

**2023**



**CHARIS  
HOSPICE**

# **ANNUAL REPORT**





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## **EDITORS:**

DR OO LOO CHAN  
AVI TANG

## **CONTRIBUTORS:**

DR OO LOO  
CHAN  
AVI TANG  
IRENE K.  
SARIEL LEONG  
GAYATRRI

## **DESIGNED AND PUBLISHED BY:**

AVI TANG

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# FOREWORD

## Dr Oo Loo Chan

*Founder & Medical Director*



The year 2023 has been challenging yet rewarding. We came out of the Covid-19 pandemic. Our society is aging fast yet may not be prepared for what is ahead. The world is changing fast and the younger generation looks at life through different lenses.

Charis Hospice has also evolved, hopefully, to be more adaptable to changes in the midst of the pain of evolving – staff composition is changing, patients' conditions are more complex and resources are stretched. We have accelerated digitalization, incorporated a hybrid working mode, and also incorporated quality benchmarking measurements into our clinical work. We have taken steps to reach out to some nursing homes in the firm belief that we can do our part to make palliative care more accessible since our small team can only care for a limited volume of patients. We have tried to bring the taboo yet important topic of end-of-life to various sectors of society through creative and educational means.

My team of staff and volunteers needs to keep evolving if we are to remain effective and efficient to achieve our goals – holistic care for patients to enable them to move on in life in a meaningful way despite their conditions and eventually to bring a good closure to life with dignity for both the patients and the families.

We say, 'THANK YOU' to all our patients and families we have journeyed with in 2023 – you have given us the privilege to do so and the experience of learning in the midst of it. We say, 'THANK YOU' to our many supporters – you have made it possible for us to render our services by partnering with us in various ways. Will you continue to partner with us? I really hope you will. May God bless you.



# ABOUT US

Charis Hospice is a charitable NGO offering FREE Palliative Home Care services for patients with advanced life-threatening illnesses in Penang island since 2004.

We are funded entirely through active fundraising efforts and donations from our friends and supporters with a small grant from the Ministry of Health, Malaysia.

## VISION

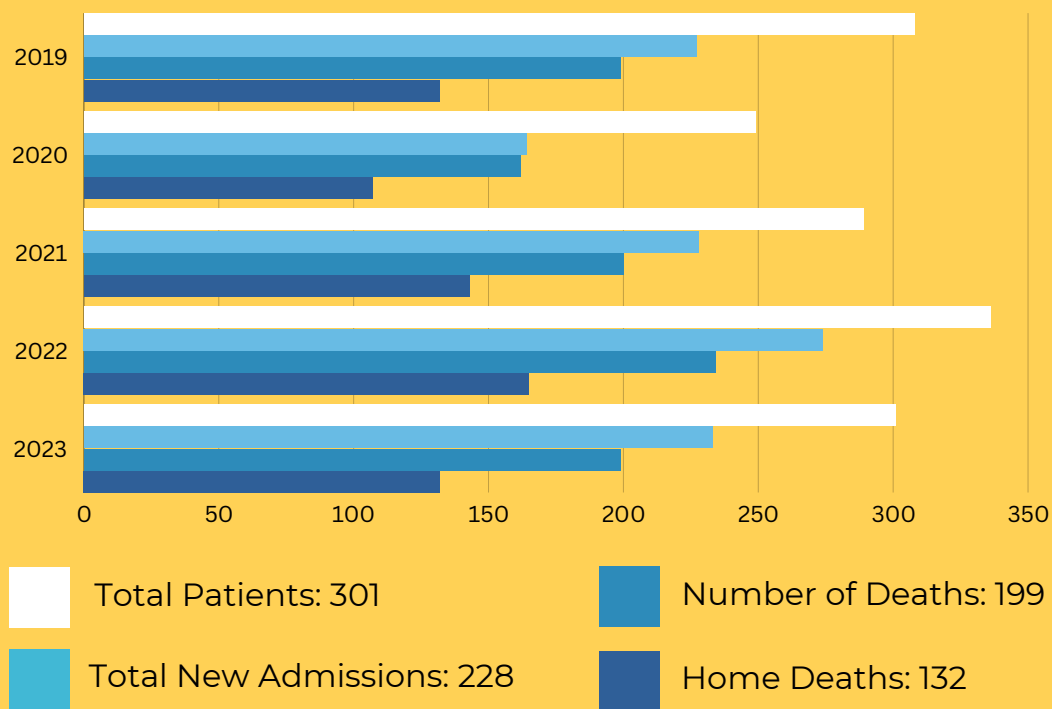
To impact the community of Penang with God's love by being a provider of good palliative home care services.

