



# CHARIS HOSPICE

## 圣恩安宁护理

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26 & 28, Lintang Paya Terubong 3, 11060 Air Itam, Penang.  
T : 04-827 9668 | F : 04-827 9667 | M : 011-1246 6757 | E : charishospice@gmail.com  
www.charishospice.com  Charis Hospice Penang

## Editorial 编辑 .....

### Charis Hospice will be celebrating its 15th Anniversary next year – where have we come from and where are we heading?

From staff of one supported by volunteers to staff of eight supported by volunteers, from a small office operating in a small hospital to having our own premises, from a financial support base of a handful of churches to a greater support base of individuals, companies, churches and others, from a handful of patients from one or two hospitals to more patients from all hospitals on Penang island - these are but some of our progress. But the greatest satisfaction and motivation for my team comes not from these measurable yardsticks, but from knowing that we have touched the hearts and lives of many of our patients and families we have walked alongside with all these years.

Moving ahead, my team can only be effective as much as our compassion, competency, team unity and resources can carry us in our delivery of free community palliative care. Networking with government and private sectors, individuals and community at large is increasingly important as the relevance of palliative care grows in cancer and non-cancer conditions.

Palliative care, with its focus on quality of life and holistic care, endeavours to see that not only is life well-lived but that it ends well too. It is unfortunate that there is much taboo in society on dying, which is extended to palliative care as well – an obstacle to the development and receptiveness of palliative care. Thus, apart from service-delivery, my team also endeavours to change mind-set so that more people can benefit from palliative care.

Will you continue to extend your hand to support and partner with us?

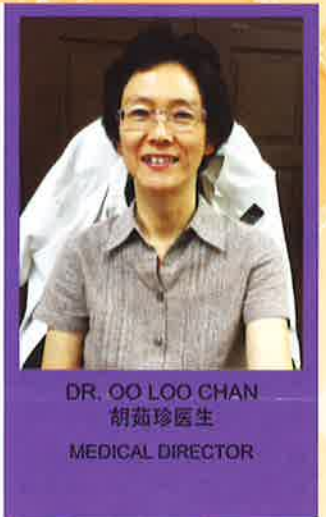
### 圣恩安宁护理将在明年庆祝15周年-我们来自哪里，我们将往何处去？

从一个职员到八个职员，全都是由志愿者资助；从一间小医院的小办公室到拥有自己的会所；从数家教会的支持拓展到个人、公司、教会及其他团体的支持；从一、两家医院的病人到檳城所有医院的病人，这些都是这些年来我们走过的路。但是我的团队最大的满足与动力却不是来自这些可以量化的里程碑，而是知道我们曾经触动了这些年来我们所陪伴的病人及家人的心灵及生活。

接下来，我的团队将持续以热情、才能及团结的合作精神来提供有效率且免费的社区临终关怀服务。临终关怀的范围包括癌症及非癌症两种情况，所以与政府和私人机构、个人及团体的交流也变得日益重要。

临终关怀服务的焦点为有素质的生活及全人的照顾，尽力让人们不仅可以把生前的日子过好，也把临终的日子过好。但是遗憾的是，这个社会有太多关于死的禁忌，这成了发展与接受临终关怀的阻碍。所以，除了提供服务，我的团队也竭力改变社会大众的看法，希望更多人可以从临终关怀中受惠。

请问你还会继续伸出你的双手来支持我们，并与我们同行吗？



DR. OO LOO CHAN  
胡茹珍医生  
MEDICAL DIRECTOR

# Testimonials 见证分享

## Our experience with Charis Hospice by 4th year MBBS students from International Islamic University Malaysia (IIUM)

First and foremost, we are grateful for being accepted by Charis Hospice to do our palliative attachment here. By experiencing the journey of a non-profit organization in taking care of palliative patients, we are able to differentiate between the care of inpatients in a hospital setting to community setting. I think the most challenging part in community setting is that the medication and manpower are very limited as compared to in a hospital setting. From the home visit sessions, we were able to see how the care of patients were conducted, such as dressing of wound and changing of continuous bladder drainage (CBD), the social support of the patient (eg. family members) and how the patient conduct their daily living activities despite their condition. We had the opportunity to visit Lotus Hospice and Palliative Care Unit of Penang General Hospital and were able to differentiate the three parties who are involved in taking care of palliative patients in Penang.

