

UNCOMMON VOICES

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Helping Hands, Lasting Change: Why Volunteers Matter More Than Ever

Volunteers at MWS Active Ageing Centres conduct door-to-door visits to identify vulnerable seniors and refer them to staff for follow-up support

EDITOR'S NOTE

In a world that moves at breakneck speed, our volunteers remind us of the quiet power of presence.

In this issue, we highlight how ordinary individuals are making an extraordinary difference – advocating empathy, sparking ground-up change and showing that community care is not a solo effort but a shared calling.

As you read these stories, we invite you to consider how you too can come alongside this work of compassion, dignity, and hope. Whether it's through time, talent, or prayer, your presence matters.

Not sure where to begin? Explore opportunities at TheHealingNation.sg and take that first step towards a more connected, caring society.

Scan for more stories and learn about our work.



Michelle
Editor

- **Volunteers are the backbone of charities, transforming lives from vulnerability to empowerment and helping build a more resilient, caring Singapore where no one is left behind.**
- **Through efforts like tutoring underprivileged students and supporting low-income families, volunteers bridge gaps and pave brighter futures for those they serve.**
- **Nurturing a spirit of giving from an early age encourages lifelong volunteerism, especially when early experiences are meaningful, autonomous, and relationship-driven.**
- **Volunteering changes not just the lives of beneficiaries, but also the volunteers themselves, offering a pathway to personal and professional growth and fulfilment.**

“I was a teacher. English and Math,” the resident said softly, his voice coming alive for the first time – a striking change from his earlier detachment and moodiness. For Eugene Toh, a volunteer with Methodist Welfare Services (MWS) and trained in reminiscence therapy, it was a breakthrough he would never forget.

What began as a stilted, strained exchange turned

into a heartfelt conversation as Eugene gently encouraged the resident – now in his 70s and living with dementia in an MWS nursing home – to share his fondest memories from his teaching days.

“That was the moment everything changed,” Eugene recalled. “His eyes lit up. He leaned forward. He told me about his students – how

proud he was of them, how one became a Member of Parliament, how others blossomed in language and in life. His voice gained strength and there was a quiet fire in his eyes.”

“For those few minutes, he wasn’t just a patient or a senior – he was a teacher again, reliving memories that had meaning. It was no longer about cheering him up.



MWS volunteer Eugene Toh spending meaningful moments with residents at MWS Bethany Nursing Home – Choa Chu Kang

It was about holding space for someone to reconnect with dignity, purpose, and joy.”

Eugene is one of nearly 6,000 MWS volunteers – a growing community of individuals contributing to uplifting lives and bringing hope and joy to those in need. From befriending lonely seniors in nursing homes to tutoring children from underprivileged backgrounds and supporting families in overcoming debt and building savings, volunteers play a critical role in extending the reach and capacity of social service agencies like MWS. In the past financial year alone, their contributions translated into almost \$280,000 in man-hour savings – resources that could be redirected toward direct care and critical services for beneficiaries.

BRIDGING GAPS, CHANGING LIVES: FROM VULNERABILITY TO EMPOWERMENT

Volunteers form the backbone of organisations like MWS, contributing their time,

energy, and resources to uplift those in need. According to the NCSS’ Volunteer Development Guide: Building Stronger Volunteers for Greater Impact, volunteers play a vital role in Singapore’s refreshed social compact – one that embraces a more inclusive definition of success, strengthens support for the vulnerable, and fosters a renewed spirit of solidarity. It notes that as the demand for social services continues to grow, volunteers will be increasingly relied upon to help deliver programmes and meet the evolving needs of service users.

In Singapore’s journey toward greater social integration, volunteers are not only advocates of inclusivity and empathy – they are also catalysts for community-led change. Through their consistent acts of service, they build trust, foster connection, and inspire a culture of care—laying the foundation for a more resilient and caring nation where no one is left behind.

Their impact is evident across MWS’ services. At our Family Service Centres and Girls’ Residence (GR), volunteers provide one-on-one tutoring to students from underserved backgrounds, helping to level the playing field in education and open the doors of upward mobility. Many of these students have shown good progress in their academic performance.

Similarly, MWS’ debt clearance and savings matching programme relies on volunteer

befrienders to support low-income families in achieving financial stability. With their guidance, many families have successfully cleared their debts, developed positive saving habits, and begun paving brighter futures for themselves and their children.

At MWS GR, which supports vulnerable young women with histories of trauma and adverse childhood experiences, volunteers play a therapeutic role



Volunteer tutors provide academic support to children and youth across MWS’ services – enabling progress for those who may not have access to such help otherwise

through carefully designed programmes that support healing and recovery.

One example is the Animal-Assisted Interventions, facilitated by volunteers from Human-Animal Bond in Ministry, which aim to promote emotional well-being and meaningful engagement through interaction with animals like rabbits, lovebirds, and cats.

Held monthly, the programme has led to noticeable change in the young female residents of GR. Through specially curated activities – each with specific learning objectives – they develop soft skills such as empathetic communication, conflict management, and self-awareness.

These interactions with animals provide a safe space for the young women to apply and reinforce skills that are just as relevant in building healthy relationships with people.

“I hope to uplift the girls by being a listening ear and a friend who points them in the



Through Animal-Assisted Interventions, volunteers from Human-Animal Bond in Ministry help the residents at MWS Girls' Residence build emotional resilience and learn important life skills

right path and encourages them to pursue their aspirations,” shared 43-year-old Loo Hwei Kwin, one of the volunteers.

NURTURING A SPIRIT OF GIVING FROM YOUNG

Research in Singapore shows that individuals who begin volunteering in their youth – especially when those early experiences are meaningful and well-supported – are more likely to continue giving back as adults.

A 2024 study titled “Narrowing ‘Bathtub Volunteerism’ in Singapore and Beyond” by Jin Yao Kwan and Laura Wray-Lake explores this phenomenon. The term “bathtub volunteerism” describes the trend where volunteer participation is high during school years – due to compulsory programmes like the Community Involvement Programme and Values in Action – but declines in young adulthood, often resuming later in life.

The study found that when adolescents and young adults had high-quality volunteer experiences – characterised by autonomy, empathy development, personal meaning, and strong interpersonal relationships – they were more likely to continue volunteering beyond their school years. This research suggests that enhancing the quality of volunteer experiences during adolescence can foster sustained civic engagement into adulthood.

For Mdm Toh Peck Yin, the value of volunteering took root early, grounded in her Christian faith. At just 14, she answered the call to serve as a pianist in her church. Now in her 70s, and up until health setbacks in 2024, she continued to play faithfully – once a month for Christ Methodist Church, and weekly for seniors at MWS Senior Care Centre – Eunos.

“Growing up in church, there was always a culture of service,” Mdm Toh shared.



Through her volunteer work as a pianist, Mdm Toh added a musical touch to the day at MWS Senior Care Centre – Eunos



Former volunteer and now staff member, Melissa Teo (in MWS tee), leading a reminiscence facilitation session at MWS Active Ageing Centre – GreenTops@Sims Place

“I’ve always seen the value in giving back to society and others, rather than focusing only on myself. The idea of giving – whether it’s our time, talents, or money – was instilled in me from a young age. We were taught that these are gifts from God, and we should always be ready to use them for the good of others.”

CHANGING LIVES – STARTING WITH OUR OWN

Volunteering isn’t just about giving back – it’s a powerful catalyst for growth and fulfilment. By stepping out of their comfort zones and connecting with people from all walks of life, volunteers broaden their perspectives, develop soft skills like empathy and communication, and find deeper purpose that enriches both their personal and professional journeys.

For some, volunteering even sparks new career paths.

Take Melissa Teo, for example. After two decades in the corporate world, she

decided to pursue a degree in guidance and counselling. While exploring her next steps, Melissa began volunteering at MWS Active Ageing Centre – GreenTops@Sims Place (GTAAC). There, she honed her event planning and befriending skills, applying her counselling knowledge to support seniors in need and build a more connected and respectful community.

Her volunteering experience opened doors to a full-time role at MWS GTAAC, where she now mentors volunteers, runs programmes, and offers befriending and counselling support.

Reflecting on her journey, Melissa shared, “I never knew I had such empathy for seniors. It was through volunteering that I realised I truly love the seniors – including those who could be challenging – and I wanted to continue engaging with them.”

This journey of self-discovery is one that Eugene also experienced. From befriending

nursing home residents to serving on the MWS Board of Governance as Chairperson, volunteering gave him opportunities to connect, opportunities to connect, grow, and contribute meaningfully.

“Volunteering isn’t just about what we do – it’s about creating space for others to feel seen, heard, and valued. And along the way, we often uncover something about ourselves too,” he shared.

