

redcross⁺

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A MAGAZINE BY SINGAPORE RED CROSS



**ALL SET TO EXPAND
LOCAL COMMUNITY
SERVICES AND OUTREACH**

Inside this issue:

**PSYCHOLOGICAL FIRST AID
FOR COMMUNITY RESILIENCE**

**TAKE A BOWL
FOR SOCIAL
INCLUSIVENESS**

THERE ARE 957,246 VEHICLES*
IN SINGAPORE.

YET FOR SOME, GOING ANYWHERE IS A CHALLENGE.



Make a Donation
TransportAid



It's easy to forget that some of us can't go out or travel on our own.
With your help, vulnerable people like Choon Kim will be able to access medical treatment.

Donate at redcross.sg or call 6664 0500 to help.

*Source: LTA



SINGAPORE

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SRC Chairman Tee Tua Ba and Secretary General / CEO Benjamin William present a model of the new 8-storey building to President and Patron at Red Cross House, following the SRC Awards 2016.

EDITORIAL COMMITTEE

Eleanor Slade
Tang Chun Tuck
Clive Sin
Ng Hui Ling

Eileen Cher
Adele Tan
Agnotti Mohamed Kassim
Hsu Nan-Ting

Joyce Tan
Law Xinying
Sondra Foo



Celebrating National Day
Page 5



**Psychological first aid,
first in Southeast Asia**
Pages 18 & 19



**Remembering our Patron,
former President
SR Nathan
1924 - 2016**



Over the past six decades, we have built a brand that is synonymous with disaster management, blood donor recruitment and first aid. However, our suite of community services - Community-Led Action for REsilience (C.L.A.R.E.), FoodAid, TransportAid and Red Cross Home for the Disabled and Day Activity Centre - receive less attention.

To raise awareness and hence, support and funding for our local services, we invited our beneficiaries to share their stories with Singapore, and the result was a moving campaign with real people, and heartfelt stories. By highlighting those who have fallen through the cracks, we addressed a common misnomer that people in Singapore need no help. Affluent as we may be, there are still many who need a helping hand. Be sure to watch the videos on our YouTube or Facebook.

In this issue, we share Mdm Koh Bee Eng's story of her daughter, Chua Sor Bee, who lives in the Red Cross Home for the Disabled (page 23). We hope this, and the other stories, will inspire you to join our efforts to make life better for the vulnerable by making a donation at redcross.sg.

We are also proud to have been awarded the inaugural Charity Transparency Award by the Charity Council (page 5). It is a significant achievement, considering there were 2,215 registered charities in 2015, and only 35 were selected to receive this prestigious Award. This affirmation from the Council will drive us to press on with our efforts to ensure good governance, proper financial management and transparency.

The Singapore Red Cross has seen a hive of activity over the last few months. We held the annual SRC Awards, where we recognise 26 individuals and seven organisations for their immense contributions, and hosted our Patron, President Tony Tan, to a visit of the Red Cross House where he met with Red Cross Youth leaders and beneficiaries (pages 14 & 15).

On World First Aid Day, we launched the nation's first Psychological First

Aid public training, which serves as an additional line of defence to make Singapore strong (pages 18 & 19). We also set the record for Singapore's largest simultaneous first aid demonstration (page 9)!

Besides that, we ran two social campaigns (#MissingTypeSG & #Needleface - pages 10 & 11) to raise awareness of the constant need for blood, and to debunk the myth that blood donation hurts. If you have ideas on how we can reach more people, drop us a line on Facebook. We are always happy to hear from you.

As we wrap up a busy but fulfilling year, I give thanks to YOU - our volunteer, employee, donor or partner - for your dedication and support. I wish you a wonderful end to 2016, and a great start to the new year. We count on your continual goodwill to build an empowered and resilient community.

Benjamin William
Secretary General / CEO



AFFIRMATION OF GOOD GOVERNANCE & TRANSPARENCY

In 2013, the Singapore Red Cross (SRC) attained top honours in the Charity Governance Awards. On 28 September, we received another accolade for being one of the nation's best governed charities.

SRC Chairman Tee Tua Ba received the inaugural Charity Transparency Award from Gerard Ee, Chairman of The Charity Council.

"As a Society, we strive for excellence both in our service, as well as our governance and management. We are happy to receive this award, not only because it shines the spotlight on Singapore Red Cross, but more importantly, it is a clear signal that we take seriously the need for good governance and transparency," says Chairman Tee.



INSTRUCTORS WHO INSPIRE



More than 120 Red Cross Youth (RCY) cadets were recently initiated as certified Unit Instructors at the Unit Instructors' Camp 2016 held at the Red Cross Training Campsite on 3 and 4 September. The camp was attended by proud parents who witnessed the transformation of their children

from RCY cadets to Unit Instructors, responsible for inspiring their juniors!

A contact session on 19 August preceded the camp. The camp and the contact session were both part of the Unit Instructors Programme (UIP).

CELEBRATING NATIONAL DAY

At Singapore's 51st National Day Celebrations at the Sports Hub this year, we mobilised 120 volunteers for Community First Aid and 32 volunteers for disaster management. Red Cross Youth also fielded a proud marching contingent of 56.



RELIEF AID IN THE PHILIPPINES AND VIETNAM



Singapore Red Cross (SRC) has committed S\$100,000 for the Philippines and S\$50,000 for

Vietnam, in emergency response for Typhoons Ferdie (Meranti), Karen (Sarika) and Haima (Lawin).



We also deployed two teams, comprising volunteers and staff, to the Philippines and Vietnam from 26 October to 30 October and from 28 October to 1 November respectively. The first team was mobilised to one of the most affected areas, Cagayan Tuguegarao to support disaster response services of the Philippines Red Cross (PRC). The second team was deployed to Ha Tinh province to support Viet Nam Red Cross. They helped to distribute blankets, shelter materials, hot meals, family and food packs and biscuits to the communities affected by the series of typhoons.



