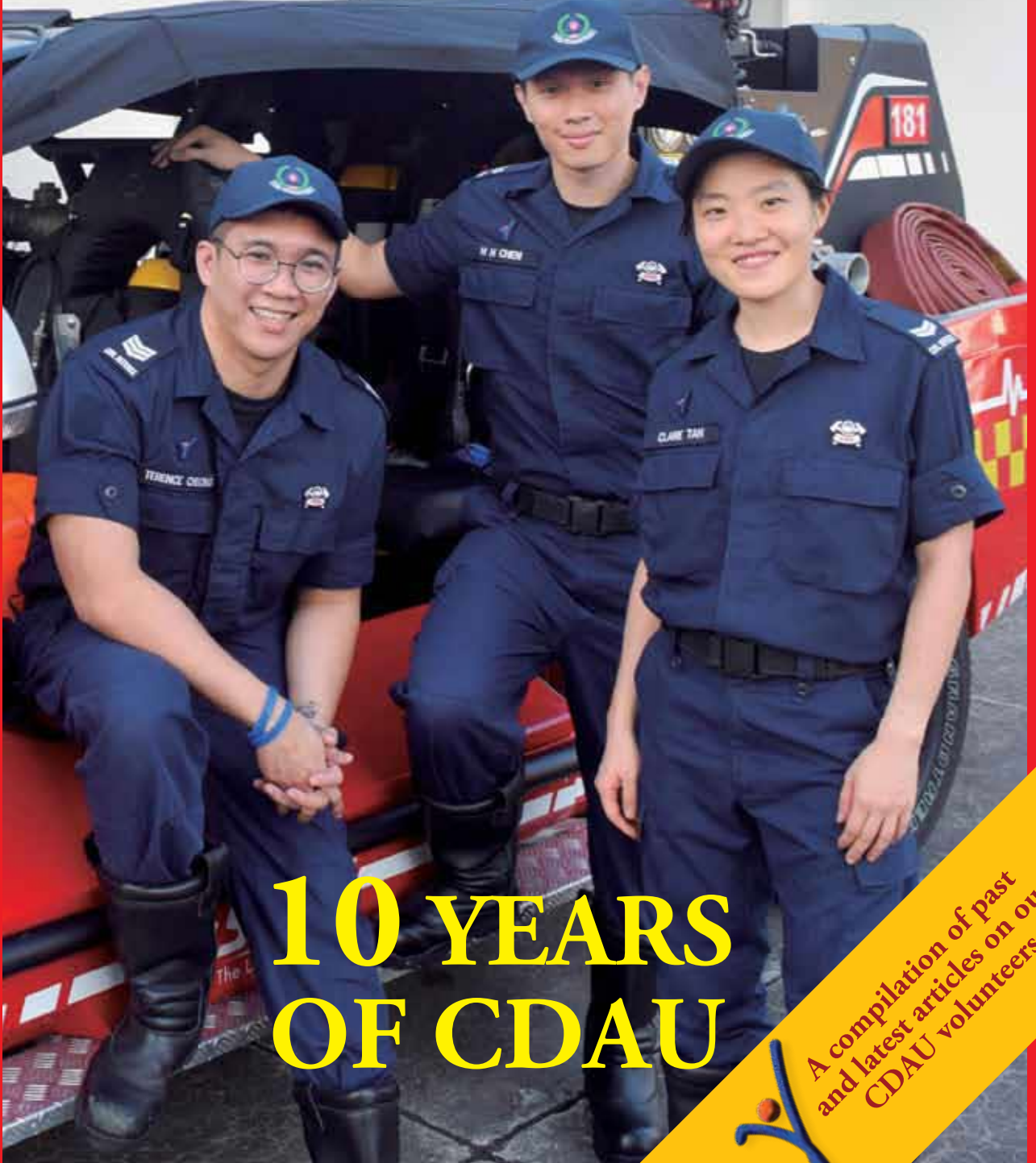


RESCUE 995

THE SINGAPORE CIVIL DEFENCE FORCE MAGAZINE



10 YEARS OF CDAU



A compilation of past
and latest articles on our
CDAU volunteers.

CONTENTS

2nd CDAU VFFC

18 2ND VOLUNTEER FIREFIGHTING COURSE (VFFC)



VOICES FROM THE HEART

6 “I would like to acknowledge CPT John Soh for his excellent service standards!”

TECH BITES

8 SCDF Social Media Outreach



14 Home Team Volunteers Network

*Ordinary People,
Extraordinary
Mission*



16 Crisis Volunteer

22



24 NOT YOUR AVERAGE STEWARD

GET IN TOUCH

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28

Volunteering with the Civil Defence Auxiliary Unit (Emergency Medical Service)

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Picture: Michelle (in green), Editor of Rescue 995, met up with the trainees of the inaugural VFFC in 2015. One of them was CPL (V) Mabel Ong, the only female trainee in her batch. After graduating from the course, CPL (V) Mabel has since been serving as a volunteer firefighter at Central Fire Station.

SCDF has had its roots in volunteerism since more than four decades ago. In 1976, a small group of civil defence-trained volunteers served in fire stations under the Singapore Fire Brigade. In 1982, the Civil Defence Volunteer Scheme was created and it has evolved to become the People's Association's Community Emergency Response Teams that we have today. Thirty years since the start of volunteerism in SCDF, the Civil Defence Auxiliary Unit (CDAU) was formed in 2006. Today, the scheme boasts seven different vocations for volunteers to choose from, such as emergency medical service, public education, community involvement and the newest one being firefighting.

In July this year, 16 volunteers from the second batch of the Volunteer Firefighting Course (VFFC) proved that 'heartware' supersedes the hardships of firefighting training. These volunteers, mostly non-uniformed officers with full-time jobs and with no prior experience in firefighting, completed the gruelling 16-week training. Now that they have graduated from the 2nd VFFC, the volunteers will be posted to the fire stations to fight fires alongside SCDF career officers, full-time National Servicemen (NSmen) and Operationally-Ready NSmen.

