

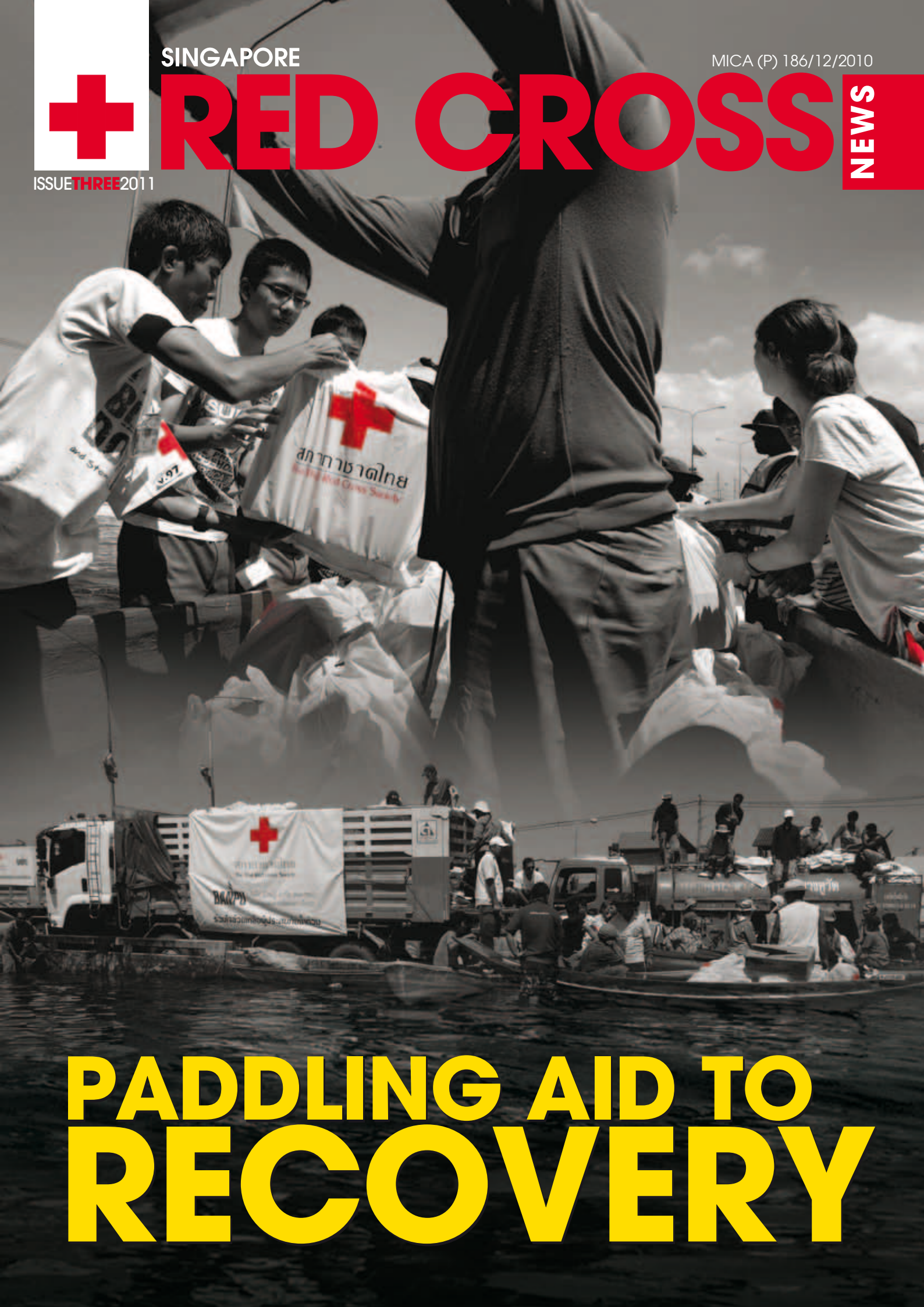
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ISSUE **THREE** 2011

SINGAPORE

MICA (P) 186/12/2010

**RED CROSS**

**NEWS**



**PADDLING AID TO  
RECOVERY**

# EDITORIAL

As 2011 draws to a close and we celebrate International Volunteer Day in December, we would like to thank all our volunteers who have joined us as part of the Singapore Red Cross (SRC) family and walked with us in our journey to create the SRC story.

Our volunteers come from all walks of life; they range from retirees, homemakers, bankers, engineers, customer service officers, army regulars to managing directors. Yet they have all come together for a common cause – to save lives and serve humanity by offering their time, effort and skills to contribute in their own special ways to SRC.

Within this issue, we highlight the contributions of our volunteers who have helped out at our Shop@RedCross, Red Cross Charity Golf, Flag Day, National Day Parade, Formula One SingTel Singapore Grand Prix and at the Red Cross Home for the Disabled. We would also like to thank our volunteers for covering SRC events as photographers, for organising blood drives though their exams were drawing near and for collecting and distributing food to the low-income families. Each volunteer has made a difference with his or her contribution. For that, we thank you! Read more in the newsletter!

In conjunction with International Federation of Red Cross and Red Crescent Societies' theme in 2011 to 'Find the Volunteer Inside You', SRC launched a photo competition from 8 May to 1 November for people to submit photos of volunteering in action. We will be exhibiting the photos submitted for the competition at a panel at Red Cross House! Do look out for it!

## Editorial Committee

*Singapore Red Cross News*

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# Singapore Red Cross Completes its First Reconstruction Project in Japan

Photographs MINISTRY OF FOREIGN AFFAIRS



Temporary care centre serving the 1,000 evacuees was one of the S\$34 million recovery projects launched by SRC in the Tohoku Region

**T**he Singapore Red Cross (SRC) and the Ministry of Foreign Affairs, joined by the Japanese Ministry of Land, Infrastructure and Transport and Japanese prefecture officials, opened the Taro Support Centre in Miyako City, Iwate Prefecture, Japan on 15 November 2011.

The Centre will serve more than 1,000<sup>1</sup> evacuees, who have been living in a temporary housing since the 11 March 2011 earthquake and tsunami. This will include the 400 households currently residing in three temporary housing blocs closest to the centre. It is also expected to serve another 200 households within 10km radius of the Taro Ward facility. The centre will be managed by a social welfare association Taro Washinkai, with 10 care workers providing services to the elderly. The centre also has rehabilitation facilities and equipment for the elderly, who constitute more than 30 percent of the residents.