HEALTH IS WEALTH

Singapore Red Cross (SRC) mobilised a team of volunteers, comprising seven nurses and an Operations Specialist, to Myanmar for an Overseas Humanitarian Programme from 18 September to 24 September. Besides providing health screening,

the team shared health-related issues with the healthcare staff and people of Auk-Ma-Oo-Tone village. They also interacted with the villagers through various community bonding activities. Previously, SRC assisted in building a school in the same village.

HUMANITY ON THE GREENS

Photos by Teo Wei Keong, Volunteer



About 140 golfers gathered to swing the club for a good cause at Orchid Country Club on 4 October, raising S\$150,000 for Singapore Red Cross' local humanitarian efforts such as Community-Led Action for REsilience (C.L.A.R.E), FoodAid, TransportAid and the Red Cross Home for the Disabled. Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health, graced the event as the Guest-of-Honour.



SRC Chairman Tee Tua Ba and Organising Chairperson of Red Cross Charity Golf 2016, Tan Chong Huat present a token of appreciation to Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health, for gracing the event as our Guest-of-Honour.

OUR COMMUNITY-LED ACTION FOR RESILIENCE JOURNAL



6 AUGUST

Collaborated with Tampines West Community Emergency and Engagement Committees (C2E) to provide first aid coverage at Tampines West's National Day Carnival.



9 AUGUST

Demonstrated how bandages should be administered, at an outreach activity to enhance first aid awareness at Tampines Green RC National Day Observance.



4 SEPTEMBER

After a talk by Bedok CC aimed at raising awareness of the mosquito wipeout against Zika, we went house-to-house to spread awareness of Zika and the steps residents could take to stay safe.



21 AUGUST

Attended the Volunteer Basic Technical Training on Eldercare. Amongst the things they learnt were transfer technique, home safety, fall prevention at home, basic monitoring of vital signs (blood pressure and glucose level), and managing common illnesses (respiratory, dementia, diabetes, depression, and hypertension).



4 SEPTEMBER

Psychological First Aid training for our second batch of C.L.A.R.E volunteers! We learnt how to connect, communicate compassionately, and to offer comfort and practical assistance to help affected people address their immediate needs.

7 AUGUST

Promoted awareness of the C.L.A.R.E service and shared about the complimentary Caregivers Basic First Aid for Elderly course at an outreach activity held in Bedok. This was prior to a 51 km cycling event where three of our Red Cross Youth participated and provided first aid coverage.



28 AUGUST

Got trained in a "transfer technique" at Jamiyah Home. Now we can better assist the elderly in using the walking frame and transferring them from the wheelchair /crutches to the bed and vice versa.



10 SEPTEMBER

Played a role setting the record for Singapore's largest simultaneous first aid demonstration on World First Aid Day (see page 9). Raised awareness of C.L.A.R.E at an outreach activity at Club@West in conjunction with the launch of Bulan Bahasa (language month in Malay). We all wore traditional Malay clothes in support of Malay traditions. It was fun! :-)

IT'S A RECORD!

Photos by Daniela Ong, Volunteer and Sondra Foo, Corporate Communications and Marketing

454 Red Cross Youth, Community-Led Action for REsilience (C.L.A.R.E.) volunteers and partners successfully set the record for Singapore's largest simultaneous first aid demonstration on World First Aid Day on 10 September at Tampines Hub. Let's have a chat with our record breakers!



"I feel very happy because I can help people with first aid!" Alya Kalysa, 9



"This event is memorable to me. Today, we learnt how to save lives," Krishna Yadav, 10



"Hopefully, we can break another record next year! We could have up to 1,000 people engage in the first aid demo!" Katherine Lim Xiang Xuan, 15



With Red Cross Youth - Bukit Panjang Primary School



"I can save people with first aid skills. After today, I can do better in my first aid." Muhammad Zamir, 17



"I had fun learning to save lives!" Jesse Rajmohan, 10

_RE_Y_U THE #MISSING TYPE?

Singapore Red Cross (SRC) and the Health Sciences Authority (HSA) launched the International Missing Type campaign locally on 16 July.

During the week-long campaign, organisations and individuals removed their As, Os and Bs (letters that make

up the blood group system) from their websites, social media profiles and branding. The campaign, which aimed to highlight the need for more people to come forward to give blood, generated much hype!

Sixty organisations came onboard by dropping the alphabets As, Os and Bs from their names. Officials from the Ministry of Health including Minister Gan Kim Yong, Dr Amy Khor, Dr Lam Pin Min and Chee Hong Tat joined the campaign on Facebook alongside countless individuals!



#needleface Campaign

Riding on #MissingType campaign's success, #Needleface is a social media campaign for youths to raise awareness about blood donation amongst other youths.

your
Selfie
here

How to Participate:

1. Head down to your nearest bloodbank (HSA, Dhoby Ghaut, Westgate Tower, Woodlands) or blood drive to donate blood.
2. Take a photo/video selfie, hashtag #needleface, and upload onto your Facebook and Instagram to show your #needleface and challenge your friends to do the same. Motivate them to conquer their fear of needles, experience that blood donation is relatively painless and most importantly it saves lives.
3. Help to spread word about the importance of blood donation and inspire others to join you in this meaningful cause.

TAKE A BOWL FOR SOCIAL INCLUSIVENESS

Story by Samantha Ho and photos by Fauzi Azman, Red Cross Youth



Following a successful Red Cross Youth (RCY) Club launch at (APSN) Delta Senior School in June, RCY established a Social Inclusion Committee comprising six members. The Committee would plan three events aimed at forging the bonds of youth with and without intellectual disabilities, as they interact and learn together.

