

Care that
Reaches
You



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MESSAGE BY OUR CHAIRMAN



Ms Chan Lai Fung

Chairman

This past year has been one of steady momentum as we continued to bring care closer to families. In line with national initiatives like Healthier SG and Age Well SG, we have strengthened how care is delivered — making it more accessible, connected and responsive to needs.

Our theme for this annual report, *Care that Reaches You*, reflects our ongoing commitment to ensuring that every senior, regardless of their circumstance, can remain active, connected and supported.

Growing our Reach: A Network without Boundaries

Expansion of services is a primary way we bring support closer to the person. With three new Active Ageing Centres (AACs) opened in 2025, more seniors are now able to participate in programmes that support active living and social connection. Across our network of 26 AACs, nearly 20,000 seniors were engaged, with many taking part regularly in activities that strengthen both physical health and social bonds. Our Borderless AAC approach further extends this impact by encouraging seniors to contribute to and access activities and resources beyond the service boundaries. This allows our seniors to be plugged into a wider and inter-connected support network that spans the island.

Seniors are also taking proactive steps to stay physically resilient; with a significant jump in gym participation to build strength and improve mobility. More seniors requiring restorative care were also supported by our rehabilitation programmes, while home care services served more families last year; a 30% increase over 2024.

As our reach grows, the need for better coordination across services also becomes more important. We have therefore strengthened care integration with the nationwide Integrated Community Care Provider (ICCP) model, where NTUC Health has been appointed Coordinating Provider for 12 sub-regions. We will work closely with other health and social care providers across these areas to ensure seniors receive timely and seamless support as their needs evolve.

Evolving and Flexible Care

We are also deepening our support for those with less visible needs or who are less likely to seek help. This includes seniors who are socially isolated, have limited caregiver support, or are less likely to participate in programmes. Targeted programmes have enabled us to better engage these groups. These include our partnership with the Geriatric Education and Research Institute, aimed at improving nutrition intake for socially isolated seniors, and the Let's Lim Kopi programme that brings male seniors together in a natural setting where they feel comfortable engaging with one another.

More seniors and families facing cognitive and mental health challenges are also receiving timely support from our team of social workers under Community Social Services. Our Fun with Friends programme where caregivers and their loved ones participate in group activities developed by occupational therapists and conducted by dementia-trained staff at our day care centres, has scaled into the sector-wide Cognitive Intervention Programme, benefitting even more seniors.

Across our nursing homes, we continue to adopt person-centred approaches guided by the principles of Eden Alternative and the domains of wellbeing such as identity, connectedness and growth — where our residential care team supports more meaningful and self-directed experiences for residents. Rehabilitation services have also become more flexible, where clients have the choice to alternate between centre-based therapy and supervised

remote sessions, allowing recovery to continue at home while maintaining progress. Meanwhile, caregivers continue to benefit from our respite programmes such as Care on Sundays as well as Staycay@HendersonHome, where families have a short-term residential care option for their loved ones in a home-like environment.

Innovating to Deliver Better Care for More Seniors

Scaling care sustainably requires us to work more efficiently. The Home Care team introduced a team-based care model supported by data and location insights to reorganise service delivery into dedicated zones. This cut staff travel time from 1.5 hours to 30 minutes daily, allowing more time for quality care.

At our AACs, preventive care through AI-enabled fall risk screening (CaptureProof) allows us to identify seniors at risk earlier and connect them to appropriate interventions. Innovative devices such as BIXEPS, a gentle, science-backed muscle-building device that helps rebuild strength even without active exercise, allows us to support seniors who may have been previously excluded from conventional strength training due to their frailty or limited mobility.

At the same time, AI-enabled and digital tools are reducing administrative workload for staff, from clinical documentation to volunteer and claims management, allowing us to devote more time and attention to caring for our seniors.

Partnerships: Extending our Collective Strength

Our ability to deliver meaningful impact is only possible through a vibrant network of partners and volunteers.

Through partnerships with healthcare institutions and community organisations, more seniors now have access to specialised programmes. For instance, NTUC Health served as a pilot site in Redhill for SingHealth's IMPRESS-MIND2S programme, supporting seniors with dementia through preventive physical and cognitive interventions.

Our community of more than 2,500 corporate and individual volunteers continues to enrich the lives of seniors, bringing joy, companionship and connection. Partnerships with schools also play an important role in bridging generational divides, from high-octane experiences like dragon boating with National Junior College to thoughtful heritage exchanges like Dialect Connect with My First Skool.

Corporate partners further augment this support by bringing specialised services and experiences directly to seniors. For example, OneSight EssilorLuxottica Foundation and the Singapore Optometry Association provided eye screenings, glasses and eye care education to nursing home residents, while equipping our nurses to continue basic vision checks. We also worked with the Football Association of Singapore, People's Association, Community Foundation of Singapore, and with support from AIC's Fun Fund, to run our very first senior Walking Football Championships at Our Tampines Hub.