I have had the delightful fortune to meet up with the trainees from both the 1st and 2nd VFFCs. Other than CPL (V) Mabel Ong from the 1st VFFC, I also had the opportunity to meet Corporal (V) Clare Tan, the best trainee of the 2nd VFFC. Standing at 1.57m tall, the petite Clare outshone all her peers by garnering top marks in all the physical tests conducted as part of the course. She also obtained the highest marks for the theory components as well. Clare is indeed an impressive combination of both brawn and brains.

Closer to our hearts, we witnessed the first joint operation involving the CDAU volunteers and other SCDF volunteers (ie. National Civil Defence Cadet Corps and Civil Defence Lionhearters) during the Lying In State at

the Padang. These volunteers were stationed at the medical posts to render their assistance to members of the public as they pay their respects to our late Founding Prime Minister of Singapore, Mr Lee Kuan Yew.

The SCDF will continue to provide more opportunities for like-minded individuals to join the CDAU so as to raise the level of emergency preparedness in the community and form an active pool of Community First Responders.

Working relentlessly hard behind the scenes are the team from the Home Team Volunteers Network, led by Associate Professor Ho Peng Kee, and SCDF's Volunteer and Community Partnership Department. For this reason, we also applaud their commitment to making the CDAU a success. As Colin Powell once said, "A dream doesn't become reality through magic; it takes sweat, determination and hard work."

The nature of work required of our CDAU volunteers is one that directly impacts the lives of others and it is also for this reason that makes the CDAU stands out from the rest. As we celebrate CDAU's 10th anniversary this year, I am confident that our pioneers who first introduced the idea of volunteerism in Civil Defence would be proud of our achievements thus far.

This edition of the Rescue 995 is a tribute to all of our volunteers, particularly the CDAU volunteers. On behalf of the Rescue 995 editorial committee, I join all members of The Life Saving Force in wishing the CDAU 'A Happy 10th Anniversary' and may you grow from strength to strength in years ahead towards making Singapore *A Nation of Lifesavers*.

Thank you for serving!

Michelle Lim
Editor, Rescue 995



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If you missed out on the last issue of Rescue 995, here are some of the highlights:



The pilot revamped Emergency Preparedness Day drill at Chong Pang took place on 28 May 2016. Read more to find out.



You can save a life by improvising the items and personal belongings that you wear and bring along with you in your bags. Learn more about the Improved First Aid Skills now.

Voices from the Heart

Excerpt from letters and email compliments which the SCDF received from members of the public

I would like to acknowledge CPT John Soh for his excellent service standards!

CPT John not only assisted me with my in-camp training enquiries but he even went the extra mile to take care of my logistical needs.

No doubt, he plays an integral role in the SCDF and his dedication and sincerity deserve to be highlighted.

Ismail (an SCDF ORNSman)

BEST

I have had the opportunity to read a few issues of the Rescue 995 magazine and I would like to compliment the editorial team for the good work.

Both the contents and pictures published in Rescue 995 are interesting and attractive at the same time.

In particular, I enjoyed the DART edition and the Female edition very much. As a reader, I can see that a lot of effort has been put into the making of each issue.

To me, the SCDF is the one of the best fire services in Asia.

Continue to keep up the good work in this region and I look forward to reading the future Rescue 995 issues.

Suen Yin Sham (Hong Kong)



I would like to express my heartfelt gratitude to Rota 3 of the elite Disaster Assistance and Rescue Team for making the drill such a pleasant collaboration. Well done and we look forward to working with your team again!

*Lim Boon Huat
China Construction (SP) Dev Co Pte Ltd*

We participated in a joint emergency evacuation drill with the emergency responders from Marina Bay Fire Station.

Through this drill, we had the opportunity to learn a lot more about emergency preparedness as well as evacuation procedures.

The quick-thinking emergency responders who helped us throughout the drill are also very positive. It has been a pleasant experience!

*Jiang Donghua
Shanghai Tunnel Engineering Co.*

ONLINE CONTENTS

– facebook.com/SCDFpage



facebook



Singapore Civil Defence Force

72,088 likes



Singapore Civil Defence Force

05 July at 18:00pm

Our crooning nightingale, Paramedic SGT Maisya, is at it again! This time she's accompanied by three SCDF band (MPAC) members for a rendition of a classic 1970s' Hari Raya song.

This song, together with the back to basic 1970s' prop, is specially dedicated to all our Pioneer Generation & those who yearn for the nostalgic good old days...

On this note, The Life Saving Force wishes all Muslims Selamat Hari Raya, Maaf Zahir dan Batin! To our non-Muslim friends, have a happy holiday!

Hope you'll enjoy the slow melodious video & may it bring back sweet memories for some of you.



272 Likes, 11 Comments, 56 Shares



Singapore Civil Defence Force

29 June at 19:03pm

"In 2011, I was in Japan when I witnessed the aftermath of the Fukushima earthquake. Since then, it has always been my desire to contribute to the safety and security of Singapore. It is something we should not take for granted."

LTA Lina Chan's lifesaving journey began around 10 years ago when she joined the pioneer batch of the National Civil Defence Cadet Corps (NCDCC) at Coral Secondary School in 2005.

Tonight her lifesaving aspiration has finally been realised as she will be a Commissioned Officer with the Life Saving Force.

We salute you, LTA Lina Chan, for living up to your dream and passion in life and welcome to the close-knit family of SCDF!