In July 2011, the Memorandum of Cooperation for the construction of a temporary care centre in Miyako City, Iwate Prefecture, to be funded by the Singapore Red Cross, was signed between the Minister of Land, Infrastructure, Transport and Tourism Mr Akihiro Ohata, Singapore Ambassador to Japan Mr Tan Chin Tiong and Governor

of Iwate Prefecture Mr Takuya Tasso. The S\$1.05 million Taro Support Centre is the first reconstruction project funded by the S\$35 million collected through a public appeal between March and April 2011, to be completed.

Governor of Iwate Prefecture Mr Takuya Tasso told Singapore officials that "the people of Miyako City are grateful for this timely and impactful donation." He added that "the Taro Support Centre, which Singapore and Japan have worked closely and tirelessly on, is a symbol of the good ties between the two countries."

"The Singapore Red Cross will press on with the delivery of other recovery projects aimed to improve the survivors' lives. We have received overwhelming support from the Singapore donor community, and will ensure that the funds are used in the most effective and impactful way," said Mr Lim Theam Poh, Director of Operations and Head of International Services, Singapore Red Cross.

Appointed by the Ministry of Foreign Affairs as the lead agency to coordinate Singapore's relief efforts to Japan, the Singapore Red Cross has to date received S\$35.2 million, in response to its public appeal to assist survivors. This includes S\$500,000 from

the Singapore Government. Details of SRC efforts include:

## Emergency Relief

- Cash contribution of US\$1 million, providing basic necessities to Japanese families placed in temporary housing in the immediate aftermath of the disasters

## Relief Supplies

- Two tranches of relief supplies comprising bottles of water, collapsible water containers, blankets and mattresses

## Restoring Family Links (RFL)

- Twenty-five families successfully matched through the RFL tracing service. The service assists Singaporeans and Japanese in locating their immediate family members possibly affected by the disaster and whom they have difficulty in contacting.

## Recovery Projects

- S\$34 million worth of recovery projects in the Tohoku region, including a multi-purpose hall cum evacuation centre, a nursery school, household items for transitional houses and 10 mini-cars to facilitate transfer for nursing care.

<sup>1</sup> Equivalent to 400 households residing in the temporary housing blocs closest to the Taro Support Centre



# TAKING SHOTS THAT COUNT

**T**hey belong to a group of low-profile volunteers, silently contributing behind the scenes to capture photos that have been intricately interwoven into the very fabric of our cherished memories. As these photos are passed down to posterity, we can look back in retrospect to glean insights into the Singapore Red Cross (SRC) story.

We have in our midst about 200 volunteer photographers in our pool. Some have joined years ago. Some have joined last year. They come from all walks of life; some are retirees, some engineers, architects, professional photographers and some others students. Yet they all share this passion for photography.

"Photography is one the things which I can give back to the society. The photographs are gifts only a photographer could give to anyone. Every photograph is unique and every photographer has his own style. Memories are precious," shared Mr Wong Leong Jeam, a retired civil servant.

Volunteering with SRC has widened the scope of Mr Wong's photographic coverage. "I started covering disasters, relief operations, reconstruction efforts, suffering, staff and volunteers at work. It is something I would have missed altogether if I had not served with SRC," acknowledged Mr Wong, whose passion for photography started since his secondary school days.

Mr Wong, a father of three grown-up children, has accumulated more than 455 volunteer hours with SRC. He has covered photography for SRC in Meulaboh, Nias, flood in Moor, Yangon, Langkat, Cyclone Nargis, Medan and Myanmar.

## Local Volunteer Efforts

Indeed, our volunteer photographers have not only covered SRC overseas relief projects, they have also helped out at SRC events locally. To them, photos speak a thousand words.

Amongst them is Ms Adelene Ng. She has accumulated over 46 hours photographing for events like Red Cross Youth First Aid Competition, Exploring Humanitarian Law Camp, World Blood Donor Day and World First Aid Day. "I found this to be a fulfilling activity as it combines my passion for photography with an opportunity to work and interact with different people from all walks of life," affirmed Ms Ng, a Solution Architect for Alcatel-Lucent whose typical day at work involves looking into the network design and security aspects of software design.

For Ms Ng, her passion for photography started when she was in secondary school. She embarked on a journey with SRC in

September 2007 after she saw a request for people to sign up as volunteer photographers with SRC at a local photography forum (Club Snap). She signed up and the rest is history.

Just as Ms Ng started her journey with SRC in 2007, Mr Nicholas Tan, a Consultant at the Infocomm Development Authority of Singapore, had also started volunteering with us in 2007.

"I wanted to make a difference in my life by volunteering my skill to others. At the same time, I get to meet people who share a common interest," explained Mr Tan, whose work involves contributing his technical expertise to support network services deployment and operations in government agencies.

Mr Tan has covered events like World First Aid Day and Shop@RedCross bazaars. Volunteering with SRC gives him the flexibility to choose the time to volunteer. "This is important to me as I have to balance time for my work and family. The people from SRC are very friendly and accommodating, thus making me feel like I am a part of the Red Cross family," added Mr Tan.

The desire to be part of the Red Cross family is also present in Ms Jamie Chan, a student pursuing her diploma in Visual Communication at Temasek Polytechnic, School of Design and majoring in Photography. "I love what SRC does to help others, so it is only natural that I volunteer with SRC as a photographer to support the cause," disclosed Ms Chan.

Ms Chan has volunteered with SRC for slightly over a year, after her father, Mr Patrick Chan, also our volunteer photographer,

encouraged her to do so. She has contributed over 15 hours and covered SRC Disaster Preparedness talk, bloodmobile drives, World Red Cross Day, Flag Day, World First Aid Day. "Photography is most definitely my passion! I am really fortunate to belong to such a vibrant group of volunteers with an incredible amount of passion in everything they do," quipped Ms Chan.

Ms Mariefe Palencia Merto (Mafey) works as a Public Relations Officer with Koon Construction & Transport Co. Pte Ltd. She has captured shots of the National Disaster Response Level 2 Training, Adult Volunteer Division Awards Ceremony and Shop@RedCross bazaar.

### Thoughts on Volunteering

When asked about their thoughts on volunteering, all the volunteer photographers interviewed felt that it gave them an opportunity to contribute to the community and get to know more people from different walks of life who share the same passion.