After much deliberation, we decided that the inaugural event would be bowling! After all, what's more fun than donning a pair of good, old retro lace-ups and tossing a ball at a bunch of bowling pins?

On 8 September, more than 40 RCY members from (APSN) Delta Senior School, Fuhua Secondary School, Executive Committee and Social Inclusion Committee came together for a friendly game of bowling at Home Team NS Bukit Batok.

Director of RCY, Sahari Ani delivered a motivating speech to invigorate the players. He then kicked off the event with a ceremonial first bowl.



There was excitement in the air as player after player scored round after round. A few players had trouble playing, especially those who had never bowled before. However, a few of the more able players did their best to coach the less able, by pointing out common mistakes and carefully adjusting the swing of the players' arms. Soon, they were much better at playing and even managed to score a spare or two!

The champion, runner-up and second-runner-up were conferred certificates for their outstanding performance. All the participants received a goodie bag containing Red Cross-related memorabilia and a certificate of participation.

Participants invited forged new friendships and learnt new skills, fulfilling the purpose of the event. The event concluded on a successful note!

SINGAPORE RED CROSS BUILDS TWO NEW FIRST AID STATIONS ALONG "DEATH HIGHWAY"



Why is the Yangon-Mandalay Expressway known as the "death highway"?

- In 2014 alone, 4,313 deaths occurred along the highway¹
- Injuries tripled from 170 in 2009 to 2010, to 622 in 2013 to 2014².
- In the 15 months prior to the first aid station opening on 25 February 2013, there were 140 accidents with 20 fatalities.
- Myanmar emerged the second for the highest number of road deaths per capita in the Southeast Asian region³.

"A highway police officer came riding by the front gate at 4.15pm and shouted 'Accident!' In less than a minute, the Myanmar Red Cross Society's (MRCS) first aiders boarded their ambulance enroute to the scene, escorted by the police outrider," shared Chew Lip Heng, one in a team of three Singapore Red Cross (SRC) volunteers deployed to MRCS' ambulance and first aid services unit from 26 to 28 July.

Together with Aye Hnin Yu and Dennis Mark, the trio was assigned to the Emergency First Aid Station at the 115 mile mark on the Yangon-Mandalay Expressway, also known as the "Death Highway", to share knowledge and respond to emergencies.

"Travellers passing through and workers based in the area also receive first aid at the station. The Phyu township is ten minutes away by car and the station may be called out to assist in nearby cases in the local community. The connecting

node to the pre-existing Yangon Bagan Highway is a T-junction that attracts frequent accidents," explained Chew.

The first aid station includes an operations and treatment room, and garages for the ambulances.

"The first aider ambulance team is made up of six responders. The team stays on-site, cooks their own meals, functioning as if they are a household. The ambulance service is on standby round-the-clock and may be called out by the highway police, fire service and other authorities. The police is located alongside the station, while the fire post is at the other end of the rest area, enroute to Phyu township," shared Chew.

He said, "We exchanged views with MRCS on first aid, CPR, AED and related skills. These were very insightful. While the MRC team was impressed with the wide availability of AEDs in Singapore and the operation

of the device, we learnt the steps to deliver an infant in an emergency."

"We made many friends during the trip. The availability of social media such as Viber has kept us in touch with our Myanmar friends after the attachment was over."

Besides the First Aid station at the 115 mile mark, there is another First Aid station at the 285 mile mark. Both were jointly built by SRC and MRCS back in 2013. MRCS has been providing first aid training, on-the-job familiarisation to the ambulance team and ambulance services along the highway since November 2011.

Recently in August, SRC committed to build two additional first aid stations (located at the 40 mile and 320 mile mark) and provide ambulances along the highway. Operational 24-hours daily, each first aid station provides pre-hospital triage and ambulances to transport accident victims to the nearest hospital.

¹ - Based on an article "Singapore funds two more first aid outposts along 'death highway' in Myanmar Times on 2 August 2016

² - Based on JICA's 2015 Data Collection Survey for the Yangon Urban Expressway Project, (Final Report)

³ - Based on a World Health Organisation survey in 2015



ALL SET TO EXPAND LOCAL COMMUNITY SERVICES AND OUTREACH

Photos by Teo Wei Keong, Volunteer

SRC Chairman Tee Tua Ba and Secretary General / CEO Benjamin William presented SRC's local community services expansion plans, juxtaposed against the global 'One Billion Coalition for Resilience' transformative initiative, to SRC Patron President Tony Tan Keng Yam,

who visited the Red Cross House to preside over the SRC Awards Ceremony as Guest-of-Honour (see page 16) on 6 October.

They presented the model of the 8-storey new building to President, who interacted with beneficiaries profiled in

SRC's new campaign. Red Cross Youth leaders shared their efforts in social inclusion, blood ambassadorship, as well as local and overseas humanitarian programmes, and the Singapore Red Cross Academy briefed President on their work in training 'one first aider in every home'.



"I am heartened that SRC will scale up its humanitarian services to empower more people with lifesaving skills, and to strengthen community resilience. I am also glad that SRC announced its plans to construct a new building which will support the expansion of local community services. The new building will provide more resources and opportunities for people to embrace volunteerism and philanthropy in their humanitarian endeavours."

President Tony Tan, SRC Patron

"Our new expanded premises will serve as a hub for the growth of our humanitarian services. This will enable the Singapore Red Cross to play a key role in empowering the community to be better prepared for emergencies. Not only are we are committed to ramping up our outreach to volunteers and beneficiaries; with the new building, we will launch new services, such as a day-activity centre in the city, an elder-care monitoring service, and new social enterprises to boost our support for vulnerable groups in our community."