In addition, by participating in Friends of Senior (FOS) and Multi-Activity Centre (MAC) programs, we were able to enhance our communication skills especially towards the elderly. We were able to join in MAC's weekly activity which involved Charis Hospice's cancer patients and the seniors from FOS doing fun activities such as exercise, crafts and games. During our second week attachment, we had the opportunity to conduct the activities for them such as paper-folding, collage artworks, a presentation on complications of diabetes mellitus and watching short movies.

Last but not least, we would like to thank all the staff (the medical & admin team of Charis Hospice, FOS team and MAC team) and volunteers for warmly welcoming us and guiding us along in our three weeks attachment at Charis Hospice.

From: Muflihah, Najihah & Najwa



## 马来西亚国际伊斯兰大学医学系学生在圣恩安宁护理的实习经验

首先，我们要感谢圣恩安宁护理让我们在这儿进行临终关怀实习，让我们得以明瞭医院环境与居家环境的区别。我们认为，居家环境最大的挑战就是医药资源与人力资源比起医院环境相对短缺。而在家庭探访中，我们有机会看到临终关怀服务如何进行，例如清理伤口和更换导尿管、家人给病人的社会支持，以及病人如何自理生活等。此次实习中，我们有机会参访净莲慈悲院和檳城中央医院的临终关怀中心，进一步了解这三家提供临终关怀服务机构的异同。

除此之外，透过参与长者之友(FOS)和多元活动中心(MAC)主办的活动，我们得以和病人进行交流。我们参与了多元活动中心的每周例常活动，看到了癌症病人与长者之友一起做运动、做手工和玩游戏。在我们实习的第二周，我们有机会为病人带来了折纸和拼贴活动，也为他们讲解了糖尿病并发症课题和为他们播映了一场短片。

最后，我们要感谢圣恩安宁护理的所有职员（医疗和行政团队、长者之友和多元活动中心团队）和志工对我们的帮助与指导，使我们这三周在这里的实习收获满满。

文：Muflihah, Najihah & Najwa

Reach Out Touch Lives 

伸出缓手触动生命

# Appreciating partnership with others ..... 感谢你们的支持

## FMM & OCBC Heritage Walk 2018 FMM & OCBC 2018 古迹行

Charis Hospice would like to thank FMM and OCBC for the donation received from their recent Heritage Walk event held on 1st July, 2018 in Georgetown.

We were among the 20 over NGOs who were beneficiaries of this event. The amount received, which was RM15,000, will help Charis Hospice to continue to provide free home care service to those who are in need of it in Penang island.

A big Terima Kasih to FMM & OCBC and all sponsors involved for your wonderful support!

2018年7月1日，FMM和OCBC在檳城乔治市举行古迹行活动，并把活动款项捐给圣恩安宁护理。圣恩安宁护理特此感谢FMM和OCBC的捐助。

圣恩安宁护理及20余个非政府组织皆在此活动中受惠。圣恩安宁护理获得了1万5千令吉的捐款，这笔款项让它可以继续为檳城的临终病人提供免费的家居照顾服务。

FMM和OCBC以及所有赞助商，非常感谢你们的热心支持！



## Health Talk at Multi National Companies (MNCs)

We want to thank Boston Scientific for inviting us to their new premise at Batu Kawan on the 5th June, 2018 to share with their management and staff on palliative care and the benefits of it. We were also invited to talk at NationGate Solution (M) Sdn Bhd which is also located in the mainland. Also, for the very first time, we want to thank Broadcom for allowing us to participate in their health week which was held in September at their factory in Bayan Lepas. Our craft team was able to set up a booth there to sell their handicraft.

Thank you for your partnership with us and we look forward to your continuous support for the years to come!