Such partnerships enable more seniors to access timely, holistic support, improving their quality of life and ability to age well. The years ahead will continue to shape the demand for care, but our focus remains clear: Care must reach the person. We remain committed to enabling healthier and fulfilling years for every senior at every stage of life.

On behalf of the Board, I would like to express our appreciation to our management team, staff, partners and volunteers for their dedication over the past year. I would also like to extend my sincere thanks to our directors Mr Andrew Chong who is retiring from the Board and Mr Don Yeo who is stepping down; as well as Ms Chan Su Yee, who served as CEO from 2018 to 2025, and Mr Rajat Mittal, who served as Acting CEO till March 2026, for their leadership and contribution to NTUC Health. To our shareholders, board members, unions, donors, community partners and volunteers: thank you for walking this journey with us.

LEADERSHIP



**Ms Chan
Lai Fung**
Chairman



**Mr Don
Yeo**
Deputy Chairman
(Stepping down May 2026)



**Mr Andrew
Chong**
Director
(Stepping down May 2026)



**Mr James
Loh**
Director



**Mr Lim
Teck Chuan**
Director



**Mr Ng
Chee Yuen**
Director



**Dr Thomas
Lew**
Director



**Dr Wong
Sweet Fun**
Director

Management

Mr Choo Kin Poo
Chief Executive Officer

Mr Kevin Hoh
Chief Financial Officer

Ms Chong Wai Fung
Head - Residential Care

Ms Choa Bee Hong
Deputy Head - Home Care

Mr Lawrence Teo
Head - Senior Day Care

Ms Lee Sing Ai
Acting Head - Allied Health and
Day Rehab & Strategy and
Corporate Development

Dr Lily Yeo
Head - Active Ageing Centres

Ms Chan Mei Mei
Director of Nursing

Ms Clara Lee
Head - Corporate
Communications & Branding

Ms Kok Ee Lan
Head - Human Resources

Growing Our Reach

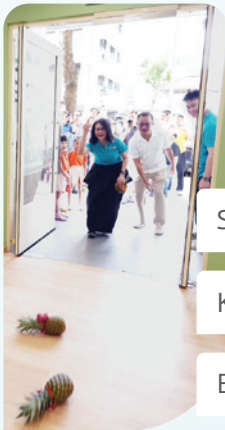
20,000

seniors engaged

through active ageing and befriending programmes.

Total of

25

 Active Ageing Centres in 2025, with more planned in 2026.

3

new Active Ageing Centres opened

Serangoon Central

Kampung Kembangan

Bukit Panjang

30,000

active ageing programme sessions, twice that in 2024.



94

New Active Ageing Programmes

Bringing our total to 255 programmes, designed to reach diverse groups of seniors, including those who are socially isolated, frail, and males.



CaptureProof



Leggo with 乖孙 (grandkids)



Senior Friendship Circle



Let's Target Together



5,000

home care clients supported across more than 230,000 care hours.



More than **2,000** residents

supported across 6 nursing homes.

New nursing home scheduled to open in Woodlands in 2029.



More than **2,000** seniors cared for across 26 Day Centres for Seniors.

Therapeutic Horticulture Programme across all centres.

New Day Centre for Seniors to be opened at Jurong West Jewel in 2026.

4,400

patients served at our Family Medicine clinic; 3,000 Healthier SG enrollees.

500

More than **500** seniors and caregivers were supported by our social workers, providing support, guidance and care coordination for those facing cognitive, emotional and caregiving challenges.



7,000

clients supported through rehabilitation programmes, including Enhanced Recovery After Surgery (ERAS) hospital referrals.



Evolving and Flexible Care

More than
20

families supported

through our short-term residential respite care services at **Staycay@HendersonHome**.

Caregivers enjoy peace of mind while they travel or manage personal commitments. Rooms are frequently booked, with plans to expand the service.



The **Care on Sundays** Programme has been expanded from two to four Sundays per month at Day Centre for Seniors (Heartbeat@Bedok).

The **GERI Diet Quality Project** supports community-based interventions to better understand and address the nutritional challenges faced by socially isolated seniors, including barriers such as cooking for one, portion sizes and limited access to reliable nutrition support.



Our **Fun with Friends** programme where we run group-based activities for persons with dementia has scaled into the sector-wide Cognitive Intervention Programme.

Innovating for Better Care

Supporting strength and recovery more accessibly



In collaboration with **QuantumTX**, we brought **BIXEPS** to our centres. This gentle muscle-strengthening solution helps seniors build strength safely even without active exercise, supporting those experiencing frailty, weakness or inactivity.

