

# redcross<sup>+</sup>

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A NEWSLETTER BY THE SINGAPORE RED CROSS



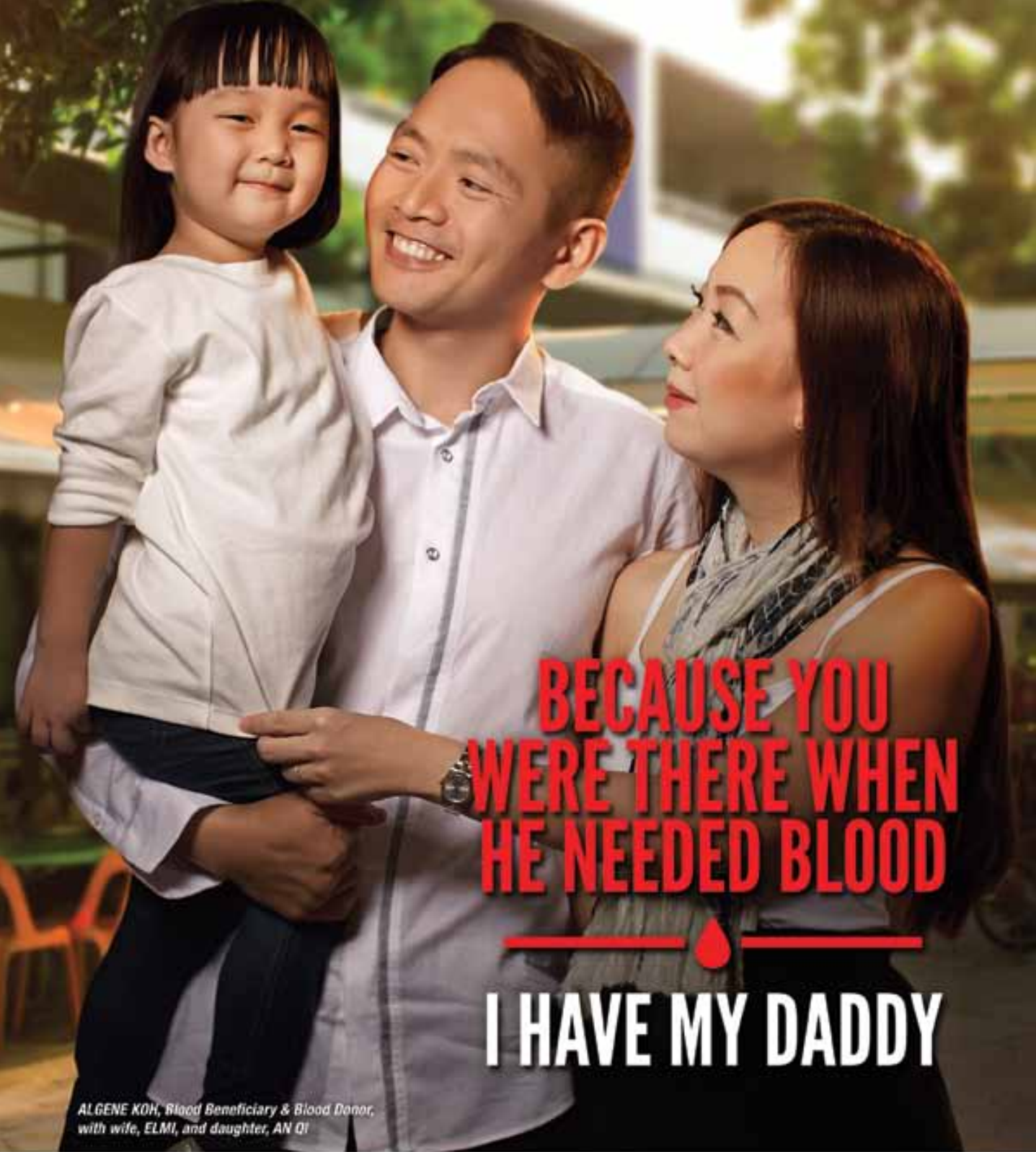
Everywhere  
for everyone.

Inside this issue:

**HUMANITY  
IN OUR HANDS**

**10** TIPS ON  
PSYCHOLOGICAL  
FIRST AID





**BECAUSE YOU  
WERE THERE WHEN  
HE NEEDED BLOOD**

**I HAVE MY DADDY**

ALGENE KOH, Blood Beneficiary & Blood Donor,  
with wife, ELMi, and daughter, AN QI

**My daddy's alive today thanks to the donors who gave him blood.** When Daddy was little, he got very sick and was rushed to the hospital so doctors could save him. Mummy told me the doctors couldn't have helped if they didn't have blood to give to Daddy. I asked her where they got the blood from and she said from healthy people who gave their blood to those who needed it. Thanks to the people who gave him blood, I have my Daddy.

Your blood can mean the difference between life and death.  
Start saving lives! Donate at your nearest blood bank today.  
[giveblood.sg](http://giveblood.sg)



**Give Blood. Save Lives.**



## CONTENTS

### SEC GEN'S NOTE

4. Sec Gen's note

### SCENE

5. Mobile clinic and mobile school in Kupang  
Drops of Life  
6. CLARE Empowers  
- Volunteers in action  
7. Boosting road safety in Southeast Asia  
Bringing aid to survivors of Cyclone Roanu

### EVENTS

8. Red Cross Flag Day 2016 and Flag Day Appreciation  
10. A new experience, every step of the way  
11. First Aid Championships 2016  
- More than just a competition

### FEATURE

12. Nepal Earthquake  
- one year on  
14. The Strength of the Human Spirit



### Errata

In the previous issue, in "Finding Love in Humanitarian service", the photo of Ms Yeo Zhi Wei and Mr Ong Chin Hock was incorrect. We apologise for the inconvenience.