## MISSION

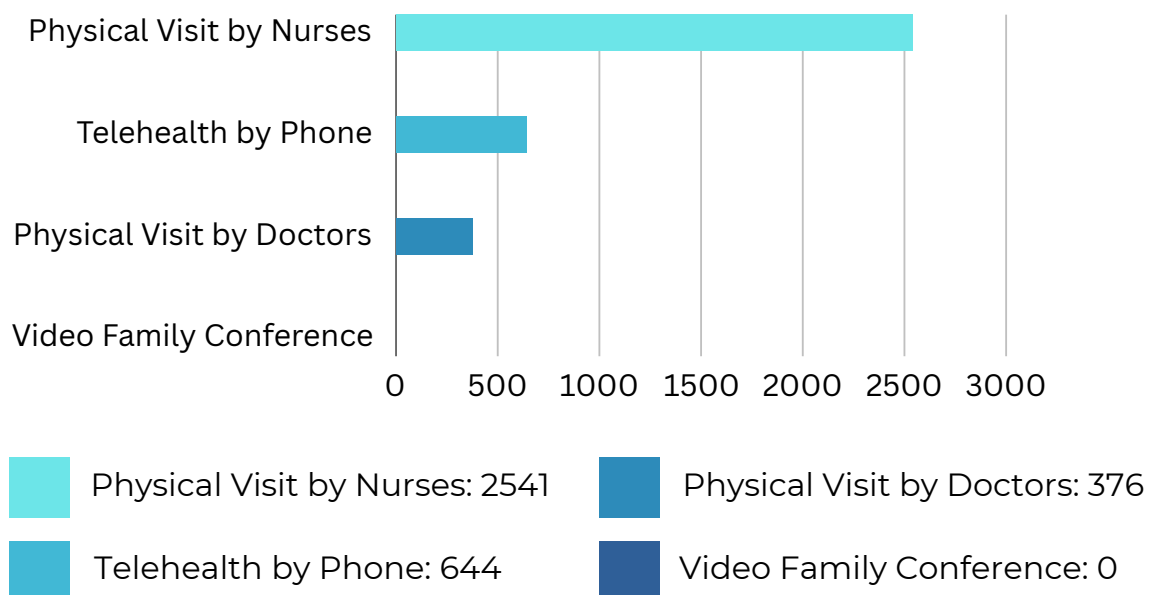
To be an effective provider of palliative home care services to patients with advanced illnesses in Penang Island and to advocate for greater awareness, availability, and support of palliative care.