#ANationofLifesavers #13RCC



1,100 Likes, 33 Comments, 78 Shares

ONLINE CONTENTS

– twitter.com/SCDF



4,686
TWEETS

67
FOLLOWING

19.3K
FOLLOWERS

Follow



TheLifeSavingForce @SCDF • June 24

Young lifesavers leading by example - NCDCC S/CLTs responded to 2 myResponder alerts within 2 hours!



TheLifeSavingForce @SCDF • June 18

Why did the man go to the zoo with red sunglasses? Cos he wanted to see a Red Rhino!

To all dads and their #dadjokes, Happy Father's Day!



TheLifeSavingForce @SCDF • June 3

The 22nd DART Spec Course ended last night after a 36-hour exercise. Drop by our FB page for more photos!



TheLifeSavingForce @SCDF • May 28

Revamped EP Day held at Chong Pang today, where residents can learn how to respond during & after a terror attack.



ONLINE CONTENTS

– Instagram #ANATIONOFLIFESAVERS



Instagram



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<http://www.htv.gov.sg>



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acoustic battle of the bands



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Volunteer and Community Partnership Department

Captain Tan Bang Xiang Alan
Operations Planning Officer
2nd SCDF Division Headquarters

As part of the SCDF's transformation framework, the 'Volunteer and Community Partnership Department (VCPD)' was set up on 1 February 2015 and is currently headed by COL A. Razak as the Director.

In line with the SCDF's 2025 Vision of building "*A Nation of Lifesavers*", the VCPD will be the focal point of all volunteer and community matters, including the management of the Civil Defence Auxiliary Unit, Civil Defence Lionhearter movement and the National Civil Defence Cadet Corps. Apart from enhancing the synergy, coordination, and effectiveness of the SCDF's community engagement, VCPD allows us to focus our efforts in establishing a response model where community first responders will be seamlessly integrated with the SCDF operational response to emergencies.

The VCPD will galvanise various community groups to partner the SCDF in building a core of community first responders in Singapore. Through concerted public education efforts and training, the community will be ready to respond and deal with everyday emergencies prior to the arrival of the SCDF. As every second counts in an emergency, this strategy offers swifter response to incidents and hence, quicker mitigation and better outcomes for those in distress.



Home Team Volunteers Network

Ordinary People, Extraordinary Mission

Tell us more about the HTVN tag line.

The tag line of the HTVN is “*Ordinary People, Extraordinary Mission*” and it succinctly reflects the reality of the work that our volunteers do to fulfil the mission of keeping Singapore Safe and Secure.

What do you enjoy most in your journey as a HTVN Chairman?

I enjoy interacting with our volunteers. In fact, I make it a point to communicate with them as often as I can and I also take their feedback very seriously.

Apart from attending dialogue sessions with the Civil Defence Auxiliary Unit (CDAU) volunteers, I have also been very involved in the Civil Defence (CD) Lionhearter programmes. Today, we have successfully set up our CD Lionhearter Clubs in all the local polytechnics and Institutes of Technical Education. Of course, we also have plans to expand our outreach in the future.

At the secondary school level, the National Civil Defence Cadet Corps (NCDCC) is also successfully taking shape. Today, our NCDCC Cadet Lieutenants and Honorary Officers have become ambassadors by contributing their expertise to help nurture our young.

I see these platforms as a continuum where the SCDF engages young Singaporeans from the primary school to tertiary level. It brings me great joy to be able to witness such a steady and healthy growth in the SCDF volunteer movement.

What is one CDAU initiative in which you had been instrumental of?

During one of my dialogue sessions, a CDAU volunteer suggested that he should wear the same uniform as the SCDF career officers. That was a useful suggestion as it would allow members of the public to identify them as part of the SCDF while they perform their duties.

I immediately conveyed the message to Commissioner Eric Yap. Commissioner Yap must have given it a serious consideration because the suggestion became a reality almost immediately! This move has definitely helped the CDAU volunteers forge a stronger sense of identity with the SCDF.

You are regarded as the indefatigable Chairman of the HTVN. What motivates you?

I always believe that I should do more than what I am supposed to do.

In fact, I have always been like this since young. During my school days, I took part in many co-curricular activities such as sports, debate, drama as well as a few other student leadership positions. When I was a Member of Parliament, I also implemented quite a few “out of the box” activities to enrich the lives of Nee Soon East residents.

I subscribe to the principle that a person should always stretch his own capabilities to contribute the best that he can. As I grow older, it has inevitably become a passion of mine to want to do my best and to do more for others. I am 60 years old now and this passion helps me to live life to the fullest.

What is your wish for the HTVN?

I hope that it will continue to grow from strength to strength, where in every family, there is someone who is trained and equipped with skills and knowledge that ensures a safer and more secure Singapore.

I hope to see growth, not just in the number of volunteers but also in the quality of the volunteer programmes and the contributions required of our volunteers. In particular, I would encourage more SCDF Operationally-Ready National Servicemen to join us as volunteers as they are well-equipped with lifesaving skills that are valuable to our mission of keeping Singapore safe and secure. 🚒

Associate Professor Ho Peng Kee was formerly the Senior Minister of State in the Ministry of Law and the Ministry of Home Affairs, and a Member of Parliament who represented the Nee Soon East Single Member Constituency. He is currently the Chairman of the Home Team Volunteers Network (HTVN).

Launched on 15 July 2011, the HTVN aims to provide the overall guidance to the various volunteer schemes in the Ministry of Home Affairs (MHA) through fostering a stronger common identity among these volunteers.



Crisis Volunteer

Tell us more about your role in the SCDF?

During the period of merger between the Singapore Fire Service and then Singapore Civil Defence Force, I was transferred from the Singapore Armed Forces to join the Singapore Joint Civil Defence (SJCDF) Force as an Operationally-Ready National Serviceman (ORNSman).

Which vocation were you posted to?

As an ORNSman then, I served with the Construction Brigade (CB). In the past, the CB was a National Service (NS) vocation of the SJCDF.