“Each act of service stretches our empathy. Each encounter sharpens our awareness. Each moment we choose to listen, rather than instruct, makes us better – not just as volunteers, but as people.”

Through these everyday moments of care, Eugene, who is a key policymaker in a public sector agency, learned that real change often begins with the simplest human gestures. “Yes, there’s a time for action and decision-making,” he reflected. “But volunteering taught me that some of the most powerful moments happen when we simply pause

to listen – and in doing so, help someone else feel alive again. If you are looking for growth, start by volunteering. You may begin by giving – but you will walk away changed.” **UV**

JOIN THE MOVEMENT. HEAL A NATION.

When volunteers step forward, entire communities are lifted. Whether it’s co-teaching English classes or befriending a homebound senior, every small act of service brings us closer to a more caring and resilient Singapore.

This year, as we celebrate SG60 and The Methodist Church in Singapore marks its 140th anniversary, Methodist Welfare Services invites you to be part of *The Healing Nation* – a national mission to mobilise 1.4 million volunteer hours of care, connection, and hope. Visit **TheHealingNation.sg** to find out how you can get involved.

MEET THE VOLUNTEER BRINGING BACK THE KAMPUNG SPIRIT IN GEYLANG EAST

Every second Monday of the month, Sumiyati Kartosumito gathers with familiar faces and new friends at the public garden on Level 2 of Block 63 Sims Place – bonding over hearty conversations and plates of home-cooked Malay fare she lovingly prepares herself.



Sumiyati Kartosumito and her son bring the Malay community together each month for a lively gathering filled with food, laughter, and connection

This warm spirit of connection is at the heart of *Kumpul Kumpul Kopi* (“Gathering over Coffee” in Malay), a ground-up initiative co-created by MWS Active Ageing Centre – GreenTops@Sims Place (GTAAC) and volunteers like Sumiyati to strengthen neighbourly bonds within the Malay community in Geylang East.

Held just one floor above the Centre, the monthly gathering offers Malay seniors an afternoon of camaraderie, games and culture – from *teka-teki* (riddles) and chair exercises to sing-alongs of cherished classics like *Dayung Sampan*. The highlight? A mouth-watering spread of traditional Malay fare like *lontong*, *nasi lemak*, and *mee soto*.

“I want to bring the Malays in this community together,” shared Sumiyati, a 69-year-old retiree and former chef who co-leads the initiative, going door to door with other

volunteers to personally invite their neighbours. “There aren’t many Malays living in this neighbourhood, so it’s important we look out for one another.”



The Malay seniors enjoying a game of bingo together

Launched in September 2024 with just 17 participants, *Kumpul Kumpul Kopi* now draws a lively crowd of 30 seniors each month.

“Everyone enjoys themselves during the sessions,” said Sumiyati. “The Malay community here feels more close-knit now. It makes me happy to see everyone coming

together – it really feels like *kampung* spirit.”

Among the regulars is 66-year-old Jamil Abdullah, who calls *Kumpul Kumpul Kopi* his favourite programme at the AAC. “It reminds me of the *kampung* spirit during my childhood in Geylang Serai, where people would gather outdoors to chat and share food,” he shared.

After retiring from his sales job in 2023 due to health issues, Jamil – who is divorced and wheelchair-bound – found himself increasingly isolated. When MWS staff visited him in June 2024, Jamil shared that he felt too weak to get out of

bed and was in pain. A house doctor diagnosed the cause as poor diet and lack of physical activity and recommended regular exercise. With encouragement from MWS staff, Jamil began joining strengthening and boccea sessions at MWS GTAAC which has improved his mobility. Meanwhile, programmes like *Kumpul Kumpul Kopi* help him to stay social and engaged. “I feel happier coming here instead of just lying in bed all day watching TV,” he said. “I’ve made new friends too.”

Beyond building bonds, *Kumpul Kumpul Kopi* reflects the AAC’s commitment to offering inclusive, culturally relevant programmes that celebrate Singapore’s diversity. It ensures that minority groups have access to activities that resonate with their culture and preferences, fostering a sense of belonging. Since its launch, the initiative has also encouraged more Malay seniors to join the AAC’s other programmes, strengthening community ties even further. 



The *Kumpul Kumpul Kopi* initiative has helped strengthen bonds within the Malay community in the neighbourhood

MWS’ THIRD NURSING HOME OPENS IN EUNOS

On 10 March 2025, MWS Nursing Home – Eunost (MWS ENH) welcomed its first residents, marking the start of its operations. This represents a significant milestone in our commitment to providing holistic, round-the-clock residential care and customised rehabilitation for seniors who need support with daily living activities.



Co-located with MWS Senior Care Centre and SingHealth Polyclinic at Eunost, MWS ENH is part of an integrated care ecosystem. Residents benefit from seamless access

to specialised primary healthcare, rehabilitation, and palliative care. The Nursing Home also offers short-term respite care to support caregivers who need a break.

With this addition, Methodist Welfare Services (MWS) now operates three Nursing Homes – including MWS Bethany Nursing Home – Choa Chu Kang and MWS Nursing Home – Yew Tee – further expanding our efforts to provide dignified, compassionate eldercare.

HOW FASHION, ART AND SKINCARE ARE COMBATING ISOLATION AMONG WOMEN AT MWS' WELFARE HOME

Nancy* and Karen* couldn't be more different. Nancy is outgoing and expressive, while Karen is quiet and reserved. Their contrasting personalities often led to tension and the occasional argument.

Both women, in their 60s, reside at MWS Christalite Methodist Home – a Welfare Home for destitute persons, where female residents make up a small minority. The Home's no gender-mixing policy, implemented for safety reasons, further limits social interaction.

As a result, many women face a heightened risk of isolation – especially those like Nancy and Karen, who struggle to connect with others. Staff have observed that several female residents appear withdrawn and disengaged, often due to limited or absent family support, mental health issues, or behavioural challenges.

This mirrors broader national concerns. The Straits Times reported in August 2024 that two in five Singaporeans aged 62 and above experience loneliness – an issue linked to increased risks of cognitive decline, low self-esteem, and frailty.



Female residents at MWS Christalite Methodist Home immersed in a Nagomi Art activity – part of a six-session pilot groupwork initiative aimed at easing social isolation and boosting well-being

To help reduce isolation and uplift the mental well-being of female residents within the Home, the Research, Innovation & Training Academy (RITA) team of Methodist Welfare Services (MWS) piloted a six-session groupwork programme, *Colour Me Beautiful*, from February to March 2025. Eight residents, including Nancy and Karen, participated.

Each session began with hands-on activities – such as fashion styling, floral arrangement, or skincare application – to spark self-expression, before moving into guided groupwork

focused on building resilience, personal growth, and a sense of community. In one session themed “Harmonious Colours”, residents created Nagomi Art and reflected on how they could contribute to a more peaceful environment.



The Me Tree activity encouraged residents to reflect on what keeps them strong and healthy. One resident shared that it reminded her of the importance of staying active in life

By the third session, a heartening shift occurred. Karen began assisting Nancy during discussions, helping her find the right words and encouraging her contributions. Nancy, in turn, expressed gratitude. A connection slowly formed, and what began as friction turned into unexpected friendship.

“We started chatting after the sessions,” Nancy shared. “Now, we have things in common to talk about, and we often spend time

reflecting on the programme and how it has helped us.”

Another breakthrough came from Sally*, an 82-year-old resident who had declined to join all activities for over a decade. To the surprise of the staff, she returned eagerly each week after the first groupwork session and soon began opening up, sharing her thoughts freely and in one session, beaming with pride as she displayed her artwork.

Post-pilot surveys showed promising results, with participants reporting improved mood, energy levels, and self-esteem – clear signs of stronger engagement and social connectedness.

Buoyed by this success, MWS hopes to develop the programme into a signature offering, with a plug-and-play manual that can be adopted by staff and other key stakeholders across the eldercare sector. **UV**

*Not their real names



The vibrant floral arrangements created by residents brought colour and cheer to their day

MEET MWS' AGELESS ORCHESTRA: A NOVEL PILOT BRIDGING YOUNG AND OLD THROUGH MUSIC

On a sunny afternoon on 8 March 2025, the familiar tune of *Take Me Home, Country Roads* floated through the space at NUS Open House – accompanied by the sounds of handbells, shakers, and a guitar.

At first glance, it may have seemed like a typical public performance. But a closer look revealed something special: seniors and students performing side by side in the first *Ageless Orchestra* by Methodist Welfare Services (MWS). With participants ranging in age from 22 to 85, this intergenerational ensemble proved that music truly transcends age.