Tee Tua Ba, SRC Chairman

Plans to strengthen community resilience

- Increase capacity to train more people in first aid - physical and psychological
- Augment blood donation advocacy programmes, and expand its pool of blood donors to 3 percent from 1.8 percent of the residential population
- Enhance response to local and regional disasters, with a special focus on disaster risk reduction
- Boost fleet of transporters to serve more elders and persons with disabilities



▲ Youth leaders Raheja Binte Jamaludin and Joel Ee share their Overseas Humanitarian Programme experiences with President.



▲ Soon Zhi Yuan, Head Specialist, Youth Ambassadors' Blood Programme (YABP) and President's Red Cross Youth Award 2016 recipient, shares blood donation advocacy efforts and drives initiated by YABP.



▲ President interacts with caregivers of beneficiaries of Red Cross Home for the Disabled and Day Activity Centre.

President speaks with Community-Led Action for REsilience (C.L.A.R.E) beneficiary, De Silva Petiyaga Arther Bernard, who at 76, is one of 41,000 seniors in Singapore who live alone. Over the past two years, Singapore Red Cross volunteers such as Bibi Jahan d/o Peer Mohammed and Ravis Cherry, Tan have made regular home visits to vulnerable people as part of the C.L.A.R.E programme. Trained in first response and eldercare, these volunteers care for the elderly people in their neighbourhoods.



▲ Ambrose Lee, Assistant Head of Singapore Red Cross Academy, shares details of the Citizen First Responder course, launched on National Life Saving Day.



▲ Andy Wee Boon Teck of RCY Club @ APSN Delta Senior School and Mathilda Ho of Red Cross Youth Social Inclusion Working Group engage President on Singapore's first inclusive club for youth with and without intellectual disability.



▲ Hear De Silva's story on YouTube.



MAKING AN IMPACT

Photos by Teo Wei Keong, Volunteer

Our heartiest congratulations to the 26 individuals and seven organisations that were recognised for their invaluable contributions at this year's Awards Ceremony on 6 October at Red Cross House. Collectively, they ensure Singapore Red Cross remains a strong National Society, effective in its mandate of serving the most vulnerable and saving lives.



Distinguished Service Award

- Axel Chan
- Han Eng Juan

Outstanding Service Award

- Raymond Tang Kiam Chuan

Friend of Singapore Red Cross

- Dato Pang Leong Siang
- Wong Siow Lai
- The 'English Language Development' Group
- 3M Nexcare
- Bloomberg L.P.
- Macy's Merchandising Group International LLC (Singapore Branch)
- Bedok Community Emergency and Engagement
- Compassvale Secondary School
- Raffles Institution

President's Youth Award

- Chia Hui Yi
- Hoo Jia Wen
- Reginia Loh Sook Yee
- Edwin Seah Tian Rong
- Soon Zhi Yuan
- Ariel Tan Yi En

Commendation Award

- Abdul Jamal Bin Abdul Hameed
- Aye Hnin Yu
- Wilson Boey Fook Wah
- Eddie Chee Eng Hua
- Tony Kee Eng Tiam
- Melinda Ng May Yeng
- Emily Ong Guek Keng
- Tai Wai Peng
- Tan Lay Tin
- Peter Tung Poh Wah
- Zhang Sheng Jie

Outstanding Employee Award

- Lim Theam Poh
- Serene Chia
- Staff Nurse Lee Kwee Luang
- Staff Nurse Thong Swee Kam

"Over the years, SRC's volunteers and donors have contributed significantly to the spirit of community service in Singapore."
President Tony Tan, SRC Patron

Distinguished Service Award



"I am very humbled. I always thought Red Cross is a wonderful humanitarian movement and that I could try to do what I could do for it.

What motivates me about giving back to the society is that we are very blessed in Singapore, but it's not the same in our neighbouring countries and in the wider world. I think we should use the resources the good fortune to help others."

Axel Chan served as a Council member from 2007, SRC's Vice Chairman from 2010 to 2016, and a member of the Corporate Governance and Nomination Committee (CNGC) where he continues to serve since 2012.

Outstanding Service Award



"When I was a youth member in primary school, my teacher left a significant impact on me; I never forgot the Red Cross, and the love and compassion we need to give in humanitarian service. I am surprised to receive the award but I feel that my years of service were recognised."

Raymond Tang started out as a member of Red Cross Youth, and climbed through the ranks to become the Assistant Director of Red Cross Youth. Besides supporting SRC's fundraising activities, he is also an active member of the Management Committee of the Red Cross Home for the Disabled.

Friend of SRC Award



"It is a pleasure for 3M Nexcare to sponsor the Singapore Red Cross over the past few years. We want to give back to help people so their lives can improve; we have the capability and innovative ideas and technology to team up with the Red Cross, especially for the younger generations. This award gives us the opportunity to further support the organisation to do more good things. We're so excited to be part of it."

Claire Chiang, General Manager, Consumer Business Group, 3M Singapore. **3M Nexcare** is an avid partner of SRC's first aid advocacy and public education efforts.

President's Youth Award



"I chose the Singapore Red Cross as a CCA because I can learn invaluable skills such as first aid and disaster management, and reach out to help people in the community. I felt I learnt more about myself and others through Red Cross. At Red Cross Youth, we learn about discipline, and that enables us to grow as a person."

Senior Warrant Officer
Ariel Tan Yi En

Commendation Award



"By receiving this award, I hope it will motivate those with first aid knowledge to come forward to volunteer with FAOW. It is important that we know how to react when an emergency situation happens. Joining FAOW will help ensure that you are first aid ready and always prepared for emergencies that may arise."

Peter Tung, Programme Coordinator of First Aider on Wheels (FAOW) and auxiliary staff

Outstanding Employee Award



"I feel glad that I can make a difference in the lives of our residents who are physically and mentally disabled. I am glad to be of service to them over these 12 years. I give them comfort when they are uncomfortable."