### WELLNESS

16. 10 Tips on Psychological First Aid

### PROFILE

19. Love goes the distance

### HIGHLIGHTS

20. World Red Cross Day  
21. Humanity in our hands

### CHAT

22. World Red Cross Day Special  
- My Red Cross story  
24. It runs in the family

### FRESH

26. Did you know?

### ALERTS

28. Join Us  
- Blood Collection Centre Open House  
- Annual General Meeting  
- Food Trail  
- Charity Golf  
- International Bazaar  
Like & Share  
- Shop Now on Trezo



### Drops Of Life

Photo by LoveSingapore  
page 5



### CLARE Empowers

page 6



### First Aid Championships

page 13

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Recently, we marked World Red Cross Day, a day where globally, we celebrate the achievement of 17 million volunteers and nearly half a million staff members in serving humanity. It is an occasion to reiterate our commitment to humanity - always ready to serve humanity, whether in helping the vulnerable deal with day to day living or preparing a community to be resilient, or being ready to respond during and after a natural disaster, health crisis or conflict.

On 19 May, over 200 SRC volunteers came together to commemorate the founding of the Red Cross Movement. We took the opportunity to give them a glimpse into our daily operations, the beneficiaries whom we serve, and our future plans (page 20).

Over the past 67 years, the Singapore Red Cross has quietly championed the needs of the most vulnerable. Today, our framework of humanitarian services - Community-Led Action for REsilience (page 6), FoodAid, TransportAid, Red Cross Home and Day Activity Centre for the Disabled and Community FirstAid - collectively serve some of the most complex and underserved communities in Singapore. These include the severely disabled, the skipped generation households, chronically ill, the single-elderly, the single-parent, the working poor, and low-income families.

Going forward, we will further enhance our local services to meet the demands of the ageing population and those who fall through the social safety nets. We will focus more of our resources and expertise to enhance the resilience of our society - by building a robust pool of blood donors, training more first aiders (page 11) and citizen first-responders, increasing our fleet of transporters to serve the vulnerable, operating day activity /respice centres, and more.



Blood remains a key priority of the Society. We are glad to be able to collaborate with LoveSingapore's network of churches for the 'Drops of Life' campaign (page 5), which aims to recruit 5,000 regular blood donors in 2016. Over the Good Friday weekend, LoveSingapore ran a successful first blood drive as part of the campaign. Defence Minister Ng Eng Hen was the Guest-of-Honour, and he was accompanied by soldiers from the Singapore Armed Forces, who all rolled up their sleeves to give blood alongside pastors and church members. We will continue to continue this collaboration for the next two years.

We hope to always be there for the vulnerable and our objective remains to mobilise individuals and corporates to unleash the tremendous power of humanity. There are many stories to be told, and in this edition, our volunteers and blood donors share their poignant stories in a World Red Cross Day special (pages 22 and 23). We also speak with the children of Red Crossers, many of whom have been

inspired to join the Movement (pages 24 and 25). We hope that these stories will inspire others to do likewise.

In an ironic twist of fate, an ex-colleague of ours, Mr Mohamed Said Bin Mat, who used to be a TransportAid responder, is now a beneficiary of the same service. He suffered a stroke in 2012. He cried tears of sadness, but mixed with joy and relief, when we reunited him with his protege, Mr Roslan Bin Ibrahim (page 19). TransportAid delivered some 8,759 life-sustaining trips in 2015, and with more Transporters joining the fleet, we are committed to help more who need the extra hand.

We hope you too will be inspired to play a bigger role for humanity. Let us wear the Red Cross proudly as our badge of honour.

**Benjamin William**  
Secretary General and CEO



## ◀ BANDAGE BROTHERS

Learning first aid can be fun! Bandage Brothers, a 45-minute skit commissioned by the Singapore Red Cross in collaboration with 3M Nexcare™, enthralled many in primary schools. We even visited a pre-school and an international school. The children learnt first aid, wound care and home safety through jingles and fun!

## MOBILE CLINIC & MOBILE SCHOOL IN KUPANG

Communities in Kupang, the provincial capital of East Nusa Tenggara, Indonesia, now have from a mobile clinic and a mobile school donated by the Singapore Red Cross. The mobile clinic conducts health checks in areas where access to proper healthcare is limited, promotes health education, organises awareness talks on family planning and helps the injured in times of disasters. The mobile school reaches out to village schools and slum areas thrice a week.



## ◀ DROPS OF LIFE

*Photo by LoveSingapore*

Drops of Life, a collaboration between LoveSingapore's network of churches and the Singapore Red Cross, aims to recruit 5,000 regular blood donors in 2016. The first blood drive was held at the Suntec Singapore Convention and Exhibition Centre on Good Friday. A big thank you to all who donated blood at the event - including Mr Ng Eng Hen, Minister for Defence, soldiers from the Singapore Armed Forces, pastors and church members.



## CLARE VOLUNTEERS IN ACTION

Photos by Fara Roslan and LeAnn Ng, Community Services

It has been a busy few months for Community-Led Action for RESilience (CLARE) volunteers. Not only did they attend training on elderly first aid and befriending, they also engaged and interacted with the CLARE beneficiaries.



▲ CLARE volunteers from Bedok learnt transfer techniques at the Caregiver's Course in Elderly First Aid at Red Cross Training Campsite on 12 March 2016.



▲ Community-Led Action for RESilience (CLARE) volunteers and RCY - NUS Chapter members shared tips on basic first aid, how to make Vietnamese roll and played games with 40 elderly at Wellness@West Centre, Block 811 Tampines Avenue 4 on 2 April.



▲ Eighteen CLARE volunteers from Bedok equipped themselves with the knowledge and skills of befriending on 16 April. With this, they are empowered to make a positive difference to the CLARE beneficiaries!



▲ After attending the Caregivers course in Elderly First Aid at Red Cross Training Campsite on 13 April, CLARE volunteers from Marine Parade are raring to visit the beneficiaries.



▲ Thirty-five CLARE volunteers and 50 Red Cross Youth shared Singapore Red Cross causes, including CLARE and youth programmes, at Tampines Central Community Plaza on 23 April. They also engaged the elderly in Jamiyah Home for the Aged and Kheng Chiu Lodge, conducted a first aid simulation demonstration and delivered food items to CLARE beneficiaries on 23 April.

## BOOSTING ROAD SAFETY IN SOUTHEAST ASIA

Photo by Grab

The International Federation of Red Cross and Red Crescent Societies (IFRC), the world's largest independent humanitarian organisation and Grab, one of Asia's fastest growing automated smartphone based taxi booking and dispatch platforms, signed a memorandum of understanding on 17 May to develop a multinational partnership aimed at improving road-safety and promote life-saving skills.