A collaborative effort between MWS' Research, Innovation & Training Academy (RITA), seniors from MWS Active Ageing Centre – Teck Ghee



Seniors from MWS Active Ageing Centre – Teck Ghee Vista and students from NUS' College of Alice & Peter Tan performed together as the *Ageless Orchestra* at NUS Open House 2025

Vista, and students from NUS' College of Alice & Peter Tan, the *Ageless Orchestra* was designed to foster a sense of intergenerational reciprocity between seniors and youth – a mutual exchange of support, care, and shared responsibility between different generations.

Over five sessions, participants connected through planning, personal sharing, and musical rehearsals. Their shared

journey culminated in a heartwarming performance at the NUS Open House 2025.

The project was sparked by concerns over a growing generational divide in ageing Singapore. It aimed to bridge this gap through shared experiences that promote empathy and connection. The two-way exchange saw the students offering companionship and social engagement, while the seniors shared their life stories and wisdom.

One student was surprised by how naturally conversations flowed, while others found connection in working toward a shared goal. For the seniors, the experience was empowering – they picked up new skills, from learning to play an instrument to performing publicly. One student reflected, “It was about creating a nurturing environment where mistakes weren’t judged. We kept reminding the seniors that the performance wasn’t the main goal – it was about enjoying the process.”

Intergenerational programmes like *Ageless Orchestra* help nurture among the students a spirit of giving – instilling values of service that shape them into future changemakers while building meaningful bonds across generations. These connections foster mutual respect and understanding that makes for a stronger, more compassionate society. UV

MWS, NUH SIGN MOU TO EXPAND ACCESS TO HOME-BASED PALLIATIVE CARE

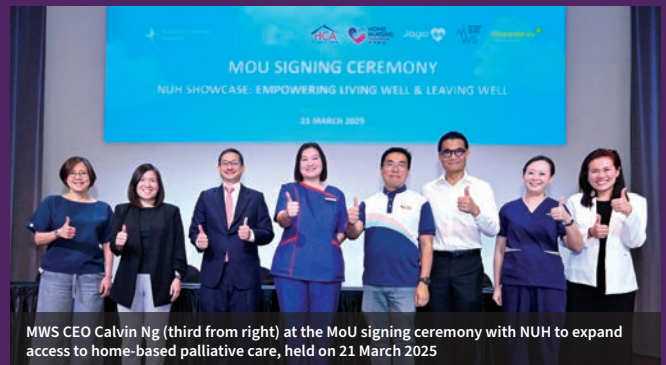
On 21 March 2025, Methodist Welfare Services (MWS) and National University Hospital (NUH) signed a Memorandum of Understanding (MoU) to expand access to home-based palliative care – bringing compassionate, professional support directly into the homes of more terminally ill patients.

This MoU signing is significant for patients as several studies have found that while most Singaporeans prefer to spend their final days at home, many are unable to do so. For patients, this collaboration empowers

them with choice and dignity in their end-of-life journey. Instead of spending their final days in a hospital setting, patients now have the option to receive medical and emotional support in the familiarity of their own home and the presence of loved ones.

It also helps ease financial and logistical burdens, as the initiative aims to address common concerns around affordability and access to professional home care services.

MWS was one of 11 home care providers and insurers to formalise this partnership with NUH, as part of a broader effort to strengthen palliative and supportive care services within the community.



MWS CEO Calvin Ng (third from right) at the MoU signing ceremony with NUH to expand access to home-based palliative care, held on 21 March 2025



The MWS Home Care & Home Hospice team hosted a booth at the NUH Showcase: Empowering Living Well & Leaving Well exhibition where the MoU was signed

UNITING HEARTS, TRANSFORMING LIVES: JOIN THE HEALING NATION IN A MOVEMENT OF VOLUNTEERISM

What if we could rally an entire nation to volunteer? That’s the bold vision behind The Healing Nation – a nationwide project by Methodist Welfare Services (MWS) that seeks to mobilise 1.4 million volunteer hours.

To realise this vision, we’re calling on all Singaporeans – individuals, businesses, and community groups – to step forward and volunteer to serve the community. Whether it’s tutoring children from low-income families, befriending isolated seniors, or supporting individuals experiencing homelessness – every hour counts. The AI-empowered platform makes it simple to get started by matching volunteers to opportunities that align with their interests, skills, and availability.



Launched in commemoration of SG60 and the 140th anniversary of The Methodist Church in Singapore, this initiative invites all to play a part in bringing healing, hope, and dignity through everyday acts of kindness and a willingness to serve.

The vital role of volunteers in Singapore’s care ecosystem was also highlighted by Eugene Toh, Chairperson of the MWS Board of Governance, at the Ageing Asia Innovation Forum.



Speaking at the panel on “Building a Future-Ready Workforce for the Ageing Sector” on 9 April 2025,



Eugene outlined three key shifts the sector must embrace to make care a shared national responsibility.

First, he called for a mindset shift – to view care not as the work of a few, but as a collective community effort. Second, he emphasised the importance of a tech-enabled approach to connect volunteers’ passions with purposeful opportunities, citing TheHealingNation.sg digital platform as an example. Lastly, he stressed

the need to embed care into our culture – not just our systems. “In a healing nation, care is not just about headcount,” he said. “It’s about heart count.” Volunteering is one way to put care into action.

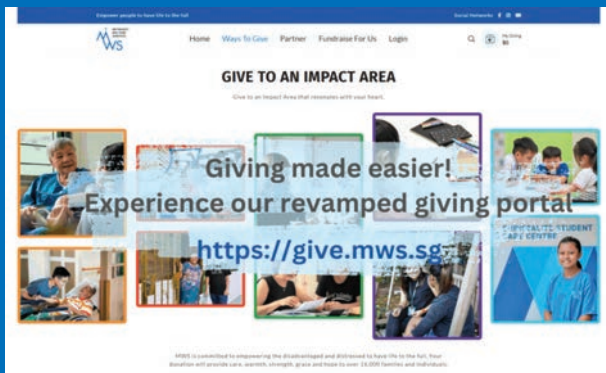
Join us in building a more caring and resilient Singapore. Pledge your hours here and be part of The Healing Nation today.  

www.TheHealingNation.sg

THE REVAMPED MWS GIVING PORTAL: MAKING GIVING EASIER FOR YOU

As we press on in our mission to empower the lives of individuals who are experiencing distress in Singapore, your unwavering support has touched countless lives and made a lasting impact – and we’re grateful for your continued generosity. To make your giving experience even more seamless, we’re excited to unveil the revamped MWS Giving Portal, now live at give.mws.sg.

Whether you’re a regular donor or giving for the first time, the refreshed portal makes it easier than ever to contribute to causes close to your heart – securely, quickly, and meaningfully.



Here’s what’s new:

 **FASTER, SMOOTHER GIVING EXPERIENCE**

- No login needed
- Quick checkout directly from the homepage

 **CLEARER NAVIGATION, MORE WAYS TO PARTNER**

- Easily explore giving options and partnership opportunities
- MWS bank details are now prominently displayed on the homepage

 **GIVE TO THE CAUSES YOU CARE ABOUT**

- Choose to donate to a specific MWS Centre or Programme under “Give To An Impact Area”

 **NEW PAYNOW OPTION**

- Just scan the QR code with your banking app – it’s fast, safe, and hassle-free

 **SEND A GIFT WITH HEART**

- Honour a loved one or celebrate a special occasion by donating in their name – and send a personalised e-card to make it even more meaningful

 Visit the new portal and start giving today: give.mws.sg

We’d love to hear your thoughts! If you have feedback, feel free to reach out at fundraising@mws.sg. Thank you once again for journeying with us to transform lives through love and service.

PRESCHOOLS AND SOCIAL SERVICES NEED CLOSER COLLABORATION TO BETTER SUPPORT FAMILIES: MWS

With families today facing increasingly complex challenges – including rising reports of abuse and higher divorce rates – there is a growing need for closer collaboration between the early childhood and social service sectors to better support families with children, said Yeow Ming Zhen, Associate Director, Strategic Development of Family Services at Methodist Welfare Services (MWS).

Ming Zhen, who holds a Diploma in Early Childhood Education with over 20 years of experience working with children across various settings, was speaking to preschool educators at the “Reigniting your Passion” seminar held on 26 April 2025. Organised by Preschool Market and held at New Life Preschool Head Office, the session encouraged educators to gain fresh perspectives, reflect on their professional journey, and reconnect with




the purpose that first drew them to the field.

In her presentation, titled “The Role of Early Childhood Educators in the Changing Dynamics of Families Today”, Ming Zhen drew from real-life experiences on the ground to highlight the evolving needs of families and the critical role educators play in supporting them.

“Preschool and social service sectors (need) to work more closely together – not only during times of crisis, but also through upstream, preventive efforts that support families during life transitions and periods of cumulative stress,” she said.