Staff Nurse Lee Kwee Luang
 Red Cross Home for the Disabled

PSYCHOLOGICAL FIRST AID, FOR COMMUNITY RESILIENCE

A second line of defence, to help people bounce back from crises

Photo by Daniela Ong, Volunteer



With SRC Council Member Laurence Goh, Minister for the Environment and Water Resources and Member of Parliament for Tampines GRC Masagos Zulkifli presents certificates to volunteers trained in Psychological First Aid at the launch event.

Singapore Red Cross launched Singapore's first public training in Psychological First Aid on World First Aid Day, 10 September. It is the latest in the society's efforts to offer innovative ways for people to play a role in helping their family and community in times of crisis.

Minister for the Environment and Water Resources and Member of Parliament for Tampines GRC Masagos Zulkifli shared in his speech, "The Singapore Red Cross has been at the forefront of national efforts to have "one first aider in every home"; having ramped up its offering of new-to-market courses customised for special groups. Psychological first aid, which empowers residents to look out for and stand alongside one another in solidarity, bodes well for community resilience."

The one-day course trains participants to offer basic support, practical help and information, while showing empathy, concern, respect and restoring confidence in the affected person. Psychological First Aid addresses the emotional states of a person, and aims to increase their ability to be resilient and overcome challenges.

Singapore Red Cross Secretary General / CEO Benjamin William, said, "In a crisis situation, there is normally both physical and mental trauma. Psychological First Aid is therefore an important enhancement to providing physical first aid. It is the starting point for providing other forms of support, and can help victims cope with the situation and speed up the recovery process. It also serves as an additional line of defence to help

Singapore respond to and bounce back from crisis. We believe that in the current global security environment, it is now more relevant than ever before. It supports SG Secure and can be a key component in helping build a resilient Singapore that is strong and prepared for adversity."

The significance of psychological first aid extends beyond large-scale crisis situations. It is also important in ongoing day-to-day situations within families and the community. Psychological First Aid empowers people to better care for and understand one another and forges stronger and closer communal bonds, making Singapore a more cohesive and resilient community.

PSYCHOLOGICAL FIRST AID

What is Psychological First Aid (PFA)?

PFA refers to the early assistance given in the form of emotional support or other practical help to people affected by an emergency or crisis, during or immediately after it happens, in a supportive and non-intrusive manner.

Is Psychological First Aid similar to Mental Health First Aid?

No, Mental Health First Aid refers to the help given to people with mental health problems or in a mental health crisis. Mental Health First aid can also be provided to those who are undergoing worsening mental health conditions before professional help arrives.

Psychological First Aid course

Learn to connect, and communicate compassionately, and to offer comfort and practical assistance to help affected people address their immediate needs.

Duration:

8 hours (includes role play, paired / group activities, peer-to-peer observations)

Fee:

S\$120

To register:

Email academy@redcross.sg /
call **6664 0500**

For more information:

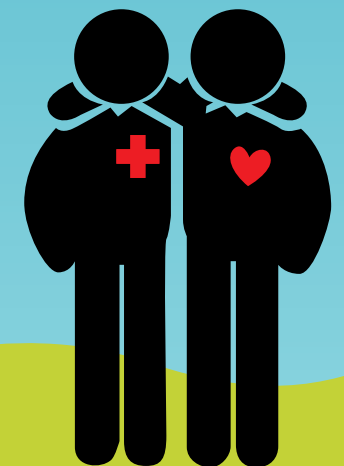
redcross.sg

Is this course only for those who are trained in the areas of Psychology and Counselling?

No! Anyone around us can be affected during an emergency or crisis. Become a PFA provider and lend that helping hand to those affected.

Do I need to have prior knowledge on psychology or counselling to attend this course?

No, this course will teach you the basic skills and knowledge of being a PFA provider! Learn to provide immediate assistance to those affected before it worsens.



70th ANNIVERSARY OF THE NATIONAL BLOOD PROGRAMME

Over the past 70 years, our National Blood Programme has evolved in many ways!



PAST:

Before 1965, reusable glass bottles and rubber tubing were used repeatedly for blood donations - a dated practice that increased the chances of blood-borne diseases.

PRESENT:

Today, blood donation is so much safer! Glass bottles and rubber tubing have been replaced with disposable plastic blood collection bags and infusion sets. These pre-sterilised one-time use kits have made it near impossible to catch infectious diseases from donating blood. So you can rest easy when you donate.

PAST:

With only one blood bank available, it was a hassle for donors to give blood regularly. If they could not find the time to visit the facility, they had no choice but to either keep an eye out for the blood mobile bus that made its rounds in Singapore, or wait for blood drives to be held at workplaces and educational institutions nearby.

PRESENT:

Today, you can help save lives in more locations in Singapore. We have four blood banks – located near schools, workplaces and shopping malls. These are on top of regular mobile blood drives. Saving lives has never been more convenient.

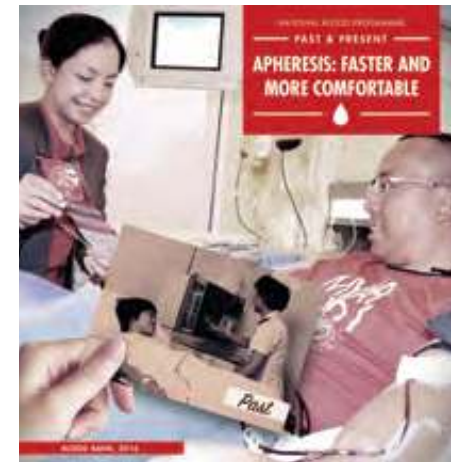


PAST:

The prelude to the actual process of blood collection used to take so much longer with staff having to retrieve a donor's record book for every donation.

