

ANNUAL REPORT



17 years of ensuring No One Journeys Alone



Charis Hospice



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Medical Director's Foreword



2021, the second year of the COVID-19 pandemic, has been another amazing year for the Charis Hospice team! We closed the year with gratitude in our hearts – to God, our supporters, and our patients and families for letting us journey with them and gain rich experience in the process. We were propelled into the journey of digital transformation of our work to increase our versatility.

While physical contact with our patients is essential, the role of telehealth is unavoidable and needed to be tapped. We also capitalized on the virtual platform to raise awareness and funds among friends, supporters and the public. The pandemic opened to us an increased scope of medical conditions requiring our palliative care services, galvanizing us to learn new skills and acquire new knowledge. But sadly, late referrals also increased.

To render holistic care effectively, we need sufficient time to work with our patients and their families, and network effectively with medical personnel in hospitals and nursing homes.

Palliative care focuses primarily on the quality of life. We are dealing with more diseases needing palliative care, in a society that is ageing without adequate preparation for end-of-life care.

We need the community to work with us so that palliative care is available to all who need it. Will you partner with us? And we pray God will continue to be our guiding light. Our heartfelt appreciation to all our supporters, including those who offered us invaluable technical support.

About Us



Our Vision

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



Our 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.



Tax-Exempt Donation

Charis Hospice is a non-profit, tax-exempt organisation (NGO) and we welcome donations and sponsorship from anyone in support of our work. We appreciate any donations to be made via **Online Transfer** owing to the pandemic situation and concerns.

Kindly email or WhatsApp us the transfer advice with your MyKad details as well as 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

Contact us at:

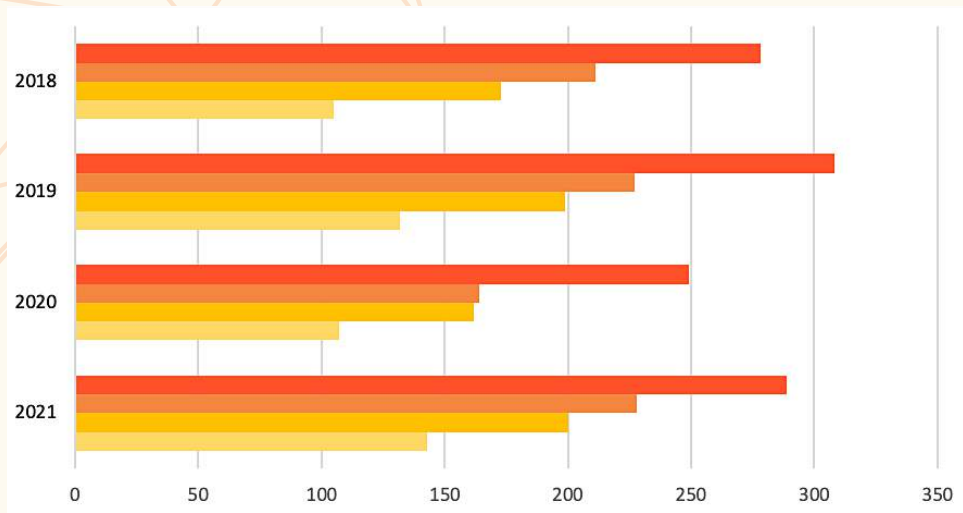
t: 04-827 9668 Whatsapp: 011-1246 6757 e: charishospice@gmail.com