In total, I served three In-Camp-Trainings with the CB before its abolition.

How are your NS skills transferrable to your volunteer work as a Crisis Volunteer?

Together with my peers, we went through the full firefighting and rescue training programme. I must say that these skills are still pertinent to me especially as a Crisis Volunteer today. In fact, this is also the main reason why I signed up to be a volunteer.

Tell us more about your experience as a Crisis Volunteer.

Crisis Volunteers may be activated during the occurrence of big crises. To ensure that our skills and knowledge remain relevant, we are activated for

SCDF stand-by operations and major exercises.

One of the stand-by operations that I have attended as a Crisis Volunteer is the Formula One race. Not only was it an opportunity for me to communicate with the SCDF career officers, I also had the first-hand experience to understand how it is like to work closely with these professional Lifesavers.

I must say that it is a challenging role because the SCDF is very operational but it is for the same reason that I am proud to be an SCDF Crisis Volunteer.

In your point of view, is there anything special about the SCDF?

Overall, the morale of the SCDF career officers is very high and they are also very appreciative of the Crisis Volunteers. Everyone is very committed and while they have expertise in different traits, they work together cohesively even with the volunteers.

The SCDF career officers are also very open to hearing the suggestions by the volunteers. This is good as it allows us to bring to the SCDF the perspectives of a layman. Such assimilation enables the SCDF to serve Singapore better and more efficiently. 🚒

The SCDF Crisis Volunteer Scheme was introduced in June 2007 with the objective of providing opportunities for Operational Ready National Servicemen (ORNSmen) who have completed their ORNS training cycle to volunteer their skills and expertise during a crisis. In order to prepare these volunteers for their roles and provide more fulfilling volunteer opportunities, they are invited to participate in SCDF standby operations and major exercises. Regular workshops are also conducted for the Crisis Volunteers to keep them abreast of the latest developments in SCDF.

Picture: Gerald Goh, Crisis Volunteer



Picture: 16 CDAU volunteers graduated from the 2nd VFFC in July 2016. CPL(V) Clare Tan (front row, 2nd from left) bagged the Best Trainee Award.

2nd VOLUNTEER FIREFIGHTING COURSE (VFFC)

The Civil Defence Auxiliary Unit (CDAU) was formed in April 2006 and comprises volunteers from all walks of life. CDAU volunteers don the SCDF uniform and perform frontline and staff duties alongside SCDF career officers, full-time National Servicemen (NSmen) and Operationally-Ready NSmen. There are currently seven vocations in the CDAU including Emergency Medical Service, Fire Safety Enforcement and Firefighting.

The CDAU volunteer firefighter scheme, for volunteers without prior firefighting experience, was introduced in early 2015. These are individuals who are driven by a desire to serve the community at large and not to mention a passion for being in the heart of firefighting and rescue operations to provide relief to those in distress.

The inaugural Volunteer Firefighting Course (VFFC) consisted of 11 CDAU volunteers who are tertiary students and working adults from both the private and public sectors, including officers from the Singapore Armed Forces and Singapore Police Force.





Picture: Trainees from the 2nd VFFC carrying a 'casualty', which is one of the components of the Heat and Humidity Test

Since graduating from the 1st VFFC in July 2015, volunteers have started serving their duties. One of them, Corporal (CPL) (V) Leow Jun Cong, attended to a warehouse fire in Tuas within a month after graduation. Speaking about his experience, Jun Cong said: "I was tasked to enter the building to fight the fire alongside SCDF career firefighters. Being able to respond with them shows the trust placed in the CDAU officers. I am thankful to be given such an opportunity to enhance my firefighting experience." The then commanding officer of Tuas Fire Station, Major Zhou Yan Sheng, agreed: "It does not matter whether the firefighter is a volunteer or not. All firefighters are well trained, wear the same firefighting attire and are expected to perform the same tasks."

One year on, another 16 volunteers graduated from the 2nd VFFC after undergoing 16 weeks of training between 22 March and 12 July 2016.

For three days a week, CPL (V) Clare swapped her office wear for firefighting attire, sweating it out at the Civil Defence Academy where trainees learnt firefighting, rescue and casualty management skills. The research engineer with A*STAR topped her cohort in the physical and theory tests conducted during the course and bagged the Best Trainee Award, a new award introduced in the 2nd VFFC.



Picture: (left to right) SGT (V) Terence Cheong, CPL (V) Sam Chen, CPL (V) Clare Tan (Best Trainee)

Another trainee, CPL (V) Sam Chen Hong Hui who holds a full-time job as a Forex Analyst, first joined the pioneer batch of VFFC last year but dropped out after a wrist injury sustained during futsal. His undying devotion towards firefighting saw him successfully graduate from the 2nd VFFC.

Congratulating the 16 graduates of the 2nd VFFC, COL A. Razak Raheem, Commandant CDAU and Director of Volunteer and Community Partnership Department, said:

"To the sixteen of you who have chosen to walk this challenging but highly noble path, once you put on the SCDF uniform with the charming fire badge, you are one of us, you are a proud member of the Life Saving Force. And remember whether you are in uniform or out of that uniform, you will always be a Lifesaver and an effective Community First Responder."

To find out more about how you can contribute to #ANationofLifesavers as a Home Team volunteer, please visit: <https://www.hometeamvolunteers.gov.sg/htvms/web/scdf> 🚒



Teacher catch Faulty Exit Lights!

After serving his National Service with the SCDF, CPL (V) Syaheer continues to play his part as a CDAU Fire Safety Enforcement Officer while he pursues a career as a teacher.

Picture: CPL (V) Muhammad Syaheer Bin Noorhalim, CDAU Fire Safety Enforcement Officer

Where did you first learn lifesaving skills from?