Singapore Red Cross (SRC) signed an agreement with Grab Singapore on 17 May to take forward the partnership at country-level. Under the agreement, 600 Grab drivers will undergo Citizen First Responder and Road Safety 101 training; and 10 GRAB Customer Experience Officers will be trained and certified in Standard and Psychological First Aid within the year. Grab drivers will be empowered to provide first aid and life-saving interventions, while



Customer Experience Officers will be equipped to provide tele-support to drivers for self-help during emergencies.

In addition, Grab, as part of its Corporate Social Responsibility, will partner the SRC in rolling out community/youth projects, such as Project Community-

Led Action for Resilience (CLARE), Project R.I.C.E+ and Safe Steps 2016. Under the partnership, SRC volunteers will work alongside Grab taxi drivers to deliver FoodAid to disadvantaged families; help the elderly access healthcare; and bring the road safety campaign to schools and heartlands.

## BRINGING AID TO SURVIVORS OF CYCLONE ROANU

Photo by Peter Tung, Community Services

Singapore Red Cross (SRC) will distribute US\$150,000 worth of relief items such as food, non food relief items such as household and health kits and clothes to communities affected by Cyclone Roanu, that had left a trail of destruction in Sri Lanka. These items will address the most urgent needs today. The contribution includes US\$100,000 from the Government of Singapore, in view of the devastating floods and landslides. A team is on standby to be deployed for relief work in the affected communities.

The Singapore Red Cross has been working in Sri Lanka for more than 10 years, since the deadly Indian Ocean Tsunami in 2004. To support its disaster risk reduction strategy and enhance its disaster management



capacity, SRC in 2015 funded a Water Safety Project in Gampaha district; training its life saving teams and equipping them with inflatable

rescue boats, etc. These efforts would positively impact the current search and rescue operations, and help to save lives in the affected areas.



## RED CROSS FLAG DAY 2016

*Photos by Chiau Pei Ling and Ji Ren Liang*

Held island-wide on 6 March, Red Cross Flag Day 2016 raised more than S\$232,000 (through street collections, pledge cards and outright donations) for the local humanitarian services of the Singapore Red Cross (SRC). Despite it being a Sunday, over 2,200 flag bearers, 140 volunteers - including friends from Standard Chartered, National Australia Bank and ITE College East, 25 Red Cross Youth volunteer instructors and 70 staff gathered to volunteer for a good cause!

A big thank you to all our donors, volunteers, corporate / civic partners, and staff! Your support goes a long way to help our FoodAid, TransportAid, Community-Led Action for REsilience and the Red Cross Home for the Disabled and Day Activity Centre beneficiaries.



▲ *Kudos to our volunteers, both young and old, who braved the heat, and returned with heavy tins.*



▲ *Radiant smiles of school teachers, volunteers and staff despite the early call-time for tin-bearing duties.*



▲ *Riders from Warpigs Motorcycle Club revved up support for Red Cross Flag Day 2016 on their Harley Davidson bikes when they visited various parks to mobilise donations for SRC's local humanitarian efforts.*



▲ *The production line is SRC's hallmark of efficiency and coordination! Though some came very early and ended their shifts late at night, there was much good cheer as they did it willingly, all for a great cause!*

### FLAG DAY APPRECIATION

More than 50 volunteers were recognised for their tireless contributions during the Red Cross Flag Day at the Flag Day Appreciation held at Red Cross House on 8 April. John Tang, Singapore Red Cross (SRC) Council Member graced the event as the Guest-of-Honour.





## A NEW EXPERIENCE, EVERY STEP OF THE WAY

*Lyndon Choo, SMU Law shares his experience as part of the Singapore team in the 14<sup>th</sup> Red Cross International Humanitarian Law Moot in Hong Kong from 9 to 12 March.*

*Photo by Hong Kong Red Cross*



▲ The Singapore team was represented by (from left) Karl Tan J, Choo Hao Ren Lyndon, Tracy Gani Hui Ying and Sui Yi Siong (Coach).

Taking part in the 14<sup>th</sup> Red Cross International Humanitarian Law (IHL) Moot held in Hong Kong from 9 to 12 March was truly an eye-opening experience for me.

The competition in Hong Kong marked the final step after months of training and preparation. We learnt about IHL, the prevalent issues on the use of IHL against the backdrop of new technologies. Specifically, the moot was centred on issues of bombings of hospitals and killings by fully-autonomous robots.

There were two preliminary rounds, quarter finals, semi-finals and eventually the finals. Besides the moot competitions, there were also role-playing competitions and experiential learning to expose participants to the practical workings of IHL regulations, beyond the black letter law.

Our Singapore team had entered the competition as underdogs; being a team made up of year 2 law students from Singapore Management University, with no background in IHL. Yet, we

managed to prevail against Universities from Iran, Hong Kong, Laos and Indonesia, before eventually bowing out to Australia in the Finals. The five days of mooting was exhilarating as we honed our persuasive and advocacy skills to a new level. Many friends and fond memories were made.

Through this experience, we gained a better understanding of the regulations governing IHL and the crisis that people in war face. Yet, we also recognised the limits of the law in combatting atrocities committed against humanity. While there are adequate regulations in existence to regulate behaviour, in reality, people have chosen to ignore them. Very often, criminal courts like the International Criminal Court (ICC) can merely retrospectively punish those responsible. However, the civilians were already inflicted and harmed. The most ideal situation is that we inspire a radical change of mindsets of the perpetrators by encouraging them to embrace IHL to protect innocent lives. But that, may be an uphill challenge.

We would not have reached the finals of this IHL moot had it not been for the support from Singapore Red Cross (SRC), the school and our coach, Sui Yi Siong. Thank you for the opportunity to represent Singapore.

International humanitarian law (IHL), commonly known as the law of war or armed conflict protects persons who are not or are no longer participating in the hostilities and restricts the means and methods of warfare. Learn more about IHL on [redcross.sg/learn/international-humanitarian-law.html](http://redcross.sg/learn/international-humanitarian-law.html) and [icrc.org/en/war-and-law](http://icrc.org/en/war-and-law)

## FIRST AID CHAMPIONSHIPS 2016 - MORE THAN JUST A COMPETITION

*By Dhachayini Bala, Volunteer Instructor, Red Cross Youth*



On 12 March 2016, youth from 42 Red Cross Youth schools gathered at Ang Mo Kio Central Stage, eagerly awaiting the opportunity to showcase their handwork, their months of training for the First Aid Championships 2016 (FAC 2016). This is the first year where all cadet schools had the chance to compete in a public arena for all to see. This year, the annual first aid competition was renamed the First Aid Championships 2016.