"Volunteering often puts us in different environments and exposes us to people and situations that we would not have come across in our regular life. This enables us to view our own life in new ways," affirmed Ms Ng.

To Mr Tan, no matter how small one's contribution, each person can make a difference by volunteering. He cited a story of a little boy who threw a starfish back into the ocean, "I made a difference to that one."

"I believe that we are mere stewards here on earth and that everyone has a duty to serve humanity in anyway we can to the best of

our ability. When chances are presented to us regardless of where you are in this part of the world, go for it," underscored Ms Merto.

### Thank you for Your Contribution, YOU have made a difference

SRC hopes to develop an interactive blog where our volunteer photographers can log in and share photos of the events they cover, share tips with each other and develop the bond with SRC and fellow volunteer photographers. We will be organising a Christmas party and we will definitely keep you updated on the venue, date and time via email. We hope to see you there!

We would like to thank all our volunteer photographers for the time, effort and precious memories that you have contributed to SRC over the years. Years later, when we look back at the photos, we will reminisce about the SRC story. We can also share them with our future generations.

As we commemorate International Volunteer Day in December, SRC would like to thank all volunteers for your unstinting contribution to SRC in one way or another.





**T**hey are visionary leaders who helm their respective companies in different fields. Yet, they all have something in common – the passion to do something for those in need. They have raised more than S\$350,000 for the local humanitarian services of Singapore Red Cross (SRC) through the Red Cross Charity Golf 2011 on 19 October at the New Course, Island Location, Singapore Island Country Club.

Obstetrics and gynecology specialist Dr Alex Ooi manages to squeeze time to chair the Red Cross Charity Golf 2011 amidst his hectic schedule.

"There are many needs in our society and the opportunity to play a part in satisfying such needs is truly rewarding," he affirmed.

By organising the Charity Golf, it "enabled the pause for a cause from my clinic responsibilities. It definitely makes the respite wonderful and enjoyable!" Dr Ooi quipped.

That said, Dr Ooi was glad to have "this group of golfing friends who share this passion to do what we can for those in need. As we were organising the Red Cross Charity Golf for our second year running, we were able to stage it within a relatively short lead-time," he explained.

Of the golfing friends who shared Dr Ooi's passion to do what they can for those in need, is Mr Jimmy Koh, 71, a managing director of a leading construction company. A grandfather of two, Mr Koh is the champion of the Red Cross Charity Golf this year.

Mr Koh, an avid golfer, acknowledged that the game was more difficult this time round as the games were hampered by continuous

rain. "The game was trying because of the weather. Nevertheless, the enthusiasm of the golfers outweighs the bad weather. Though we were playing against the elements of nature, we managed to play 10 of the 18 holes," he shared.

"SRC is an organisation worth helping. Together with the volunteers, SRC has extended the helping hand to our regional neighbours in times of need, particularly during natural disasters," Mr Koh opined.

"We hope the sum we raised for SRC can be put to good use and help in the running of the local humanitarian services like the Red Cross Home for the Disabled," said Mr Koh.

Another golfing friend is Mr Jaacky See, Managing Director of New Funnels (S) Pte Ltd, a company offering shipping supplies. The company sponsored S\$10,000, golf tee-shirts and auctioned items at the golf event.

Dr Ooi attributed the success of the event to the gracious presence of SRC's Patron, President Tony Tan Keng Yam, the organising committee, enthusiastic golfers, generous donors, volunteers, sponsors, supporters and SRC's resources and reputation.

"The presence of President Tony Tan at the dinner helped boost the donations coming in from generous donors, without whom we could not have succeeded," Dr Ooi acknowledged.

Singapore Red Cross would like to thank all who contributed to the Red Cross Charity Golf 2011 in one way or another, especially the Organising Committee. Your support is most appreciated!

# Tee-off with Compassion

Photograph IRVIN TAN





# Serve by Giving, Help by Shopping

Photographs by NICHOLAS TAN

*"The items at the shop come at zero cost. We managed to raise money for a good cause out of nothing."*

*Mrs Lim, one of the volunteers at Shop@RedCross*

It is no mean feat but the volunteers at Shop@RedCross have managed to create one miracle after another. As Mrs Lim, one of the volunteers of the shop aptly puts it, "The items at the shop come at zero cost. We managed to raise money for a good cause out of nothing."

Indeed, Shop@RedCross Sunday bazaars have, on average, raked in about S\$14,000 each time. It is this sense of accomplishment that drives her and some 19 volunteers on. The work can be rather challenging.

The preparation for each Sunday Bazaar commences three to four months beforehand. To prepare for each Sunday Bazaar, the volunteers help out at Shop@RedCross three days every week. "We sort through the items donated by individuals and companies to see if they are in good condition. Those new or big-ticket items donated by companies like SingPost, Macy's such as MP3 players, cameras and handphones are kept for the Sunday bazaars," she shared.

The items are then priced manually. On the actual day of the bazaar, some volunteers come in early with freshly baked muffins and drinks to be sold to the shoppers. "While some volunteers do cashiering, others man the booths with their husbands, children and even grandchildren. After each Sunday Bazaar, we clean up and clear the rooms for the following week," explained Mrs Lim.

That is not all. As the Shop@RedCross is open every Friday, these volunteers will go to the shop on Tuesdays to sort out the items first. For Mrs Lim, a grandmother of one, she has been tirelessly volunteering at the Shop@RedCross for close to four years.

It is a lot of hard work. However, Mrs Lim and other volunteers, who are mostly retirees or homemakers, still opt to do it as they derive an

intrinsic satisfaction when they see the funds raised for Singapore Red Cross' local humanitarian services. They also enjoy the great comradeship and teamwork and are glad that their free time has been put to good use.

Singapore Red Cross would like to thank all volunteers, staff, donors and supporters for contributing to the Shop@RedCross. Your contribution has made the Shop@RedCross bazaars a smashing success.