a: 26 & 28 Lintang Paya Terubong 3, Air Itam 11060 Penang

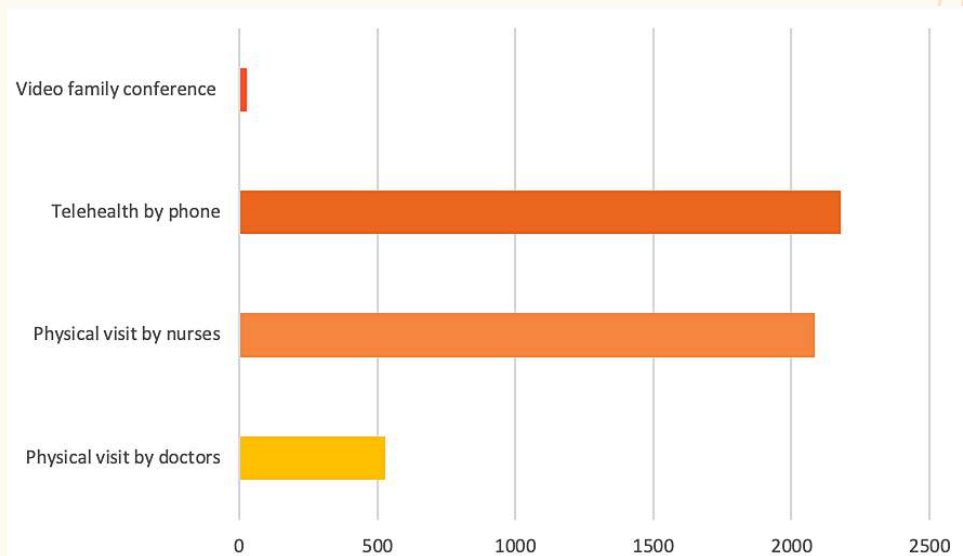
 <https://charishospice.com>  [@charishospice](https://www.facebook.com/charishospice)  [charis-hospice-penang](https://www.linkedin.com/company/charis-hospice-penang)

Achievements

Statistics of Home Care Patients



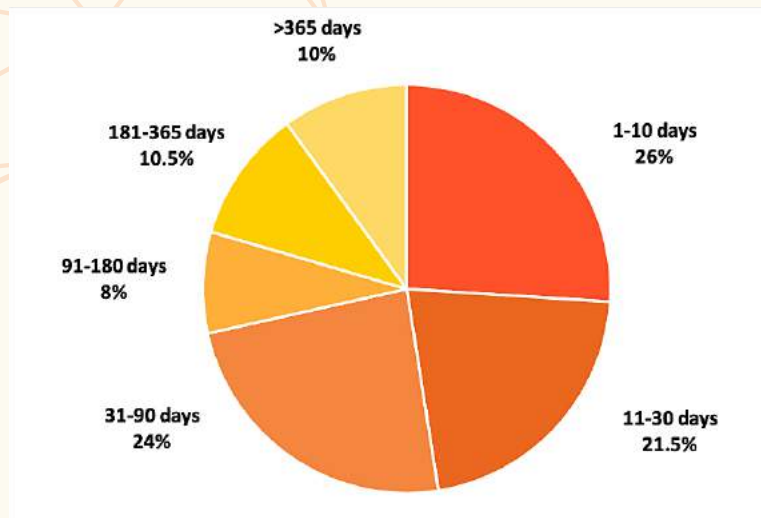
Encounters of Care With Patients & Families in 2021



Reduced physical visits in Covid-19 pandemic and increased use of telehealth.

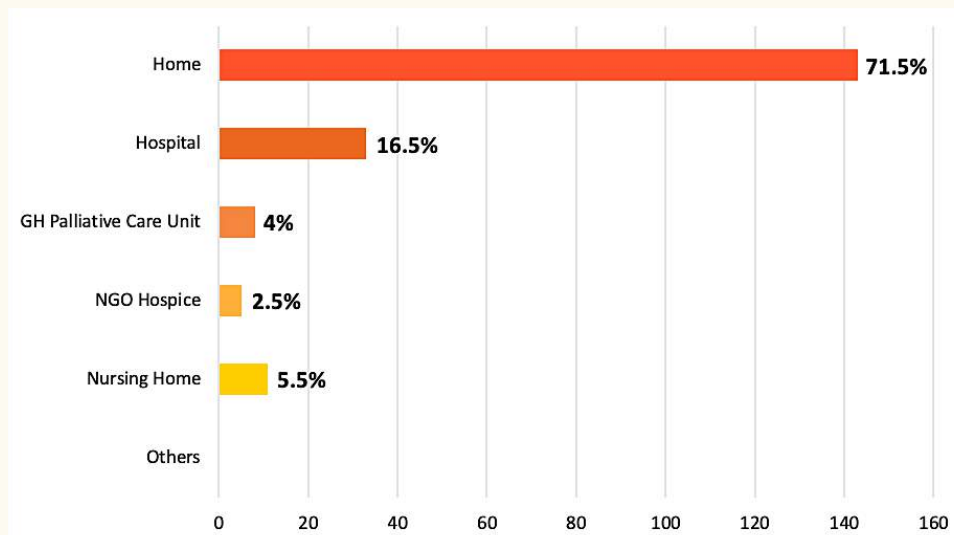
Achievements

Period of Care Until Death



47.5% of our patients passed on within 30 days. We encourage earlier referrals so that patients will benefit more from our care.