A total of 1,250 Red Cross Youth members took part in the Championships. This year's FAC featured the first-ever Chapters' Management category, in which Chapter members from tertiary institutions put their first aid skills to the test in a simulated first aid emergency. This brings the total number of championship categories to five. Links from primary schools participated in both the Management category (a First Aid telematch) and the Awareness category (putting up a First Aid related performance). Cadets from secondary schools had the opportunity to be

part of the Management categories (a simulated First Aid emergency), either in the Senior category (Secondary 2 to 4) or Junior category (Secondary 1 and 2).

In its effort to empower schools, FAC 2016 introduced two new initiatives to aid schools in their training. Firstly, a Training Day was held on 8 January 2016 for Cadet and Chapter members. Instructors from the Singapore Red Cross Academy and RCY Volunteer Instructors gave each school tips and pointers regarding the various first aid treatment methods. A comprehensive Competitors' Guidebook was produced for all participating schools. The guidebook included the detailed rubrics and grading system, a set of guidelines on the various first aid treatments, and even a suggested team structure that teams could utilise.

Besides that, the awards system has also been revamped. Using a grading rubric (which is made known to all schools), teams were assessed based on their performance in the respective

championship categories. Based on their raw score from the assessment, they were awarded a Commendation, Bronze, Silver or Gold award. The advantage of this is that schools no longer vie for a limited number of district prizes and national trophies. Youth need no longer fear that other schools may replicate their "secret training methods or best practices". Schools can finally stop competing with other schools and start excelling by beating their own standards based on the award they had achieved.

The First Aid Championships 2016 is just the first step. With all these refinements in place, Red Cross Youth members can tap into their youthful power and energy to create a culture in Red Cross Youth where they are first aid advocates. They can inspire their family members and friends to learn first aid, thereby moving closer to the goal of having a first aider in every home.



# NEPAL EARTHQUAKE - One Year On

## The Singapore Red Cross presses on with rebuilding efforts amid challenges.

By Sondra Foo Yee Ching, Corporate Communications and Marketing  
Content and Photos by Lim Pei Shan, International Services



*Most roads have been cleared, and businesses have reopened.*

Tourism which brings the largest source of revenue to Nepal is gradually gaining momentum.

School children are back at school, studying in Temporary Learning Centres (TLC).

Losses and damage caused by the devastating earthquakes have been assessed.

But most of the rubble remains, and the Himalayan nation has yet to officially kick start its reconstruction mission.

One year on, the International Federation of Red Cross and Red Crescent Societies (IFRC) estimates that “four million people are still living in substandard temporary shelters” where they are exposed to weather and health hazards. It also estimates that more than 800,000 homes were damaged.

“Despite achievements in many areas of earthquake recovery efforts, little progress has so far been made in helping survivors to rebuild permanent homes,” it said.

### COMMITTED TO REBUILDING

Five months postquake, the Singapore Red Cross had identified some 70 community facilities in the most severely affected districts of Dolakha, Dhading, Gorkha, Sindhupalchowk and Khotang to support.

Today one year on the Singapore Red Cross has inked agreements to rebuild 38 projects, of which 28 are in construction:

- **19** schools in Sindhupalchok District (Jethal, Kalika and Piskar), Gorkha District (Uiya, Labu, and Kerauja) and Khotang District (Sungdel, Dipsung and Rakha Bangdel)
- **3** medical facilities
- **4** community halls
- **1** residential home for vulnerable children and youth in Kaskikot District
- **1** school hostel in Dolakha District (Gaurishanka)

At a total value of S\$9 million, these projects are focused on education, healthcare and community resilience.

**“The rebuilding of schools remains a priority as we want to get the large number of students, whose education has been stalled due to the disaster, to get back on track quickly. In the next phase, we will focus on building medical centres and community halls, and we are confident that these will be completed within months of commencement,” Benjamin William, SRC Secretary General/CEO**

### OVERCOMING CHALLENGES, CHARTING PROGRESS

It has been a year, but little headway has been made in the nation's rebuilding efforts as its people attempt to return to a life of normalcy.

“The rebuilding has been plagued with many challenges; the main one being

the closing of borders, which cut off some essential supplies needed for construction. That hampered progress,” shared Benjamin.

For the uninitiated, the border blockage arose from a protracted dispute over a new constitution that fuelled violent remonstrations amongst communities living along the country's southern border with India. With the reopening of the border, rebuilding efforts are gradually gaining traction.

Nepal's mountainous terrains present accessibility issues, through which the humanitarian organisation had to understand and navigate.

Charis Chan, Singapore Red Cross' head of international services, explains, “Nepal has highly challenging terrains that are distinct in each area. Not only was it difficult to access some areas, it was also challenging to evaluate the projects, across the vastly different terrains.”

“Most of our projects are located in remote mountainous areas and some are inaccessible by vehicles. Our partners would have to trek for at least an hour or up to a few days to reach the project site. And the challenge does not end there. The presence of boulders in construction sites meant more time was required for foundation works.”

Notwithstanding these environmental factors, the Singapore Red Cross is pushing ahead with the rebuilding, working closely with the Nepalese Red Cross and local partners who have intimate knowledge of the people's needs and useful networks and resources to bring impactful projects to fruition. The SRC has also proactively rallied its various partners for a workshop to share best practices in rebuilding, so that the individual aid agencies benefit from shared experiences and collective wisdom that enable better productivity and

consequently, expeditious recovery of critical services.

“To ensure that these projects are completed efficiently and meet the local authority standards, we have also met with officials from the Education and Urban Development departments to understand their requirements for these community facilities. We have in turn emphasised to our partners the need to obtain all the needed approvals from the relevant local authorities, as well as to meet our own high standards of governance and financial management,” said Benjamin.

He added that, as risk management, project funds will be disbursed progressively, based on the rate of completion.

With rebuilding now charting good progress, the Singapore Red Cross is committed to complete most of the schools before the monsoon season in mid June. The focus in the next phase will be on reviving healthcare facilities and community halls.