PRESENT:

Today, we've done away with time-consuming physical donor books. Keying in an identification number is all it takes to retrieve a record. On top of that, potential donors can book an appointment online and get alerts on what type of blood is running low through the mobile app. Now, they can pop in and out of the facility without having to wait too long to save lives.



PAST:

The apheresis programme started in 1979. Back then, the process was a tedious two hours and involved the use of both arms.

PRESENT:

Much to the delight of donors, new machines were introduced in the 1990's – enabling apheresis to be performed on just one arm. The collection time was also halved to a quick 60 minutes.

PAST:

Since 1966, the Awards Presentation Ceremony for Champion Donors has been held annually. Initially, individuals who made 50-100 donations were recognised for their remarkable contributions. By the late 80s, we had identified over 200 Champion Blood Donors.

PRESENT:

To celebrate the different milestones of our donors, we introduced four new levels of awards – Ruby, Diamond, Champion of Champions and Medal for Life.

Today, a staggering 1,500 individuals have earned the title of Champion Blood Donor. Blood Mobile Organisers, on the other hand, are awarded a Gold or Merit award for their efforts. Without their dedication and that of all our donors answering the call for help every day, Singapore would run out of precious blood.



PAST:

In 1969, donated blood was only tested for Syphilis. New discoveries of blood transfusion-transmitted diseases prompted pre-donation screenings to become more rigorous. Tests for Hepatitis B, HIV and Hepatitis C were introduced in 1973, 1986 and 1991 respectively.

PRESENT:

Blood recipients can now take comfort in knowing that advances in medical technology have made it so much safer – the window for infectious disease detection has become shorter and more accurate. Nucleic Acid Testing was introduced in 2000 for HIV and Hepatitis C, and in 2004 for Hepatitis B – minimising the chance of patients contracting blood-borne diseases from transfusions.

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**

A GIFT OF
\$20

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

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

A GIFT OF
\$50

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

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

A GIFT OF
\$90

FEEDS a FAMILY of **4** for



1 WHOLE MONTH

A GIFT OF
\$200

Yes! I want to make the difference.

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

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

For more information, please visit redcross.sg or connect with us at facebook.com/scredcross.

In a gentle way, you can shake the world.

Profile

FINDING A LOVING SANCTUARY

By Joyce Tan, Corporate Communications and Marketing



Hear her story on YouTube

For many of us, it is hard to imagine life as a 13 year old, washing dishes to earn \$1 a day. For Mdm Koh Bee Eng, 82, it was her reality. She did her part to support her family while her mother ironed clothes for a living. At 15, she started work on a factory assembly line and by 18, she was married.

Chua Sor Bee, 56, is the second eldest of Mdm Koh's six children. A chatty and amiable child, Sor Bee loved to play with the neighbours' children, and spoke fluent Malay and Teochew. Sadly, when Sor Bee turned nine, tragedy struck. She had a high fever which caused her to suffer devastating permanent physical and mental disabilities. To this day, Mdm Koh blames herself for her daughter's condition.

In 2011, Mdm Koh's husband passed on after a long illness, and her other children moved out to lead their own lives. Mdm Koh, then 77, struggled to make ends meet as a cleaner while caring for Sor Bee on her own. She had no choice but to leave her daughter alone for long stretches of time.

Left to her own devices, Sor Bee had no concept of mealtimes or medication schedules. When hunger pangs hit, she devoured breakfast and lunch all at once, along with every dose of medication within her reach. She also destroyed household items out of boredom and frustration.

Mdm Koh once returned from work to find all the contents of her kitchen - plates, cutlery, food - strewn all over the house. Sor Bee had also overturned an entire wooden cabinet, shattering its glass panels in the process.

Mdm Koh recalled, "I was so upset and hysterical from worry. My first instinct was to reprimand her, but I was crying at the same time because I knew that it wasn't her fault. She just didn't know any better, and I had no idea what else I could do. After seeing the sadness in her eyes, I just hugged her tightly, and we both held each other and cried."

On multiple occasions, Mdm Koh discovered Sor Bee lying on the floor with bruises and scrapes all over her

body, the result of dangerous falls while alone at home.

For decades, finding care for Sor Bee seemed impossible, and friends who were aware of the plight of mother and daughter tried to find ways to help them. The tides finally turned when a friend chanced upon a newspaper article about the Red Cross Home for the Disabled (RCHD), and encouraged Mdm Koh to get Sor Bee a place there.

To her immense relief, Sor Bee was welcomed to RCHD's female ward, and she now receives round-the-clock care by a team of dedicated nursing professionals. In 2015, Mdm Koh could finally stop working at the age of 81.

There are ordinary things that many of us often take for granted, such as the ability to feed ourselves or to earn a living. But there are those in our midst who are silent, defenceless, and feel like they have no place in the community and nobody to turn to.

Every bit of help counts, and yours will go a long way.

BLOOD RECIPIENT TURNS BLOOD DONATION ADVOCATE

By Sondra Foo, Corporate Communications and Marketing,



Takalah Tan was at the prime of his life. He was a commando, a lightweight boxing champion, a triathlete, a skydiver, a bungee-jumper and a scuba diver all rolled into one. He landed in a promising career in a coveted multinational company at 24, and was all set for a bright future. But all that changed after a motorcycle accident on 24 May 1994.

The accident sent him catapulting 70 metres from the right-most lane to the shoulder curb.

"I suffered severe head injuries, permanent amnesia, and blindness in my left eye. My shoulder was dislocated and my right shin was shortened. At one stage, my surgeon told me I had 0.1 percent chance of survival. I lost one third of my blood. Due to available donated blood, I survived," he shared.

He suffered another setback when his dad passed away three months later, due to a heart attack.