Place of Death



Home: 143



Hospital: 33



GH Palliative Care Unit: 8



NGO Hospice: 5



Nursing Home: 11

*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 the patients with advanced cancer and other advanced life-threatening illnesses living on Penang island
- Loan of Medical Equipment for patients under our care
- Medical consultation by the Medical team
- Psychosocial support
- 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

Reach Out, Touch Lives, Bring Hope



Activities

in addition to our core service of professional palliative care by the medical team

In 2021, we organised our first online Charity Photo Contest for our patients, their families, supporters and the public. We were successful in raising over RM200,000 for our operations and increased public awareness of palliative care.

The **No One Journeys Alone** Charity Photo Contest from the 17th to the 21st of May was well-received. Participants had the opportunity to showcase their photography skills and interpretation of what "No One Journeys Alone" means to them.



Funds Raised RM211,500



145 Registrations



Gained 1,800 reach on Facebook

Charis Hospice was blessed and encouraged by the support of our 7 Gold Partners, friends, associates and supporters who made our first online Charity Photo Contest a SUCCESS! Our event was also featured and reported by Guang Ming Daily, Kwong Wah Yit Po and China Press.

Our Gold Sponsors



Agilent Technologies



Our Silver Sponsor



Our Bronze Sponsor



Grant Thornton



1st Place



2nd Place



3rd Place



4th Place



*There is an end for a cure. There is no end to care.
End of one's journey is about quality of life
than it is about death. No one should
be alone in the journey.*

Activities

February

Chinese New Year Meals for selected patients and families



May & June

Public appeal for hospital beds and oxygen concentrator machines



Thank you to **James Teng** from **Buddha's Light International Association** for the incredible support to donate one unit Yuwell Oxygen Concentrator Machine.

We would also like to thank our kind **donors and supporters** for supporting our work and donating hospital beds as well as oxygen concentrator machines for our patients.

Activities

August

Hamper Project with Agilent Technologies

Thank you Agilent Technologies for the care packages consisting of Ensure, Nutren Fibre, Nutren Junior and Ang Pows.



September

Kind Malaysia Virtual 2021: Time To Be Kind

"Journeying through End-of-Life" Dialogue with The Asian Woman



#TAWRealChats: Journeying through End-of-Life

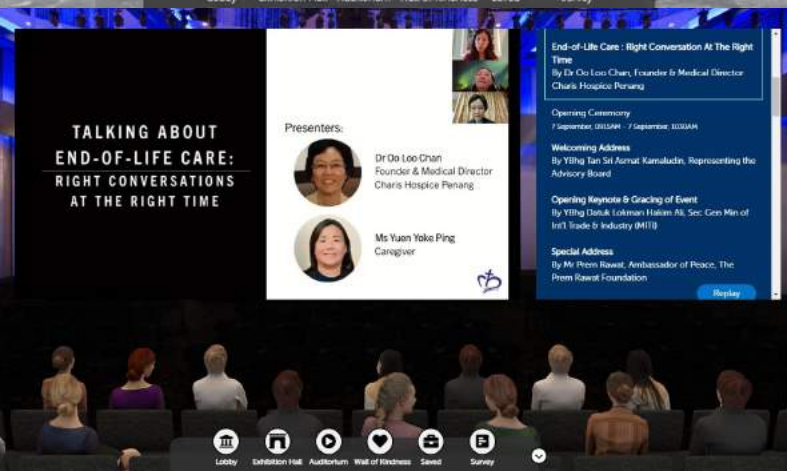
#TAWrealchats

- What is a Good Death?
- Biggest Regret & Challenges Caring for Loved One
- Protracted Death vs Sudden Death
- How does Palliative Care Ease End-of-Life Transition?
- De-mystifying Morphine



OM

TAW



#TAWRealChats: Who Can Seek Palliative Help?



