

REDCROSS

PG 5

OUR ESSENTIAL
WORKERS

PG 9

PAYING IT
FORWARD

PG 10

COUNTING
ON YOU

ISSUE 03 2020
A MAGAZINE BY SINGAPORE RED CROSS

Uplifting OUR ELDERLY WITH CARE PACKAGES

PG 4

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It is often said that adversity brings out the best of humanity. Over the past few months, we have witnessed many acts of kindness shown to our humanitarian workers and our beneficiaries. We have experienced an outpouring of support for our COVID-19 relief work, enabling us to reach out to many vulnerable families and migrant workers.

We have been touched by how each one of you have shown solidarity with those in need with your gifts of time, effort, and resources. I have recorded a video message to speak directly to you on the impact your gifts have made on the communities we serve (QR code above). Thank you for your trust and unwavering support.

In this edition, we highlight our COVID-19 heroes - healthcare and frontline workers - whose courage, selfless sacrifice and tireless efforts continue to sustain our essential and critical services for the community. I read with pride, of their heartfelt service and experiences during these extraordinary times. We also share remarkable stories of Rahimah Yeon and Janelle Ang, respectively benefiting from Red Cross TransportAid and FoodAid, whose tenacity and grit will inspire anyone.

In conjunction with World Blood Donor Day, we feature important persons behind our Blood Donor Programme, whose efforts ensure the sustainability of Singapore's blood supply. With World First Aid Day around the corner, we bring you stories of passionate first aiders and instructors from two generations.

Going forward, the road ahead will not be an easy one. However, we must continue to push forward as many individuals and families depend on the Singapore Red Cross. We call on your continued support to help us weather the challenging times ahead. Let's stay safe, and stay united.

Together for Humanity!

Benjamin William
Secretary General and CEO

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On the Cover

Mohamad Eehsan Vishnu and Edison Ong are amongst many at the Singapore Red Cross, delivering customised care packages to elderly residents such as Mdm Jariyah Ali. Read more on page 4.

EDITORIAL

Eileen Cher
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Clara Lim

Tang Chun Tuck
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Vivien Cai

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SERVING *Humanity*, LOCALLY AND ABROAD

We are delivering care packages to seniors and beneficiaries, to help them cope with the impact of COVID-19. Specially customised to each senior's lifestyle and needs, the care packages contain different combinations of food, medical, hygiene and household items, and are gifted to Singapore Red Cross' ElderAid, Family LifeAid, Medical Chaperone / TransportAid, and Home Monitoring and Eldercare (HoME)+ beneficiaries.



Watch Video



"I received biscuits, sanitizer, diapers and toilet paper. Thank you to everyone at Red Cross. You are not just helpful, but thoughtful."

Noraidah Ismail
Beneficiary, Medical Chaperone & Transportation Programme

"My wife was very happy. We appreciate that Red Cross volunteers took the time to pack and deliver the items to us. Thank you very much!"

Teo Ah Wah, spouse of
Mdm Ng Ah Moi
Beneficiary, Community
Befriending Programme



"Red Cross called to ask me what I needed. The items they gave were the exact things I will use - sanitizer, mouthwash and eye drops. Thank you."

Chia Wai Leng
Beneficiary, Medical Chaperone & Transportation Programme



Watch Video

We concluded our aid to the migrant worker community with the delivery of over 150,000 face masks, hand sanitisers, digital thermometers, 3,500 hygiene kits and 500 blankets to dormitories islandwide from 1 May to 2 June.

86 Red Cross Youth and adult volunteers participated in the nationwide SGUnited Buka Puasa, to distribute daily meals to the frontliners and those affected by the COVID-19 outbreak, across five community centres from 4 to 23 May. Read about their experiences on page 7.



Our volunteers from our Day Activity Centre for the Disabled (DAC) and Red Cross Club at Jurong distributed aid packs to our DAC clients and to the dormitories on 5 June.

Since 8 July, ElderAid has been conducting weekly haircut and wellness programmes for seniors (five at a time) with venue partner Kampung Senang. Besides the haircut, foot spa, simple exercises and refreshments were also provided.

Our Red Cross Youth Club - Southwest District packed and distributed 50 sets of laundry detergent, dish-washing detergent and masks to seniors of Lions Befrienders Senior Activity Centre on 26 June, as part of its community projects amid COVID-19.

Photo by Amila Silva



The Singapore Red Cross contributed an initial sum of \$50,000 towards the emergency response and medical support by the Lebanese Red Cross, and launched a public appeal, in the wake of the devastating explosion that injured thousands in Beirut, Lebanon.