She added that by fostering strong relationships with

preschool principals and teachers – whose daily observations can offer valuable insight – social workers at family service centres are better able to access timely information about the children and their families. This, in turn, helps build a more comprehensive understanding of a child’s well-being and enables more targeted support for both the child and their parents. 

SIGNS TO LOOK OUT FOR

What preschool educators might notice in a child that could indicate underlying family issues:

- Irregular or inconsistent attendance
- Unexplained bruises or physical marks
- Heightened distress during drop-off or pick-up
- Sudden changes in emotional behaviour
- Shifts in eating or sleeping patterns
- Delays in developmental milestones
- Withdrawal or changes in social interaction



Ming Zhen (back row, sixth from right) with fellow speakers and the participants

CONGRATULATIONS TO OUR NURSES’ MERIT AWARD RECIPIENT!

Our heartiest congratulations to Senior Nurse Clinician Zhang Ran from MWS Bethany Nursing Home – Choa Chu Kang on receiving the prestigious Nurses’ Merit Award 2025, presented by the Ministry of Health. This national award honours outstanding nurses who have made significant contributions to elevating the profession.



With 23 years of experience, Zhang Ran is known for her clinical excellence, compassion, and dedication to quality care. “This recognition is not just a personal achievement but a reflection of the support and teamwork I have experienced throughout my nursing journey. It inspires me to continue striving for excellence,” said Zhang Ran.

We are incredibly proud of Zhang Ran and celebrate her inspiring contribution to the nursing profession!

MWS SHARES ESRF RESEARCH AT GLOBAL PALLIATIVE CARE CONGRESS

We’re proud to share that our MWS Home Care & Home Hospice team was represented at the 19th World Congress of the European Association for Palliative Care (EAPC) held in Helsinki, Finland from 29–31 May 2025. The Congress welcomed over 2,000 delegates and received more than 1,200 research abstracts from around the world.

Our team’s abstract, “Characteristics of End-Stage Renal Failure (ESRF) Patients on Conservative Management Referred for Home Palliative Care Service: A Retrospective Descriptive Study”, was selected as a printed poster. The study sheds light on the complex needs and caregiver burden faced by ESRF patients in Singapore, which has one of the highest ESRF incidences globally.

The study was supported by MWS’ Research, Innovation & Training Academy, underscoring our ongoing commitment to evidence-based care and meaningful research that supports quality end-of-life care in the community.



AT JUST 21, HE'S CHANGING YOUNG LIVES – WITH HEART AND HOMEWORK HELP

“She now feels motivated to study harder and knowing that I played a part in her progress is incredibly fulfilling.”

Wong Jun Yang (in black) reading a storybook to students at MWS Christalite Student Care Centre

“Jun Yang *kor kor*, look! I passed my Math test!” A child beamed with excitement, waving her test paper eagerly at Wong Jun Yang. Her eyes sparkled with pride, a wide grin spreading across her face. For Jun Yang, it was a defining moment – one that reaffirmed why he dedicates his time to volunteering at MWS Christalite Student Care Centre.

The child had struggled with Math for a long time, often feeling discouraged by repeated failures. “She lacked confidence because she kept failing her tests,” Jun Yang shared. “I told her not to give up, to believe in herself.”

Together with the other teachers, Jun Yang continued coaching her in Math. When she finally passed, the joy was shared by everyone. “She now feels motivated to study harder and knowing that I played a part in her progress is incredibly fulfilling.”

A passion for shaping young minds

Jun Yang chose to work with children because he believes the greatest impact happens during their formative years, when they are like sponges – eager to learn and absorb values. As a volunteer, he helped primary school students with homework and spelling tests, ensuring they had the guidance and encouragement they needed to grow.

Over time, he became a familiar face at the Centre. “I’m like a friend and older brother to them, so they readily come to me for help or advice,” he shared.


Beyond the books: guiding with heart and values

The 21-year-old finds deep fulfilment in shaping young lives – not just as an educator and encourager, but also as a mentor and nurturer.

He recalled an incident where two students got into an argument after one took the other’s stationery

without permission. Instead of scolding, Jun Yang took the opportunity to teach a life lesson. “I told him, ‘Treat others the way you want to be treated. Would you like it if someone took your things without asking?’” The message resonated, and from that day on, the child was more mindful of his actions, leading to a better friendship between the two.

For Jun Yang, now a part-time staff member, working

with children goes far beyond academics – it’s about forming connections, nurturing confidence, and supporting their overall growth. “Tutoring is just one aspect,” he shared. “It’s also about being there for them, offering guidance, and impacting lives, one child at a time.” 

This story was first published by Methodist Message on 1 June 2025.



Jun Yang was inspired by his father Andrew (right), a regular volunteer at MWS Bethany Nursing Home – Choa Chu Kang, to volunteer at MWS Christalite Student Care Centre. “I’m proud that both of us can give back and make a difference,” he said.

HE WAS JUST 17 WHEN MWS HELPED HIM – NOW HE SITS ON ITS BOARD

“Sure, my corporate background helps... But it’s through volunteering that I’ve learnt to pause, listen and see people as individuals with stories.”



The year was 1981. Terence Wee, a 17-year-old student, was awarded the Methodist Scholarship (later renamed the MWS Bursary) – a financial assistance scheme by Methodist Welfare Services (MWS) to support children from low-income families with school-related expenses. Rooted in the belief that education is one of the keys to breaking the cycle of poverty, the bursary gave students like Terence a vital leg up.

The eldest of three children, Terence grew up in modest conditions in Chinatown. “We recycled wastewater, used just one light at night, and didn’t turn on the fan even during the hot June and July months,” he recalled.

Against the odds, and thanks to his parents’ unwavering belief in the value of education, Terence graduated with a degree in engineering and steadily rose through the ranks in the corporate world.

Coming full circle

Decades later, Terence’s journey came full circle. The former recipient returned to head up the MWS Bursary Programme Committee that had once supported him.

It all began with an act of generosity. In 2006, after

18 years in the corporate world, Terence stepped off the corporate treadmill by accepting a retrenchment offer. A directed donation to the MWS Bursary Programme opened the door to him volunteering with the Committee and eventually serving as its Chairperson.

During this time, Terence began to reflect: beyond financial aid, how else could the Programme make a lasting impact? “If I had had a mentor back then, I wouldn’t have stumbled so much – or made as many mistakes and U-turns,” he shared in a 2013 speech to bursary recipients.

That insight sparked the birth of Torch (JC) – a mentorship programme for junior college bursary recipients, pairing them with mentors in their fields of interest to provide both guidance and encouragement.



Terence Wee, then Chairperson of the MWS Bursary Programme Committee, presenting an award to the parent of a bursary recipient in April 2013

The MWS Bursary Programme has since been integrated into the MWS Family Development Programme (FDP) – a holistic initiative offering counselling, casework, and financial literacy training to help families clear debt and build sustainable saving habits.



Terence at the dedication of MWS Christalite Student Care Centre in 2021

From beneficiary to board member: a journey of giving back

In 2015, Terence began serving on the MWS Board of Governance. He is currently also helping to set up the IT infrastructure and services for ACS (Academy) – a special education (SPED) school by Anglo-Chinese School (ACS) in partnership with MWS – which is slated to begin operations in 2026.

Not just giving – also gaining Volunteering, Terence believes, has shaped him into a more empathetic leader.

“Sure, my corporate background helps with understanding P&L statements and formulating strategy,” he shared. “But it’s through volunteering that I’ve learnt to pause, listen and see people as individuals with stories – not numbers on a spreadsheet.”

Reaping the blessing, sowing it forward

For Terence who worships at Wesley Methodist Church, volunteering is deeply tied to his Christian faith. “I became a Christian and started volunteering at 17, so the two have always gone hand in hand,” he shared.

“I draw strength from my faith and am reminded to serve with purpose and discipline, to do good, stay faithful in service, and ‘love our neighbours as ourselves’ – so my actions reflect what I believe and preach,” he said.

Terence likens volunteer support to “building bricks” that pave the way for transformation. “We’re simply passing along a brick to help someone build a better future,” he shared. “One brick alone doesn’t change a life, but many – combined with the person’s own grit and hard work – can. And when someone is uplifted, the impact can span three generations.”

“Each of us can offer a brick – to touch a life, transform a future, and uplift a family.” Reflecting on his own journey, Terence added, “People who’ve been uplifted often look for ways to give back. I’m a simple testimony of that. Before 1981, someone set up a scholarship that changed my life. Today, decades later, I’m paying it forward and hope it helps the next generation.” UV

A different version of this story was originally published in Methodist Message on 1 May 2025.