I learned First Aid and CPR skills from the Red Cross Society of Singapore when I was in primary school. With these skills, I volunteered as a safety officer at various events and youth camps during my younger days. When I was in Polytechnic, I was certified as a Community

Emergency Response Team Junior by the People's Association.

My skills were honed when I started serving my full-time National Service (NS) with the SCDF. Other than just basic First Aid and CPR skills, I also learned firefighting and rescue work as well as the use of the Automated External Defibrillator.

As a CDAU Fire Safety Enforcement officer, I am also learning new lifesaving skills every time I am deployed to conduct regular enforcement checks. I see it as a form of lifelong learning.

Why did you decide to join the CDAU?

I felt that the lifesaving skills that I have acquired should be put into good use. To me, the work

required of a CDAU Fire Safety Enforcement officer is very interesting because of its hands-on nature. As a volunteer, I am also empowered to walk the ground to conduct enforcement checks together with the SCDF career officers. The blurring of distinction between the SCDF career officers and volunteers is definitely a big plus point for me.

Any interesting experiences to share?

Once, we conducted enforcement checks at a workers' dormitory in the evening. The workers were busy cooking dinner while chatting among themselves after a hard day at work. When they first saw us in our uniforms, they thought that we were there to penalise them. We assured them that we were there to ensure their safety instead.

We found minor fire safety hazards and we started to talk to them about the importance of keeping the place fire safe. We explained to them that we are aware that they worked very hard daily and we want them to be able to reside in a living condition that is not highly vulnerable to the outbreak of fire.

It took some time for them to put their guard down but they did eventually. One of the workers even offered us some food as he was afraid that we might be hungry. Of course, we declined the offer politely.

It definitely brings out the human side of life whenever I experience such goodness in people from all walks of life and nationalities. It has been a very humbling experience.

Do you share your experiences with your students too?

Of course! Apart from just teaching, I am also the Head of First Aid in Loyang Primary School. This means that I am tasked with the role of a First Responder should anyone be injured.

During one of the Total Defence Day celebrations in school, I also brought along my SCDF uniform and took the opportunity to share with my students the importance of fire safety.

It makes my teaching career a whole lot more exciting and meaningful too. 🚒



NOT YOUR AVERAGE STEWARD

How was it like to serve your NS with the SCDF?

I served as a full-time NSmen (NSF) ROTA (Shift) Commander at the Bukit Batok Fire Station. Before that, I had to undergo the Basic Officer Course (renamed to ROTA Commander Course). The training was tough and mental resilience was crucial.

As a ROTA Commander, I attended to many fire and rescue incidents. The most memorable incident was a fire that occurred in a very old house. After putting out the fire, the owner of the house, who was in her eighties, told me that her house was once filled with many special collections and each of the items meant a lot to her. Instead of returning to the fire station immediately after the fire was put out, my team and I stayed behind to hear her out. We knew that she was still in a state of shock and our presence gave her the assurance that she very much needed.

A few days later, we received a word of thanks from her.

You also received a PRIDE and CARE Award during your NS. Tell us more.

I was travelling along the expressway when I witnessed a road traffic accident. A motorcyclist was knocked down and he was lying on the road motionlessly. I immediately stopped and rendered assistance to him while waiting for the arrival of the SCDF ambulance. While he was slightly conscious, I saw bubbles foaming from his mouth. Immediately, I placed him on my lap so as to prevent him from choking.

A while later, the SCDF ambulance arrived and he was conveyed to the hospital.

As a result, I was also late for my first day of work at the Bukit Batok Fire Station.

Initially, I was worried that I would be reprimanded for not being punctual. Little did I know that I was nominated and awarded with the SCDF PRIDE and CARE Award for assisting the biker!

Well, I must say that my experience also exemplified the importance of a Community First Responder in providing immediate assistance to those who are in distress.

Why did you join the CDAU?

To be honest, I have never thought that I would become a firefighter. When I became one, I never looked back ever since.

When I completed my NS, I joined the airline industry. At the same time, I missed dearly the days that I spent at the fire station. That was when I decided to join as a CDAU firefighter volunteer.

Were there times when the cabin crew sought for your help because they knew you are a trained firefighter?

Yup! I think my presence does give a sense of confidence and assurance to my cabin crew especially when unexpected events occur. Each time I meet a passenger who is not feeling well, I know what I should do to provide him with the comfort and care that he or she would need at that point in time. It is all about intuition and my work as a firefighter has helped me with that.

Over the years, I have come to realise that it is more than just being able to fight fire. It is also about your trained intuition in knowing how to assure people who are in need.

Share with us your experiences as a CDAU firefighter volunteer.

It has been a very unique experience so far.

As a CDAU firefighter volunteer, I get the opportunity to mingle with the SCDF career officers, ORNSmen as well as my fellow CDAU volunteers across all schemes. It has definitely been an exceptionally enriching experience so far simply because I get to meet like-minded individuals with a similar goal of keeping Singapore Safe and Secure.

How have you contributed to the SCDF as a CDAU firefighter volunteer?

I spent a few years working as an airline steward as it has always been a dream of mine to see the world. Now that I have achieved that, I went on to pursue

another dream of mine, which is greatly influenced by my love for firefighting.

I am currently working in the oil and gas industry as a Fire Safety Officer. With the knowledge and skills that the SCDF has equipped me with since my NS days, I am now able to provide my expertise to an industry that puts a lot of emphasis on fire safety.

More often than not, there is more than meets the eye. Every safety precaution taken will help save a life and prevent the occurrence of unnecessary mishaps.

During my course of work, I noticed that there are rare chemical signage placed around the vicinity of a typical oil and gas company. These chemical signage are uncommon in other public buildings but they act as important guidelines to both firefighters and paramedics who may be required to respond to an incident that had occurred within the vicinity of a oil and gas company. I went on to feedback my observations to the Commander of Woodlands Fire Station and since then, I have been sharing this knowledge with the fire station personnel during their night lectures. This would allow the SCDF emergency responders to better understand their working environment as well.