MEET OUR *Frontliners* AND ESSENTIAL WORKERS

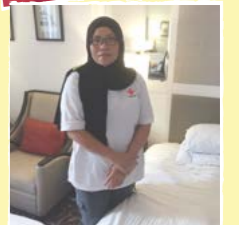


"As a volunteer in the task force, we developed the call script and delivered training to fellow volunteers, to facilitate phone conversations with the elderly beneficiaries to identify their specific needs, for their customised care packages. That could be the call that mattered most to them on that day or in some cases, the only call for that day."

Dennis Mark, Council Member and Volunteer

Our team at the Red Cross Home for the Disabled had to stay apart from their families during the circuit breaker to keep our residents safe. They are also tested for COVID-19 periodically.

It was staff nurse Faymen Aniban's first time apart from her children aged one and five, and kitchen helper Noresah Zakirah's first Hari Raya apart from her adult sons. Watch this story of their grit and sacrifices.



Susan Mok is one of 16 medical chaperones at the Singapore Red Cross, tasked with accompanying seniors from their homes to scheduled medical appointments, and back safely. She pressed on in her service amid the COVID-19 outbreak, and she shares her views on this essential service. Scan to watch the video.



Muhammad Nabawi Bin Mokhtar's delivery of customised care packages to elderly persons was met with joyful smiles and rewarding moments. He recalls, "It felt great to help our local community, especially during this crucial (circuit breaker) period when most are staying at home. I'm really happy that I get to be there for the beneficiaries, when they need us most."



IN THE *news*

TransportAid driver's smile comforts patients
Sani Bin Abdul Rahman



A voice of support for those who need help
Sofia Mary G.



Motivated by helping others
Ng Hui Chun



#SGUnited

TOGETHER, WE CAN OVERCOME

Thank you for your support!

Organisation	Donation
Amundi Singapore	\$31,080
Charles and Keith International	\$100,000
Direct Asia Insurance (Singapore)	\$10,000
Euromonitor International (Asia)	\$17,847
Mitsubishi Elevator Singapore	\$10,000
Shandong Association (Singapore)	\$32,850
Sony Group of Companies in Singapore	\$49,726
Symrise Asia Pacific	\$30,697
Tan Chin Tuan Foundation	\$10,000
Total Singapore Shared Services	\$20,198
Vena Energy	\$50,000

Boehringer Ingelheim Singapore donated its Jobs Support Scheme payout to the Singapore Red Cross and other charities.

ZALL Group (Commodities Intelligence Centre) donated one million surgical masks to the Singapore Red Cross, in an initiative supported by the Singapore Airlines.



Barclays committed to customised care packages for over 700 vulnerable elderlies, hygiene packs for over 2,100 migrant workers, and support for 80 families.

In support of our customised care packages project, **Unilever Singapore** and **Kimberly-Clark Singapore** provided product sponsorships, whilst **DHL Singapore** led the deliveries to beneficiaries from August to December.



Photo by Lai Wei Song

SABIC Asia Pacific P/L donated USD\$30,000 while colleagues of **SABIC** donated SGD\$27,021.

EZ-Link donated S\$50,000 to the Singapore Red Cross, from sales proceeds of special edition National Day EZ-Link cards, developed in partnership with the Singapore Red Cross.



The Red Cross Home for the Disabled witnessed countless acts of kindness from individuals and organisations, to our healthcare workers in appreciation for their service. Scan to watch.



Photo by The Girls' Brigade Singapore

The Girls' Brigade collected 88 bags of blood at their blood drive at its Headquarters on 23 May.

Chong Hua Tong Tou Teck Hwee organised its community blood drive at Rivervale Crescent on 29 March 2020 which collected 127 bags of blood.

Singapore Sindhi Association has been organising blood donation drives together with Mountbatten CC IAEC, Amber Neighbourhood Committee, Singapore Gujarati Society, Marwari Mitra Mandal Singapore and Rotary Club of Singapore quarterly on an annual basis since 1978.

Youth

RESPOND TO COVID-19 PANDEMIC

Siblings Nur Ain Syuhadah and Nur Adli Syahadat were among 86 Red Cross volunteers who distributed free meals daily to healthcare workers, their families and those in need during Ramadan via the SGUnited Buka Puasa initiative during the circuit breaker. Scan the QR Code to find out more.

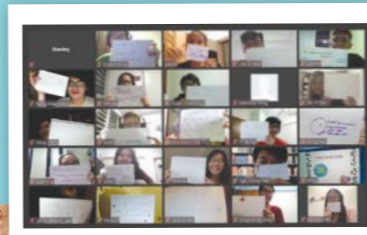
"Volunteerism brought joy, not only to the people who benefited from the initiative but to us as well. It was heartening to see how small acts of giving food to those in need, lightened up their mood."



