CHARIS HOSPICE

2022 ANNUAL REPORT

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MEDICAL DIRECTOR'S FOREWORD

Every annual report never fails to warm my heart despite tears and toil in the past year. I see the faithfulness and goodness of God, channeled through many hands and hearts – our team of staff and volunteers, our supporters out in the community, even the patients and families we journey with.

The big picture ahead of increasing demand and the complexity of end-of-life care in our society, accentuated by diminishing availability and accessibility of care, begs for a solution. Palliative Care certainly has a big role to play in end-of-life care, focusing mainly on quality-of-life issues.

My team, being small, can only care for a limited number of patients. Thus, apart from providing hands-on-care, our aim is also to work hand-in-hand with other healthcare providers to improve the accessibility of palliative care. We also endeavour to encourage open dialogue on end-of-life care in the public domain.

The lives of my team are enriched as we journey with our patients and families – we see their pain, sacrifice, and frustrations. We hope that in some ways, we have been able to bring relief and joy, even if just a drop, into their lives.

Will you partner with us?

ABOUT US

Vision

To impact the community of Penang with God's love by being a provider of good palliative home care services.

Mission

To be an effective provider of palliative home care services to patients with advanced illnesses in Penang Island and to advocate for greater awareness, availability, and support of palliative care.

ACHIEVEMENTS

Statistics of Home Care Patients

Total Patients: 336

Total New Admissions: 272

Number of Deaths: 234

Home Deaths: 165

Encounters of Care With Patients & Families in 2022

Video Family Conference: 5

Telehealth by Phone: 1297

Physical Visits by Nurses: 3182

Physical Visits by Doctors: 494

Period of Care Until Death

52.6% of our patients passed on within 30 days. We encourage earlier referrals so that patients will benefit more from our care.

Place of Death

Most of our patients die at home and we help ease the burden. We also support those in nursing homes.

STRATEGIES

What We Offer To The Community (For Free)

- Professional Palliative Home Care services to patients with advanced cancer and other advanced life-threatening illnesses living on Penang island
- Loan of Medical Equipment for patients under our care
- Psychosocial support for patients and families
- Bereavement support in selected cases or referred to professional counsellors
- Public education and advocacy of palliative care
- Training of volunteers, medical/nursing personnel and students

ACTIVITIES

In view of Covid-19 still being present in the first half of 2022, Charis Hospice organised our second-ever online charity photo contest with a fun yet meaningful theme to get our annual fundraising event kick-started!

Raising nearly RM170,000, the theme "Everyday Heroes" was adopted to align with our mission of providing effective palliative home care services and support to our patients and their families in their journey through illness and loss. In addition, the theme also served as a purpose and opportunity for all participants to honour the everyday heroes and unsung heroes.

The online charity photo contest was organised from March 21st to March 26th and was well-received and supported by our sponsors, donors, and the public. The photo contest received over 60 photo submissions ranging from personal depictions of their Everyday Heroes, to the journey of hard work and sacrifices for the betterment, and through the journey of life and love.

Our heartfelt gratitude to the 5 Gold Sponsors, 1 Silver Sponsor, 5 Bronze Sponsors, donors, and participants for contributing towards a great cause, and hearty congratulations to the top winners and all participants for a successful, heartwarming, and memorable Everyday Heroes Online Charity Photo Contest.

Date: 21st March - 26th March 2022

Registered: 124

Reached: 2,867 on Facebook

Funds Raised: Nearly RM170,000

Increased Awareness

Increased Followers

JANUARY

Everyday Heroes Charity Photo Contest Launch with YB Joseph Ng, ADUN Air Itam

On January 27th, Charis Hospice organised an on-site official launch for our second online charity photo contest themed, "Everyday Heroes". We were grateful to have the support and presence of YB Joseph Ng, ADUN Air Itam, Charis Hospice's Board of Directors, and members of the press at the official launch.

Following the successful launch of the Everyday Heroes Online Charity Photo Contest, we would like to thank YB Joseph Ng, ADUN Air Itam for his gracious support and generous donation of RM1,500 towards the contest. We were also able to reach a greater audience through Guang Ming Daily's well-written news article on the launch and contest. The feature has helped Charis Hospice continue our work of advocating greater awareness, availability, and support for palliative care.