OM

TAW

Up Next: What Matters Most to Palliative Patients?

Activities

October



MYTH BUSTERS:
Debunking palliative care myths & more
8 OCTOBER 2021
FRIDAY 2:00 PM - 2:45 PM

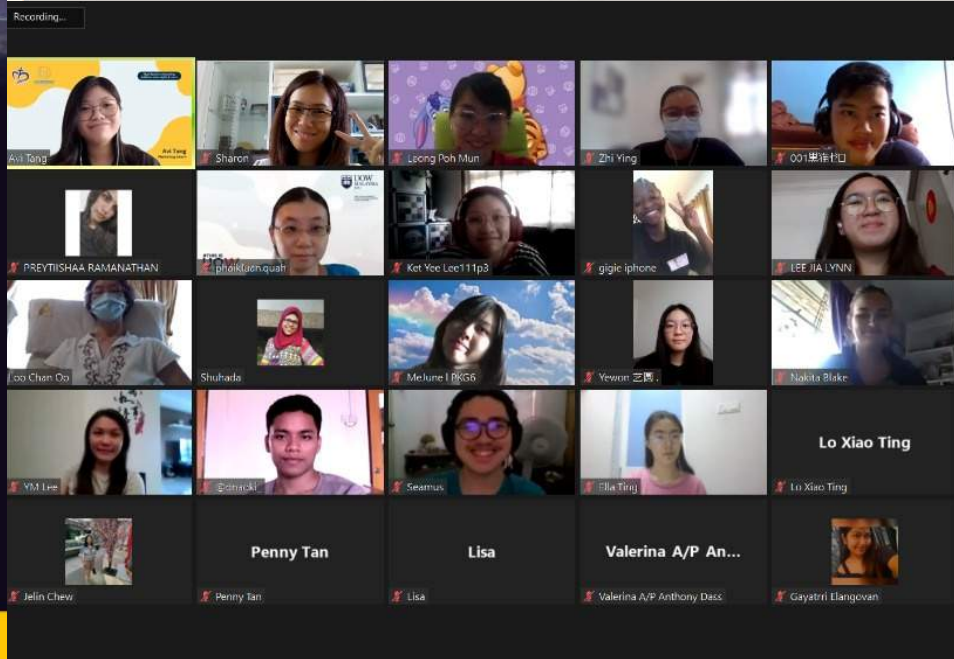
Support your favourite hawker stalls and local restaurants.
Grab 50% off on orders above RM10.00
Grab 30% off on orders above RM15.00
Grab 20% off on orders above RM20.00

JOIN & WIN
3 GrabFood gift cards to be won
*Valid for registered UOWM KDU Penang students

Scan to join the Virtual Talk

Charis Hospice @charishospice charis-hospice-penang

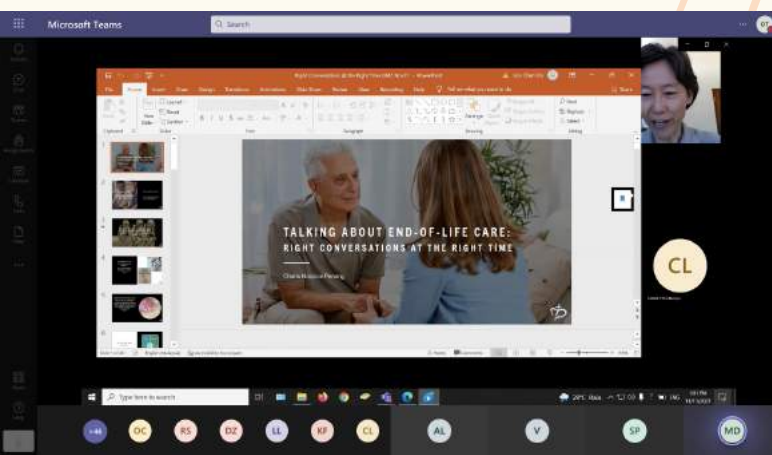
"Myth Busters: Debunking palliative care myths and more" with UOW Malaysia KDU Penang



November

Virtual Talk to doctors on "End-of-Life Care: Right Conversations at the Right Time"