### SHARED HOPE FOR A BRIGHTER FUTURE

With an eye on the future, Singapore Red Cross intends to leverage the rebuilt community facilities to provide services that strengthen community resilience. These include healthcare, given the high infant mortality rate and chronic malnutrition; education, given the low literacy rate; as well as youth development. It also looks set to engage its youth wing – the Red Cross Youth – for humanitarian programmes in Nepal.

As a gesture of friendship and gratitude, the Nepalese Society in Singapore has organised a blood drive themed “A Community Bonded by Blood” to thank Singaporeans for their warm support in helping to rebuild their homeland.

### BACKGROUNDER

The public appeal launched on 28 April 2015 collected over S\$11 million in donations, of which more than S\$600,000 was disbursed in the immediate relief phase for the distribution of relief items and emergency supplies, as well as the deployment of five medical teams and medical supplies.



▲ One year after the disaster, the rebuilding of Saraswoti Primary School has already commenced.



# THE STRENGTH OF THE HUMAN SPIRIT

Photos by Azmi Athni and Marcus Tan, Republic Polytechnic

Five years after the Great East Japan Earthquake and tsunami, Singapore Red Cross presented a month-long exhibition titled 'The Strength of the Human Spirit' that shares untold stories that bear testimony to the courage

of our Japanese friends in standing tall in the face of adversity. These heartwarming stories are told through the lens of students and lecturers from Republic Polytechnic's School of Management and Communication.

Red Cross News brings you highlights of the exhibition and pays tribute to the strength and magnanimity of the human spirit – from the resilience of the survivors to the compassion of the donor community.

## MIYAGI

Due to the disaster, Toyama Nursery School was forced to close and the children were cared for at the nearby Shiomi Nursery School. After two years, the children were able to return to the new Toyama Nursery School, which was also given the nickname 'The Lion Park' to represent the school's deep bond with Singapore.

The new Toyama Nursery School has seven classrooms and various facilities such as a playground and a garden. Now, the nursery is filled with the bright and lively voices of its children.



The new Toyama Nursery School was designed for better quake management, with more accessible entrance and exit points. It also saw bigger classrooms and open spaces for the children to play. The children conceived games where they role-played the earthquake to learn how to effectively cope in times of an earthquake. The school also houses other facilities such as a kitchen, an exchange room, a room especially for children under three years old, and a picture book corner.

### You can bring these stories home.

The limited-edition photobook is on sale at Red Cross House for \$25 a book or \$40 for two. Proceeds will sustain the local humanitarian services of the Singapore Red Cross. You can also watch the documentary on YouTube at this [redcrosssg](#) channel.



## IWATE



Opened in March 2015, the Rikuzentakata Multi-Purpose Community Hall was one of the four major rebuilding projects funded by the donations from the People of Singapore.

One of the halls is named the 'Singapore Hall', in recognition of the contributions made by the People of Singapore to the rebuilding of Japan. It is able to fit 380 people and was partly funded by donations from the Singapore Red Cross.



A senior citizen plays a game of puzzle at Taro Support Centre, which was built by the Singapore Red Cross.

Residents living in the temporary housing complex surrounding the centre usually hop over for some leisure time and to catch up over a

cup of coffee or tea. At the centre, the residents can read the newspapers, enjoy massages, watch television and solve puzzles. They also receive medical attention. Every month, there will be an event, and also exercise classes to help keep the residents active and stimulated.

## FUKUSHIMA



Established in May 2014, the harmonica class is attended by residents aged from 71 to 89 years old. The residents have been performing their city song, Furusato Soma, (translated as homeland) in class. "The song is about our homeland, but to us it means rebuilding our homeland,"

said one of the residents, Mdm Sayoko Ohta, a 60-year-old retiree.

A community activity like this serves as a bonding session for the residents and brings them together as one. The class provides them with a platform to engage and communicate with the other elderly in the community.



The new Isobe Community Centre, built in 2013 on elevated ground by the Singapore Red Cross (SRC), holds 12 different classes such as karaoke, taichi and harmonica. Many residents attend these classes on a daily basis.

IN THE NEXT ISSUE: **FACES OF RESILIENCE**



## 10 TIPS ON PSYCHOLOGICAL FIRST AID

Accidents, chronic illnesses, divorce, retrenchment, death of a loved one... When a loved one undergoes a traumatic experience, what can we as a family member, friend or colleague do to help?

Ambrose Lee, Assistant Head and Principal Trainer, Singapore Red Cross Academy shares some do's and don'ts of Psychological First Aid, to enable family and friends to help their loved ones before seeking medical or psychological aid.

### DON'TS

- Rush or interrupt the affected person as they tell their story.
- Give your opinions of the affected person's situation.
- Tell the affected person's story to others. Keep what they tell you confidential, unless it is necessary to keep them or someone else safe.
- Correct facts about what happened or perceptions of the sequence of events.
- Touch the affected person unless you know it is acceptable to them.
- Ask the affected person to recount all the details of any traumatic experience they have had.
- Tell the affected person your troubles or share someone else's story.
- Stand over the affected person, move around unnecessarily or make other distracting movements or noises.

### DO'S

- Listen attentively and carefully so you can fully understand the affected person's concerns.
- Remember that an affected person in crisis temporarily loses their basic sense of trust and security in the world. Stay close to the affected person to give them a sense of safety and security.
- Stay calm, even if the affected person you are helping is very emotional.
- Accept the affected person's feelings and their interpretation of what has happened without judgement.
- Let the affected person know that they can still receive help in the future if they want it, even if they refuse help now.
- Be prepared that people may express strong emotions such as angry outbursts when they are in acute distress.
- Acknowledge their grief, tears, sense of loss or other feelings they may share.
- Be comfortable with silence. Be willing to sit quietly with the affected person if they wish.
- Ask questions as necessary to clarify the affected person's experience and what they need.
- Make eye contact, as appropriate, and keep your body relaxed and in an open posture.

To find out more or register for the Psychological First Aid course, please visit our website at [www.redcross.sg](http://www.redcross.sg).



There are 7 of us, aged 5 to 14. We have not seen our parents in a long time. Grandma cares for us while Grandpa works. While other kids have tasty meals, we eat only instant noodles almost everyday. One day, we finally had a taste of fresh foods like rice, meat, vegetables and fruits. Now, we look forward to Red Cross house visits everyday!