聖恩安寧護理中心
辦攝影賽盼籌15萬經費

（槟城27日讯）圣恩安宁护理中心举办“每日英雄”线上摄影比赛，希望能筹集15万令吉的营运经费。

主题为每日英雄

“每日英雄”线上摄影比赛筹委会主席马定强今日在记者会上说，创立于2004年的圣恩安宁护理中心，是槟岛区为癌症和其他重症病人提供免费居家舒缓护理（palliative care）的慈善机构。

他说，该中心拥有3名医生、4名全职护士及义工为70多名病人提供服务，每年需要约70万令吉来维持开销，此次活动的筹募目为15万令吉。

他说，摄影比赛的主题为“每日英雄”，主要是向疫情期间的无名英雄、该中心临终病人及家属致敬，提升公众对舒缓护理的醒觉。

马定强说，比赛公开给各年龄层参与，他们需透过自身的摄影镜头来诠释“每日英雄”对他们的意义，这可以是透过“疾病、生活和爱”的日常，或是在疫情期间的观察和体验。

他说，此项比赛将送出总值5000令吉的丰富奖品，即冠军2500令吉、亚军1000令吉、季军800令吉、殿军500令吉，第5名200令吉、第6名至第10名有奖品。每份参赛作品的报名费为100令吉，得奖照片的遴选标准为创意、影响、风格和故事性。

比赛从即日起接受报名至今年3月20日。报名链接：https://tiny.cc/EH_registration。欲知详情可联络:011-12466757或电邮:charishospicepr@gmail.com或浏览https://charishospice.com。

阿依淡州议员黄顺祥说，圣恩安宁护理中心是家慈善机构，希望民众可以多多支持这项摄影比赛，为人间增添温暖。

黄顺祥当天也率先捐献1500令吉以支持这项比赛。

出席者尚有该护理中心董事会主席李凯及医药总监胡茹珍医生。（CYL）

■黄顺祥（右三）捐献1500令吉以支持“每日英雄”摄影比赛，右二为马丁强、左三为李凯。

Chinese New Year Blessings

Charis Hospice and Audacity Church partnered up to welcome the year of the Tiger with blessings for our patients and their families. A variety of scrumptious meals, red packets, and hampers were delivered to our patients by a group of kind volunteers from Audacity Church.

AUGUST

Caregivers Appreciation Project

In conjunction with World Hospice and Palliative Care Day 2022, Charis Hospice successfully raised RM1,540 with generous donations from Reservoir Garden Baptist Church Batu Uban Life Group and two donors to bless 18 of our selected caregivers and patients with appreciation cards, Sunshine vouchers, chocolates, and/or red packets. Caregivers sacrifice and invest a tremendous amount of their time, energy, and money into caring for a loved one. Therefore, it is with great pleasure for our team to honour our everyday heroes through a small act of kindness from August to October.

SEPTEMBER

2022 JCI Malaysia Sustainable Development Award

Charis Hospice was crowned as the winner of the Junior Chamber International Malaysia (JCIM) Sustainable Development Award for Goal 3: Good Health and Well-being. It is with great honour for Charis Hospice to win a prestigious award that is granted to sustainable projects conducted by Malaysian companies and organisations that advance any of the UN Sustainable Development Goal.

OCTOBER

What's Next for Palliative Care in Penang

In conjunction with World Hospice and Palliative Care Day 2022, Charis Hospice had the opportunity to open up our premises to Dr. Julie Ling, the Hospis Malaysia team, and the organising team led by Dr. Lim LY for a fruitful meeting on "What's Next for Palliative Care in Penang". Let's contribute towards improving the quality of life and the relief of suffering in face of life-threatening illnesses.

Charis Hospice Team Bonding

Our small team at Charis Hospice had a great team bonding and lunch session at Eastern & Oriental Hotel. Smiles and laughter filled the air as staff bonded with their daily workmates. Each staff also had the opportunity of completing a brief advanced care plan.

