

MEDIA RELEASE

NTUC HEALTH'S FIRST NURSING HOME IN JURONG WEST EXPECTED TO BEGIN OPERATIONS IN 3Q OF 2015

***NTUC social enterprises: a social force to do good
Enabling working families in Singapore to have better and more meaningful lives***

Singapore, 23 July 2014 – NTUC Enterprise announced, at its first media conference on the impact made by its social enterprises, that NTUC Health had been awarded the tender by MOH to operate a nursing home in Jurong West.

The nursing home, which will include a senior care centre, is expected to begin operations in the 3rd quarter of 2015¹. The nursing home can accommodate up to 290 residents, while the senior care centre can cater for up to 60 seniors.

“NTUC social enterprises are continuously identifying emerging needs and reinventing themselves in order to address these needs. NTUC Health’s foray into the nursing home space will enable us to provide a more comprehensive suite of health and community care services to fulfill the needs of working families and their elderly dependents. This will become increasingly important as Singapore ages,” said Mr Lim Boon Heng, Chairman of NTUC Enterprise.

NTUC Health is committed to building a scalable presence and is prepared to invest in operating an additional five nursing homes in the next three to five years.

PROVIDING HOLISTIC CARE FOR SENIORS

The new nursing home at Jurong West aims to provide holistic care for the elderly. It will work closely with the Regional Health Systems and community partners in the West in the care of its residents.

¹ The beds in the nursing home and the senior care centre will open progressively from the 3rd quarter of 2015.

Said Mr Chua Song Khim, CEO of NTUC Health, “The elderly’s emotional wellbeing and quality of life generally improve when they are with their family and within the community. Hence, the goal in our nursing home is to provide good care for our residents and support their recovery, so as to help them return to their homes and the community as far as it is possible.”

The nursing home will be able to draw support from NTUC Health’s team of professionals like Pharmacists, Dentists and Doctors as well as its established network of Home Care and Day Care services.

“NTUC Health’s years of experience and good record in providing eldercare and healthcare services will put it in good stead when operating its nursing home. We will work closely with MOH and the Agency for Integrated Care as well as draw best practices from the industry both locally and overseas to deliver quality and holistic care for its residents,” said Ms Tan Hwee Bin, Chairman of NTUC Health.

INTEGRATED HEALTHCARE

With its first nursing home, NTUC Health will be able to provide working families in Singapore with more seamless, integrated healthcare services to meet their needs at different points of time. The desired outcomes will be greater affordability and better care. An example of the suite of healthcare services under the NTUC Health umbrella is this:

After a patient, who has suffered a bad fall or a stroke, is discharged from hospital, he/she will continue to require 24-hour care and attention for the next few weeks. During this time, he/she can be admitted into NTUC Health’s **nursing home** for rehabilitation till he/she is deemed well enough to return to home or community care. The patient will be able to continue with his/her rehabilitation at NTUC Health’s **Silver Circle Day Care Centre** or rehabilitate at home with the help of NTUC Health’s **Care@home** nursing services. Once the patient is recovered, he/she will be able to participate in social and wellness activities in NTUC Health’s **Silver ACE Senior Activity Centre**. The

patient can continue to manage any of his/her chronic conditions with outpatient medical help at NTUC Health's **Unity Family Medicine Clinic**.

See [Annex A](#) for a pictorial version showing the suite of healthcare services provided by NTUC Health.

NTUC SOCIAL ENTERPRISES – A SOCIAL FORCE TO DO GOOD

Apart from healthcare, NTUC social enterprises are doing good sustainably and making major impact in other areas of importance to working families in Singapore. Through the last 40 years, our flagship social enterprises, namely NTUC FairPrice and NTUC Income have been providing affordable groceries and essentials to Singapore families, and helping the Singapore worker prepare himself or herself for life's uncertainties through honest insurance respectively. We are also making inroads and impact in education and in making daily essentials like cooked food affordable for working families.

LESSER KNOWN NTUC SOCIAL ENTERPRISES CREATING SOCIAL IMPACT IN SINGAPORE

Providing access to quality education

In pre-school education, NTUC First Campus has been providing affordable and quality pre-school education to more than 13,000 pre-school children across 125 childcare centres in the country. That is nearly three times as many places as were offered in 2009. Then, NTUC First Campus had only 5,000 childcare places. The sharp increase in childcare places today characterises our fierce social enterprise spirit to rise up to meet the challenge of providing for the childcare needs of Singapore families. In addition, My First Skool, the pioneer childcare arm of NTUC First Campus, has consciously set aside 15% of its places for children from low income families. Its efforts enable children from all income groups to be able to have a good start in life.

Another area of focus of NTUC social enterprises is to enable working adults to upskill and reskill, so as to achieve career mobility and a better life. They can access a suite of Continuing Education and Training (CET) courses provided by NTUC LearningHub. LearningHub trains 550 persons a day; 180,000 persons a year; and has trained 1.6

million persons since its inception in 2004. It is one of the largest private continuing education and training schools in Singapore, offering some 1,000 training course titles in key areas such as language skills, trade skills, IT and innovation, business excellence, service excellence, personal mastery, leadership and workplace safety and health.

Moderating the cost of daily essentials and cooked food

The Singaporean lifestyle is one where working families eat outside the home often. This is another area where NTUC social enterprises aim to increase our social impact. To enable Singaporeans to have access to affordable cooked food that is also nutritious, NTUC Foodfare has made it possible to offer meals of under \$2 at its Rice Garden stalls across Singapore. There are currently 13 Rice Garden stalls today and the number will grow to 20 by the end of the year, and a total of 40 by the end of 2015. By September 2015, NTUC Foodfare's Bukit Panjang Hawker Centre will begin operations to provide quality and affordable hawker fare to residents in Bukit Panjang as well as add vibrancy to the constituency.

To bring more savings and lifestyle benefits to working families in Singapore, NTUC Link has enlarged the reach of its loyalty programme – Plus!. Over 90% of Singapore households participate in and enjoy benefits from the Plus! programme. Plus! allows working families to get more value from their everyday expenditure on goods and services as they can use accumulated LinkPoints to offset their purchases instantly at over 1,000 merchant outlets island-wide, including FairPrice stores. In 2013 alone, more than \$40 million in LinkPoints and discounts were given out to customers.

Said Mr Tan Suet Chieh, Group Chief Executive Officer of NTUC Enterprise, "NTUC FairPrice and Income are household names in Singapore. But we wanted to also demonstrate that in many other lesser known areas like healthcare, education, and cooked food, NTUC social enterprises have been a social force to do good. We are driving and delivering meaningful social outcomes to Singaporeans everyday. As Singapore continues to change, we see bold opportunities to re-think, re-invent and re-imagine what we can do collectively for Singapore as the country evolves. We will rise up to respond to the needs of the times."

BACKGROUND

The media conference on the social impact made by NTUC social enterprises was chaired by Chairman, Mr Lim Boon Heng, and co-chaired by Group CEO, Mr Tan Suee Chieh. The NTUC social enterprises include: NTUC FairPrice, NTUC Income, NTUC Health, NTUC First Campus, NTUC Foodfare, NTUC LearningHub, and NTUC Link.

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