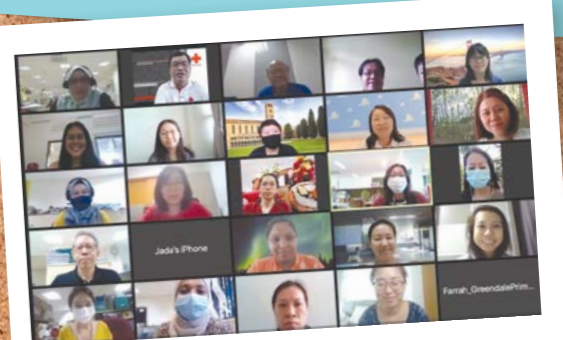
Our Red Cross Youth assembled more than 40 care packages and spent the day distributing them to vulnerable families. The care packages comprised mosquito repellent, hand sanitizer and bar soap, complete with a cute encouragement card written by Wheel!Canopus (MERCU Learning Point).



As part of Red Cross Youth's Project AOK campaign, RCY kick-started a Bingo Challenge, aimed at encouraging our youth to demonstrate acts of kindness, care and positivity within their school, home or community amid challenging times. Youth were encouraged to carry out AOK initiatives targeted at ensuring well-being, advocating dengue and community awareness and blood donation, and showing appreciation to delivery riders.



Singapore Red Cross Youth Secretariat shared updates with Youth Officers at the Youth Officer Sharing Session on 3 July. They discussed the calendar of events and the change of syllabus in light of the COVID-19 pandemic.



BRIGHTEN A FAMILY'S LIFE WITH A DONATION

Uplift the lives of the vulnerable with a life-changing gift. The tremendous satisfaction you will gain by bringing joy and making someone's life better is beyond compare.

Make your gift of an online donation at redcross.give.asia or fill up this form today. The sooner we hear from you, the sooner we can put your gift to work - and buy diapers for a severely disabled person, keep another child fed or schooled, and support the vulnerable elderly living alone.



Buy 1 week of diapers
for a **severely DISABLED**
beneficiary



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psychosocial support



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tuition programme



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lost their jobs amidst
COVID-19)

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Donor Particulars

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☐ allow my personal data to be collected and used for future correspondence through voice call, SMS text and or email by SRC for the purpose of fundraising.

(For withdrawal of consent, access and correction of your personal data or further inquiries, please contact the Partnerships and Development department at 6664 0500 or fundraising@redcross.sg)

All donations are 2.5 times tax deductible and will be submitted to IRAS automatically.

HAVING BEEN HELPED, SHE WANTS TO

pay it forward

STORIES FROM THE HEART 9

Janelle Ang's young life may have been fettered with adversity, but the struggles have not dented her spirits.

During her teenage years, her parents' sudden and medical conditions led to their consecutive unemployment, causing much stress and uncertainty.

Now 30, Janelle juggles her undergraduate studies in Singapore University of Social Sciences' (SUSS) Social Work programme with her full-time work at a student care centre, whilst looking after her parents. This has been a long time coming for the

undergraduate - a journey that has taken her longer than her peers.

Since she was enrolled in the Singapore Red Cross FoodAid last year, volunteers would dutifully deliver supermarket vouchers to her home every month. The aid translates to nutritious meals which Janelle and her family are grateful for.

Janelle shared, "One should not shy away from asking for help. It is all right to lean in for help when we find ourselves struggling."

On her future plans, Janelle quipped, "Just as I have received help in my darkest moments, I hope to help as many people as I can, to tide them through their difficult times."

Story by Tracy Lam YL, Volunteer



TOUCHED BY

Positivity



Mdm Rahima Yeon

"I thank the Singapore Red Cross for bringing me to and from my medical appointments even amid COVID-19."

Ask Mdm Rahimah Yeon, 58, what she thinks of our TransportAid team, and she rattles off a string of adjectives, "Friendly, helpful, courteous, punctual and caring!"

For two years now, she would ride with us to get to her dialysis twice or thrice weekly, and to visit the clinic for her diabetes check-ups once every two to three months.

"Whenever I see them, I would shout with joy! We chat about everything under the sun. Daniel often reassures me and I treat him like my son," shared Rahimah.

Her real son had passed on less than a year ago. He had special needs and kidney failure and lost his life in a surgery.

Rahimah suffers from high blood pressure, diabetes and kidney failure.