BLESSINGS

Donation of 2 Units of SEERS Oxygen Concentrator from Robert Bosch Professional Power Tools and Accessories

PCCC YES 槟中总青商团 donated RM3,000 to Charis Hospice at their 13th PCCC YES Anniversary

Donation of RM10,000 from Gleneagles Hospital Penang at the Pink October 2022 event

OUR TEAM

The Board of Directors

Mr Lee Khai
Chairman

Dr Tan Chong Guan

Dr Angela Oh

Mr Chuah Choon Bin

Mr Kew Chii Shiang

Mr Foo Hwa Hin

Mr Chee Chin Hoe

Mr Ooi Choon Piao

Staff

(From left Leong, Sariel, Irene, Dr Oo, Dr Asha, Yeoh, Chee, Avi)

*Ruth (not in picture) bade us farewell in early 2023

The team is headed by Dr Oo Loo Chan, Medical Director

Doctors: Dr Oo and Dr Asha

Nurses: Yeoh, Leong, Ruth and Chee

Administrators: Irene & Sariel

Development Executive: Avi

Housekeeper: Aunty Chuah

Transporter: Ah Pheng

TESTIMONIALS

Charis Hospice was our pillar of wisdom and strength during this tough chapter. With the presence of Charis Hospice, we were enlightened, well-guided, and much more prepared on what to expect and what can be done to make our mother's journey as comfortable and meaningful as possible to the end.

Thank you for assisting and supporting my grandma on her final journey. Mum & I were truly touched and inspired by your compassion and kindness towards those in need.

May your days be full of good health just like how you have helped my loved one regain her health.

Thank you for doing a good job.

APPRECIATION & GRATITUDE

Volunteers 2022

Fundraising Team

1. Emily Tan
2. Emili Ismail
3. Goh Ai Ling
4. Goh Poh Leng
5. Lee Saw See
6. Nic Lee
7. Naomi Khoo
8. Philip Yap
9. Sharon Koay
10. Sally Leong
11. TK Mah
12. Wan Nor Rashidi

Development Team

1. Goh Ai Ling

Others

1. Sweezy Tan (Translator)
2. Mooiko Limited UK
   (App Development)

APPRECIATION & GRATITUDE

Donors

We regret that we can only list the names of companies and associations with contributions of RM10,000 and above owing to space limitations. We would like to thank all our donors who have faithfully given and supported Charis Hospice in many ways despite the year going into an economic downturn since the pandemic onset.

We pray for the well-being of everyone. We are also extremely grateful for other individual and supporters in kind. May God bless all of you abundantly.

Companies and Associations

AGILENT TECHNOLOGIES LDA MALAYSIA SDN BHD
BOSTON SCIENTIFIC MEDICAL DEVICE (M) SDN BHD
CORNERSTONE CODE SDN BHD
GEORGETOWN BAPTIST CHURCH
GRANT THORNTON MALAYSIA PLT
JUST IMEX SDN BHD
NEOH FOUNDATION (1979)
NUWATA SDN BHD
OCBC Bank (M) Bhd
ONG & MANECKSHA
PATSIFIT CONSTRUCTION SDN BHD
PC CONSTRUCTION SDN BHD
PENANG FIRST ASSEMBLY OF GOD
PENTAMASTER CORPORATION BERHAD
PENTECH SOLUTION SDN BHD
PULAU PINANG CLINIC SDN BHD
SYMBIOTICA SPECIALTY INGREDIENTS SDN BHD
TRINITY METHODIST CHURCH PENANG
VITROX FOUNDATION

FINANCIAL REPORT

2022 Income: RM1,121,497.77

2023 Projected Income: RM925,000

2022 Expenses and 2023 Budget

2022 Expenses: RM697,521.96 **2023 Budget: RM854,234**

DONATION

Tax-exempt Donation

Charis Hospice is a non-profit, tax-exempt organisation (NGO) and we welcome any donation and sponsorship from anyone in support of our work. We encourage donations to be made via Online Transfer.

Kindly email or WhatsApp us the transfer advice with your MyKad/company details as well as your postal address and request for a tax-exempt receipt. However, our office is still open on weekdays should you wish to visit us.

Donate to Charis Hospice PBB Account No.: 3141630622

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