## Shop@RedCross

Location: 62 Jalan Khairuddin, Singapore 457524

Items Sold: New and used apparels, accessories, bags, shoes, toys, books, CDs, digital cameras and household appliances

Opens: Every Friday

Sunday Bazaar: Quarterly



Photographs by ROBERT LUK, PATRICIA ALVINA,  
JAMIE CHAN, MA XIANRONG, SONIA

"Most Singaporeans are very kind. They come forward to donate without being asked"

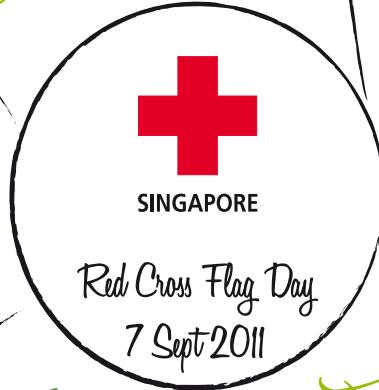
Lim Qing Rui, volunteer

"When my tin is full,  
I have lots of satisfaction"

Wong Wei Foong, volunteer

"I like helping others.  
A dollar makes a difference"

Mr Ramp Mashood, donor



Preparation

### Administration

- Confirming the number of participants
- Printing namelists
- Printing labels license

### Logistics

- Labeling tins
- Packing tins into boxes
- Grouping boxes at the respective collection centres

Actual Day

### Collection Centres

- Nan Chiau High School
- Singapore Polytechnic
- Red Cross House
- Hua Yi Sec School
- Pasir Ris Sec School
- CHIJ (Toa Payoh)
- Bendemeer Sec School
- Broadrick Sec School

### Volunteers

- Signing up as street collectors
- Manning Collection Centres

### Issuing of Tins

- According to serial numbers
- License
- 1 set of flags (Red Cross Stickers)

Experience

Behind The Scene

Counting of Money  
Separating notes  
5¢, 10¢, 20¢, 50¢, \$1

Opening of Tins

Recording i  
amount of money

Return 10 %  
to participating schools

Total \$271,450.80

Outing donations	\$76,200.00
Internal Tins	\$30,173.16
External Tins	\$30,173.16
Pledge cards	\$77,071.55

Sign up as a volunteer or donate generously to the local humanitarian services of Singapore Red Cross at our Flag Day 2012, to be held on 11 February 2012 (Saturday)! Email to [Emily.haw@redcross.org.sg](mailto:Emily.haw@redcross.org.sg) to volunteer!





# Turning Disasters into Opportunities

Photograph FARID RIZAN

**A**s Thailand grapples to contain the floods, it was timely for Mr Jack McGuire, former Chief Executive Officer of American Red Cross, to share tips on disaster preparedness and crisis management at the Drop-In Night on 5 October at the Red Cross House.

In this enlightening talk that captured the attentions of the audience, Mr McGuire drew on his past experiences in dealing with disasters and shared some lessons learnt.

In the first phase, understanding the organisational culture, focusing on not failing, providing timely and regular communications to the public, identifying potential disasters, preparing for worst-case scenario, developing contingency plans,

drawing from historical experiences, pre-empting disaster triggers and conducting organisational proficiency inspections are some important considerations to prepare for disasters.

At the mid-stage, the challenge is to contain the situation and resolve the issue. The final stage involves learning from failures. Failures could stem from not recognising the disaster, not prioritising correctly, not mobilising the right resources, trusting information from the wrong sources or neglecting the psychological welfare of the volunteers and staff.

"What is important is to deeply understand the potential disasters for their geographies, develop detailed plans for response, have a well trained group of responders who

know their responsibilities and know how to communicate, coordinate and be flexible during a disaster," underscored Mr McGuire.

These tips will come in handy when National Societies prepare and cope with disasters in the region.



## Bag It with Love

By RED CROSS YOUTH - SMU CHAPTER  
Photograph CHRISTINE TEO

**J**ourney Camp 2011 was a three-day camp held on 6-8 August 2011 to introduce 125 freshmen to the activities and events organised by both the Red Cross Youth - SMU Chapter and Singapore Red Cross (SRC).

One of the objectives of the camp was to showcase our passion for community service and to inspire the spirit of altruism through our focus project, Project I.CAN. The project was aimed at alleviating the financial burden faced by low-income families. We collaborated with Tanjong Pagar Family Service Center to collect 1,530 cans of food, 153 packs of rice and toiletries for the 153 families under the center. In addition, we also worked with Public Utilities Board (PUB)



to explore the installation of water thimbles on the taps to reduce their water utilities bill.

Our project kick started with the awareness drive on 31 July. Our participants went door-to-door in Bishan Street 22 and 23 to hand out flyers and appeal to the residents for their support.

The collection drive started on 7 August. It was heartening to see the enthusiastic

participants collecting the items for our beneficiaries. Equally touching was the generosity displayed by the residents of Bishan estate!

The distribution drive for the needy families at Bukit Merah and Radin Mas Community Center was carried out the next day. Volunteers helped in the distribution of the collected necessities and food. By the end of the camp, we collected and distributed 230 bags of collected items from Bishan and 153 bags of food items from our kind sponsors.

Journey Camp 2011 was definitely a great trip for the entire committee and left a meaningful impact on the participants.

# Operationally Ready

These volunteers come from all walks of life. Yet during the weekends, they gather for a common purpose – to carry out their responsibilities at our National Day Parade (NDP) on 9 August.

One of them is Ms Clarissa Wang, a customer service officer who is also part of the Adult Volunteer Division (AVD) of Singapore Red Cross (SRC) that provided first aid coverage for spectators at the NDP. The other is Mr Chew Lip Heng, who runs Carbon Interactive, an interactive agency involved in managing projects and pitching for new jobs. Next is Mr Elias Ye, a rifle man at the Fire Singapore Infantry Regiment. Both Mr Chew and Mr Ye volunteer with the Disaster Management (DM) division of SRC that provides NDP Disaster onsite Medical Coverage (NDP DSMC).

Ms Wang, a team leader, has been covering first aid duties at NDP for the past ten years since her polytechnic days. Her personal goal is to ensure the safety of the children. "The common incidents that occurred were heat exhaustion and fainting. Some children were not feeling well so we helped to stabilise their condition and transport them to the medical post," she explained.

As part of NDP DSMC, both Mr Chew and Mr Ye along with other DM volunteers, formed an integral part of the National Civil Emergency Response mechanism along with SCDF and SAF personnel should

a Civil Emergency be declared.

"I was the team leader for the SRC team at the car park of Kallang stadium. The challenge was that if the sirens go off, everyone is required to move their vehicle within three minutes," quipped Mr Ye.

Mr Chew, on the other hand, was a Field Officer at one of the teams. As National Day drew near, he spent eight hours on two Saturdays on standby.

Fortunately, there was no Civil Emergency declared on National Day itself. That said, our volunteers remain undaunted and continue to hold steadfast to their cause. Their spirit of preparedness for emergencies prevails.