She underwent amputations for both legs in 2017 and her arm in 2018 as her wounds would not heal. Though mobility is a challenge, she remains undaunted - doing her best to be independent wherever possible, with assistance from her husband and caregiver from time to time.

"I don't want people to think I am sick. I cannot be sad every day as I still have to live. I want to be happy; I make myself strong and cheerful by keeping busy," shared Rahimah.

The good vibes are mutual. Muhammad Daniel Bin Samu Wel, Project Coordinator of SRC's Medical Chaperone & Transport Services, shared, "I thank Mdm Rahimah for her kind words of encouragement. I wish the best for her."

Story By Sondra Foo,
Corporate Communications
Photo by Mohamad Eebsan Vishnu,
Community Resilience

WORLD First Aid DAY

In commemoration of World First Aid Day, we cast the spotlight on two father-daughter pairs whose efforts in Community FirstAid and First Aid Training inspire.

First Aider on Wheels

Joshua Liew: I first heard about First Aider on Wheels (FAOW) when I was getting recertified in CPR-AED at Singapore Red Cross Academy. As I am always eager to help, I joined First Aider on Wheels (FAOW) in February 2018. I roped my daughter in FAOW because of her interest in first aid since her secondary school days.

Ophelia Liew: My father enjoys volunteering with First Aider on Wheels (FAOW). He would always share his field experiences over dinner at home. As we share a passion for helping others, he roped me into FAOW too.

Volunteering Together

Joshua Liew: We volunteered in several FAOW sessions together.

Once, we attended to a young boy in Pulau Ubin who had fallen off his bike and sustained multiple abrasions on the right side of his head, body, arm and leg. We cleaned and bandaged the boy's wounds before the Singapore Coast Guard evacuated him back to Singapore.

Ophelia Liew: Every moment I spent with my father at FAOW was memorable, as it enabled us to bond, ultimately strengthening our relationship. Through these shared volunteering experiences, I learnt much from him when we reviewed what we did and discussed what we could have done better if we were to treat someone together again.

Rewarding Times

Joshua Liew: The people we helped were very appreciative of what we

did, no matter how small or big the injury was. That keeps me going, as I find joy in helping others.

Ophelia Liew: I find satisfaction in making even the smallest change in someone's life.

Joshua Liew and Ophelia Liew



Teaching First Aid

Anthony Poh: I became Singapore Red Cross Academy's (SRCA) Basic Cardiac Life Support and Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) Instructor in April 2017 and January 2017 and encouraged my daughter to be an instructor to share her knowledge and lifesaving skills with others.

Angela Poh: I used to think that only paramedics and people with medical experience could save lives. My dad pointed out everyone can save lives if he or she learns first aid. By picking up these lifesaving skills, they can be the first line of defence and assist casualties before the paramedics arrive. I joined SRCA as a CPR+AED instructor in September 2017 and became a BCLS & CPR+AED instructor in September 2019.

Working and Volunteering Together

Anthony Poh: I am happy that she is well accepted by the SRCA assessors and can impart the life-saving skills to other learners. Like all SRCA instructors, we are colleagues who help each other and work as a team. My daughter and I volunteered at World First Aid Day (WFAD) in September 2019 together. She was very patient and friendly in delivering the lifesaving skills to her learners, who were enjoying the lessons.

Angela Poh: I gained more knowledge through the sharing of real-life experiences from him and his colleagues. When I volunteered with my dad on WFAD, it was rewarding when the learners were competent in first aid.

Fond Moments

Anthony Poh: It was rewarding to see the learners' happy smiling faces when

they were graded as competent BCLS & CPR + AED providers.

Angela Poh: It was rewarding when learners executed first aid correctly and confidently, and were certified as competent first aid providers. It was heartwarming to see the elderly learning first aid too!

Anthony Poh and Angela Poh



WORLD Blood Donor DAY

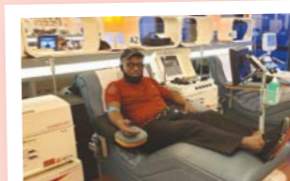
On World Blood Donor Day, we go behind the scenes of the Singapore Red Cross' Blood Donor Programme to speak to individuals whose efforts ensure the sustainability of the nation's blood supply.

Siti Rohaini Yunos used seven bags of blood following complications during her pregnancy three years ago.

"Imagine if they had been short on supply. I would not be here now with my kids. The people who donated blood saved my life."



Blood donor Abdul Jamal Abdul Hameed has given blood 100 times over the past 20 years, and he wants to continue for as long as he can. A true humanitarian, Jamal also serves as a Red Cross volunteer, and is a first aid trainer at the Singapore Red Cross Academy.