What is your biggest take away as a CDAU firefighter volunteer?

To be able to help those in need and make a difference to their lives. 🚒



Picture: LTA (V) Muhammad Eusoff Bin Muhammad, CDAU Firefighter Volunteer

Your MACHO and Caring Policeman

Picture: SSG (V) Vincent Lim, Medical Orderly from the CDAU Emergency Medical Service

What inspired you to join as a CDAU Medical Orderly volunteer?

I served my NS with the Singapore Police Force (SPF) as a medical orderly and when I completed my NS, I realised that I enjoy the work very much as I found it a very noble thing to do. That was the reason why I decided to join the CDAU as a medical orderly. I see it as an avenue that allows me to put my lifesaving skills to good use.

Did you have any working experience with the SCDF prior to that?

During my training phase as a Full-Time NSman (NSF), I had the opportunity to meet the SCDF NSF medical orderlies. Then, the training was centralised but the mix of NSFs from the different Home Team departments allowed us to understand the medical landscape better.

Now that I am a police officer, I also work closely with the SCDF firefighters, paramedics and medics during major operations.

Share with us your experience as a CDAU medical orderly.

Since 2008, I have been serving at the Ang Mo Kio Fire Station. Every emergency call is unique simply because everybody have different needs.

Once, my crew and I attended to a little girl who has a medical history of fits. Upon our arrival, her father informed us that she had already been given a dosage of medicine to curb her fits. During our assessment, she seemed lifeless and so I started to perform CPR on her while the SCDF paramedics attended to her with other vital treatments. Her father was exasperated and I can only imagine how terrible he must have felt then. Of course, we calmed him down and reassured him that everything was under control.

On another occasion, we attended to an elderly lady who was just discharged from the hospital not too long ago. While we were on our way to the hospital, she started to share with us her fear of not being able to live past Chinese New Year. As a great grandmother, she looks forward to cooking for her family members and hope to get well before the festive season.

Apart from prescribing the right treatments to our patients, it is also important to be caring and empathetic towards them. While treating them, we would lend them a listening ear or even our shoulders to cry on if need be.

What is the most important attribute that you think a CDAU medical orderly should have?

It is important for us to always be professional and never be judgemental of anyone regardless of their condition. For example, a patient who is drunk may not necessarily be a troublemaker. When treating someone in need, we must never look at them through coloured lenses. Our role is to provide assistance and assurance to those in need and it is our responsibility to treat all of them equally.

What is the role of a CDAU medical orderly?

Basically, we assist the paramedics in preparing the treatment required. Sometimes, we also help to prescribe the necessary treatments to the patients and look out for vital signs through their blood pressure and temperature. We also perform CPR on patients and administer the use of the Automated External Defibrillator when required.

You also graduated from the first CDAU Firefighting Course. How has it been so far?

The course was conducted three days a week after working hours. We learned basic firefighting and rescue skills. It was also the first time I got to experience how it is like to wear the Bunker Gear (firefighting gear). I must say that it has been a very enriching experience so far.

Are there any differences between being a SPF officer and a CDAU medical orderly?

While it is a different spectrum of work altogether, it boils down to the same core values of Courage, Loyalty, Integrity, Fairness and of course, PRIDE and CARE.

At the end of the day, it does not matter if I don the SPF or SCDF uniform. We may be departments with different core functions but we work towards the common goal of helping those in distress. 🚒



CPL Sam Teo (left) and SSG Tan Woon Te (right) inspired and encouraged CPL (V) Dr Zan Ng (middle) to join the CDAU

Volunteering with the Civil Defence Auxiliary Unit (Emergency Medical Service)

A Reflection by CDAU Medical Orderly CPL (V) Dr Zan Ng Zhe Yan

CPL (V) Dr Zan Ng Zhe Yan
CDAU Volunteer

Editorial Note: CPL (V) Dr Zan Ng Zhe Yan has just graduated from the National University of Singapore (Yong Loo Lin School of Medicine). Congratulations! We look forward to more medical students and doctors joining the CDAU (Emergency Medical Service).



Picture: CDAU (EMS) volunteers from the Batch of 2015

A strident siren shatters the stillness that permeates the fire station, as a computerised voice announces the call text of yet another 995 call. Dropping everything we are doing, I grab my stethoscope and the medical orderly his walkie-talkie, and we scurry after our paramedic who has already hopped onto the ambulance.

The ambulance door slams shut and I swiftly pull on my blue latex gloves while muttering a quick prayer that I will be competent enough to contribute more to this case than the last, and we are on our way. The adrenaline coursing through my veins and list of different diagnoses running through my mind were almost parallel to the speed at which the ambulance hurtles towards our destination. This is all in a day's work since I started volunteering with the CDAU Emergency Medical Service (EMS) vocation.

The CDAU was launched in 2006 to provide an avenue for civilians to volunteer their service with the SCDF. Comprising seven vocations including the EMS, firefighting and public education, CDAU officers complement the SCDF workforce

by performing frontline duties alongside SCDF career officers while donning the same uniform.

During my ambulance attachment when I was still completing my Phase IV Emergency Medicine rotation as a Medicine student with the National University of Singapore, I immediately fell in love with the nature of frontline duties performed by the SCDF emergency responders. Both the paramedic and medical orderly whom I was attached to introduced me to the CDAU and they also strongly encouraged me to volunteer with the EMS and further develop my interest for pre-hospital care.