"It does not mean that something could not have happened. DM volunteers recognise that it is not 'if', but 'when'. Our volunteers are expected to be trained and deployed regularly. In times of disaster, activation is at a moment's notice," underscored Mr Chew.

Sharing the same sentiment, Mr Ye expressed, "We cannot let our guard down. We would never know when something may happen. It is only a matter of time. We need to keep in mind that as first responders, we need to

start CPR when the occasion calls for it. Those critical minutes to save a person's life before advanced medical care arrives can make a big difference."

These volunteers will volunteer again next year. As Mr Ye put it, "These are also good avenues to meet new people from different walks of life. It is always a different experience every year. Most of all, by volunteering, we can save lives."

True to our mission, our volunteers all share a common purpose of serving humanity when covering at our NDP.



## First Aid Cover

44 volunteers, two staff

## Marching Contingent

65 cadets

## Disaster Management Coverage

10 volunteers, nine staff

## Launch of Child First Aid Refresher Course

*Sign up for this course which is accredited by the Ministry of Community Development, Youth and Sports today!*

Call up 6664 0565 or visit  
<http://www.redcross.org.sg/articles/first-aid-course/> to sign up!





# Revving up to First Aid



While spectators immersed themselves in the excitement, speed, and roaring engines at the Formula One SingTel Singapore Grand Prix on 23-25 September 2011, our volunteers and staff were hard at work ensuring the comfort and well-being of thousands of spectators.

A total of 101 (Singapore Red Cross) SRC volunteers and eight staff provided first aid coverage to the spectators. Forty-six of our volunteers and 28 staff were involved in the sale of survivor kits to raise funds for the SRC.

## Providing First Aid Coverage

"The first aid cases handled over the three days were in the hundreds, we logged everything from blisters to fainting," said Mr Chew Lip Heng, our volunteer who was the Commander for Ground Operations (SRC) as part of the Spectator Medical Services (SMS). As Mr Chew was stationed at the Command Centre, he had the opportunity of monitoring the incoming cases real time.

"Most of the cases we encountered were related to physical exhaustion and headaches. Most came from staff since their jobs stretched long hours," added Mr Elias Ye, who was at the advanced medical post at F1 Paddock.

Relating his experience, Mr Ye added, "We wheeled a casualty who fainted but regained consciousness to our first aid post so that the

doctors could better assess her condition and treat her. The first aid team did a good job, quickly gathering the equipment and setting off immediately to the location."

"I assisted in coordinating the evacuation of casualties who required medical attention to the nearest ambulance," explained Mr Michael Lim who was deployed at the Spectator Medical Command Centre. The Centre's purview included casualties, the advanced medical posts and the dispatch of ambulances for medical evacuation cases.

## Challenges Faced

Among the challenges that Mr Ye faced at this year's Formula One was the difficulty of getting to the casualties as the Advanced Medical Post at F1 Paddock was tucked away at a corner. "The staff had to come to fetch us or to give us a call if anything required our attention. Often the corridors were quite packed so navigating through them was tricky," shared Mr Ye.

For Mr Chew, the challenge was to keep awake given the long hours he had to go through. "I was on duty for more than 12 hours every day, from late morning to after midnight. Even after reaching home, there was still administrative work to be done. That meant sleep was possible only after 3am," explained Mr Chew.

## First Aid Coverage A Success

That said, the general sentiment was that the first aid operations at Formula One were a success. "Overall, the standby at Formula One was a collaborative effort put in by all the volunteers and staff over several months. Without them, it would not have been so smooth-sailing," opined Mr Ye.

Mr Chew agreed, "The DM Command and leaders have come a long way in running operations. Hence, a high degree of trust and competency was expected. When we had multiple cases happening around the same time late at night on the final day, I could count on everyone to do the right thing. There was no panic, no confusion and all casualties were attended to without delay."

For Mr Lim, volunteering as a first aider "keeps us abreast of the first aid techniques and enhances our confidence in delivering the skill to help others. Whenever we bring smiles to others, we know our efforts are all worthwhile."

# Every Tomorrow Needs a Blood Donor Today

By SHEENA CONCEICAO, *Corporate Communications*

Every blood donor is special because somewhere out there, a life is dependent on the precious red fluid given through this act of kindness. "Start Your Day Saving Lives" is the Singapore Red Cross' initiative that engages users on our Facebook page to get actively involved in this spirit of giving.

The two distinctive online apps on our page enable users to check if they are eligible to donate blood by taking a quiz.

Donors wanting to schedule a booking individually or as a corporate entity can use the booking engine. They can donate blood at either Bloodbank@HSA or the newly opened Bloodbank@Woodlands.

Like many other users of our new Facebook apps,

Ms Sandy Chiok & Ms Regina Lee enjoy the added convenience that these new digital tools provide.

Ms Regina Lee who has donated blood up to 31 times said that she encourages her family and friends to donate by telling them blood donation is a form of detoxification. Jokes aside, Regina wants to give back to the community because a blood donor saved her life at an operation about 10 years ago. As her AB blood type is rare, she wants to donate to help anyone who is in dire need of it.

Ms Sandy Chiok is another donor who is passionate about saving lives amidst her busy schedule. She feels that every drop counts for victims of accidents or patients requiring a major operation.

You too, can be a part of this by donating blood or spreading the word on sharing the gift of life through blood donation.

Log on to Facebook [https://www.facebook.com/sgredcross?sk=app\\_253871564648008](https://www.facebook.com/sgredcross?sk=app_253871564648008) and Start Saving Lives Today!



## Where There's a Will, There's a Way

More than 900 units of blood were collected at NTU's internal blood drive from 7 - 13 October.

We managed to interview the Blood Donation and Donor Recruitment Officers of the Red Cross Youth (RCY) - NTU Chapter to find out how they managed to accomplish this when their exams were only a month away.

According to Ms Chan Yee Hwa, from the faculty of Electrical and Electronic Engineering, the blood drive took about a month to plan. "We used Facebook event page, placed posters around school compound and bus stops, put up an advertisement on Nanyang Chronicle (NTU's newspaper), distribute flyers during awareness week and lecture announcements," shared Ms Chan.

"We are passing the idea to the community that helping others is equivalent to helping yourself," explained Ms Li Siyao, from the faculty of business and computing.

"If you really want to get something done, you will get it done no matter how busy you are," Ms Chan affirmed.