Volunteer Management System

Saved at least **35 man-days per month** in administrative work

Automated MediSave Claims



Increased monthly claims by **20 times**

AI-Powered Documentation for Nurses

Reduces admin time, enabling more focus on direct care

Bringing fall-risk detection closer to seniors

In collaboration with **CaptureProof** and **National University Health System (NUHS)**. AI-enabled screening at our Active Ageing Centres helps identify gait, walking speed and balance risks earlier, allowing seniors to be referred more quickly to preventive programmes or rehabilitation support.



Partnerships: Extending our Collective Strength

2,600

volunteers

Over **2,100 individual volunteers** and **500 corporate volunteers** contributed their time in 2025, supporting programmes and engagement across NTUC Health's centres.

At NTUC Health's corporate volunteer event, partners were encouraged to volunteer with seniors with different needs, and to explore more ways to contribute.

NTUC Health's efforts to improve the transition experience for seniors entering nursing homes in their first 30 days of admission, based on Dr Benjamin Lim's research, received international recognition at the **World Federation of Occupational Therapists (WFOT) Congress 2026**. Dr Lim was awarded both the Best Presentation Award and the People's Choice Award.



Care professionals were recognised for their service excellence, compassion and innovation across the Singapore Health Quality Service Awards, Community Care Excellence Awards and Healthcare Humanity Awards, amongst others.

191

 staff recognised at SHQSA 2026

118 Silver • 63 Gold • 8 Star • 2 Superstar



Care teams were also recognised at the **MOHH Healthcare Humanity Awards 2025** and **Community Care Excellence Awards 2025** for their dedication, collaboration and innovation.



Yvonne Ching
Community Nurse,
NTUC Health Day
Centre for Seniors
(Boon Lay),
**Healthcare Humanity
Award for Resilience**



Stephanie Ng
Senior Nurse
Manager, NTUC
Health Family
**Medicine Clinic,
Healthcare
Humanity Award
for Selflessness**

Bringing generations together



In partnership with schools, intergenerational initiatives bring youths and seniors together through shared experiences — from team-based activities like dragon boating with **National Junior College**,

to storytelling sessions such as Dialect Connect with **My First Skool**, as well as co-creation platforms like Designing Together. Together, these efforts foster confidence, connection and mutual understanding, while allowing seniors to share their experiences and youths to contribute fresh ideas to the community.

Sharing meals, creating memories



Partners such as **Hey Kee HK Seafood**, **Rahuman and Friends**, and **Xin Hai** generously sponsor meals for our seniors, building a sense of shared community.

Improving everyday quality of life



In collaboration with **OneSight EssilorLuxottica Foundation**, volunteers conducted community vision screenings for around 150 seniors, helping ensure access to appropriate spectacles and clearer vision in daily life.

BUILDING A BORDERLESS COMMUNITY



At the heart of our mission to keep seniors active and engaged is a shift from a traditional provider-recipient model to a community-led approach. We view our network of active ageing centres as a **"Borderless", vibrant and interconnected ecosystem** where seniors are not confined by service boundaries, but supported by the collective resources of our network across the island.



In addition, we are seeing a new generation of seniors who not only benefit from the support, but also take steps to contribute actively. For instance, 64 year-old Mr Foo, shares his drone-flying passion with seniors across our AACs. 83 year-old Mdm Patti leads exercise sessions across five centres while 63 year-old Mr David, who first picked up coding from our workshops, has evolved from a student to an instructor for fellow seniors. Our staff are able to shift from 'doing for' seniors into a more facilitating role where seniors are empowered to take the lead.



Beyond seniors, we rely on a diverse range of partners to do more for our community. We are deeply encouraged by sponsors, grassroots, and even students who give their time and effort to our community. For instance, our collaboration with partners like **CaptureProof** integrates AI-enabled fall-risk screening across our AACs ensuring early intervention for seniors at risk.

It is also heartening to see interns from our **Youth2Seniors (Y2S) programme** return to serve as emcees and coordinators for our events. This collective spirit is truly inspiring as it embodies our vision of building a community with our seniors, rather than just for them.

While we celebrate this collective strength, we also recognise that true community means actively engaging those whose needs are less visible such as male seniors, as well as seniors who are socially isolated.

For instance, we are creating inclusive spaces in the kitchen through male-centric cooking sessions. By reframing the social dynamic, we are encouraging more men to participate in communal cookouts — activities traditionally dominated by women — and the feedback has been fantastic; the men tell us they love it!

For seniors experiencing the "empty nest" phase as their grandchildren grow up, we aim to reignite that spark through programmes like **LEGGO with 乖孙 (grandkids)**. These initiatives allow grandparents to bond with younger generations, filling their days with the unique joy of learning and playing together.

