and Mdm Wang's marriage, for like flowing water, their love for each other is renewed every day.



Mr Fang and Mdm Wang (first and second from left) help with raising donations on LB Flag Day 2023.



Aung Kyaw Kyaw, or Joe as colleagues fondly call him, is a Myanmar national who joined LB's Home Personal Care (HPC) team in 2023. Though from a foreign land, Joe has overcome cultural and language barriers to love and care for our seniors as a Healthcare Assistant. We catch up with Joe to find out more!

Can you tell us more about yourself?

Joe: Hello, my full name is Aung Kyaw Kyaw, but everyone calls me Joe. I'm 26 years old, from Myanmar! I entered the healthcare sector in Myanmar during the COVID-19 pandemic. One of my grandmas had died because of the COVID-19 situation. I was so sad, so I started volunteering at a COVID centre there, and kept going in healthcare since.

When did you arrive in Singapore?

Joe: In November 2022 after finding a job through an agent. Here, I got some information about LB from one of my friends. She told me that it was worthwhile to join LB. So on 6 June 2023, I joined LB as a Healthcare Assistant with the HPC programme!

Currently as the only male Healthcare Assistant in LB's HPC team, how do you feel being the "thorn" among the roses?

Joe: When I first came to Singapore, I was working at a domestic centre, and I was the only male too, around me were all women! Now also. Sometimes I feel nervous and uncomfortable, but now I'm used to it. It's not difficult.

What is your day as a Healthcare Assistant at LB like?

Joe: I do at least five home visits a day. When I go to each home, I will see what I need to do, like housekeeping such as cleaning the floor and toilet, changing bedsheets and washing clothes. Or helping the clients with their personal hygiene such as sponging or showering. I also take their blood pressure and temperature. Then at the end of each day, I will plan my home visits for the next day.

What is the biggest challenge you face at work?

Joe: Some seniors can only speak Mandarin or dialect. Because I'm a foreigner, I can only speak a little Mandarin, that's why communication is sometimes a bit difficult.

And what gives you the biggest satisfaction?

Joe: When I do something (for my clients) and they feel happy, then my feeling is also very good. I also like to talk to the seniors because sometimes they're feeling lonely, and also they speak about their whole life experience. I enjoy hearing and learning from them.

How do you feel about working at LB?

Joe: Good! When we come back and meet (as a team), we enjoy and update our experiences with one another. When I just joined, I did not know much about the elderly. But now I see so many different clients and get to know about their experiences.