And I did just that, sans hesitation. In a bid to be qualified to serve as an auxiliary medical orderly, I underwent a six-week training course alongside 28 others from all walks of life, picking up skills in pre-hospital care which were otherwise not taught in medical school. Equipped with these skills and a passion to serve, I jumped right into volunteering at the fire station I was deployed to, for the required minimum of 16 hours of duty per month.



Picture: CPL (V) Seah Pei Zhen (left), a fellow medicine student whom I completed the CDAU training course with. She decided to join the CDAU as “it is exciting and thrilling to attend to ambulance calls with the professionals of the field of pre-hospital care.”

Looking back, my journey in the CDAU has been challenging but fulfilling thus far. Pre-hospital care is extremely different from the hospital care which medical school has trained me to provide, and I was initially excited at the chance to translate my passion in emergency care into a meaningful volunteering endeavour.

Meaningful it was indeed, and I learnt more than what I could give. I witnessed first-hand how the maxim of “to cure sometimes, to relieve often, to comfort always” was exemplified by the paramedics for each case we attended to, and how for patients at their greatest times of need, small gestures can make a huge difference in alleviating their suffering. I had the rare privilege to get a glimpse of the myriad home environments of patients and

gaining a better understanding what may precipitate their presentations—something I can only picture in my head while taking histories from patients in the ward.

I also had the invaluable opportunity to make clinical assessments of undifferentiated patients at their most acute presentation, oftentimes without the luxury of access to past medical records.

However, it has not been an easy task juggling my CDAU duties with the rigors of the final year curriculum, for there is always the perennial problem of insufficient time. It was always a struggle to attend each training session after finishing a grueling day of Student Internship Program (SIP) in General Surgery, and to slot in half to full shifts

between lectures on the weekends. At such trying moments where the struggle between devoting time to studying and volunteering for CDAU shifts is very real, I try to strategise shifts right after lectures, and to maximize the lull time during shifts by bringing studying materials to the fire station and discussing cases with the SCDF paramedics.

Moreover, treating each patient encounter on shift as a learning experience motivates me to think through differentials and revise the pre-hospital and hospital managements of each condition. Most importantly, keeping the reasons behind joining the CDAU in mind always spurs me on.

At the Home Team Festival 2015 last year, a biennale public showcase of the



Picture: With COL (Dr) Ng Yih Yng (right), Chief Medical Officer of the SCDF and Emergency Medicine consultant at the Singapore General Hospital

“As medical students, volunteering on SCDF ambulances can be a very fulfilling experience because it allows you to walk an additional mile in the footsteps of the patient. Medical emergencies can happen to anyone, at any time; it is a humbling and rewarding experience to enter someone’s home and be able to comfort and help them.”

COL (Dr) Ng Yih Yng

Home Team’s capabilities, I had the pleasure of meeting up with COL (Dr) Ng Yih Yng, Chief Medical Officer of the SCDF and Emergency Medicine consultant at the Singapore General Hospital.

When asked about what he would like to share with medical students from the Yong Loo Lin School of Medicine, he said, “As medical students, volunteering on SCDF ambulances can be a very fulfilling experience because it allows you to walk an additional mile in the footsteps of the patient. Medical emergencies can happen to anyone, at any time; it is a humbling and rewarding experience to enter someone’s home and be able to comfort and help them”.

He also added that since most of the clinical training in medical school is ward-based where patients have already been stabilised, “responding to actual incidents where patients are in their greatest need allows you to appreciate experientially what patients are talking about”. Moreover, the volunteering journey can extend beyond medical school, where “as doctors, you can work with us in your professional capacity, to help teach paramedics or even develop new clinical protocols to improve patients’ lives.”

To me, it is an immense privilege to be able to help others in their greatest times of need, and a humbling experience when patients completely put their trust in us as first responders to render the best care possible. Each call has been a diagnostic challenge and learning opportunity thus far, and I really enjoy learning from the paramedics and teaching the paramedics and medics whom I go on shift with.

My experiences in the CDAU will shape me to become a better doctor, and I sincerely hope that my medical training would eventually allow me to positively contribute to the pre-hospital care of the patients that I attend to. All in all, I am thankful for this opportunity, and look forward to serving society both as a doctor and as a volunteer with the CDAU in the many years to come. 🚑

Credits: Medicine. (2016, February). Volunteering with the Civil Defence Auxiliary Unit (Emergency Medical Service): A Reflection. Issue 17. Pages 12 and 13.

Life lessons were also aplenty, and here are my greatest takeaways:

- Emergencies are unprejudiced to age, race, religion and social status; they can strike anyone, anywhere, at one’s least expected moment. We should cherish every day with our loved ones, for the vicissitudes of life may make any moment anyone’s last.
- Healthcare professionals of today operate in a world where cameras and other recording devices are ubiquitous, and every move recorded may become medicolegal material. Instead of decrying this, we need to learn to adapt to operating in a world where this is a sine qua non, and deliver the best care we can.
- Regardless of a patient’s appearance or how poorly they treat you, look beyond that as you are seeing them at their worst, and aim to treat every patient as if they were your family member.
- Be a good listener; never brush aside a patient’s complaints as insignificant.
- Never stop asking yourself, “What else could this be?” Strive to be the best you can be, and review each patient encounter and question yourself if you could have provided care in a better manner.

IMPROVISED FIRST AID SKILLS (IFAS)

"STOPPING THE BLEED" CAN SAVE LIVES

In the rare event of a **FIREARMS** or **WEAPONS** attack;

- ▲ If you are at the scene, you should hide from the source of danger; and
- ▲ While hiding, if you encounter any casualty who is bleeding profusely, you should carry out **IFAS** by using commonly available items to stop the bleeding, without drawing any attention to yourself.

IFAS: **PRESS » TIE » TELL**



PRESS directly on the wound to stop the bleeding using items such as a handkerchief or cloth.



TIE above the wound using items such as a neck tie, belt or sling of a bag to stop any excessive bleeding.