"I felt my father shouldn't have forsaken his heart-bypass appointment for

me. During the first few months after my father's passing, I contemplated suicide," he acknowledged.

A few months down the road, he found the inner strength to transform his negativity to positivity.

He said, "I told myself that my father died to pay my debts, so I must keep improving myself."

He counted himself fortunate that he had friends and relatives who never gave up hope on him. However, he had to re-learn everything he once knew.

"I had to grow up through the different ages again, and do so most speedily. I had to learn about my life before the accident. From the number of trophies in my cabinet, I learnt I used to be very active in sports," he said.

Six months after the accident, he started working; starting out as a cleaner, a food stall assistant, an administrative staff, a primary / secondary school teacher and a call centre customer service

More than **109,190** units of blood were used last year, and blood usage will continue to rise by 3 to 5 percent annually to **220,000** units by 2030.

Currently, only **1.83** percent of Singapore's residential population are blood donors (**71,277** blood donors).

Blood Usage in Singapore*

- General Surgery - **54%**
(Of this, orthopedic surgery makes up 12% while heart and chest surgery constitutes 7%)
- General Medicine - **31%**
- Haematology - **9%**
- Accident & Emergency - **6%**

* The figures are representative of Singapore's blood usage in 2015.

representative. Unfortunately, he could not hold the jobs due to his poor memory.

True to his name "Takalah" ("can't lose" in Malay) which he adopted in 1984 to write to pen-friends, he did not give up. Armed with a Post Graduate Diploma in Health Science and Education, he finds hope in being a motivational speaker.

Takalah, 46, is a living testament that courage, inner strength, and undaunting spirit can indeed triumph over tremendous adversity.

To regain his fitness, he jogs and swims regularly. He also donates blood quarterly. By the forthcoming Lunar New Year, Takalah would have donated blood 50 times!

"I won't be alive had it not been for the blood donors. I hope to inspire people to donate blood as my way of contributing back to society. Patients need blood for unforeseen circumstances or to sustain their lives because of a medical condition. We must keep giving," explained Takalah.

OUR VERY OWN "FLORENCE NIGHTINGALE"

Story by Sondra Foo, and Photo by Agnotti Mohamed Kassim, Corporate Communications and Marketing

On the occasion of Nurses Day, Red Cross News speaks to Rocelle M Casuga, one of Red Cross Home for the Disabled's (RCHD) team of dedicated nursing and healthcare aides, who care for more than 100 persons with disabilities.



"When we see how vulnerable they are, we feel motivated to shower them with love, and give them good quality care, so their families have the peace of mind."
Rocelle M Casuga

For Rocelle, 27, it was a phone call from her mother's friend that changed her life.

For two years, Rocelle was working at the Tertiary Hospital in the Philippines upon graduation from Union Christian College with a Bachelor of Nursing in 2010. A friend of her mother lives in Singapore, and saw a job opening at the Red Cross Home for the Disabled (RCHD) in Singapore.

Rocelle was trained in Standard First Aid by the Philippine Red Cross, and thought the job opportunity challenged her to do something for the Red Cross, in another country.

"I wanted to gain the experience of living in another country, to see how I

can serve, and care for people of other ethnicities," said Rocelle.

The first month she spent in Singapore was challenging, as she had to adjust to the new environment, and she missed her family. Things got better as she made friends whom she could turn to.

Her unconditional love for the residents shines through her empathy of their vulnerability.

"I enjoy working here because of the residents. Nursing is my passion. It's my calling. I really prayed for it. When they (residents) are sick or are in pain, we feel their pain. While we are not doctors, we do our best to alleviate their pain and to make them more comfortable," explained Rocelle.

"It's nice to see the residents smiling. That never fails to touch my heart. They are so happy during breakfast and at parties. I enjoy interacting with them," shared Rocelle.

Well-regarded by her peers, Rocelle became the team leader from 2012 to 2015 and the house mother from 2015 to July 2016.

"As a house mother, one of my top concerns was the welfare of my colleagues. Besides ensuring that they are well-rested and productive, I optimised their work schedules. If they encountered problems, I counselled them," explained Roselle.

She enjoys organising celebrations, and has been part of the Christmas celebrations for the past three years.

"I enjoy working with my colleagues on the programme line-up, decorations, performances, and getting involved in preparing the food, games and gifts with my colleagues. I also did video-editing and photography. It is so rewarding to see the fruits of our labour. When my colleagues are happy, it makes me happy too," she shared.

Remarkably, Rocelle's passion to serve brought joy not only to the beneficiaries, but also to her fellow colleagues.

ENRICHED AND INSPIRED

Mathilda Ho, 26, was one of two representatives from Singapore Red Cross Youth who attended the 5th Model International Federation of Red Cross and Red Crescent Societies (IFRC) General Assembly (MIGA) Conference in Gyeonggi-do, South Korea from 9 to 15 August.

Mathilda, who was conferred the Individual Hope Award at MIGA, shares her experience with Red Cross News.

1. Tell us about MIGA.

An annual conference, MIGA is organised and hosted by the Korean Red Cross Society. There were two plenary sessions, five workshops, and a final drafting committee meeting where I sat in as an Observer, witnessing the process of drafting the final Decision Paper for the conference. Throughout the five-day programme, we interacted with more than 160 participants from over 29 National Societies.

2. How did you feel about being nominated to attend MIGA?

I am very grateful to be nominated. One of the sub-agendas was on Social Inclusion, an area which I am a strong advocate for. Besides being involved in the launch of RCY Club in the Association for Persons with Special Needs (APSN) Delta Senior School in July 2016, I am also a member of the Red Cross Youth (RCY) Social Inclusion Working Group aimed at promoting the inclusion of Persons with Intellectual Disabilities (PWIDs) in SRC and the larger community.