Charis Hospice Team Bonding

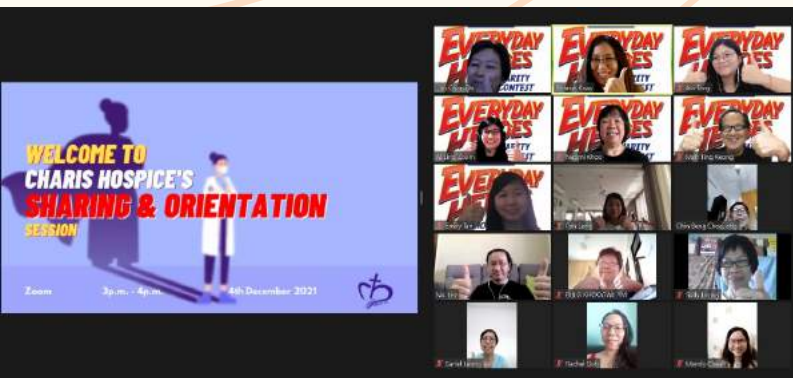


Activities



"Everyday Heroes Charity Photo Contest 2022"
Sharing and Orientation Session with Volunteers

December



*Christmas Meal Blessing
for selected patients & families*



Our Team

The Board of Directors



Staff



(From left Zhi Ying, Pheng Loo, Ruth, Dr Yeow, Dr Oo, Irene, Avi, Sariel, Leong)

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

Doctors: Dr Oo and Dr Yeow

Nurses: Pheng Loo, Leong, Ruth and Zhi Ying

Administrators: Irene & Sariel

Development Executive: Avi


Housekeeper: Aunty Chuah

Transporter: Ah Pheng

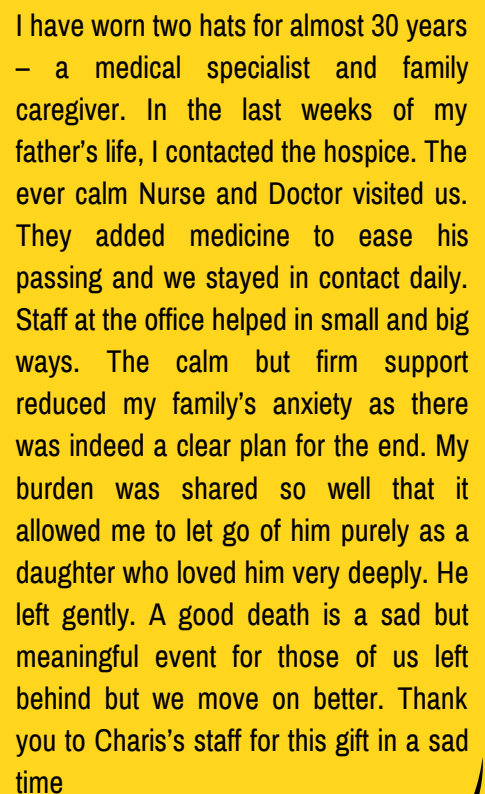
Continuous Professional Development (CPD)

