

RESCUE 995



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THE SINGAPORE CIVIL DEFENCE FORCE MAGAZINE



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Farewell

In our previous issue, we published a story on our shared history with *Survivor* magazine to chart the evolution of *Rescue 995*. MAJ (Ret) Seow Thuan Kheng, one of the pioneer editors of *Survivor*, shared with us that *Survivor* and *Rescue 995* are known as 'in-house' productions because the editorial teams are made up entirely of serving officers. These officers meticulously curate stories, photographs and anecdotes that exemplify SCDF's core mission to Protect and Save Lives and Property.

It has been 35 years since we embarked on this 'in house' journey, publishing SCDF's stories for our readers.

Come July 2019, *Rescue 995* will transit to a microsite on SCDF's website. As this issue is the last print version, we have specially curated stories that embody the essence of Civil Defence Volunteerism, a running theme in *Survivor*, *Rescue 995*'s predecessor.

Through this issue, we hope to inspire you with stories of ordinary people doing the extraordinary by readily lending a hand to help Singapore become *A Nation of Life Savers*. They include primary and secondary school teachers, Civil Defence Lionhearers, National Civil Defence Cadet Corps and the National Fire and Civil Emergency Preparedness Council members. While covering the 'Junior Civil Defence Lionhearer story, I had the opportunity to return to my Primary School to interview two teachers on how they lead the Junior Civil

Defence Lionhearer club in Xingnan Primary School. The visit not only reminded me of my childhood, it also drove home the poignant point that regardless of age or our career choices, all of us can play a part in the lifesaving mission.

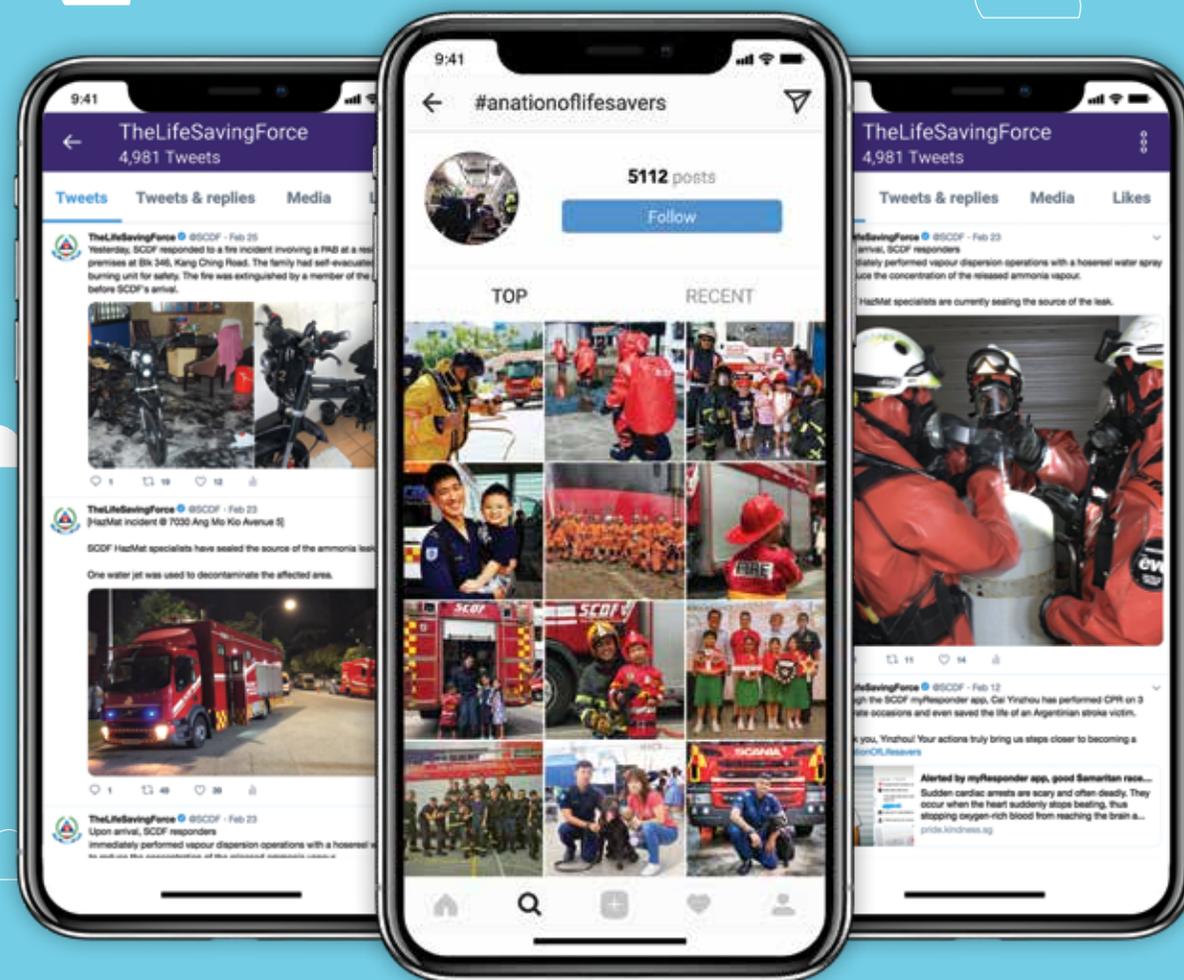
As we bid farewell to the print edition of *Rescue 995*, I would like to thank all our readers for showing the editorial team your strong support. It has been five years since I took on the role as Editor of *Rescue 995* and this has been the most meaningful journey of my career thus far. In crafting each issue, I was given many opportunities to interview different generations of SCDF officers as well as National Servicemen, volunteers and sometimes, even celebrities. The editorial team has also received messages and compliments from our readers, and these words of encouragement have motivated us all these years.