Finally, for those who are socially isolated, we extend a simple invitation: join us for a nutritious meal at our centres. It is often over a shared, warm meal that the first connection is made, opening the door for these seniors to naturally transition from isolation into active participation in our broader community life.



SMARTER HOME CARE



With close to 3,000 home care clients islandwide, time spent in transit had become a constraint in care delivery. Staff were managing multiple cases across different locations, with travel taking up to 30% of the workday — limiting the number of clients who could be supported each day and time for direct care.

To address this, the Home Care team relooked at how time spent on the roads can be minimised. Rather than optimising schedules in isolation, the team developed a **team-based model** designed to improve deployment at scale while maintaining continuity of care. This effort was recognised with the **Healthcare Humanity Award for Collaboration**, reflecting the team's focus on improving how care reaches

seniors through thoughtful teamwork and coordination.

Using geospatial analytics, client and staff locations were mapped to organise the island into seven care zones — North, South, East, West, Central, North-East and North-Central. Each zone is supported by a dedicated team comprising a Zone Lead, Care Coordinators, Team Leaders and Care Associates, enabling care delivery to be managed more locally and cohesively.

This structure is supported by our proprietary route optimisation and deployment logic that takes into account client preferences, staff availability and travel patterns. The model was refined through multiple iterations, with adjustments made

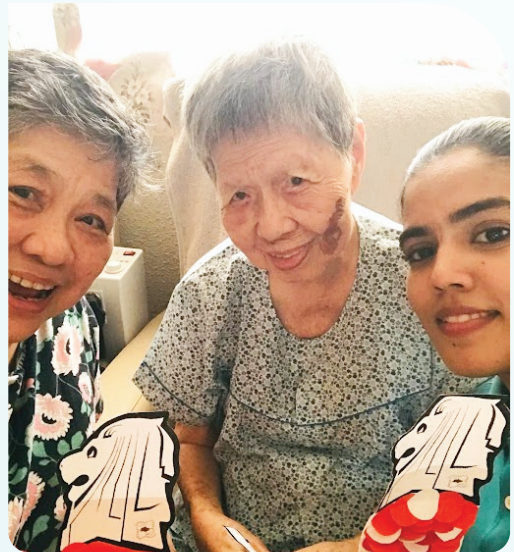
“More time is now spent on direct care, with seniors receiving more consistent and timely support at home. ”

based on real-time feedback and operational data. Throughout the transition, engagement with clients and caregivers ensured that continuity and quality of care were maintained.

With the new model in place, average travel time was reduced from one and a half hours to around 30 minutes, allowing care professionals to increase time spent on direct care from four to six clients daily.

Beyond efficiency gains, the model has strengthened how care teams work together. With staff operating within defined zones, communication has improved and teams are able to respond more quickly to changes in demand. During periods of disruption — such as unexpected delays or surges in referrals — care teams have been able to adjust schedules within their zones to ensure continuity of service.

By assigning dedicated teams to specific zones, we ensure that families work with a consistent group of staff. Even when a regular care team member is away, their colleagues — who are already familiar with the senior’s needs — step in to provide support. This builds familiarity and trust, making the care families receive more reliable, seamless, and personalised.



EDEN ALTERNATIVE



We have embraced the **Eden Alternative** — a globally-recognised philosophy — to shift our nursing homes from clinical environments into vibrant, human-centred habitats where residents can live with dignity, autonomy and meaning. In practice, this means redesigning daily life so residents have more say in decisions that affect them, and building a community where relationships and purpose matter as much as clinical care.

Empowering Daily Choice

Care is increasingly shaped by the residents themselves through resident-led decision-making platforms such as our **Residents' Recreation Committee**, where residents contribute ideas and make choices on activities and daily life arrangements. We also translate “choice” into daily routines in practical ways. For example, having person-directed menu planning incorporated via quarterly **Resident-Chef dialogues**, where residents share preferences and provide feedback through food tasting, so meals reflect residents' taste and



needs rather than fixed institutional routines.

Beyond routines, we support residents to maintain identity and independence through small, meaningful changes. Encouraging residents to wear their own home clothes helps them stay comfortable, confident and connected to their identity — supporting independence and making the nursing home feel more like home.

Cultivating Community and Connection

Our staff have transitioned from a "task-focused" mindset to a partnership mindset by creating more opportunities for residents to shape community life. Residents have asked to combine monthly birthday celebrations as a community, turning what could be a routine activity into a social occasion that builds friendship and belonging. Greater variety and spontaneity is also enabled through resident-led. Initiatives like "**Residents Run the Fun**" gives residents a stronger voice in shaping their social calendar — making activities more meaningful, increasing participation, and creating a more lively and connected home environment.