The impact your gift makes may be more than you will ever know. We know, because they do.

Today she smiles, because you cared.



GLUE ALL SIDES FIRMLY. STAPLING & SPOT SEALING IS DISALLOWED.

When was the last time you made a difference?



**Buys 1 week**  
of **DIAPERS**  
for a resident of  
**Red Cross Home**  
for the Disabled

Feeds a **FAMILY**  
of 4 for **2 DAYS**



Helps **1**  
**BENEFICIARY**  
get to and from his  
**MEDICAL TREATMENT**  
via our TransportAid  
service

Feeds a **FAMILY**  
of 4 for **5 DAYS**



Subsidises **1**  
**VOLUNTEER** to be  
**FIRST AID READY**  
and respond to  
emergencies  
in the community

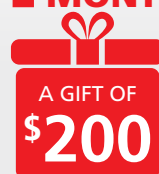
Feeds a **FAMILY**  
of 4 for **10 DAYS**



**FEEDS a FAMILY**  
of **4** for



**1 WHOLE MONTH**



Yes! I want to make a difference.

☐ Monthly gift ☐ \$20 ☐ \$50 ☐ \$90 ☐ \$250 ☐ Other: \_\_\_\_\_  
(Please do NOT tick for one time donation)

☐ Credit/Debit Card Bank: \_\_\_\_\_ Expiry Date: \_\_\_\_\_  
Card No. (VISA/Master Card/Diner) \_\_\_\_\_ CVV: \_\_\_\_\_

☐ Cheque (payable to "Singapore Red Cross Society") Bank: \_\_\_\_\_ Cheque No.: \_\_\_\_\_

☐ GIRO (please send me a GIRO form)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Donor Particulars

Full Name: (Dr/Mr/Mrs/Ms/Company) \_\_\_\_\_ (In BLOCK LETTERS, please underline your surname)

NRIC No./FIN No./UEN No.: \_\_\_\_\_ Occupation: \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_ Mobile: \_\_\_\_\_ Tel: \_\_\_\_\_ (Home/Office)

#### I wish to...

- ☐ be a Member of the Singapore Red Cross (SRC) — send me the sign up form & register me for voluntary service.
- ☐ 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 Fundraising department at 6664 0500 or [fundraising@redcross.sg](mailto:fundraising@redcross.sg))

For more information, please visit [www.redcross.sg](http://www.redcross.sg) or connect with us at [facebook.com/scredcross](https://facebook.com/scredcross).

In a gentle way, you can shake the world.

Profile

## LOVE GOES THE DISTANCE

By Chloe Tan, Corporate Communications & Marketing



Before his health deteriorated due to a heart blockage and high blood pressure, Mr Mohamed Said Bin Mat, 66, led an active lifestyle.

He was part of Singapore Red Cross' (SRC) non-emergency ambulance force and a Volunteer Special Constabulary with the Singapore Traffic Police.

Things hit rock bottom when he had a stroke in 2012, which resulted in paralysis on one side of his body. His wife, Madam Fadilah Binte Mas Huri, 55, became his primary caregiver while working full-time as an administrative clerk.

It was also that time when Madam Fadilah sought SRC's TransportAid as she knew it would be physically and mentally challenging for her to get Mr Said to and from his medical appointments.

"He is too heavy for me to manage alone. If we take private transport such as taxis, it would still be challenging unless the driver is willing to help," said Madam Fadilah.

"I am also working long hours and usually get home at about 8 or 9pm." With TransportAid's assistance, Mr Said has been able to go for his follow-up check-ups regularly. His

health condition has since stabilised and is improving.

The routine of caring for her husband continued for almost two years until in 2015 when Madam Fadilah discovered she had gallstones and needed surgery. She knew she would not be able to care for Mr Said and would require help. That was when she hired a domestic helper who took over the role as the primary caregiver for Mr Said.

As the only breadwinner in the family now, Madam Fadilah holds on to hope for her and Mr Said's health, and is determined to face life's challenges and overcome them.



## WORLD RED CROSS DAY

Photos by Wong Leong Jeam, Volunteer

### WORLD RED CROSS DAY SPECIAL

About 200 volunteers and members gleaned an insight into Singapore Red Cross' future plans at the World Red Cross Day celebration at YWCA on 19 May. Secretary General / CEO, Benjamin William also highlighted the significance of SRC's services.



**“We will further enhance our local services to meet the demands of the aging population and those who fall through the social safety net. We will focus more of our resources and expertise to enhance the resilience of our society - by building a robust pool of blood donors, training more first aiders and citizen first-responders, increasing our fleet of transporters to serve the vulnerable, and more. ”**  
 Secretary General / CEO, Benjamin William

## HUMANITY IN OUR HANDS

Red Cross Youth Bernice Seow, recounts her experience at RCY's World Red Cross Day celebration.

Photos by Leonard Lim, Volunteer



More than 2,500 Red Cross Youth (RCY) members gathered at the World Red Cross Day cum Enrolment and Excellent Unit Award ceremony 2016, held at Compassvale Secondary School on 2 April, to commemorate the founding of the Red Cross and Red Crescent Movement.

It was also a day to honour the efforts of our members and school units. The newest members of the Link, Cadet and Chapter units were officially welcomed in a badge-pinning ceremony and the graduating members were thanked for their service with appreciation certificates. Outstanding members were also awarded the Director's Award for their years of exemplary service to their units. In addition, the primary and secondary schools were rewarded through the presentation of the Excellent Unit Award (EUA). Units with more than 5 years of consistent EUA Gold also received the Sustained Achievement Award.

Careis Hung a RCY Link from River Valley Primary School and Hua Jie Min, a RCY Cadet from Crescent

Girls' School, were invited to give a speech on behalf of their graduating batches. In Careis' speech, she shared that Red Cross Youth taught her positive values like courage and perseverance. Her parting message was sincere and brought tears to the eyes of all present in the audience. Careis hoped that "everyone could give a little more kindness to those around (them) as kindness is a language that the deaf can hear and the blind can see."