I felt empowered as a youth to share my thoughts and opinions with global delegates, on a topic that I am extremely passionate about. I applaud the Korean Red Cross Society for



Mathilda Ho (second from left), with Vincent Toh, Red Cross Youth Secretariat, MD Inban of Bangladesh Red Cross and Rachel Wong, Hong Kong Red Cross and East Asia Chair at the opening ceremony.

creating the MIGA experience; not only to promote youth engagement, but also to demonstrate that youth can indeed play a part in shaping initiatives and creating positive impact through the Red Cross Red Crescent Movement.

3. List three most valuable lessons from this trip?

- To acknowledge and respect the diversity of views despite differing cultures, customs and values.
- That asking questions will help clarify doubts, avoid misunderstandings and enable us to play an active role in discussions as we exchange knowledge and best practices while challenging the norm and formulating new ideas.
- That we can reach a consensus by effectively communicating ideas and negotiating tangible actions to be adopted.

4. How did you feel about being presented with the Individual Hope Award?

As a delegate from Singapore Red Cross (SRC), attending MIGA was in itself a huge reward, as I learnt much from youths who were knowledgeable and passionate about making a difference. I am pleased to be recognised for my contributions to the 5th MIGA, and honoured to have received the Individual Hope Award from the Chair of the Korean RCY Sponsorship Committee.

I hope to contribute more to strengthening SRC's social inclusion initiative; by creating enabling environments, empowering marginalised individuals by training them in first aid and providing them with opportunities to actively contribute in their communities. Only then, will we be able to break down barriers to create a truly inclusive society, one that is stronger and more resilient.

THANK YOU, FIRST AIDER

Chew Lee Sian shares her story about our First Aider on Wheels (FAOW) volunteer, who attended to her when he was off-duty.



"On Hari Raya (6 July 2016), I was cycling near Tanah Merah Country Club when I fell near a footpath next to the roadside. The pain was excruciating. While my friends and I were contemplating our next steps, two Red Crossers came racing towards us to help us out.

I was really surprised and very touched. It felt like my prayer was answered. Jason knew exactly what to do and was extremely efficient in

immobilising my broken leg. He was also very good at distracting me from the pain.

Jason told me that he is an avid cyclist and was returning from First Aider on Wheels (FAOW) duty at Pulau Ubin with two other Red Cross volunteers. While I was berating myself for the accident, Jason shared that he had previously met with a cycling accident as well, and had broken (amongst others, I suspect) his ankle and a finger on each hand."

My friends and I are extremely grateful to Jason. He is truly a lifesaver! The world would be a warmer and more gracious place if there are more people like him."

"I am glad I could help! I was at the right place, at the right time and I had the bandage and sam-splint with me. As I was a former Red Cross Youth cadet and now a Volunteer Instructor, helping is second nature to me."



MEMBERS CONVERSATION



Earlier this year, the Singapore Red Cross (SRC) joined the "One Billion Coalition for Resilience" to scale up community and civic

action to strengthen individual and community resilience. In line with this, the Membership and Volunteer Development (MVD) department

organised the inaugural Members' Conversation at Red Cross House on 13 August, to engage Members and volunteers in open and engaging conversations to share ideas and ideals on collaborating with SRC to build community resilience.

Themed "RESILIENCE through Singapore Red Cross and ME", the event enabled members to leverage Slido.com and canvas painting to share their ideals.

Scan the QR code to watch a video recap of the event.



JOIN US

Deepavali Blood Drive

Make your Deepavali special by giving the gift of life!

Date: 22 November 2016 (Tuesday)

Venue: All bloodbanks islandwide

ChariTrees @ Marina Bay 2016

Come enjoy the festivities with us!

Proceeds will go to the local humanitarian services of the Singapore Red Cross.

Dates: 18 November (light-up)
to 27 December

Venue: Marina Bay Sands
Waterfront Promenade

Christmas Celebration at Blood Collection Centres

The joy is in the giving!

Celebrate Christmas with us.

Date: 11 Dec (Saturday)

9am to 4.30am

Bloodbank@HSA

Date: 11 Dec (Saturday)

10am to 5pm

Bloodbank@Westgate Tower

Date: 18 Dec (Saturday)

10am to 5pm

Bloodbank@Dhoby Ghaut

Date: 18 Dec (Saturday)

10am to 5pm

Bloodbank@Woodlands

Make an appointment to donate blood at redcross.sg

Red Cross Youth Challenge 2016 - The Red Wave Rising

Join us at Our Tampines Hub Community Plaza for a morning of fun! Learn more about SG Secure, Singapore Red Cross' services, and take part in our exciting games at a carnival organised by Red Cross Youth (RCY) Cadets.

Date: 17 December 2016 (Saturday)

Time: 9am to 1pm

Venue: Our Tampines Hub,
Community Plaza

Guest-of-Honour: Baey Yam Keng,
Parliamentary Secretary, Ministry of
Culture, Community and Youth



Shop Now at Trezo

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

Campaign: Hear our beneficiaries' stories on YouTube

- Home for Hope | Sor Bee's Story | Red Cross Home for the Disabled
- Friends in Deed | De Silva's Story | C.L.A.R.E.
- Hope On Wheels | Noor's Story | TransportAid
- Food for the Soul | Suria's Story | FoodAid



Check out our outdoor ads



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

Red Cross Home for the Disabled

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 (Opens every Friday, 10.30am to 3.30pm)

Shop@Red Cross Red Cross House - 15 Penang Lane, Singapore 238486
(Opens every Wednesday, 11am to 4.00pm)

BLOOD COLLECTION CENTRES

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

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

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

Bloodbank@Westgate Tower, Westgate 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



SINGAPORE

RED CROSS HOUSE

15 Penang Lane,
Singapore 238486
Tel: 6664 0500

Email: enquiry@redcross.sg
redcross.sg