In addition, we strengthen social bonds through resident-led and peer-supported initiatives. For instance, our **Resident Buddy System**, another initiative by residents themselves, pairs residents so newcomers are supported through companionship, orientation and



encouragement to participate. Residents also initiated peer-led contributions such as starting a men's social group, teaching fellow residents games like rummikub, and sharing activity updates to reduce loneliness and strengthen community ties.

Response

Feedback has been overwhelmingly positive: residents are more engaged and willing to share their voices. Under the Eden Alternative, we create opportunities for residents to exercise autonomy and regain purpose through meaningful roles in daily life. For example, Mr Tan Hoe Teck, 84, at Jurong Spring Nursing Home volunteered to care for a pair of adopted quails as part of a resident-led responsibility. He took charge of feeding them, maintaining the cage and sharing his experience with others. This consistent, self-directed role helped Mr Tan move from social withdrawal to active participation, showing how purposeful routines and responsibilities can reduce isolation and strengthen well-being.

By giving residents concrete ways to shape decisions and to build relationships, daily life is increasingly defined not by institutional needs, but by their own choices, routines and relationships that matter to them.

THERAPEUTIC HORTICULTURE



Holistic well-being remains a key focus across these evolving models.

Programmes such as the **Therapeutic Horticulture** Programme, now implemented across 26 Day Centres for Seniors and reaching around 520 seniors, is designed by a dementia practitioner trained in therapeutic horticulture, with staff supported through training, on-the-job coaching and ongoing reviews to ensure quality and sustainability.

Through activities such as flower pounding, leaf printing and plant propagation, seniors are encouraged to express creativity, share memories and build meaningful connections with others.

Beyond client engagement, the programme has also strengthened staff capability. Each centre now has at least one staff member who is specifically trained to lead therapeutic horticulture sessions, allowing them to take greater ownership in delivering and integrating these sessions into regular centre programming.

Together, these efforts reflect a more responsive and evolving approach to care that is designed not only around clinical needs, but also around the lived realities of seniors and those who care for them.



DESIGNING TOGETHER

Launched as an intergenerational initiative, **Designing Together** brings seniors and youth alongside each other to explore how active ageing programmes can better reflect real-life needs and experiences. Using a structured design-thinking approach, participants work through a series of guided sessions to identify challenges, exchange perspectives and develop ideas that can be tested in the community.

The pilot focused on engaging male seniors — a group that is typically harder to reach at AACs. By bringing together male seniors and youth volunteers, the programme created a comfortable space for dialogue, encouraging seniors to share their perspectives while exploring new ways to strengthen social connections and participation. It also built confidence among participants, with seniors taking a more active role in sharing their views and shaping programmes.

Building on this, a second run focused on seniors who are more socially isolated, exploring how AACs can better reach those who may not naturally step forward to join centre-based activities. One idea that emerged was a mobile “kopi pushcart” at void decks — a simple way to bring conversations directly to seniors and gently invite them to connect with others. Such concepts will be implemented and refined based on feedback, reflecting a shift towards meeting seniors where they are, rather than expecting them to come forward.



Designing Together also strengthens understanding across generations. Seniors contribute lived experience and practical insights, while youths bring fresh perspectives and energy. These interactions help build mutual understanding and make AACs more inclusive spaces for all.

By involving seniors directly in shaping ideas, the programme encourages a more participatory approach, where initiatives are informed by their voices and experiences. As the initiative continues to evolve, insights from these sessions will guide future programmes, particularly in reaching groups who may otherwise remain underserved or less engaged.

GERI DIET QUALITY PROJECT

Partnerships enable more targeted support for seniors facing everyday challenges. Through the **GERI Diet Quality Project**, we are working with the **Geriatric Education & Research Institute (GERI)**, alongside the **Health Promotion Board** and the **Agency for Integrated Care**, to better understand the nutritional needs of socially isolated and frail seniors within the community.

As a community care provider, we support this effort by engaging seniors through our services and programmes, providing real-world insights into their daily habits, challenges and preferences around food. Such seniors often face unique barriers, including low motivation to cook, difficulty managing portion sizes,

and challenges such as oral health issues or physical limitations that affect their ability to consume certain foods. Fresh produce may also be less commonly chosen due to its shorter shelf life, while access to reliable nutritional information can be limited.

We look forward to the findings which will inform the design of future community-based programmes that are better suited to the realities of seniors' daily lives.

Over time, we hope to be able to support healthier eating habits, strengthen physical resilience and improve overall well-being among seniors who may face additional challenges in maintaining a balanced diet.



WALKING FOOTBALL CHAMPIONSHIPS



More than 200 seniors from 19 Active Ageing Centres took part in Singapore's first senior **Walking Football Championships**, following over 50 training sessions across six months. Designed as an accessible, low-impact sport, walking football enabled seniors of varying fitness levels to stay active, build confidence and reconnect with the joy of play.