Hua Jie Min echoed a similar tune. She too developed positive values like perseverance from Red Cross Youth activities such as the Red Cross Youth Challenge, an end-of-year adventure camp. Jie Min's speech was peppered with words of advice for the incoming members, to "build up solid friendships and pick up new skills and values". She ended off by promising to continue serving the Red Cross Movement even after graduation.

The event culminated in a lively carnival at the Indoor Sports Hall. The youth had fun playing games related to disaster management,

Red Cross knowledge and the like. There were snaking queues at all the food booths and the delicious aroma of cotton candy and nacho cheese lingered in the air.

Dancers from Cedar Girls' Secondary School and Admiralty Secondary School entertained the crowd and Eva Ng from Holy Innocents' Primary School serenaded us with a Mandarin song, complete with hand gestures. The event closed with a flash mob by our Volunteer Instructors to the new Red Cross Youth song, 'Make a Change'.

Project Manager Zheng Yu Jie enthused, "Our intent was to bring all RCY members - be it Link, Cadet, Chapter or Club members - together as one to have fun and celebrate World Red Cross Day. We have achieved that."






**WORLD  
RED CROSS DAY  
SPECIAL**

## MY RED CROSS STORY

*Members, volunteers and blood donors  
share their heartfelt stories.*



**Chan Lee Ming, 47,  
Life Member**

I promoted Singapore Red Cross' (SRC) humanitarian services and recruited volunteers at the Best of Bloomberg (BOB) Fair 2016. It was my first time "promoting" Singapore Red Cross (SRC) humanitarian and recruiting volunteers. Besides gaining a better understanding of SRC

services, the needs of volunteers and strategies for recruiting, I was also touched and motivated when fellow volunteers from Bloomberg shared about their humanitarian journey with SRC; their volunteering experiences, passion and time management.



**Dominique Aluquin, 16,  
Red Cross Youth**

I decided to become a Volunteer Instructor because Red Cross was such a big influence in my secondary school days. Red Cross moulded me into the person I am today; a first aider, a leader and a mentor. I wanted to continue my Red Cross journey by giving back to my unit and to learn from my cadets. I wanted to continue to grow as a person and to make a positive difference in the lives of

others. I will always be grateful for the lessons Red Cross has taught me; to be caring, to be understanding and to be proactive. I volunteer because I want to share my passion for Red Cross with my cadets and to inspire them to strive to greater heights. Being a volunteer instructor, I want to touch the lives of my cadets and hopefully, one day, they too will find home in Red Cross.



**Christina Lam, 57,  
First-time blood donor**

I used to be anaemic and received blood 10 years ago. I donated blood for the first time at a drive organised by Singapore Union of Broadcasting Employees and MediaCorp on 15 January, encouraged by a doctor and staff from the Health Sciences Authority and Singapore Red Cross. I

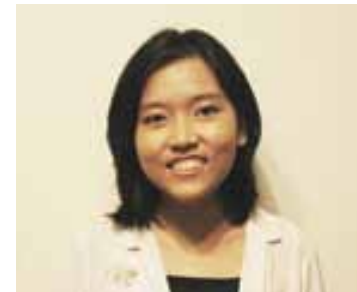
did the blood test and was surprised that I met the criteria! I felt excited, proud but worried that I would faint as I used to be anaemic. My fears were unfounded. My small contribution can make a big difference to someone's life and I always believe that I have love in my blood.



**Lim Yanxi, 25,  
Youth Member**

At the 5<sup>th</sup> anniversary Great East Japan Earthquake & Tsunami Photo Exhibition at Ion Orchard, a four-year old girl, with whom I had interacted, gave me a big hug before she left happily with her artwork in-hand. The act took me entirely by surprise.

It made me recognise that it does not take big actions to bring joy to others. Everyone and anyone, trained or untrained, experienced or not, can make a difference to someone's day or life.



**Mya Thinzar Htet, 22,  
Youth Member**

I was recruiting volunteers at a Red Cross roadshow and came across a seven-year old boy, who enquired about 'Child CPR' because he wanted to help kids in need. His mother was very supportive of her son. Besides donating to SRC's local

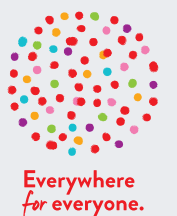
humanitarian services, his mother also took the pamphlet of training courses for children who are keen to learn first aid. Seeing people like the mother-child duo made me feel inspired to move further in my own humanitarian journey.



**Gwee Chia Hong, 25,  
Blood donor**

I hold dear to the conviction that every blood donation goes a long way to save someone's life. Share life, give blood. This keeps me going visit after visit. I have always thought

that life becomes meaningful when you give unconditionally. I do want to challenge myself to hit 200 donations one day.





## IT RUNS IN THE FAMILY

*Red Cross News speaks to children of Red Crossers on their shared experiences.*



**Charissa Tung, 18, on her dad, Peter Tung, 46, SRC auxiliary staff - First Aider on Wheels Coordinator**

"His passion for humanitarian work and first aid, is the same passion I have for musical theatre. You can clearly see his love for SRC shine through in every little thing he says and does. He's always willing to sacrifice for those in need and to go all the way to help them. He's a very genuine person, hilarious too. He's like a big eagle, taking care of others under his wings. I've seen the same fatherly, caring and concerned air about him when other people approach him for advice too. He is genuine in helping others getting through their tough times and he helps them as best as he can. When we go out for a meal, I get to spend some quality time with my Dad and that's when we both open up about our lives. It's great really, to have meaningful conversations with my Dad whilst enjoying a good cup of coffee or a bowl of Tom Yam."



**Freelance video-editor, Muhammad Faiz Bin Mohammed Fawzi, 27, on his mum Faridah Binte Tengku Ariffin, 57, Singapore Red Cross' Senior Project Coordinator in Fund Raising**

"My mom is a jewelled light in my eyes. Strong-willed, her roots anchor deep into solid ground - unshaken. Raging winds may sweep pass, but her praiseworthy qualities make troubles seem like a zephyr that softly caresses the skin - undaunting, cool and tender. She is a gifted raconteuse, she has the knack of delivering her stories poignantly. My mum manages events, volunteers, helps raise funds for Singapore Red Cross and collects donated items. I am proud that not only is she our hero in the household but outside as well."