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Steph, 48, with her son, Xavier,
a resident at MWS Bethany
Nursing Home – Choa Chu Kang

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- \$1 Provide medical supplies for the frail residents in our nursing home
- \$1 Maintain specialised gyms for seniors to keep healthy
- \$1 Help a low-income family clear their debt or build assets





不同凡响

第二期/2025



温暖援手，改变深远：为什么志愿者比以往任何时候都更重要

在 MWS 活跃乐龄中心，志愿者上门探访年长者，辨识潜在弱势，并转介给职员跟进与支援

编者的话

在这个节奏飞快的世界里，我们的志愿者不断提醒我们：陪伴的力量，往往悄然而深远。

本期，我们看见一些看似平凡却深具影响力的人物——他们倡导同理心，从基层推动改变，让我们明白社区关怀不是一个人的努力，而是一份大家共同承担的使命。

我们诚邀您一边阅读，一边思考：您可以如何参与这场关乎怜悯、尊严与盼望的旅程？不论是时间、才能，还是祷告，您的参与都很重要。

还不知道从哪里开始？欢迎浏览 TheHealingNation.sg，踏上连结与关爱的第一步。

欲知更多故事，了解我们的工作，请扫描：



欧阳明怡
编辑

- 志愿者是慈善的核心力量，他们为处于困境的人增能赋权，共同推动新加坡成为一个更有韧性、不让任何人掉队的社会，让温情真正流动在每一个角落。
- 无论是为弱势学生补习，还是支援低收入家庭，志愿者都在弥合社会差距，为受益者铺出更光明的前路。
- 从小培养奉献精神，尤其是在年少时参与有意义、具自主性、重视人与人连结的志愿活动，往往能为终身志愿服务播下种子。
- 志愿服务不仅改变了受益者的人生，也促使志愿者自身成长、获得满足，成为个人与专业发展的重要契机。

“我以前是英文和数学老师。”一位院民轻声说道。这是他首次神采奕奕，和早前的情绪低落与疏离判若两人。这对受过怀旧疗法训练的 MWS 志愿者卓名宏而言，是永生难忘的突破。

原本生硬的交流和拘谨的互动，在名宏的引导下，逐渐转化为一场真挚的对话。

这位七旬、患有失智症的院民，开始回忆起当年教书的日子。

“就在那一刻，一切都变了。”名宏回忆道，“他的眼神亮了起来，身体也向前倾。他告诉我学生的故事——他如何为学生们感到骄傲，其中一名学生还成为了国会议员，其他人则在语言与人生

中大放异彩。他的声音愈发有力，眼中闪烁着一股沉静却炽热的火焰。”

“那瞬间，他不再只是院民或年长者，而是重新成为一名老师，重温那些有意义的回忆。这不只是为了让他开朗起来，更是给他一个空间，让他重新找回尊严、方向与内心的喜乐。”



MWS 志愿者卓名宏在 MWS 伯大尼疗养院 - 蔡厝港, 与院民共享温暖时光

名宏是 MWS 近 6,000 名志愿者中的一员。这支不断壮大的志愿者群体,正在为无数生命带来希望与喜乐。从陪伴孤独的年长者,到为弱势儿童补习、协助家庭还清债务并建立储蓄,他们在支援受益者、延伸服务覆盖方面发挥了关键作用。仅在上一个财政年度,志愿者贡献的时数就为 MWS 节省了近 28 万元的人力成本,使更多资源得以用于直接援助有需要的人。

弥合社会差距, 转变生命: 从弱势走向赋权

在 MWS 等社会服务机构中,志愿者始终扮演着不可或缺的角色。他们投入时间、精力与资源,用行动支持身处困境的人群,帮助他们重新站稳脚步。根据国家福利理事会 (NCSS) 发布的《义工管理指南:提升义工素质,扩大服务影响》,志愿者在新加坡“重塑社会契约”的过程中发挥关键

作用。这份新的社会契约强调包容多元的成功定义,加强对弱势群体的支持,并重新携手同行、守望相助的社会精神。随着社会服务需求持续增长,社会将愈加依赖志愿者的力量来推动项目落实,并回应服务对象不断变化的需要。

志愿者在推动社会融合的过程中,不仅是同理与包容的倡导者,更是推动社区转变的催化剂。他们透过持续的服务与陪伴,建立信任、拉近人与人之间的距离,并在日常行动中营造出关怀互助的氛围。正是这份投入,为打造一个更有韧性、充满温情、不让任何人被遗忘的疗愈之国奠定了根基。

他们的影响遍布 MWS 的各项服务。在家庭服务中心和 MWS 女子之家,志愿者为来自弱势背景的学生提供一对一补习,帮助他们缩小学习差距,争取更好的未来。

不少学生在学业上都取得显著进步。

在 MWS 的债务偿还与储蓄配对计划中,志愿亲善之友协助低收入家庭摆脱债务困境,迈向财务稳定。在他们的陪伴下,许多家庭成功还清债务,养成储蓄的好习惯,为自己和孩子开启更光明的未来。

在 MWS 女子之家,志愿者透过精心设计的项目,为受过儿

童期不良经历与创伤影响的弱势少女提供具疗愈性的支持,陪伴她们走上复原之路。

其中一个项目是由“人与动物连结事工”志愿者带领的动物辅助干预活动。女孩们在与兔子、爱情鸟和猫的互动中,获得了情绪上的慰藉与心理上的成长。

每月举办的课程为 MWS 女子之家的院生带来了明显转变。



志愿补习老师为 MWS 各服务群体的孩童与青少年提供学业支持,让那些原本难以获得这类帮助的孩子,也有机会取得实质性的进步,迈向更有希望的未来

透过一系列精心设计、各有明确学习目标的活动，女孩们逐步培养出同理沟通、冲突处理与自我觉察等软技能。

这些活动为少女们提供安全空间，让她们应用并内化上述技能，以建立良好的人际关系。

“我希望成为她们身边可以信赖的朋友，耐心聆听，引导她们走上正路，也鼓励她们追寻梦想。”43岁的志愿者 Loo Hwei Kwin 分享。

从小培养奉献精神，为终身志愿服务播下种子

新加坡的研究显示，若在年轻时便开始参与志愿服务，尤其是那些具有意义且获得良好支持的经验，将更有可能持续回馈社会、延续服务之心。

2024年，Jin Yao Kwan 与 Laura Wray-Lake 发布的研究《缩小新加坡与其他地区



志愿者透过动物辅助干预活动，协助 MWS 女子之家的院生提升情绪韧性，学习重要生活技能

的“浴缸式志愿趋势”》探讨了这一现象。所谓“浴缸式志愿趋势”，是指在学生时期，因“社区服务计划”(Community Involvement Programme) 与“德育在于行动”(Values in Action) 等强制性项目，志愿参与率较高；但在不如成年阶段后便迅速下滑，直到中老年时期才可能再次回升。

研究发现，青少年或青年时期若曾参与过高质量的志愿服务——例如活动具有自主性、能促进同理心发展、富有个人意义，并建立人际关系——他们更有可能在离开校园后继续参与志愿工作。因此，提升青少年阶段的志愿体验质量，有助于培育长期投入、持续发展的公民精神。

对杜碧燕女士而言，志愿服务的价值早在年少时就已深植心中，根源于她的基督信仰。她14岁便回应呼召，在教会担任司琴。如今70多岁的她，在健康状况于2024年起变化之前，仍坚持每月在卫理公会基督堂担任司琴一次，并每周为MWS结合乐龄护理中心 - 友诺士的年长者弹奏。

“我从小在教会长大，那里自然就有一种服事的文化。”她分享道，“我始终相信，生命的意义不在于专注自己，而在于关爱他人、回馈社会。从小我们就被教导：时间、才干，甚至金钱，都是上帝所赐的恩典，我们应当随时愿意拿来祝福别人。”

照亮他人，也照亮自己：转变从自己开始

志愿服务不仅是付出——它也是一股推动成长与满足的力量。志愿者跨出舒适圈，接触来自不同背景的人，



透过担任司琴志愿者，杜女士为 MWS 结合乐龄护理中心 - 友诺士的年长者弹奏乐曲，用琴声带来陪伴与温暖



从志愿者到职员，张马利莎（身穿 MWS T 恤）在 MWS 活跃乐龄中心 - 沈氏坊青峰带领一次怀旧引导活动

在交流与陪伴中拓展视野，培养沟通能力与同理心等软技能。在助人的过程中，他们也找到更深的生命意义，无论是在个人成长，还是职业发展的旅程中。

对一些人来说，志愿服务甚至成为开启全新职业道路的契机。

以张马利莎为例：在企业界工作了 20 年后，她决定攻读咨商与辅导学位。在思考人生新方向时，她开始到 MWS 活跃乐龄中心 - 沈氏坊青峰 (GTAAC) 担任志愿者，不仅协助规划活动，也参与亲善之友计划，并将辅导知识灵活运用在服务长者。过程中，她营造了一个充满理解与尊重的社区，让人与人之间的关系更紧密、更有温度。