## 在跨国公司举行健康讲座

我们要感谢 Boston Scientific 公司在2018年6月5日邀请我们到它位于峇都加湾的新厂，并与它的管理层及职员分享临终关怀的资讯及好处。此外，我们也受位于威省的跨国公司 NationGate Solution (M) Sdn. Bhd 的邀请，到它们的公司进行健康讲座。除此之外，我们也要特别感谢Broadcom允许我们参与它们在峇六拜工厂九月举行的健康周活动，让我们的手工艺团队可以在那儿摆摊售卖自身的手工艺品。

感谢您们与我们携手合作，我们期许来年继续获得您们对我们的持续支持！



NationGate Solution (M) Sdn. Bhd.



Nurse Yeoh presenting to staff at Broadcom

## Past Events 以往的活动 .....

### Charis Hospice Charity Hunt 2018

Charis Hospice recently had their charity hunt with the theme, Penang-Spice of the Orient on the 14th April, 2018. The mall hunt was held at Gurney Plaza whilst the motor hunt was at SPICE Setia. The response was overwhelming and it was the biggest participation ever since Charis Hospice started its charity hunt. The total number of participants was 468, where mall hunt had 131 teams and motor 52 teams!!

The hunters had a challenging but fun time in both hunts. It was the first time the motor hunt had their challenges in the form of Amazing Race. Some of the challenges at SPICE include guiding golf balls with cylindrical stick, keeping badminton shuttlecock afloat whilst walking backwards and keeping a straw between two foreheads and walking. At the Metropolitan Park, participants had to walk on 4 mats to step on 5 spaces. There was also a scavenger hunt where participants had to gather 3 natural objects and answer 3 questions based on features along the walk way.

Equally fun were the challenges faced by the mall hunt participants! One called 'Nose your Spice' had the participants guessing the spice(s) contained in a sealed plastic bottle. Another was to identify the flags of the different states of Malaysia. Both the young and seniors who participated in the mall hunt had lots of laughter and good fun!

The hunt ended with a Hi-tea lunch buffet at Convention 33 located at Prangin Mall. Answers were given before results were announced and prizes presented to the winners. Great, touching testimonies were shared by two caregivers of our patients who attended the Hi-tea.

We want to take this opportunity to thank all our sponsors, namely, Symbiotica Speciality Ingredients, who was our major sponsor for this event. We also want to remember and thank all the companies and individuals who have sponsored the prizes and goody bag items for the participants. A special mention to our venue sponsors, SPICE Setia and Gurney Plaza, who have been so kind to let us use their premises to conduct the hunt. Last but not least, we want to thank the public who had given us their support in terms of donation. We managed to collect around RM218,000 this year and every amount collected will help those who are in dire need of palliative care in Penang island. This is only possible when many hands and hearts are involved.



### 圣恩安宁护理2018 慈善寻宝赛

圣恩安宁护理于2018年4月14日举行了“槟城—东方的香料国度”为主题的慈善寻宝赛。此寻宝赛共分为在合您广场举行的广场寻宝赛，以及在SPICE Setia举行的摩多寻宝赛。此寻宝赛的反应非常热烈，是圣恩安宁护理主办此寻宝赛以来最多人数参与的一届。共有131队伍参与广场寻宝赛，以及52队伍参与摩多寻宝赛，总参与人数为468人！

在这两场的寻宝赛中，参与者皆度过了充满挑战却有趣时光。摩多寻宝赛首次加入《急速前进》活动，其他活动包括以圆柱棒来控制高尔夫球、在往后退的时候确保羽毛球不落地、两人在走动的时候以额头顶住一根吸管等。而在湖内人民公园里，参赛者必须跳过4格到达第5个格子。此外，拾荒者挑战赛的参与者则必须收集3个自然物，并回答关于在走道上所看到物体的3个问题。

广场寻宝赛的参赛者的乐趣也不少！在“嗅出香料”项目中，参与者必须在密封的瓶子中猜出里面的香料。另外，他们也必须辨识马来西亚其他州的州旗。无论老或幼的参赛者，皆在此寻宝赛中收获满满的笑声及无穷乐趣！

此寻宝赛以在新光大广场Convention 33的下午茶自助餐作为完结。在成绩揭晓前，主办方公布答案并在较后颁发奖品给得奖者。而在下午茶时间，两个病人的照顾者也在会上分享了感人的见证。