TELL the SCDF Emergency Responders about the injury and the time when you tied the wound.



myResponder mobile application

Sudden cardiac arrest can happen to Anyone at Anytime & Anywhere

WHO should download this FREE mobile app?

Anyone & everyone!

WHY should I sign up as a Responder?

- Be a lifesaver! Turn on your GPS to receive alerts for nearby cardiac arrest cases & help to provide early CPR.
- Use the app to locate the nearest AED & bring it to the emergency scene.
- When you dial 995 through the app, your GPS location will be automatically provided to the emergency response team.

HOW to download?

Search for the 'myResponder' app - FREE download for all iPhones & Android phones.

If you witness a sudden cardiac arrest:

- 1 Call 995 & your geolocation will be sent to SCDF to facilitate a faster response.
- 2 Perform CPR according to the SCDF 995 dispatcher's instructions.
- 3 Click on to locate the nearest AED. Ask a person to get it. Use the AED on the casualty, according to the machine's instructions.

If you receive an alert through the 'myResponder' app:

- 1 Respond by clicking . Proceed to the emergency scene.
- 2 Perform CPR according to the SCDF 995 dispatcher's instructions. Every two minutes, take turns among the Community First Responders to perform CPR on the cardiac arrest victim.
- 3 Click on to locate the nearest AED. Ask a person to get it. Use the AED on the casualty, according to the machine's instructions.



YOUR RESPONSE IS ENTIRELY VOLUNTARY

We encourage you to respond only when you are available & able to do so within safe & reasonable means!

For more information, visit <http://www.raedi.sg>

If you are keen to have your organisation's public access AED locations/unregistered AED locations mapped into the national AED registry, please email us at R-AED@heart.org.sg.



TOUGH: Ms Clare Tan demonstrating the components of the Breathing Apparatus Physical Test, which includes going through an obstacle-filled tunnel.
TNP PHOTOS: ISKANDAR ROSSALI

SHE TOPS SCDF VOLUNTEER FIREFIGHTING COURSE

FEMALE TRAINEE ACES GRUELLING 16-WEEK VOLUNTEER FIREFIGHTER COURSE

Jul 16, 2016 6:00am

BY KINTAN ANDANARI

In 2012, she saw her friend fall 10m while abseiling down a cave in the UK.

Fortunately, she managed to call the police in time and her friend, who had a broken heel, was given medical treatment.

After that incident, Ms Clare Tan, 26, told herself that one day, she would be the one providing the medical help.

Yesterday, she was named Best Trainee in the Singapore Civil Defence Force's (SCDF) Volunteer Firefighting Course (VFFC).

She was among the 16 trainees - 12 men and four women - who graduated yesterday at the Civil Defence Academy (CDA).

Recalling the abseiling incident, Ms Tan, a research engineer at the Agency for Science, Technology and Research (A*Star), said she was in a cave called Quaking Pot in Yorkshire Dales, an area in northern England, when the accident happened.

She said: "When I saw my friend fall, I knew we needed external help because I could not haul him out by myself."

Now, if something like that happens again, Ms Tan will be prepared.

The A*Star scholar topped the theory component and was also first in the obstacle course during the gruelling 16-week training programme for prospective volunteer firefighters.

In a demonstration for The New Paper at the CDA on Tuesday, Ms Tan was able to perform the six components of the Breathing Apparatus Physical Test - while wearing a 15kg firefighting suit that included breathing apparatus equipment such as an oxygen tank and a face mask.

WEIGHTS

The tests included climbing a ladder that is continuously being unrolled, pulling 25kg of weights using an apparatus called an impact machine, cycling at 80rpm and going through an obstacle-filled tunnel.

Ms Tan said: "We're always pushed to the limit - but never beyond our limit."

The male-dominated environment did not deter her from joining the programme.

She said: "There were three other female trainees, and although we may not be as physically strong as the men, firefighters work in a team. Everyone works to his or her strength."

VFFC's course administrator, Lieutenant Ashwin Philip George, 20, praised Ms Tan's determination.

He said: "She really puts in a lot of effort. Before the training, she would come in early to run about 4km just to warm up."

Another trainee, service engineer Terence Chong, 32, said he wanted to inspire his sons, aged five and three.

Mr Chong said: "I wanted them to see me as a lifesaver. I want them to say 'I'm proud of Papa'."

The VFFC is a part of a larger volunteer force within the SCDF, the Civil Defence Auxiliary Unit (CDAU), which provides opportunities for civilians to contribute to civil defence efforts. (See report)

This is the second time the VFFC is training volunteers with no prior firefighting experience.

The number of trainees has gone up from 11 people last year to 16 this year.

Colonel Abdul Razak Raheem, Commandant CDAU and director of the SCDF's Volunteer and Community Partnership Department, said: "VFFC was created to help in raising the level of community emergency preparedness and, more importantly, to generate an active pool of Community First Responders during an emergency."

"In an emergency, the SCDF cannot be everywhere all the time and the fastest available help someone in distress could get is from a trained member of the community who is near him or her."

To women keen on joining the course, Ms Tan said: "Just go for it."

(Even) if you think you are not strong enough for the task, you should not let any apprehension stop you from giving it a go."

Volunteer Firefighting Course

- Provides volunteering opportunities for civilians keen on contributing to civil defence
- 16 weeks long, three training sessions each week.
- One intake a year
- Training starts in March, graduation in July
- Minimum age to join is 18
- Volunteers must commit at least 16 hours a month, starting from Aug 1
- Volunteers can be deployed for rescue duties
- The programme started accepting trainees with no firefighting experience last year
- The number of trainees increased from 11 last year to 16 this year.
- The number of female participants increased from one last year to four this year

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SCDF
The Life Saving Force



TOGETHER ——— 
A NATION OF LIFESAVERS