志愿经历为她打开了新契机。

后来，她成为 MWS GTAAC 的全职职员，如今负责带领志愿者、设计项目、并提供亲善与辅导支持。

马利莎回顾这段旅程时分享道：“我没想到自己其实这么有同理心，尤其是对年长者。通过志愿服务，我发现自己真的很喜欢和他们相处。哪怕在沟通上偶尔会遇到挑战，我依然很珍惜这些互动，也希望能继续陪伴他们、和他们交流。”

名宏也走过一段自我发现的旅程，并深有体会。从陪伴疗养院院民，到担任 MWS 管理委员会主席，志愿服务让他有机会与人建立真挚的连结，在过程中不断成长，也将自己的所长用在有意义的地方。

“志愿服务不仅是在做某些事，更在于我们是否愿意为他人预留一个被看见、被听见与

被珍视的空间。过程中，我们也往往对自己有了更深的认识，”他分享道。

“每一次服务都扩张了我们的同理心。每一次互动都提升了我们的觉察。每一次愿意倾听而不是说教的时刻，都使我们成为更好的人，而不只是更好的志愿者。”

身为公共机构的决策者之一，名宏坦言，这些日常的志愿时刻让他深刻体会到：真正的转变，往往始于那些最朴实、最真挚的人与人之间的接触。“当然，行动和决策各有其时，但志愿服务教会我：最有力量的转变，有时就发生在我们愿意停下来倾听的那一刻——对方再次感受到自己的存在价值。如果你渴望成长，就从志愿服务开始吧。你或许是带着付出的心而来，但你将带着更新的自己离开。” UV

加入疗愈之国，一起点燃希望与关爱

每一次回应志愿的呼召，都是推动社区向善的一步。不论是协助教英文，还是陪伴一位足不出户的年长者，每一个微小的行动，都是我们为构建一个更有爱、更具韧性新加坡所迈出的关键一步。

今年，正值 SG60 和新加坡基督教卫理公会 140 周年纪念，MWS 诚邀您加入《疗愈之国》的行列——这是一项全岛行动，目标是动员 140 万小时的“疗愈时光”，将关爱、连结与希望传递给有需要的人。请浏览 TheHealingNation.sg，了解您可以如何参与。

志愿者在芽笼东重新点燃甘榜精神

每个月的第二个星期一，Sumiyati Kartosumito 都会在沈氏坊第 63 座二楼的公共花园，与熟悉的面孔及新朋友围坐闲聊，边吃着她亲手准备的马来家常菜，边享受着彼此陪伴的温暖时光。

人与人之间的连结正是“Kumpul Kumpul Kopi”（马来语意为“围坐喝咖啡”）的核心精神。这项计划由 MWS 活跃乐龄中心 - 沈氏坊青峰 (GTAAC) 与志愿者携手发起，旨在为芽笼东的马来社群增进邻里情谊。

每月的聚会就在中心楼上的公共花园举行，为马来年长者打造一个充满乐趣与文化共鸣的下午。活动包括猜谜游戏、椅子运动和合唱《Dayung Sampan》等熟悉的经典歌曲。最受欢迎的环节莫过于一桌令人垂涎的传统马来美食，如 lontong、nasi lemak 和 mee soto。

“我希望把这个社区的马来居民聚在一起。”69 岁的退休厨师 Sumiyati 分享道。她是计划的发起人之一，经常和其



每月一次，Sumiyati Kartosumito 与儿子透过一场有笑声、有美食、有交流的聚会，把马来社群聚在一起

他志愿者逐户敲门、亲自邀请邻居参加。“这区的马来人不多，所以我们更要互相照应。”



马来年长者们正兴致勃勃地一起玩宾果游戏

于 2024 年 9 月启动，最初只有 17 位参与者，如今每场活动都吸引约 30 位年长者踊跃参与。“大家都很开心，”Sumiyati 笑着说，“这里的马来社群关系也更紧密了。看到大家聚在一起，我觉得这就是甘榜精神。”

66 岁的 Jamil Abdullah 是这项活动的忠实参与者，他说自己在中心最喜欢的就是这个项目。“它让我想起童年在芽笼士乃的甘榜精神——那时大家会在户外聊天、分享食物。”

2023 年，Jamil 因健康问题提早离开销售岗位，之后逐渐变得孤僻、鲜少出门。他离了婚，又依赖轮椅代步，生活日益封闭。2024 年 6 月，MWS 职员上门探访时，他坦言自己虚弱

得连起床都困难，身体也经常感到疼痛。医生诊断他营养摄取不足、活动量太低，建议他开始规律运动。在 MWS 的鼓励下，他开始参与中心的体能训练和硬地滚球活动，行动能力明显改善。而像“Kumpul Kumpul Kopi”这样的社交聚会，也进一步让他重新走入人群、恢复活力。“我来这里后，比整天躺在床上看电视好多了。”他说：“我也交到了新朋友。”

“Kumpul Kumpul Kopi”不只是一个邻里聚会，更体现了 MWS 中心对多元文化、包容性项目的承诺。透过熟悉的语言、音乐与食物，这项计划回应了少数族群的文化需求，让他们在社区中更有归属感。计划推出后，也吸引了更多马来年长者参与其他中心活动，进一步拓展社群联系。UV



“Kumpul Kumpul Kopi”活动促进了邻里间马来社群的感情与凝聚力

全新启航：MWS 疗养院-友诺士正式投入服务

2025 年 3 月 10 日，MWS 疗养院 - 友诺士 (MWS ENH) 迎来首批院民，正式投入运作。这不仅是多年规划与建设的成果，更标志着 MWS 在推动整合式、全天候疗养院长期护理服务方面迈出了关键一步。



MWS ENH 共设有 171 个床位，为需要日常起居协助的年长者提供全天候护理与个别化复健服务。院舍毗邻 MWS 结合乐龄护理中心 - 友诺士，以及新加坡保健服务集团 (SingHealth) 综合诊疗所，三方构成一体化照护生态圈。

这样的布局，让院民能够顺畅获得医疗、复健与慈怀疗护服务，进一步提升生活质量。疗养院也提供短期喘息护理服务，让看护者安心稍作休息与调整。

随着 MWS ENH 的启用，MWS 目前已营运三间疗养院，包括位于蔡厝港的 MWS 伯大尼疗养院，以及位于油池的 MWS 疗养院。这项扩展标志着 MWS 持续深化对年长者的关怀承诺，致力以有尊严、有温度的方式，陪伴他们走过人生旅程的这段路。

当时尚、艺术与护肤成为治愈之道——MWS 福利院女性走出孤立，重新与人建立情感连系

Nancy* 和 Karen* 截然不同。Nancy 个性外向、情感丰富，而 Karen 则安静内敛、话不多。她们性格的差异时常引发摩擦，有时甚至会发生争执。

两人都六十多岁，现居于 MWS 基督之光卫理关怀院——这是为贫困者设立的福利院，女性院民人数原本就不多，加上院内为安全实施男女分隔政策，社交互动的机会更是有限。

这也使得像 Nancy 和 Karen 这样较难与他人建立联系的女性，面对更高的孤立风险。工作人员发现，一些女性院民常显得退缩、疏离，较少参与互动，背后往往与家庭支持薄弱、心理健康问题或行为困难有关。



院民亲手创作的花艺作品，不仅装点空间，也点亮了她们的



MWS 基督之光卫理关怀院的女性院民专注于 Nagomi 和谐粉彩创作活动中。这是《绽放美丽自我》六节试点课程的一部分，旨在舒缓孤立、重建身心活力

这一现象也反映了更广泛的社会趋势。《海峡时报》2024 年 8 月的一项报道指出，新加坡有五分之二的 62 岁及以上人士感到孤独——而孤独已被证实与认知退化、自尊低落、身体虚弱等问题密切相关。

为了舒缓院内女性院民的孤立感，并提升她们的心理健康，MWS 研究、创新与培训部门 (RITA) 于 2025 年 2 月至 3 月间试行了一项共六节的团体辅导课程——《绽放美丽自我》。包括 Nancy 和 Karen 在内，共有 8 位女性参与其中。

从时尚穿搭、花艺设计，到护肤实作，每节课程都从动手体验展开，鼓励院民表达自我、建立信心。活动结束后，进入

团体引导时光，围绕韧性建立、个人成长与归属感展开深度分享。其中一节课以“和谐色彩”为主题，参与者透过 Nagomi 和谐粉彩创作画作，并反思如何在院内营造更平和的氛围。



“我的生命之树”活动鼓励院民思考：是什么让自己能保持健康、坚持下去。有院民分享道：“它让我想到，生活中还是要尽量保持活跃。”