# ACHIEVEMENTS

## Statistics of Home Care Patients

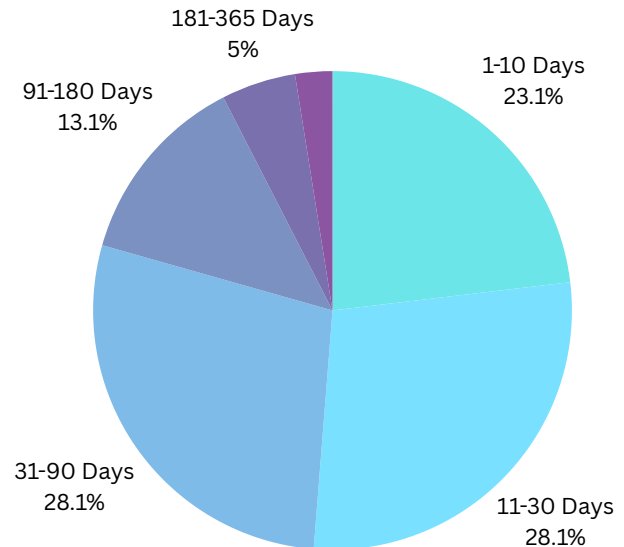


## Encounters of Care With Patients & Families in 2023

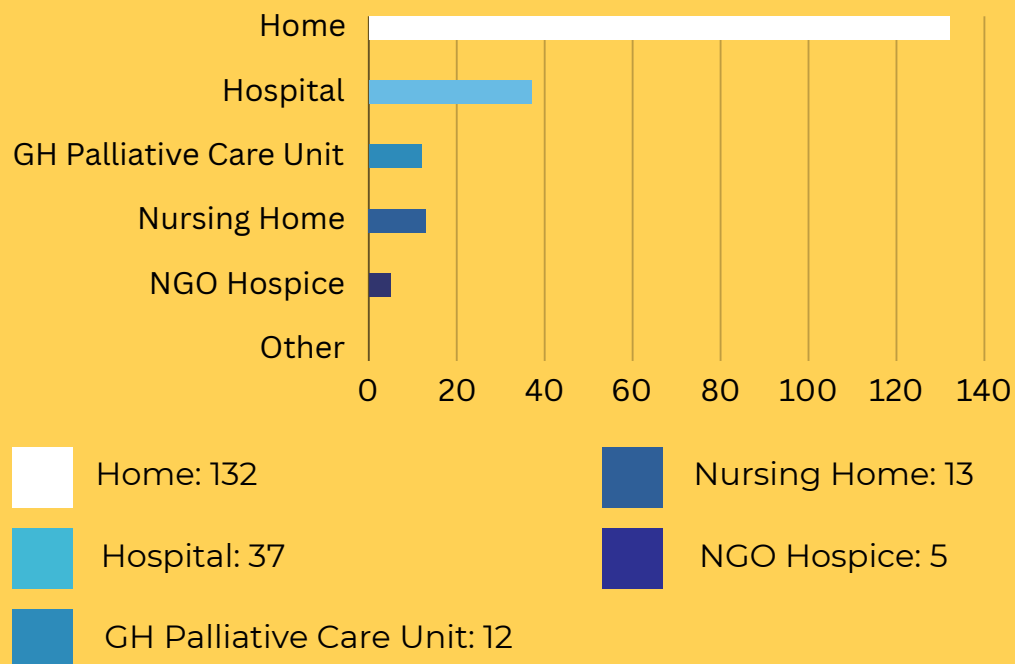


## Period of Care Until Death

51.2% 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 counselors



Public education and advocacy of palliative care



Training of staff, volunteers, medical and nursing personnel, students and caregivers



***Reach Out, Touch Lives, Bring Hope***

# ACTIVITIES

## February

After a 3-year hiatus due to the Covid-19 pandemic, Charis Hospice held a press conference to announce the launch of our 10th charity hunt, themed "Together We Care & Share."



We were honoured to have the support of YB Yeoh Soon Hin, Penang State EXCO for Tourism And Creative Economy.



YB Yeoh Soon Hin also pledged a donation of RM10,000 towards the charity hunt. His support of a noble cause is remarkable. Together, we can create a meaningful impact on the lives of many.



# ACTIVITIES

## March



Excitement grew for our 10th charity hunt as we gathered at the Penang Skills Development Centre (PSDC) for a pre-hunt briefing.

A heartfelt thanks to PSDC for their enduring support and generosity in providing space for our briefing. Their contribution has made it possible to craft a memorable experience for participants, marshals, volunteers, and all involved.