The initiative culminated in a national finals event at Our Tampines Hub, where more than 400 seniors, family members and supporters — including grandchildren — gathered to cheer on the teams. The strong turnout reflected not just participation, but a growing sense of community ownership and pride among seniors.

The programme was made possible through a network of partners, including the **Agency for Integrated Care, Community Foundation of Singapore, Fun!Fund donors, Walking Football4Health Global** and the **Football Association of Singapore**. We also thank the **People's Association** for providing the venue at Our Tampines Hub.

Walking Football demonstrates how inclusive, community-based programmes can support active ageing. Building on this momentum, the **NTUC Community Fund** will support its continued growth in 2026, enabling more seniors to stay active and connected.

ACHIEVING BETTER OUTCOMES WITH NEW REHAB SOLUTIONS

To accelerate client outcomes, the rehab team is moving away from the traditional one-on-one centre-based sessions towards moderate-intensity group exercises, as well as a hybrid mix of in-person and telerehab. These allow seniors to have more sessions in a week, enabling them to reach their rehab goals faster.

Our 2025 study showed that clients in moderate-intensity group exercises saw significantly better results than those in one-on-one sessions. While the ability to attend more frequent sessions likely plays a role, the results speak for themselves. Clients who attended the group exercises displayed:

33% improvement in lower limb strength

18% improvement in balance

6% gain in functional ability and quality of life

Our **Hybrid Model**, typically one telerehab session for every two centre-based visits, has become a game-changer for consistency. By bringing rehab into the home, we've removed common barriers like travel time and costs.

We've observed that hybrid clients show faster improvements during their first three months, especially in their quality-of-life scores. They also have lower cancellation rates for their in-person appointments, suggesting that the flexibility of online sessions keeps them more engaged and motivated for their visits to the centre.

Whether it's the social boost of a group setting, the convenience of home-based care, or simply the ability to exercise more often, we are seeing improvements and helping our clients get back to their best, faster than ever before.



IMPROVING STAFF WELLBEING



NTUC Health began strengthening **Just Culture**, an approach that creates a fair and supportive environment where staff feel safe to raise concerns and learn from experience. It recognises that while individuals are accountable for their actions and behaviours, outcomes are also shaped by the systems and environments in which they work.

Through this approach, our teams are encouraged to move beyond blame and focus on learning. By examining systems and processes rather than individuals alone, it strengthens both organisational and psychological safety. This enables teams to reflect, adapt and improve how care is delivered. In turn, it fosters shared accountability, trust and openness — where continuous improvement becomes part of everyday practice.



Support for staff also extends across different life stages. In 2025, the **Silver Linings Initiatives** supported 182 employees aged 60 and above, creating opportunities for more purposeful, balanced and connected working lives. Guided by the theme *Work Well, Age Well, Live Well*, the initiatives foster wellbeing, inclusion and continued contribution within the workforce.

Together, these efforts enable a workplace where people feel valued, supported and able to do their best work in delivering care to others.

VOICES FROM SENIORS



“

This place feels like a home — where we share meals, laughter, and look out for one another.”

- **Mdm Jane**, NTUC Health Active Ageing Centre (Pioneer) senior

“

My deepest appreciation and thanks to NTUC Health, Dr Joyce, Dr Nathaniel, and all the nurses for their care and concern during my black-out spell while I was at the clinic. They were very committed to ensuring that I was taken care of. Sophia also called me up to enquire about my condition the next day. When I came back for my wound dressing, Dr Nathaniel also dropped by to ask about my wellbeing. Thank you to all of you for doing a great job. Especially thanks to Sophia for attending to my wound with gentleness and much care. Once again thanks to the whole team at NTUC Health. Happy that all of you work well for the comfort and wellbeing of all the patients.”

- **Lee Sau Foon**, patient of NTUC Health Family Medicine Clinic

“

I would like to express my sincere gratitude to both Nurse Nishan and Care Coordinator Mary Ann for their exceptional teamwork and care which has made a profound difference for my mother. Nurse Nishan was instrumental in assessing my mother's situation and recommending the perfectly tailored care plan. She is not only highly professional but also deeply compassionate. Her remarkable expertise and proactive and thoughtful approach has provided our family with the much needed confidence and peace of mind. Mary Ann's incredible speed and efficiency with which she handled everything made a challenging situation much easier to navigate. I would like to compliment both their impeccable combined efforts which has helped my 84 year-old mother's quality of life and mental health improve tremendously.”

- **Jennifer Hong**, Home Care client

“

I went to your nursing home at Jurong spring to ask about admitting myself last year. Your home is beautiful and my experience is very pleasant. I wish to specially say thank you to social worker, Ms Grace, for her patience in answering my many questions and giving a listening ear to me...I am grateful for her for letting me talk and cry. It really helped me so much."