CPD for the medical team has migrated to the online platform since 2020

Testimonials

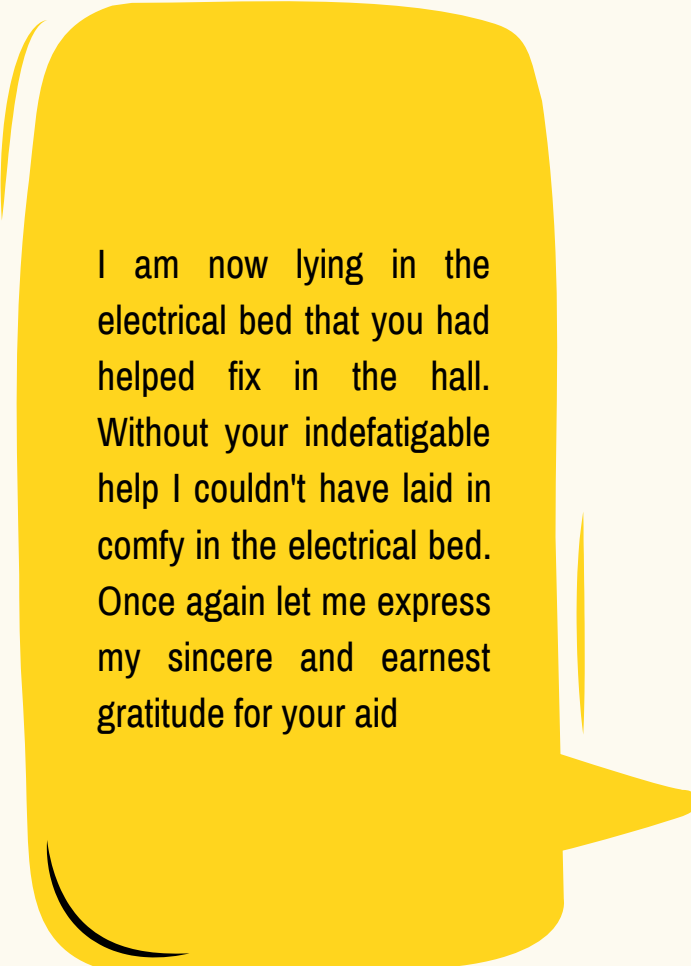


Hi Nurse, we wanted to thank you for arranging the home visit with our mum on Thursday. We're very glad that we've made contact with you and the Dr. When I return to the UK I know at least there will be medical support access for my parents (outside of GH's medical service)




I have worn two hats for almost 30 years – a medical specialist and family caregiver. In the last weeks of my father's life, I contacted the hospice. The ever calm Nurse and Doctor visited us. They added medicine to ease his passing and we stayed in contact daily. Staff at the office helped in small and big ways. The calm but firm support reduced my family's anxiety as there was indeed a clear plan for the end. My burden was shared so well that it allowed me to let go of him purely as a daughter who loved him very deeply. He left gently. A good death is a sad but meaningful event for those of us left behind but we move on better. Thank you to Charis's staff for this gift in a sad time

Testimonials



I am now lying in the electrical bed that you had helped fix in the hall. Without your indefatigable help I couldn't have laid in comfy in the electrical bed. Once again let me express my sincere and earnest gratitude for your aid



Thank you Nurse. Charis Hospice has been so important to us, to help make my mother's final days as comfortable as possible. Thank you so much to the Charis Hospice team. Thank you Nurse for your compassionate and efficient care for my late wife

Appreciation and Gratitude

Volunteers 2021

Fundraising Team

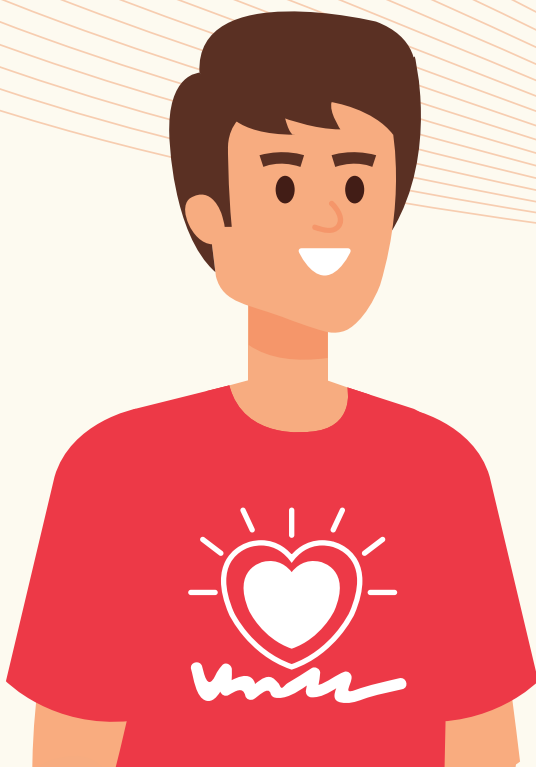
1. TK Mah
2. Agnes Ang
3. Candi Chong
4. Catherine Cheah
5. Emili Ismail
6. Emilia Ismail
7. Emily Tan
8. Goh Ai Ling
9. Kathryn Loh
10. Lee Saw See
11. Moe Nasrul
12. Naomi Khoo
13. Nic Lee
14. Sharon Koay
15. Wan Nor Rashidi

Development Team

1. Sharon Koay
2. Goh Ai Ling

Others

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



Appreciation and Gratitude

Donors and Supporters 2021

We regret that we can only list the names of companies & associations with contributions of RM10,000 and above owing to space limitations. We would like to thank all our donors and supporters 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. Stay safe, healthy and hopeful always. May God bless all of you abundantly.