# ACTIVITIES

## *March*



Charis Hospice's 10th Charity Hunt themed Together We Care & Share was organised successfully with 360 participants and nearly RM260,000 funds raised! We extend our heartfelt gratitude to our sponsors, donors, marshals, volunteers, photographers, and participants for their support!

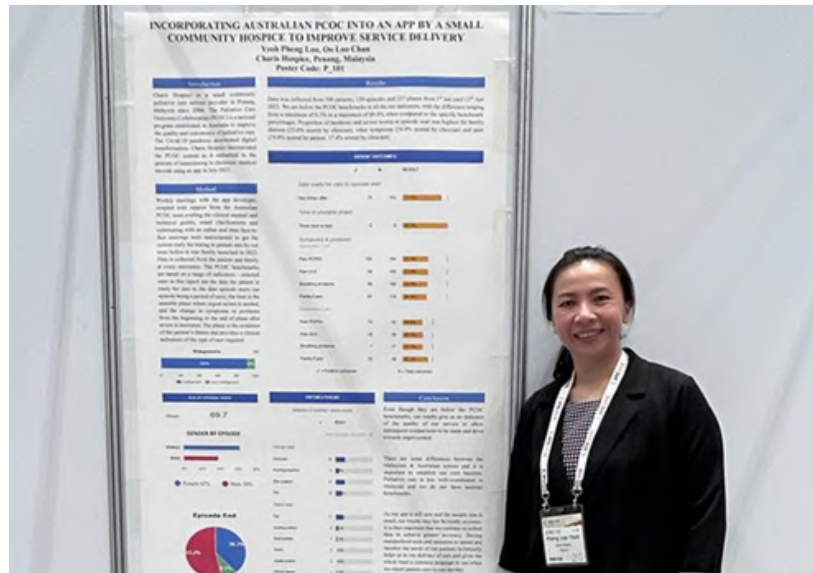




# ACTIVITIES

## October

Nurse Yeoh presented a poster at the Asia Pacific Hospice Conference (APHC) on 'Incorporating Australian PCOC Into An App By A Small Community Hospice' from October 4th-7th, 2023 in Songdo Convensia, Incheon, Korea.



The conference theme was 'Expanding Horizons of Palliative Care in the New Era.'



# ACTIVITIES

## October

On October 7, Charis Hospice proudly participated in a fun walk organised by Persatuan Kerjasama Paliatif Pulau Pinang at Penang Botanic Gardens for World Hospice and Palliative Care Day.

Families united in a 3km Family Fun Walk, and our engaging booth aimed to raise awareness for palliative care. A heartfelt thanks to everyone for their support and engagement, making the event a resounding success! Let's continue spreading the message of comfort and care.





# ACTIVITIES

## October

From October 9 to October 11, Charis Hospice angels visited selected patients' homes, delivering care packages to patients and their families.

Our deep appreciation to Agilent Technologies for their invaluable support in making this meaningful project possible. Together, we provide comfort during challenging times!





# ACTIVITIES

## October

On October 20, Charis Hospice shared a wealth of knowledge and compassion through our virtual talk, exploring the profound impact of palliative care on patients' quality of life. We discussed benefits, encountered barriers, and navigated the intricacies of this essential field. Heartfelt thanks to everyone who joined the Zoom talk and engaged with us.



# ACTIVITIES

## November

Seminar on 'Caring for the Frail & Dying' at Batu Kawan Baptist Church on 25th November towards MBTS Certificate in Social Care Ministry.