- **May Pang**, NTUC Health Nursing Home (Jurong Spring) client

“

My late mother had a wonderful experience with NTUC Health Senior Day Care (Geylang East). The centre is clean, bright, well maintained, and the staff are all very warm, friendly and caring. They would always greet my mother with affection that made her feel loved. The staff provided timely updates and advice on my mother when she was unwell, and would check in on her whenever she couldn't attend the daycare. My mother enjoyed the activities...We are thankful that she had the privilege of participating in the six sessions of horse therapy. It was a memorable experience for her. Thank you everyone at NTUC Health Senior Day Care, for taking great care of my mother and for supporting her in one way or another."

- **Jaclyn Ong**, NTUC Health Senior Day Care (Geylang East) client



“

(The chronic pain in my knees) was so painful that I started to change my active lifestyle to a sedentary lifestyle. I decided to sign up and was accepted to NTUC Health. (My physiotherapist) did not just focus on the primary problem which is the knees, he actually believed in a more holistic approach. Without his patience and the plan he worked out for me, I don't think I would be what I am today, and I am actually very hopeful for the future."

- **Julie Tan**, NTUC Health Rehab & Physiotherapy (Bukit Batok West) client



“

I would like to express my thanks to Lynn from NTUC Health Community Case Management Services for her genuine care and dedication. She is a nice and thoughtful lady who always thinks beyond the case referral. She visited a resident prior to discharge and noted that the resident hadn't taken lunch even around 4pm. She bought lunch for her and provided some dry rations as the resident stays alone. She also visited the resident during hospitalisation and discussed the case with the hospital social worker. She acted as the bridge and advocate for the resident between the hospital and home. She looks into small issues such as fire safety and preloved equipment for residents. She follows up with residents and ensures they receive the necessary care or items. She answers family phone enquiries even after working hours to allay anxiety. She is able to detect residents who require medical attention...and proactively contact the staff-in-charge to request joint visits.”

- **Ong Li Jiao**, Community Nurse Lead from Singapore General Hospital, partner to NTUC Health Community Case Management Services

“

We were travelling so we needed someone to take care of our mum when we were away and Staycay@HendersonHome suited our needs. She enjoys the exercise sessions, singing and having many friends. She's also started drawing and doing handicrafts. My mum really enjoyed her stay. She kept raving about the great company she had, as well as the care and attentiveness she received. A big thank you to the team for taking care of my mum.”

- **Yen Lam**,
Staycay@HendersonHome

PARTNER WITH US

Extending care, strengthening communities

We are grateful for the strong support of our partners, whose contributions have enabled more seniors to stay connected, supported and cared for in the community.

Active Seniors Group
Admiralty Secondary School
Adventist Active Centre
Agency for Integrated Care (AIC)
Air Liquide
Aik Chuan Yacht Charters Pte Ltd
Al-Istighfar Mosque
Alora Preschool Childcare & Infant Care Centre
Allkin Singapore
Andaz Singapore, By Hyatt
Anglo-Chinese School (Independent)
Anglican Care Centre (Bukit Batok)
Apple Singapore
Asia Supply Trading
Attorney General's Chambers
AVM Capital Pte Ltd
BERNINA (Singapore)
Bedok Green Secondary
Bethesda Pasir Ris Mission Church
Bethel Assembly of God
Blangah Rise Primary School
Boon Lay Garden Primary School
Boon Lay Primary School
Bukit Panjang Government High School
Canberra Primary School
Carpe Diem Preschool
Care Singapore
Care Community Services Society
Youth Corps Development Team by Care Corner Singapore
Casuarina Primary School
Catholic Junior College
Cedar Girls Secondary
Central Provident Fund Board (CPF Board)
Chongzheng Primary School
Central Christian Church Singapore
Central Singapore Community Development Council (CSCDC)
Tampines Changkat People's Association
Char Yong (DABU) Association Singapore
Church of Divine Mercy
City Development Limited
Clementi Town Sec School
ComfortDelGro ENGIE PTE LTD
Community Foundation of Singapore
Convent of the Holy Infant Jesus (CHI) St Theresa's Convent
Creative O Preschoolers' Bay
Crescent Girls School