到了第三节课，悄然出现了令人欣喜的转变。Karen 开始在讨论时主动协助 Nancy，帮她组织语言表达想法，鼓励她参与。Nancy 也当面向 Karen 表达谢意。两人之间逐渐建立起

连结，从最初的磨合，发展出一段意想不到的友谊。

“我们后来开始在课后聊天，”Nancy 分享道，“有了共同话题，也会一起聊聊这段课程带给我们的帮助。”

另一位令人动容的突破来自 82 岁的 Sally*。她十多年来从未参与过任何活动，原本工作人员也不抱太大期望，没想到她在上完第一节课后便主动回来，之后每周都会出席。她也渐渐敞开心扉，开始自在地分享自己的想法。有一节课，她满脸笑容、自豪地展示了自己的作品，仿佛久违的光采重新回到她脸上。

课后调查结果也相当鼓舞人心。参与者纷纷回馈表示，自己的情绪好转了，精力提升了，自我认同感也增强了。这些都是她们重新建立人际连结的正面迹象。

因成效显著，MWS 正考虑将这项课程发展为代表性项目，并制作可直接采用的课程手册，方便其他乐龄服务单位的同工借鉴与应用。UV

*为保护隐私，以上为化名

MWS 与国大医院签署合作备忘录，扩大居家慈怀疗护服务覆盖面

2025 年 3 月 21 日，卫理福利服务 (MWS) 与国立大学医院 (NUH) 正式签署合作备忘录 (MoU)，携手将专业且充满关爱的慈怀疗护服务带入更多患者家中。

这项合作对许多病患而言意义重大。多项研究显示，尽管多数新加坡人希望在家中安详离世，现实中却往往无法如愿。如今透过这项合作，患者在生命最后阶段拥有了更多选择的空间，不必局限于医院环境，也能在熟悉的家中、亲人陪伴

下，接受专业的医疗与心理支持，走完人生最后一程，保有尊严与爱。

此举也有助于减轻家庭在经济与安排上的负担，回应大众对居家专业护理服务在可负担性与可及性方面的普遍关切。

MWS 是与其他 10 家居家护理服务提供单位及保险机构共同签署此合作协议的其中一员。这项合作是国家推动强化社区层面慈怀疗护与支持性护理服务的一环，旨在为更多家庭带来具体且温暖的支持。



2025 年 3 月 21 日，MWS 集团执行总监吴伟志 (Calvin Ngo) (右三) 出席与国大医院 (NUH) 签署合作备忘录仪式，携手扩大居家慈怀疗护服务的覆盖面



MWS 居家护理与慈怀疗护团队也参与“NUH 展示会：赋权生命最后一程——善活与善终的实践”展览，并设摊推广相关服务

跨越世代协奏曲: MWS Ageless Orchestra 透过音乐连结年长者与年轻人

在阳光和煦的2025年3月8日午后,一首熟悉的《Take Me Home, Country Roads》在国大开放日现场悠扬响起。手铃、沙锤、吉他的音符彼此交织,吸引了不少驻足聆听的来宾。



MWS 活跃乐龄中心-德义园的年长者与国大陈爱丽丝与彼德寄宿型学院的学生,在2025年国大开放日,以Ageless Orchestra之名共同演出,一起谱写无龄界的交

乍看之下,这似乎是一场寻常的公开演出,但走近一看,却能发现一个特别的组合:一群年长者与年轻人肩并肩地演奏。这正是由MWS推出的首支Ageless Orchestra(跨龄乐团)。参与者年龄介于22岁至85岁,正好印证了“音乐无龄界”的美好信念。

这个跨代合作项目由MWS研究、创新与培训部门

(Research, Innovation & Training Academy, RITA)、MWS 活跃乐龄中心-德义园与国大陈爱丽丝与彼德寄宿型学院(NUS' College of Alice & Peter Tan, CAPT)合作推动,旨在透过音乐建立长幼之间的双向连结——让年长者与年轻人不仅彼此陪伴,更共同承担、互相启发。

在为期五节的预备课中,参与者通过分享生命故事、一起编

排演出、反复排练,逐渐建立起情感与默契。他们的努力,最终汇聚成一场感人至深的公开演出,在2025年国大开放日温暖呈现。

这个计划源于团队对“代际隔阂”日益加剧的关注。他们希望通过真实而有意义的互动,让不同世代在共鸣与共创中拉近彼此距离。学生带来了陪伴与活力,年长者则分享了他们的人生经验与生命智慧。

一位学生坦言,他从没想到和年长者聊天会那么自然。另一位则分享在一起为表演努力的过程中,他们如何变得像一个团队。对于年长者来说,这个过程不仅是回忆青春,更是一段赋能的旅程——他们学习乐器,鼓起勇气登台演出。正如一位学生所说:“我们一再提醒他们,这场演出不是为了完美,而是为了享受过程。在这个安全的空间里,大家都可以自在尝试。”

像Ageless Orchestra这样的跨代计划,不仅培育学生的服务精神,也灌注他们以关怀社会的价值观,引导他们成为未来的改变者。世代之间的连结,促进了彼此的理解与尊重,为构建一个更具包容与理解的社会,种下希望的种子。UV

同心同行, 转变生命: 加入疗愈之国志愿行动

如果,一个国家能因志愿服务而被点亮,会是怎样的画面?这正是MWS发起《疗愈之国》(The Healing Nation)时所怀抱的愿景——动员全国一同累积140万小时的“疗愈时光”。

为了实现这一目标,我们诚邀每一位新加坡人——无论是个人、企业,还是社群组织——一同踏上关爱的旅程。不管是为低收入家庭的孩子补习,陪伴孤立的年长者,还是支持无家可归者重建生活,每一小时的付出,都是为疗愈社会注入力量。透过AI智能平台,志愿者可以依据兴趣、专长与时间安排,精准配对合适的服务机会,轻松迈出第一步。



《疗愈之国》是为庆祝新加坡建国60周年(SG60)与新加坡基督教卫理公会成立140周年而发起的全国行动,呼吁所有人透过日常的善意与行动,把关怀、希望与尊严带入他人的生命。

在2025年4月9日的“亚洲养老创新论坛”上,MWS管理委员会主席卓名宏(Eugene Toh)也特别强调了志愿者在护理生态系统中的关键角色。

在“建设适应未来的乐龄护理人才队伍”的论坛中,卓主席



MWS 管理委员会主席卓名宏(左三)在第16届亚洲养老创新论坛中,强调志愿者在未来长者护理人力布局中的核心角色

提出推动护理文化转型的三大方向:

首先是心态转变:护理不该只是某些人的责任,而是全民共同承担的使命。其次,是科技赋能:透过如HealingNation.sg等平台科技,精准连结志愿者的热忱与服务机会。最后,是文化的扎根:让“护理”不仅仅是体制的一环,而真正成为我们文化的一部分。他指出:

“在疗愈之国,衡量的从来不是人手(headcount),而是心意(heartcount)。”志愿服务正是将这份“心意”化为行动的方式。

一场疗愈国家的运动,等你加入。立即前往



TheHealingNation.sg 许下你的疗愈承诺,为更有韧性与温情的新加坡出一份力。UV

MWS 呼吁学前与社会服务跨界合作, 共同支持家庭

面对家庭所承受的各种复杂压力, 包括虐待通报率上升与离婚案例增加, 卫理福利服务 (MWS) 家庭服务群组策略发展副署长姚明珍指出, 学前教育与社会服务领域之间有必要展开更紧密的合作, 以更全面地支持有年幼孩子的家庭。

拥有幼儿教育文凭、并在多个儿童相关领域有逾 20 年经验的明珍, 于 2025 年 4 月 26 日受邀在“重燃教育热忱”讲座上发表专题分享。讲座



2025 年 4 月 26 日, 姚明珍在 Preschool Market 主办的分享会上, 向学前教育工作者讲述加强学前与社会服务协作的重要性

由 Preschool Market 主办, 于 New Life Preschool 总部举行, 旨在鼓励学前教育工作者重新审视专业旅程, 找回初衷, 重燃对幼教工作的热忱。

她的演讲题为《家庭结构变迁下, 幼教工作者的角色》, 结合第一线经验, 深入探讨家庭需求的演变, 以及幼教老师在其中所扮演的重要支持角色。

“学前教育与社会服务之间应展开更紧密的合作——不仅是在危机发生时, 更应在家庭经历转折或面对长期压力阶段, 提前介入, 提供预防性支持。”她指出。

她补充说, 若家庭服务中心的社工能与幼儿园园长与教师建立稳固关系——这些第一线教育者的日常观察往往能提供宝贵线索——便能更及时掌握孩子及其家庭的动态, 从而更全面地了解儿童的整体福祉, 并为孩子与家长提供更有针对性的支持。UV

孩子身上的征兆, 或许透露家庭压力

学前教育者在日常观察中, 若发现以下状况, 可能值得进一步关注孩子的家庭情况:

- 出勤不规律或频繁缺席
- 身上出现不明瘀伤或伤痕
- 接送时情绪特别激动或不安
- 情绪反应突然改变
- 饮食或睡眠习惯出现异常
- 发展里程碑出现延迟
- 与他人互动减少或行为出现明显转变

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恭喜本年度护士优异奖得主!