**Manager Randyce Ng, 28, on her mum, Ang Hoon Hua, 51, First Aider on Wheels volunteer**

"My mum is curious about what we do at work, the people we hang out with, likes to nag at us to shower and have our meals etc. Typically, we can talk about almost anything - work, friends, life etc. Most of the time, I'll be the complainant and she, the listener (occasionally adviser). My mum has been volunteering with Singapore Red Cross (SRC's) First Aider on Wheels (FAOW). She told me that volunteering with the Red Cross has been a meaningful experience. It's a win-win - she gets her doses of workout while at the same time, helping those in need. In fact, through the trainings, she equips herself with first aid knowledge, she feels empowered as well. She enjoys volunteering and she encouraged me to join her at FAOW, so here I am."



**V Ranjeeta, 18, on her mum Vasudevan Shyamala, 49, Red Cross Home for the Disabled Volunteer**

"My mum started volunteering at the Red Cross Home for the Disabled in December 2014. She was the one who roped me in to volunteer at the Red Cross Home for the Disabled. I have since made friends with the residents, the staff and nursing aides. It feels like I have an extended family at the Home. I am very happy volunteering at the Home with my mum and having the special opportunity to share this experience with her. As we work side by side at the Home, we understand each other better as we go through similar experiences together. My mum is the strongest person I've ever had the privilege to know. She motivates me to be the best version of myself. She has played a monumental role in broadening my horizons and showed me the joy of serving others. It would certainly be an understatement to say that service at the Home and beyond with my mother has enabled me to see the world in a different light."



**Felicia Kee, 19, on her dad, Tony Kee, 51, Community First Aid Volunteer**

"My dad is involved in First Aider on Wheels, Chingay parades and national day parades. He is an active Red Cross member. I am very proud of my dad for being involved with Singapore Red Cross, as he has the passion for helping and taking care of people. He is a serious man but he can be a goofball at times! If you are wondering who you can depend on, my dad is the man. Not that I am bias, but my dad is the best dad in the world, besides being a dad, he is my best friend! Throughout my life he has supported and guided me through everything. My dad is very good at being a dad, he is always there for me and never fails to make my bad day a good one. He is the most supportive person and goes out of his way to make my family and I happy. I love going out with my dad on adventures! When we travel together, we will never get lost as he is a well rounded man who always knows where the best spots are!"



**Hania Barbajosa Ramirez, 5, on her mum, Diana Ramirez, 40, Creative Designer with the Singapore Red Cross**

"My mum is my best friend as I share my secrets, tell her about my day at school and listen to her stories. She is kind, loving and encouraging. I feel good that my mum is doing good for the less fortunate. She inspires me to do good for the vulnerable too. I was a tin-bearer with my mum for the Red Cross Flag Day. She was also around when a first aid skit performance was held at my school."





**WORLD  
RED CROSS DAY  
SPECIAL**

## DID YOU KNOW?

### The impact of a global movement


**190**

national societies


**160,000**

local branches


**17 million**

volunteers


**20.8 million**

 people donating blood  
through International  
Red Cross Movement

**4.3 million**

 people given  
household essentials

**3.3 million**

 people received goods to  
help boost their livelihoods

**9.1 million**

people received food

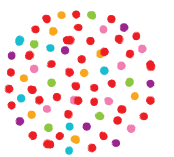

**160.7 million**

 people reached by long-term services  
and developmental programmes

**110 million**

 people reached by disaster response  
and early recovery programmes  
every year

### The impact of our local movement


 Everywhere  
for everyone.



# JOIN US

## Blood Collection Centre Open House



Join us for an enriching learning journey this June holidays!

Date: 11 June / 9am to 4.30am  
Bloodbank@HSA  
Date: 18 June / 10am to 5pm  
Bloodbank@Westgate Tower  
Date: 25 June / 10am to 5pm  
Bloodbank@Dhoby Ghaut  
Date: 26 June / 10am to 5pm  
Bloodbank@Woodlands

Register at [redcross.sg](http://redcross.sg)

## Annual General Meeting



All are welcome to the Annual General Meeting. Red Cross members will have voting rights. The event will be held on:

Date: 27 June (Monday)  
Time: 6pm  
Venue: Red Cross House,  
Haw Par Hall

## Food Trail



Take part in our Food Trail to raise funds for our local humanitarian services. Look out for more details nearer the date at [redcross.sg](http://redcross.sg)

Date: 2 September (Friday)

## Charity Golf



Join us at the Red Cross Charity Golf 2016 at Singapore Island Country Club (Island Course) to raise funds for our local humanitarian services! To participate as a golfer or to volunteer at the event, email [fundraising@redcross.sg](mailto:fundraising@redcross.sg)

Date: 13 October (Thursday)

Time: Afternoon shot-gun tee-off

Venue: Singapore Island Country Club  
(Island Course)

## International Bazaar



Join us at the Red Cross International Bazaar at Big Box (Event Hall)! There will be a dazzling 80 stall showcase and you will be sure to find treasures. All sales proceeds will go towards our local humanitarian services and benefit the vulnerable in our community.

Date: 29 October (Saturday) and  
30 October (Sunday)

Time: 10am to 7pm

Venue: Big Box (Event Hall), 1 Venture Avenue, Singapore 608521



## Shop Now at Trezo

Shop@RedCross is now on Trezo - mobile app. Proceeds will be channelled to Singapore Red Cross' local humanitarian services.

**Need help or know of someone who does?  
Get in touch at the locations below or call 6664 0500.**



**SINGAPORE**

## RED CROSS HOUSE

15 Penang Lane,  
Singapore 238486  
Tel: 6664 0500

Email: [enquiry@redcross.sg](mailto:enquiry@redcross.sg)  
[www.redcross.sg](http://www.redcross.sg)



## Red Cross Home for the Disabled

8 Lengkok Bahru, Family Link @ Lengkok Bahru, #04-01 Singapore 159052

## Shop@RedCross Thrift Shops

Shop@Red Cross Red Cross Training Campsite, 62 Jalan Khairuddin,  
Singapore 457524

Shop@Red Cross Red Cross House 15 Penang Lane, Singapore 238486

## BLOOD COLLECTION CENTRES

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

**Bloodbank@Dhoby Ghaut** Dhoby Xchange, 11 Orchard Road, #B1-05 to 09,  
Singapore 238826

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

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

**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