"During this time, it is even more important to continue donating, because there are also critically-ill patients who need blood during the pandemic."

As a volunteer docent, Hanis Hashim leads learning journeys and spreads word on the importance of blood donation to students. She also advocates blood donation at roadshows or blood drives, and allays the fears of first-time blood donors.

"My work, and what I have to say, can be lifesaving. Once, I spoke to a girl who was about six, at a roadshow in Woodlands. Then, she got her mum and dad to donate blood at the bloodmobile drive! By donating blood, you can save three lives. It could be someone's loved one, relative or family member. Please embrace blood donation as part of your lifestyle!"

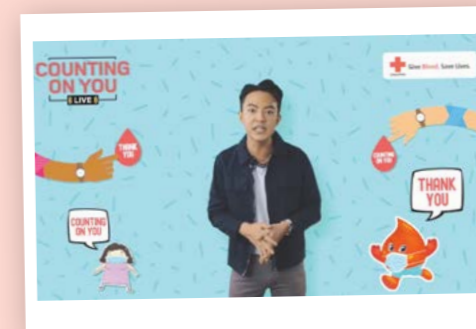


Growing up to blood-donor parents, Jing Yee Tan always knew the importance of giving blood. At 16, accompanied by her father, she embarked on her blood donation journey. Since then, she has registered to donate over 30 times, but was successful on only 18 occasions when her haemoglobin levels were adequate. Yet, the Donor and Volunteer Manager of Singapore Red Cross' Blood Donor Programme remains steadfast to the cause.

"Some bloodmobile organisers, who have been organising blood donation drives for 20 years, want to continue for years to come. Blood donors, who donated more than 70 times, want to continue donating blood until they are not able to do so. Their passion truly inspires me. As an individual, I may have limited impact. United, we achieve so much together, ensuring that there's enough blood for patients every single day. This is a community effort, and that's what keeps me going."



Did you miss our "Counting on You" Livestream with our special guest Jin Tok Seek, played by Royce Lee? You can now watch all 4 videos on our Facebook Playlist!



Like and Share

Our work is essential, and continues during this challenging period. Meet our #PassionPeople who are working tirelessly to serve the community.



Listen to this podcast by Mister Young & Jacqui of Power 98, where Secretary General / CEO Benjamin William shares his insights on the local blood donation scene, Singapore Red Cross' humanitarian work, and memorable moments in his life journey.



Blood Donor Programme Director Robert Teo answers burning questions from Glenn Ong and The Flying Dutchman of OneFM on blood donation in this interview on Facebook Live.



As part of Project StepUp in partnership with the Health Promotion Board, you can exchange your Healthpoints into dollar donation (150HP = \$1) to the Singapore Red Cross. Your donation will go towards supporting disadvantaged families, vulnerable elderly and the severely disabled.

Our Celebrity Ambassador Edmund Chen, is raising funds for the Singapore Red Cross through the sale of "My Little Red Dot" colouring books, which he authored and illustrated. Get yours at \$15 at RedCrossMall.sg. All proceeds go to the Singapore Red Cross' local humanitarian services.



You can now make a gift to the Red Cross Home and Day Activity Centre for the Disabled via Amazon.sg. Buy the essential items we need, and they will be delivered directly to us - it's that simple! Check out our wishlist by scanning the QR code below!



Meet our Chatbots Sophie and Ryan, who will be taking care of your enquiries at our website redcross.sg.



NEED HELP OR KNOW OF SOMEONE WHO DOES? GET IN TOUCH AT THE LOCATIONS BELOW OR CALL 6664 0500.

RED CROSS HOME FOR THE DISABLED

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DAY ACTIVITY CENTRE FOR THE DISABLED

Blk 536 Jurong West Street 52, #01-497, Singapore 640536

SINGAPORE RED CROSS ACADEMY

Singapore Red Cross Academy @ Red Cross House - 15 Penang Lane, Level 3, Singapore 238486

Singapore Red Cross Academy @ Atrium - International Involvement Hub (I2Hub) 60A Orchard Road, Level 4M Tower 1, #04-02, Singapore 238890

BLOOD COLLECTION CENTRES

Bloodbank@HSA - Health Sciences Authority 11 Outram Road, Singapore 169078

Bloodbank@Dhoby Ghaut - Dhoby Xchange, 11 Orchard Road, #B1-05 to 10, Singapore 238826

Bloodbank@Woodlands - Woodlands Civic Centre, 900 South Woodlands Drive, #05-07, Singapore 730900

Bloodbank@Westgate Tower - Westgate Tower 1 Gateway Drive, #10-01 to 05, Singapore 608531

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