For Ms Li, "I try to prepare for exams and quizzes earlier, but sometimes I also stay up late preparing for the quizzes and assignments."

Learning to prioritise certain things and sacrificing others was something Ms Vivilya from the faculty of Humanities and Social Sciences learnt. "I picked up many meaningful skills and met many inspiring volunteers," she recounted.

Ms Vivilya also donated blood then, "It feels good to know that I actually gave someone a chance to live. Life is not all about receiving. Everyone should do their part in giving as well."

**Did you know?** To better enhance the experience of youth volunteers from the ages of 17-24 Red Cross Humanitarian Network has changed its name to Red Cross Youth Chapters.







# Seven Days for Climate Change!

By EDDIE FOO, Volunteer, Singapore Red Cross

It was truly my honour to be the sole representative from the Singapore Red Cross at Jumbara 7<sup>th</sup> National Youth Camp in Gorontalo, Indonesia, in July this year. Organised by the Palang Merah Indonesia (PMI), there were a total of 56 representatives from Singapore, 11 other national societies – United States of America, Canada, China, Denmark, Germany, Hong Kong, Italy, Malaysia, Norway, Pakistan, Saudi Arabia – and 33 provinces of Indonesia.

Over a period of seven days, I was taken on a journey filled with excitement, learning, insights, enlightenment, inspiration and hope.

The main focus of the camp was on Youth as Agents of Behavioural Change (YABC). This camp promotes youth empowerment, mutual understanding, respect, cultural diversity, the changing of mindsets, attitudes and behaviour amongst youths. In addition, health, hygiene, climate change and youth development were also on the agenda.

Participants were divided into three groups. Each group was tasked to complete an entire project in three days. My group worked on climate change. We split the project into two, one was called, 'Trash Collection Project' and the other, 'One Hour for Our Earth'.

The idea behind the Trash Collection Project stemmed from our observation of trash

littered at the camp site. Even though there were dustbins available, they were all full. We planned to show how easy it was to make dustbins from sticks and shopping bags. We collected sticks from different places of the camp and surroundings. All that was needed were three sticks and one shopping bag. We placed eight dustbins at different areas. Groups two and three then went around collecting the trash, educating the campers on the importance of keeping the environment clean. Guess what? We collected 25 bags of trash in one hour!

'One Hour for Our Earth' was aimed at reducing air and noise pollution. We decided to "let the land rest" by prohibiting the use of transporting vehicles like bikes and cars. Posters were displayed at the camp site with information on climate change and a public notification of the no-traffic initiative was put up. We went around the camp talking to people and creating greater awareness on the causes and hazards of climate change.

As much as we strove to do our best with the projects with great purpose and enthusiasm, we were equally determined to have lots of fun and laughter. There were endless performances and activities to share and bond throughout the week. It was amazing to see an explosion of creativity especially when the different nationalities and cultures came together. The international participants were also given the opportunity to be hosted by the

local families and this enabled us to develop a better understanding and appreciation of the local culture.

Albert Einstein once said, "Setting an example is not the main means of influencing another, it is the only means." This was exactly what we did at the camp and for that, we have renewed hope for a better future. Jumbara, Jumbara!

*\*Jumbara is an Indonesian term that combines the words Jumpa, Bakti and Gembira. As a whole it means meeting and serving cheerfully.*

## Errata

In the article 'Recognising Our Volunteers' published in the last issue, the photos that went along with the names were incorrect. The correct photos and names are as follows.





# Serving with passion, Leading with Pride

Article and Photographs By AMBROSE LEE,  
Volunteer Officer, Singapore Red Cross

‘Serving with Passion, Leading with Pride’ has been a source of motivation for me as I lead others towards the goals of the Singapore Red Cross (SRC) while fostering closer friendships.

It has been almost eight years that I have been with the SRC, serving in active divisions like Red Cross Youth (RCY) and RCY Chapters. Together with friends from various backgrounds who share a common interest in serving SRC, we have managed to accomplish much, though we had our fair share of ups and downs, tears, joy and laughter.

My journey with SRC started after I completed my Assistant Cadet Officer Course in December 2003. I was then recognised as an active member of SRC. As one of the uniformed personnel of RCY, I have been constantly reminding myself to lead by example.

When I entered Ngee Ann Polytechnic, I belonged to the pioneer batch that first set up the RCY – Ngee Ann Polytechnic Chapter, formerly known as the Red Cross

Humanitarian Network – NP Chapter. It was a milestone for me as we were gradually establishing our name in Ngee Ann Polytechnic. Through the blood donation drives, recruitment exercises, community services and overseas humanitarian efforts, I was able to bring the community closer and generate greater awareness in the public of SRC’s role in our community. It is my pride to have led others to work towards the common goal of serving the community as I believe that a leader is one who influences others in a positive way.

It has been motivational for me to gain the experience and exposure of sharing my knowledge, skills and experience in areas such as first aid, casualty evacuation and outdoor activities with others as a trainer for various RCY training programmes. It has also been fulfilling to be deployed to several secondary schools to assist in the training curriculum and to serve as a bridge for the teachers with SRC. That said, it is most satisfying to transform mere dreams into reality – by moulding ‘a nobody’ to ‘somebody’ as I lead cadets to better manage their unit. Now, I feel honoured to be part of the Disaster Management

Working Group as I am now better equipped with the skills and knowledge of Disaster Management.

Besides serving with passion, I also enjoy sharing the joy, smiles and laughter with fellow volunteers. I appreciate the hard work and effort put in by every volunteer at each event. The role played by each volunteer in SRC is very important. Every contribution counts. It does not matter how big or how small your contributions are, as long as you are sincere about what you can do. Do it well and do it cheerfully.

I always share with my RCY juniors, “Aspire to inspire, before you expire.” I hope more young volunteers will continue to share their ideas to achieve SRC’s goals and publicise the role of SRC in our community.

Ambrose was the winner of our writing competition on Facebook where we asked people to write about what they thought about volunteering using the words ‘inspire’, ‘share’, ‘dream’, ‘passion’ and ‘motivate’.





## Giving their Best Shot on Volunteerism

**S**ingapore Red Cross (SRC) has awarded the prizes to the top voted entries for the first phase of our photo competition (May to August). Held from 9 May to 1 November, the photo competition was launched in conjunction with the campaign 'Find the Volunteer Inside You' as 2011 was the International Year of the Volunteers. Participants of the competition submitted photos of volunteers in action.