Whether in print or online, our editorial team will continue with our 35 years of tradition in uncovering inspiring SCDF stories for our readers. In the meantime, stay tuned to SCDF's website for more details on the upcoming *Rescue 995* microsite.

Catch you online! 🚒

Michelle Lim
May 2019

TECH BITES



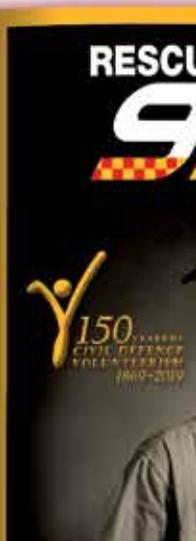
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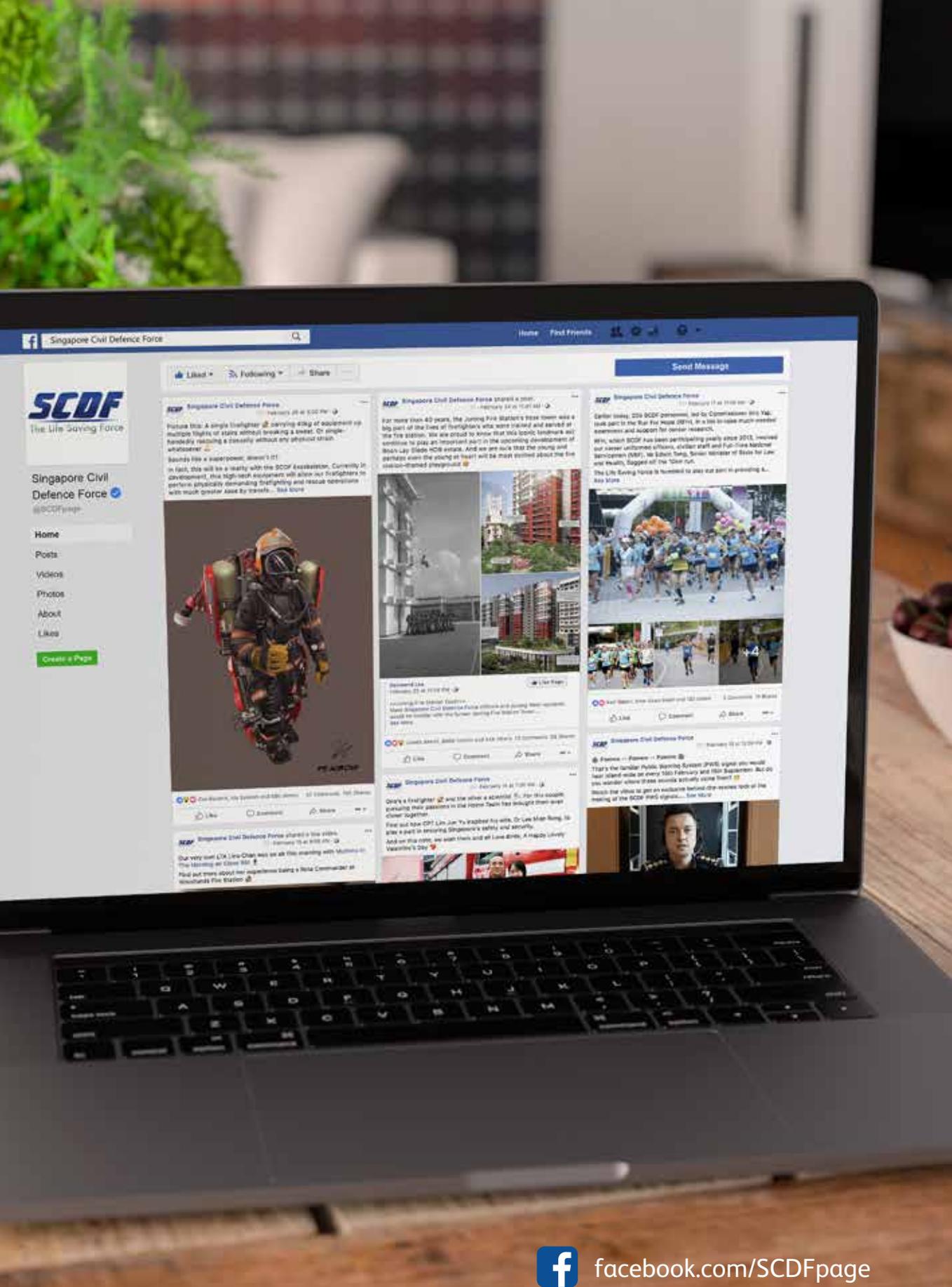