我们衷心祝贺 MWS 伯大尼疗养院—蔡厝港的高级护士张然荣获 2025 年度护士优异奖。该奖项由新加坡卫生部颁发, 旨在表彰对护理专业发展有卓越贡献的杰出护理人员。

张然在护理领域拥有 23 年丰富经验, 凭借其卓越的临床能力、真诚的关怀和对优质护理的坚持, 深受敬重。她表示: “这份肯定不仅是我个人的荣耀, 更是整个护理团队给予我支持与协作的体现。它鼓舞我继续坚持卓越护理的使命。”



我们为张然感到无比骄傲, 也感谢她为护理专业带来的深远影响与启发。

MWS 在全球慈怀疗护大会分享 ESRF 研究成果

我们很高兴与大家分享: MWS 居家护理与慈怀疗护团队于 2025 年 5 月 29 至 31 日, 代表机构出席在芬兰赫尔辛基举行的第 19 届欧洲慈怀疗护协会 (EAPC) 世界大会。大会吸引了来自全球 2,000 多名代表, 并收到超过 1,200 篇研究摘要。

本次大会中, MWS 团队展示了一项回顾性描述研究摘要: 《接受居家慈怀疗护服务的末期肾衰竭 (ESRF) 保守性治疗患者特征》。该摘要入选为纸本海报展示。研究指出, 在全球 ESRF 发病率最高的国家之一——新加坡, 患者往往面临复杂的看护需求, 而看护顾者也承受显著的身心压力。

该研究由 MWS 研究、创新与培训部门支持, 体现了我们对循证看护的坚持, 以及致力于推动更优质社区慈怀疗护服务的持续努力。



年仅21岁的他，透过作业辅导和满腔热忱，正默默改变着一个个孩子的生命

“她现在变得更有动力去学习，而知道自己在她的成长过程中出了一点力，我真的觉得很满足。”

黄浚扬 (穿黑衣) 在MWS圣光学生托管中心为学生讲故事

“浚扬哥哥，你看！我的数学测验及格了！”一个小女孩兴奋地挥舞着试卷，笑容灿烂地跑向黄浚扬，眼中满是自豪。那一刻，浚扬明白自己选择留下来担任 MWS 圣光学生托管中心志愿者是值得的。

这名女孩的数学成绩一直不理想，屡屡失败让她逐渐失去信心。“她总觉得自己不行，因为每次考试都不及格，”浚扬回忆道，“我告诉她不要轻易放弃，要相信自己可以做到。”

他和中心的老师们持续帮她补数学，带着她一点一点进步。当她终于考过那一科，大家都很替她开心。“她现在变得更有动力去学习，而知道自己在她的成长过程中出了一点力，我真的觉得很满足。”

用热忱灌溉幼小心灵

浚扬选择投入儿童服务，是因为他深信孩子的早期成长阶段决定了价值观和性格的发展。孩子如同一块海绵，善于吸收、容易塑造。作为志愿者，他除了辅导功课和听写，也给予他们情感上的支持与鼓励。

渐渐地，他成了中心里的熟悉面孔。“我像是他们的朋友，也像是他们的哥哥，所以他们遇到问题都会主动来找我。”他说。

超越书本，用心传递价值

对这位 21 岁的青年而言，真正的满足感来自于影响孩子的生命——不仅是辅导与鼓励，更是在陪伴中引导、在关怀中培育。

他还记得，有一次两个学生因为其中一人没经过同意就拿

了对方的文具而发生争执。他没有急着责备，而是轻声引导：“你希望别人这样对你吗？如果有人没问就拿了你的东西，你会怎么想？”孩子听懂了。从那天起，他开始更留意自己的行为，两人的关系也逐渐缓和，后来还成了好朋友。

现在，浚扬已是兼职职员，继续在学生托管中心陪伴孩子。

他深知，自己做的不只是教书，更是在走进孩子们生命的过程中，与他们一同成长。“辅导功课只是起点，”他说，“更重要的是在他们需要的时候陪在身边，为他们指引方向，一点一滴陪着他们变好，一次影响一个生命。” UV

本文首发于2025年6月1日《Methodist Message》



浚扬的志愿心志，深受父亲黄正复(右)影响。正复是MWS伯大尼疗养院-蔡厝港的长期志愿者。“我们父子都能以自己的方式回馈社会、带来一点改变，对此我感到很自豪。”浚扬说

17岁那年， 他受益于MWS；如今， 他成了董事会成员

“我的企业经验的确很有帮助。。。但志愿服务让我学会放慢脚步、聆听别人，真正看见每一个有故事的人。”



“我的企业经验让我看得懂损益表、懂得如何做规划，”他说，“但志愿服务让我学会放慢脚步、聆听别人，真正看见每一个有故事的人，而不只是报表上的数字。”

收获祝福，播种未来

作为卫理公会卫斯理堂的会友，Terence 将志愿服务视为信仰的延伸。“我17岁信主，也是那年开始当志愿者，信仰和服侍，从来就没有分开过。”

1981年，年仅17岁的 Terence Wee 获得了由卫理福利服务 (MWS) 设立的“卫理奖学金” (后更名为“MWS助学金”)。这项助学金计划旨在帮助低收入家庭的孩子负担与学业相关的开销，让他们有机会继续升学。MWS 深信，教育是打破贫困循环的关键，而这笔助学金，也成了 Terence 走出困境的第一步。

作为家中长子，Terence 从小在牛车水筒朴的环境中长大。“我们用回收水，晚上只开一盏灯，就连六七月最热的时候也不开风扇。”他回忆道。

虽然生活拮据，但在父母的坚持和支持下，Terence 顺利完成工程学位，后来也在企业界稳扎稳打地发展自己的事业。

回到受助的起点，把爱继续传下去

多年后，Terence 回到当年帮助过他的 MWS 助学金计划——这次，他不再是学生，而是担任委员会主席。

一切始于一份捐款。2006年，Terence 结束了18年的企业

生涯，接受裁员，暂时离开职场。在一次向 MWS 助学金计划的定向捐赠过程中，他开始接触这个项目，并受邀加入委员会，后来更成为主席。

在服事的过程中，他开始思考：除了金钱援助，这项计划是否也能带来更深远、更持久的改变？“如果当年有人陪我走那段路，或许我不会走那么多冤枉路。”他曾在2013年的一场助学金典礼上说。

这个想法促成了火炬(初级学院)导师计划的诞生——为初级学院阶段的助学金学生配对人生导师，在学业、方向和选择上给予引导与鼓励。



2013年4月，Terence担任MWS助学金委员会主席时，为一名受助学生的家长颁发奖项

如今，MWS 助学金已纳入“MWS 家庭发展计划” (Family Development Programme, FDP)，和其他服务一同支持有需要的家庭。MWS FDP 提供辅导、个案管理与财务教育，协助家庭走出债务困境，建立储蓄能力。



Terence出席2021年MWS圣光学生托管中心的开幕典礼

从受助者到董事：一段回馈之路

2015年，Terence 加入 MWS 管理委员会。如今，他也在协助筹建 ACS (Academy) 特需学校的IT架构。该校由英华学校与 MWS 合作，将于2026年投入运作。

志愿服务不仅是付出，也是收获

Terence 认为，志愿服务塑造了他成为一个更有同理心的领导者。

“信仰教导我要带着目的与纪律去服侍，忠心地做对的事，坚持行善，‘爱人如己’。我希望自己的行动能活出我所相信、所传讲的信仰。”

他认为志愿者的工作就像是一块块“砖”：“我们每个人递出一块砖，帮助别人为未来铺一条路。一块砖或许微不足道，但当许多人一同付出，再加上对方自己坚持不懈的努力，就能带来改变。一个人的生命被翻转，影响甚至可以延续三代。”

“我们每个人都能递出一块砖——点亮一个生命，改写一个未来，成全一个家庭。”回头看自己走过的路，Terence 说：“很多曾经被帮助过的人，都会想办法回馈。我就是个例子。1981年，有人设立了奖学金，改变了我的生命。如今，轮到我把这份帮助继续传下去，把希望带给下一代。” UV

本故事的不同版本曾首发于2025年5月1日《Methodist Message》

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素娟，48岁与她的儿子过曜
他是居住在卫理福利服务伯大尼疗养院
- 蔡厝港，接受全天候的专业护理。