Our celebrity ambassador, Mr Edmund Chen presented a poster and a stamp booklet personally-illustrated and autographed to Mr Paul Ho, Mr Joel Chan and Mr Teo Wei Keong, who submitted the top voted entries for the first phase of the competition.

These participants share one thing in common – they have been volunteering with SRC for many years. They shared their thoughts on the photos submitted.

Mr Ho, a Senior Analyst in IT Governance of Neptune Orient Lines Limited Group IT who has been volunteering with SRC for seven years, underscored, "The photo was a representative moment as Project R.I.C.E touched so many lives through the combined efforts of our volunteers. Teamwork is one of the core ingredients of a successful project."

"The photo, taken at an event 'First Aid Across Singapore' in 2007, highlights that volunteerism and first aid are for all – regardless of age. First aid is also applicable in your neighbourhood," explained Mr Chan, a Principal Photographer of JC Photography has been volunteering with SRC since 2007.

"I was inspired to take this photo as it shows a volunteer helping the injured. This embodies one of the fundamental principles of the Red Cross Movement – which is to provide assistance without discrimination to the wounded," said Mr Teo, a lecturer of Singapore Polytechnic who has been volunteering with SRC since 1999.

### Thoughts on Volunteering

For Mr Ho, "volunteering is my way of giving what I can, to others in need. It has never failed to teach me important lessons in life and has certainly taught me to understand myself better," he shared.

"Volunteerism is not just about acting on inspiration or seeking rewards. People need to be aware of what they are capable of and be willing to give their time to make that difference to the people around them. Every contribution counts," Mr Ho opined.

According to Mr Chan, "Volunteering is more productive than sitting around doing nothing. Examine your schedule and you will realise that you can fit something meaningful into it," he said.

"I feel happy that I can help in any way, whether big or small. The feeling is like drinking coffee; when you have a good cup, you will be back for more," quipped Mr Teo.

They have embarked on a journey volunteering, have you?





Red Cross Home for the Disabled  
8 Lengkok Bahru, #04-01,  
Family Link @ Lengkok Bahru  
Singapore 159052  
Levels: 4<sup>th</sup> to 8<sup>th</sup> storeys  
Tel: 6762 1029



# Smiles of Encouragement



In life, many are often caught up in the rat race of eking a living and climbing the corporate ladder. Yet after all the hustle and bustle of work life – be it at the end of the day or after decades of hard work – it is always heartwarming to volunteer to feed, interact and play with the residents of our Red Cross Home for the Disabled (RCHD).

The volunteers at RCHD come from all walks of life; some are working or studying, while others are retirees or homemakers. Notwithstanding their vocations, the volunteers interviewed felt that visits to the Home have not only touched the lives of the residents and nurses, the visits have also enlightened and transformed their outlook in life, in one way or another.

In this article we find out more about the experiences of some volunteers on how they have touched lives at the Home and vice versa.

## Volunteers All Walks of Life Interact with the Residents

For Ms Katheleen Yee, a Fund Accountant with Portcullis TrustNet Group (PTN Group), and her fellow colleagues, visits to the Home come as a welcome respite from the pressures of daily work-life as they enter into a world where the pace slows down considerably.

"We engage the residents in Art & Craft and Group Therapy sessions including modified basketball, bowling, and board games like memory games and snakes and ladders.

These sessions are meaningful for us as they involve one-on-one interaction with RCHD residents," noted Ms Katheleen Yee.

For Mrs Jackie Collins, visits to the home involve "chatting with the residents, playing simple games, painting fingernails, massaging limbs, reading stories and helping with the feeding at lunchtime." She is a homemaker who spends her free time visiting museums, learning Pilates, beading and Mahjong.

## Unforgettable Moments

The most unforgettable moments for the volunteers were the one-to-one interactions they had with the residents.

For Ms Rose-Ann Lirag, who manages a global production team at the IT division of



Credit Suisse, her most memorable moment was when a resident who held her hand looked like she did not want to let go. "Though we could not understand each other through speech, the touch made a difference; it was like a new language through which we understood each other at a different level," recalled Ms Lirag with a touch of nostalgia.

While the sense of touch connects, for Ms Collins it was "the smiles and squeals of joy from those residents who recognised us and await our weekly visits" that were the most uplifting.

Mr Michael Heng, a retiree who used to work as an International Regional Manager for an American company, shared the same sentiments. "The most memorable moments were when the residents recognised and wanted to interact with you," he recounted.

## An Enlightening Experience

For the volunteers, helping out at the Home has been an insightful experience for them as they gleaned lessons in life from the residents and caregivers.

"We all count our many blessings in life and feel humbled by the genuine pleasure that the residents experienced from our volunteering," affirmed Mrs Collins.

"We learnt to share their laughter and frustrations in simple activities that we take for granted such as feeding ourselves," shared Ms Yee.

"The smile on the faces of the residents as they extended their hands to reach us made me realise that whatever condition

a person is in, it should not stop anyone from being happy with life. Some may be more fortunate than others but it does not matter. What matters most is that you make the most of what you have to be happy; like the residents whose physical limitations did not stop them from smiling back and making friends," opined Ms Lirag.

"We also learnt to admire the infinite patience of the caregivers who continued to care for the residents of the Home, in spite of the knowledge that many are incapable of reciprocating in kind," commented Ms Yee.

## Helping in Other Ways

Besides interacting with the residents, Mr Heng who has volunteered with RCHD for five years, has also led the RCHD Kitchen Team to do a thorough wash of the kitchen every month and has given talks to corporate companies on volunteerism occasionally.

Mr Heng did not stop there. Even when he was invited to his old company as a corporate advisor or trainer on a project basis, he still found time to volunteer at the Home. He brought on the smiles to the nurses – the caregivers – by organising excursions, getting them all involved in exercise and organising parties for them.

Like Mr Heng, Mrs Collins also touched the lives of the nurses. She has been teaching English to the nurses of the Home weekly for about 1.5 years. She was invited to do so by another expatriate wife who was involved at RCHD but had to leave. "I was delighted to help as I had the spare time and I knew I could enhance the ease with which the nurses settled into the life in Singapore," shared Mrs Collins.

"The nurses thoroughly enjoyed the lessons and appreciated the fact that they have the opportunity to improve their English. They also laughed a lot and were so happy to see us in the classroom," affirmed Ms Collins.