# BLESSINGS



## St. George's Church Penang

*Congratulations and thank you for the RM5,000 donation*



## Plexus

*Thank you for the RM18,957 donation and support throughout the years*



## Micico Charity 美琪乐歌乐团慈善组

*Congratulations and thank you for the RM500 donation*



# BLESSINGS

## Agilent Technologies

*Thank you for the RM5,000 donation and support throughout the years*



## INTI College Penang

*Congratulations and thank you students of EVT3205 for the RM3,438.50 donation*

# BLESSINGS

## YB Joseph Ng's constituency

*Thank you for the RM1,000 donation raised during the Mid Autumn Festival event*



## Wesley Methodist School Penang (International)

*Congratulations and thank you for the RM61,000 donation raised through the Harmony of Hope Christmas concert*



# 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 Chee  
Chin Hoe**



**Mr Ooi  
Choon Piao**



**Dr Doris Chow**

# OUR TEAM

## *Staff*



(From back row left to front row right:  
Shareen, Dr Oo, Irene, Yeoh, Winx, Chee, Avi, Leong, Dr Asha, Sariel)

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

**Doctors:** Dr Oo and Dr Asha

**Housekeeper:** Aunty Chuah

**Nurses:** Yeoh (Nurse Manager),  
Leong, Chee and Shareen

**Transporter:** Ah Pheng

**Administrators:** Irene and Sariel

**Admin, Data and Development:** Winx

**Development Executive:** Avi

# TESTIMONIALS

We are very blessed to have received love in its many forms - kind thoughts, prayers, physical and monetary assistance, and emotional support. Without you, the difficulties would likely have been too great to overcome. Thank you all, and may God shield you and shine His face upon yours.



I would like to thank you and your team at Charis Hospice for the support and continuous follow-up on my father before his passing on 13 Sept 2023. Truly appreciate the care and love from the team ranging from yourself Nurse Yeoh, Dr Asha, Ah Pheng the lorry driver, and many more.



We thank and appreciate all of you at Charis Hospice. The care and attention given to my mother and my family has made her passing so much easier. Special thanks to your nurse, Ms. Yeoh, and Ms. Leong for their positive attitude.



# APPRECIATION AND GRATITUDE

## *Volunteers 2023*



### **Fundraising Team**

Danny Mah  
Emily Tan  
Emili Ismail  
Goh Ai Ling  
Goh Poh Leng  
Wong Yoon Ying  
Eddie Khoo  
Kathryn Loh  
Lee Saw See  
Nic Lee  
Sally Leong  
TK Mah  
Wan Nor Rashidi  
Winx Lee  
Lee Saw See

### **Development Team**

Goh Ai Ling  
Winx Lee

### **Others**

Sweezy Tan  
(Translator)  
Mooiko Limited UK  
(App Development)