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MAILROOM

VOICES FROM THE HEARTS



My wife had an unplanned home birth. The 995 phone operator guided me on how to manage the situation while we were waiting for the ambulance. When the ambulance crew arrived, they were calm and collected when dealing with the situation.

The paramedic assessed my baby's condition before clamping the cord. They then invited me to cut the cord so that the baby is no longer attached to the placenta. When we were making our way to the hospital in the SCDF ambulance, they were very caring towards us.

I am thoroughly impressed by the professionalism, teamwork and care shown by the SCDF Emergency Medical Services crew. As an SCDF officer who has witnessed the proficiency of our fellow colleagues, it makes me very proud to wear the uniform. On behalf of my wife and new born baby, I would like to thank LCP Daniel, SGT Chiam and EMT Muhd Haziq from Tampines Fire Station for their kind assistance that morning. Good work!

♥ **Shaan Akhtar**

I would like to thank CPT En Hao, SGT Aaron, SGT Ardy, SGT Firdaus, SGT Saifuddin, CPL Hamzah and CPL Min Jun from Sengkang Fire Station for helping to put out a fire that happened at my residential area. They handled the situation very professionally.

Kudos to SCDF's Superheroes.

♥ **Saravanan Rajendran**

An elderly was facing some trouble at a traffic junction when a SCDF ambulance pulled over at the opposite side of the road to assist with the situation. The ambulance crew handled the situation calmly while the motorists slowed down to give way to the elderly.

I am really touched by what I witnessed for myself that afternoon. Well done!

♥ **Haja Mohideen Mohamad Sharfudeen**

I would like to thank SSG Kenneth Tan from Sengkang Fire Station for bringing my family around the fire station during the Saturday open house. He was very detailed in his sharing and we learnt a lot about SCDF operations and vehicles. Now, we also know more about what firemen do on their day-to-day work. My children were so excited during the entire visit!

We are very impressed and thankful for SCDF. Good job, guys!

♥ **Adelyn Chong**

SNIPPETS OF SCDF EVENTS



GET-TOGETHER SESSION FOR OPERATIONALLY READY NATIONAL SERVICE COMMANDERS

▲ Minister K Shanmugam presented tokens of appreciation to ORNS Commanders who served apex appointments and those who had undertaken additional ORNS roles

On 20 February 2019, Minister K Shanmugam, Minister for Home Affairs & Minister for Law, officiated the Get-Together session for Operationally Ready National Service (ORNS) Commanders at HomeTeamNS Bukit Batok Clubhouse.