For Mrs Collins and the other four qualified teachers at RCHD, they derived great satisfaction from teaching the nurses as

they have been such keen and responsive students. "It is extremely rewarding to note the progress they make over a few months when they gain the confidence to speak in complete sentences with a good accent," Ms Collins underscored.

## Inspiring Others to Volunteer at Our Home

All these volunteers encouraged others to volunteer at RCHD.

"If you feel that there is a calling to give back to society, try looking for opportunities at RCHD; but it must come from the heart," Mr Heng advised.

"The experience was not about me helping other less fortunate people. It was about them helping me see more of the realities in life and things that I should be thankful for. I would love to share this experience with other people," Ms Lirag expressed.

## Our Corporate Partners

Besides appreciating the contributions of our individual volunteers, SRC also thanks our corporate partners who have also contributed to the Home. For example, PTN Group had organised the annual Christmas celebrations, purchased a brand new electric piano and raised funds through auctions and quizzes.

Credit Suisse had also celebrated festivities at the Home. On 21 October, Ms Lirag and her team from Credit Suisse collected used items that were in good condition as well as cash from colleagues to buy groceries for RCHD. The donation in kind and cash were valued at around S\$4,700.

Indeed, the love and compassion of the volunteers (corporates and individuals) have shone through their simple acts of caring for the residents and caregivers. The presence of the volunteers can brighten the days and put smiles on the faces of both the residents and the caregivers alike. This also works the other way round as volunteers gain fresh insights into life through their interactions with the residents and nurses.





# Paddling Aid

**I**n October 2011, Thailand and Cambodia experienced the worst floods in 50 years and a decade respectively. As the deluge inundated homes, offices and industrial areas, many lifestyles and livelihoods were disrupted. Even then, the threat posed by crocodiles and electrocution remain. As the death toll mounts, Red Cross and Red Crescent National Societies of neighbouring countries are rallying public support to aid the survivors.

Singapore Red Cross (SRC) has played a role by calling upon the public to donate to the 'South East Asia Floods Appeal' on 11 October to raise funds for the relief efforts in the South East Asian countries in Cambodia, Laos, the Philippines, Thailand and Vietnam. The appeal ended on 30 November.

## Thailand

Director of Operations and Head of International Services of SRC, Mr Lim Theam Poh presented S\$100,000 to Thai Red Cross' Assistant Secretary General for External Relations, Mr Sawanit Kongsiri in Bangkok, Thailand on 12 October. The contribution would help the Thai Red Cross purchase relief kits for the flood survivors and support other crucial relief efforts.

On 8 November, Singapore Red Cross contributed 18 units of inflatable, electric rubber boats worth a total of S\$50,000 to the Thai Red Cross helping them to address Thailand's worst flood crisis. "The arrival of these inflatable boats is timely and useful to help our people affected by the floods in various parts of Bangkok to reach safer grounds", said Ambassador Nopadol Gunavibool at the handover of the boats at the Thai Embassy. Each boat can carry up to 560kg.





# to Recovery

Photographs IFRC, MICHAEL CHICK & KARTINI SAAT

In the wake of Bangkok's flood crisis, SRC sent another 960 cartons of bottled water to the Thai Embassy for the survivors on 9 November. This was in response to Ambassador Nopadol Gunavibool's appeal then.

## Cambodia

Director of Special Duties, Mr Benjamin William presented S\$100,000 to Cambodian Red Cross Secretary General, Mdm Pum Chantini on 13 October. In expressing deep appreciation to the Singapore Government and SRC, Ms Pum Chantini noted that the Singapore Red Cross had "consistently been at the forefront in extending speedy humanitarian assistance to Cambodia during past natural disasters."

The immediate contribution will enable Cambodian Red Cross to purchase food and essential supplies for distribution to the provinces. SRC and its partners sent more essential supplies like blankets, water

containers and bottled water to Cambodia. Temasek Holdings, the Asia investment company, and Temasek Foundation donated 4,000 water filtration units. Of which, 2,000 were sent to the Cambodian Red Cross.

## Vietnam

SRC also made a cash donation of S\$100,000 to aid Vietnam Red Cross' relief efforts. The donation will go towards the purchase of household kits, tarpaulins, safe water and hygiene promotion, emergency health, permanent shelter and livelihoods support.

## Thank You for Your Contribution

As of 25 November, SRC has raised over S\$839,000 for the South East Asia Floods Appeal, from individuals and organisations. This includes the contribution of US\$100,000 by the Singapore Government. Singapore Red Cross would like to thank all donors, supporters and all corporate partners like NTUC Fairprice, AXS, DBS/POSB, OCBC, UOB Singapore, PayPal, Singapore Airlines and Sabana Real Estate Investment Management Pte Ltd for contributing towards the 'South East Asia Floods Appeal'.

Look out for the article on how our beneficiaries benefited from our assistance in Nias for the next issue of our newsletter!



# What's On

<http://www.facebook.com/scredcross?sk=wall>



## *December*

### **5** *International Volunteers Day*

We recognise the contribution of all our volunteers who have helped us in one way or another at our various SRC events. Thank you, you have made a difference!

### **9-11** *Truly Magical Christmas*

Head down to \*SCAPE Level 4 from 12-6pm to donate blood! Get your friends and family to donate blood too! This is organised by Red Cross Youth – SMU Chapter

## *January*

If you are a certified first aider, join our First Aiders on Wheels community project to render first aid to injured bikers, roller bladders and cyclists along the East Coast Park on Sundays and public holidays from 10am to 2.30pm or 2.30am to 7pm and on Saturdays from 3pm to 7pm. We hope to gather 120 participants for this project, please contact Margaret at 6664 0553 or email her at [Margaret.wee@redcross.org.sg](mailto:Margaret.wee@redcross.org.sg) if you would like to join this worthy cause.

## *February*

### **11** *Flag Day*

Sign up as a volunteer or donate generously to the local humanitarian services of Singapore Red Cross! If you are interested to volunteer, please call Emily at 6664 0541 or email her at [Emily.haw@redcross.org.sg](mailto:Emily.haw@redcross.org.sg)

### **14-19**

Certified first aiders can volunteer to be deployed when there is an emergency at the Singapore Air Show 2012. Volunteers must be able to report to Singapore Red Cross within one hour of activation. Please call Margaret at 66640553 or email her at [Margaret.wee@redcross.org.sg](mailto:Margaret.wee@redcross.org.sg) if interested.