Cycling Without Age - Singapore
Cyber Security Agency of Singapore
DBS Bank
DDM Association
Deloitte Singapore
DesignSingapore Council
DMS Firmenich Singapore
Dunman High School
e2i Employment and Employability Institute
Edible Garden City
Edrington
Emmanuel Assembly of God
En Community Services Society
Engineering Good
EQUAL
Eunoia Junior College
Ex Group Pte Ltd
FairPrice Group
Faith Music
Fei Yue Community Services - Family Central
Fo Guang Shan Singapore
Football Association of Singapore
Frontier Primary School
Geriatric Education and Research Institute (GERI)
Geylang Methodist Secondary School
Golden Agri-Resources
Gospel Light Christian Church Singapore
Great Eastern
Gummy Education
Gan Eng Seng Primary School
Hai Sing Catholic School
Haliburton
Healthcare Services Employees' Union (HSEU)
Health Sciences Authority (HSA)
Hey Kee HK Seafood
Hua Mei Centre for Successful Ageing
Hua Yi Secondary School
Hwa Chong Institution
Impact Colliders
Income Insurance Limited
Infocomm Media Development Authority (IMDA)
Institute of Technical Education (ITE) College East
Institute of Mental Health APCATS team
Invictus International School
Ivalue Singapore
JP Morgan
Jurong Secondary School
Jurong West Secondary School

Jurongville Secondary School
Kassim Mosque
Kidz Meadow Childcare
Komax Singapore Pte Ltd
La Cura Mobility
Liberty Insurance
Lighthouse Evangelism Tampines
Little Skool House
Lixil International Pte Ltd
Mandai Wildlife Group
Mansjuri Secondary School
Mapletree Investments Pte Ltd
Marsiling Primary School
Marsiling Secondary School
Mastercard Singapore
Masjid Darul Ghufuran
McGraw Hill
Melben Seafood
Millennia Institute
Movement for the Intellectually Disabled of Singapore (MINDS)
Ministry of Defence of Singapore (MINDEF)
Ministry of Sustainability and the Environment (MSE)
Mitsubishi Elevator
Montfort Care COMIT
Mummy Yummy
My First Skool (MFS)
MyWorld Pre School
Nanyang Girls' High School
Nanyang Polytechnic
Nanyang Technological University
National Environment Agency (NEA)
National Healthcare Group (NHG)
National Heritage Board
National Institute of Education
National Junior College
National Museum of Singapore
National Parks Board (NParks)
National University Health System (NUHS)
National University of Singapore (NUS)
National Youth Corp
nEbO
Ngee Ann Polytechnic
Ngee Ann Secondary School
North Vista Secondary School
N2Hub Training Academy
NTUC Enterprise (NE)
NTUC First Campus
NTUC Foodfare
OneSight EssilorLuxottica Foundation
Open Government Products
Overseas Family School
PAP Community Foundation (PCF) Sparkletots
Pasir Ris Crest Secondary School
Pax-Ocean Singapore
Paya Lebar Methodist Girls' School
PCF Sparkle Care
People's Association
Public Service Division
Putien
QuantumTX
Queensway Secondary School
Radin Mas Primary School
Raffles Girls' School (Secondary)

Raffles Institution
Rahuman and Friends
Republic Polytechnic
Republic of Singapore Navy
Riverside Primary School
River Valley High School
River Valley Primary School
RSVP Singapore The Organisation of Senior Volunteers
Salesforce
Samwoh Corporation
Sancare Asia
School of the Arts (SOTA)
School of Science and Technology
Sengkang Secondary School
SG Cares Volunteer Centre
Shuqun Primary School
Singapore After-Care Association - SACA
Singapore Chinese Orchestra (SCO) Singapore General Hospital (SGH)
Singapore Health Services (SingHealth)
Singapore Institute of Technology (SIT)
Singapore Labour Foundation (SLF)
Singapore Land Authority (SLA)
Singapore Management University (SMU)
Singapore Maritime Officers' Union (SMOU)
Singapore Optometry Association
Singapore Police Force (SPF)
Singapore Polytechnic
Singapore Press Holdings (SPH)
Singapore Red Cross Youth
Singapore University of Social Sciences (SUSS)
Sing Tec Development Pte Ltd
Society for the Physically Disabled (SPD)
Standard Chartered Bank
St Andrew's Junior College
St Joseph Institute (SJI)
St Stephen's School
St Paul's Church Singapore
Sumitomo Mitsui Banking Corporation
Tampines Secondary School
Tanjong Katong Girls' School
Tao Nan School
Team MDI
Temasek Junior College
Temasek Polytechnic
Teng Company (Ensemble)
The Esplanade Co. Ltd
True Origins SG
Victoria Junior College
Visa
Walking Football4Health Global
Westwood Secondary School
West Spring Secondary School
White Sands Primary School
Wing Tai Asia
Woodlands Garden School
Woodgrove Secondary School
Xinsha Holding
Xin Min Secondary School
Youth Corps Singapore
Yuan Ching Secondary School
Yuhua Secondary School
Yuvabharathi International School
You(th) Can Do It (YCDI)



SERVICES

Senior Day Care | Home Care | Nursing Home | Active Ageing
Rehabilitation and Physiotherapy | Family Medicine

COMMUNITY SUPPORT

Active Ageing Centres | Community Care | Henderson Home

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