

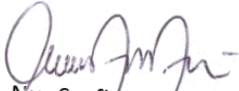
Virtual Round Table Discussion (RTD) with Association Residential Aged Care

Operators of Malaysia

Attendees (as per attached)

Session 1: Southern Region and East Coast

Welcoming Remarks and Presentation

Disahkan oleh:

Nur Syafina Anuar
Pengurus
Productivity Growth
Productivity & Competitiveness Development (PCD)

1. The online session was begun by the host of the session; Hj. Syamsul Arman Yap @ Haji Arman extended welcoming remarks to all attendees and thanked Delren Douglas the President of Association for Residential Aged Care Operators of Malaysia for bringing the Aged Care Operators together for the session.
2. Haji Arman walked through the presentation by starting with the background of the Malaysia Productivity Blueprint. He mentioned that it was first launched in 2016 and targeted five areas namely manufacturing, services, agriculture, mining and quarrying, and construction.
3. He continued with the five key strategic thrusts and National level initiatives which were
 - Building workforce of the future
 - Driving digitalisation and innovation
 - Making industry accountable for productivity
 - Forging a robust ecosystem
 - Securing a strong implementation mechanism
4. The presentation was continued by highlighting that Private Healthcare and Productivity Nexus (PHPN) is part of the initiative of Malaysia Productivity Blueprint.
5. He further elaborated on the current aging situation in Malaysia according to the World Bank report whereby stated that it will take 24 years to transition from aging to aged (in 2044) and another 12 years to become super-aged (in 2056).
6. The current status of the regulation in Malaysia is still in the drafting stage therefore MOH has not enforced the Act in all the facilities although the Act has been passed in 2018.
7. Haji Arman concluded the presentation by highlighting the PHPN activity progress. He mentioned that on June 29, 2020, a session was held with the World

Bank to share the aging situation in Malaysia. Besides another session was held on September 17, 2020, for information gathering from the stakeholders to determine the challenges faced in licensing and renewal of licenses.

8. Finally, he pointed out that World Bank Group had recently launched the report: *A Silver Lining Productive and Inclusive Aging in Malaysia* which is downloadable for reading.

Round Table Discussion

1. Local Council

- a. Karthi Arun who has a centre in Petaling Jaya mentioned that MBPJ allows a limited number of home care operators according to the respective zones. The reason behind the limitation is according to them the population size has not changed. One of the centres owned by Karthi is not licensed due to this reason.
- b. On a separate note, he added that dealing with Melaka (MBMB) council has been much easier and it is probably for the fact that the centre he operates is located in a commercial lot.
 - Karthi did add that, for a residential lot, Melaka allows a corner lot terrace to be used and only require approval from one immediate neighbour.
- c. On contrary, Josephine Au who has been operating for the past 9 years added that when there is a new person taking charge in the council, we are required to submit a new plan. Getting a new architectural plan would ultimately cost us about RM5000 even though we have just requested to build a wall.

2. Welfare Department

- a. Karthi Aru highlighted that JKM, Melaka has requested not to declare employees as a nurse even though they are qualified and instead declare them as a caretaker.
 - He also added that as a care centre operator JKM has mentioned that we are not to own any oxygen tank, suction machine, or such

medical pieces of equipments. The reason behind this is using those equipment comes under the licensing by KKM as a nursing home instead. On contrary, he did not face such an explanation for the PJ home he owns.

- ST Chai emphasized that under the Act medical care is not supposed to be included in the home care centres.

3. BOMBA

- a. Karthi Aru had mentioned that the requirement for BOMBA, Melaka focused on fire extinguisher and door exit sign
 - Delren added that several states such as Melaka and Kedah do not require hose reel while Kuala Lumpur, Selangor, and Penang are compulsory to have it.

4. Wish list and Suggestions

Some of the wish list stated by the attendees was as following:

- a. Manpower – the authority should look into training school leavers as a caregiver as aged care homes do not generally require nurses instead they require a large number of well-trained caregivers. A basic training centre could be established nationwide so that caregivers have a certain level of competency to start the job.
- b. Community centre – Authority should consider providing incentives for NGO and private stakeholders to organize a day-care program for the elderly. This can be conducted at the community centre of each town and city. Programs such as exercising, handicraft, computer studies, or even language studies could be conducted involving the B40 and M40 group.
- c. National Ageing Council – the council should comprise the relevant stakeholder with related government departments/local councils/NGOs which makes the approach related to the care centre to be focused.
- d. Policy – including stakeholders and home operators for the development of policies as they are more hands-on and would be able to relate directly.

- In 2019, care centre operators were invited for feedback session unfortunately till date there has been no update given on the progress
 - *Pondok Warga Emas* should be included in the policy as they house many senior citizens too
- e. Funding – senior citizens will require funding for them to access more levels of assisted care instead of just relying on nursing care. Funding could also be provided to subsidize and encourage them to attend the gym or any sort of activity to keep them active
 - f. Tax exemption – government should consider tax exemption for home operators in line with giving exemption for green solar usage for environmental benefit.
 - g. Visa – there are care centres in Malaysia who houses residence from Singapore. For them to renew their visa (every 6 months) there are times where an ambulance is required to transport them for visa approval. Therefore the authority should look into visa ruling for foreigners who are attached to care centres in Malaysia.

Closing Remarks

1. Haji Arman concluded that all the sharing in today's session will be taken into consideration and reported to the working group which has already been established. He added that the working group which comprised all relevant authority are thoroughly looking at the policy and implementation of it. The reason the regulation is taking time is that they want to make sure when it is approved all level of the industry is included in the policy.

Prepared by,

Secretariat PHPN