我们要藉此机会感谢所有的赞助者，包括 Symbiotica Speciality Ingredients - 此活动的主要赞助商。我们也要纪念及感谢所有赞助奖品及礼品袋内物品的公司及个人。在此，我们要特别感谢我们的场地赞助商 - SPICE Setia和合您广场，允许我们使用它们的场地来进行此寻宝赛。最后，我们要感谢捐款给此寻宝赛的每名公众。今年，我们共筹获了21万8千令吉，所有的捐款都将会帮助到槟城区急需临终关怀服务的病人，而这只有靠爱心人士的热心捐献方得以实现。

# Past Events 以往的活动

## Basic Caregiver's Training Module 1 and launching of new Module 3

Charis Hospice and Friends of Seniors (FOS) conducted a Basic Caregiver's training Module 1 on 23rd June, 2018 which covered areas such as basic infection control, personal hygiene and grooming, home safety (fall prevention and management), transferring and movement, pressure ulcer prevention, oral feeding, NG care and feeding & medication management. There were 25 participants for this training and most of them found it to be very helpful and practical.

After successfully launching both our Modules 1 & 2, the team came up with Module 3 on the 29th September, 2018 entitled Caring for the Dying. We were able to invite a speech therapist from KL to cover part of the training which touched on swallowing difficulties faced by a patient at the end stage of life.

A very big thank you to all our volunteers who made this training possible and for putting aside their time to teach those who are currently taking care of their love ones at home so that they can be empowered in this area.

### 基本护理者第一阶段训练及第三阶段训练推介礼

圣恩安宁护理与长者之友 (FOS) 于2018年6月23日联合主办了基本护理者第一阶段培训, 内容包括基本感染控制、个人卫生及仪容、家居安全 (跌倒预防及管理)、转移和行动、褥疮预防、口服营养、胃管护理及用药管理。此培训共获得25人参与, 他们皆觉得此培训非常有用及实际。

在成功推出第一及第二阶段的培训课程后, 我们的团队将在2018年9月29日推出第三阶段的培训——对临终病人的照顾。我们很荣幸可以邀请来自吉隆坡的语言治疗师来主讲关于病人在临终时所面对的吞咽困难问题。

非常感谢所有的志工挪出宝贵的时间进行此培训, 教导照顾者如何在家照顾病人, 让他们在照顾临终病人的路上更有能力。



Ms Cecilia-Speech therapist explaining to the crowd on swallowing difficulties Mod 3



Nurse Yeoh demonstrating to participants on nursing care for the dying Mod 3



BCT Mod 3 team



Mei doing sarong demo. Mod 1

## MAC Anniversary Celebration

MAC celebrated their 9th anniversary on the 5th September, 2018 at our premise located in Farlim. We were able to invite the caregivers and family members of our patients to celebrate this joyous occasion with a simple lunch. One of our Board members, Mr. Ooi, was invited to give a speech. Our MAC coordinator, Josephine, organized some games and the patients had a fun time. We want to take this opportunity to thank all our MAC volunteers who have been so faithful in serving and touching the lives of these patients and their family members. Their love and patience have touched many and is a great example of valuing and showing dignity to them, more so at this juncture of their lives.

We may not add days to life, but we may be able to add life to days.



### 多元活动中心周年庆典

2018年9月5日, 多元活动中心(MAC)在我们位于发林的会所欢庆成立9周年纪念。我们邀请了我们的照顾者和病患的家人共进午餐来庆祝。我们其中一位董事, 黄先生受邀上台致辞。而中心的主要协调员 Josephine 则安排了一些游戏环节, 让病人玩得非常尽兴。在此, 我们也要这个机会来感谢我们的志工, 感谢他们忠心地服侍。他们的爱心与耐心带给临终病人尊严, 触动了许多病人与家属的心。

我们无法增加在世间的时日, 但是可以让在世间的时日更有生命力。

We welcome donations. Please make your cheque to "Charis Hospice". All donations of RM 50 and above made to Charis Hospice are tax exempted. 欢迎各位给予经济支持。支票请注明 "Charis Hospice"。所有50令吉或以上的捐款都属于税务豁免。