Companies and Association

Agilent Technologies LDA Malaysia Sdn Bhd

Boon Siew Sdn Bhd

Boston Scientific Medical Device (M) Sdn Bhd

Cornerstone Code Sdn Bhd

Inari Amertron Berhad

Neoh Foundation (1979)

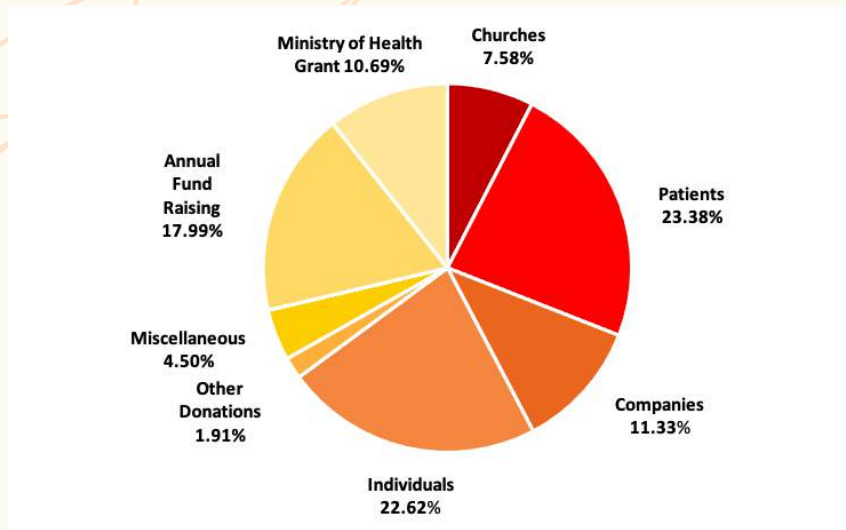
OCBC Bank (M) Bhd

Pentamaster Corporation Berhad

Symbiotica Specialty Ingredients Sdn Bhd

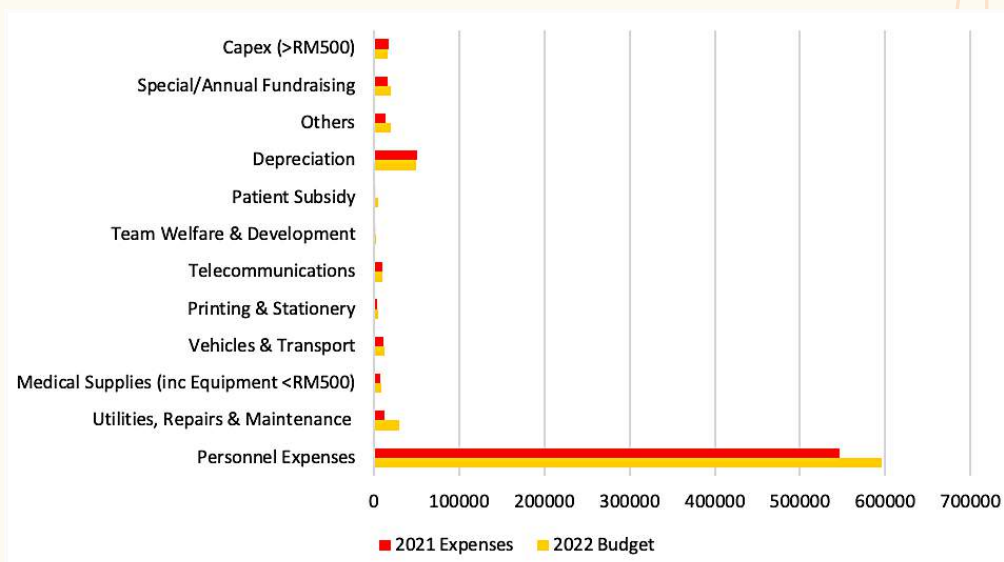
Financial Report

2021 Income: RM1,178,579



2022 projected income: RM889,000

2021 Expenses and 2022 Budget



2021 Expenses: RM689,951.74

2022 Budget: RM775,500.00