# APPRECIATION AND 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.

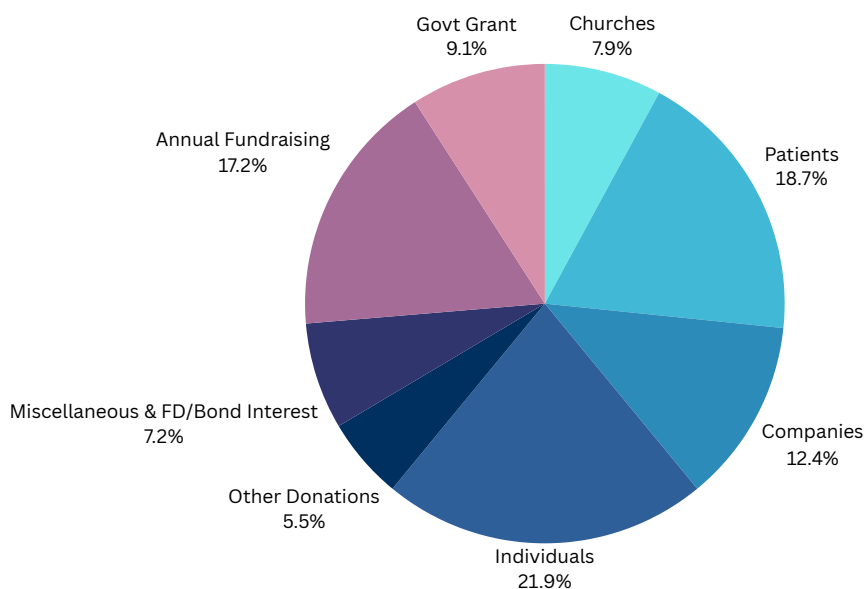
### ***Companies and Associations***

CORNERSTONE CODE SDN BHD  
FETTES PARK BAPTIST CHURCH  
GEORGETOWN BAPTIST CHURCH  
GRANT THORNTON MALAYSIA PLT  
NATIONGATE SOLUTION (M) SDN BHD  
NEOH FOUNDATION (1979)  
NUWATA SDN BHD  
OCBC BANK (MALAYSIA) BHD  
ONG AND MANECKSHA ADVOCATES & SOLICITORS  
PC CONSTRUCTION SDN BHD  
PENANG FIRST ASSEMBLY OF GOD  
PENTAMASTER CORPORATION BHD  
PENTECH SOLUTION SDN BHD  
PLEXUS MANUFACTURING SDN BHD  
SYMBIOTICA SPECIALITY INGREDIENTS SDN BHD  
VITROX FOUNDATION  
WESLEY METHODIST CHURCH, PENANG  
WESLEY METHODIST SCHOOL PENANG (INTERNATIONAL)



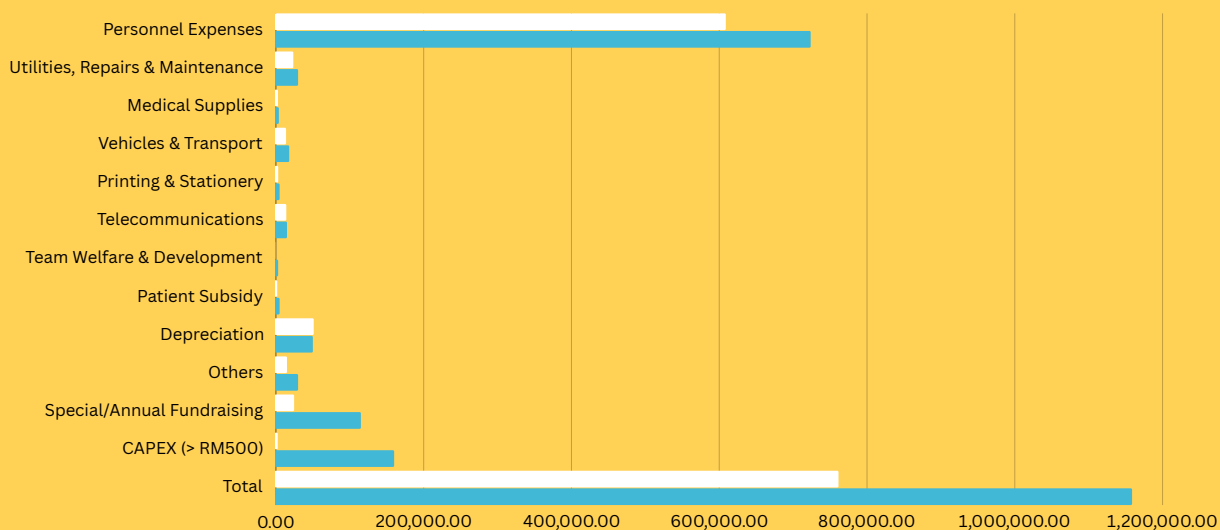
# FINANCIAL REPORT

**2023 Income: RM1,155,556**



**2024 Projected Income: RM1,049,000**

## 2023 Expenses and 2024 Budget



2023 Expenses: RM761,421

2024 Budget: RM1,158,750

CAPEX includes renovation Cost: RM145,000  
Annual Fundraising includes 20th Anniversary dinner: RM70,000

# 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 or through our Website.

Kindly email or WhatsApp us the transfer advice with your MyKad/company details as well as your postal address and request 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:**

 04-827 9668

 011-1246 6757

 charishospice@gmail.com

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

 charishospice.com    @charishospice    @charis-hospice-penang