This biennial SCDF event was organised in appreciation of past and present ORNS commanders, as well as their spouses and family members for their strong support towards National Service. This event is aimed at promoting camaraderie and cohesion among the ORNS commanders.



RUN FOR HOPE

On 17 February 2019, 200 SCDF personnel, civilian officers and Full-time National Servicemen (NSF) took part in the Run for Hope event to raise awareness for cancer. SCDF has been participating in this annual event since 2013.

The race was flagged off by Mr Edwin Tong, Senior Minister of State for Law and Health.

▲ COMR Eric Yap led the SCDF personnel in the Run For Hope event

JURONG FIRE STATION



The late Mr Othman Wok, then Minister of Social Affairs, officiated at the opening of Jurong Fire Station on 12 November 1975. In 1976, a training facility named Jurong Fire Training School was set up within the premises of Jurong Fire Station to train career officers and Full-Time National Servicemen.

An iconic feature of this fire station is the 7-storey hose tower. In the early years, firemen hung hoses made of canvas in the hose tower to dry after each fire incident. The hose tower was also used to conduct fire and rescue drills.

Since 17 November 2017, the new Jurong Fire Station has been operating from its address at 22 Jurong West Street 26. The fire station will continue to deliver prompt and effective emergency services in the Jurong area. Notwithstanding the relocation, the hose tower has been retained at the original premises.

Boon Lay Glade, a new public housing Build-to-Order project, will be built on the site of the old Jurong Fire Station. The tower will be transformed into a heritage gallery to commemorate the fire station's rich history.

◀ Firefighting Demonstration by National Service Firemen at the Passing-Out-Parade reviewed by Minister for Social Affairs Mr Othman Wok at Jurong Fire Station. Credit: Ministry of Information and the Arts Collection, courtesy of National Archives of Singapore

3

00 National Civil Defence Cadet Corps (NCDCC) cadets from 14 secondary schools took part in the Precision Drill Challenge held on 26 January 2019. Since the inaugural Precision Drill Challenge held in 2009, this annual challenge has seen growing participation by numerous NCDCC school units.

Evergreen Secondary School emerged Champion in 2019's Precision Drill Challenge.

In April 2019, several NCDCC units will also be displaying their precision drill moves at the Esplanade.

NCDCC cadets from Evergreen Secondary School who emerged champions in the 2019 Precision Drill Challenge

NCDCC PRECISION DRILL CHALLENGE 2019



GROUND BREAKING CEREMONY OF PUNGGOL FIRE STATION AND NEIGHBOURHOOD POLICE CENTRE

O

n 11 March 2019, Mr Ng Chee Meng, Minister, Prime Minister's Office and Ms Sun Xueling, Senior Parliamentary Secretary, Ministry of Home Affairs and Ministry of National Development, officiated the Ground Breaking Ceremony of Punggol Fire Station and Neighbourhood Police Centre.

The construction of the 5-storey Home Team establishment is scheduled to be completed by mid-2020.

Punggol Fire Station will be Singapore's 23rd fire station.



CDA'S 20TH ANNIVERSARY: CELEBRATING TWO DECADES OF TRAINING AND LEARNING EXCELLENCE IN THE SCDF

▲ Comr Eric Yap and SCDF senior management at the event's cake cutting ceremony

The CDA was officially opened on 26 March 1999 by Mr. Wong Kan Seng, the then Minister for Home Affairs. Constructed at a cost of S\$96 million dollars, the 11-hectares training academy was custom-designed and built to host a comprehensive range of state-of-the-art training facilities to cater to firefighting, rescue and other civil defence-related training. With its establishment, training realism and effectiveness was greatly enhanced with the use of 'live' fire and hazard simulation systems which assimilates actual operating conditions. Besides simulation enhancements, Trainees also had access to a wide range of amenities including modern lecture rooms, computer aided learning facilities, dormitories amongst other features.

Over the last 20 years, the CDA has continued to grow from strength-to-strength. The Academy trains over 30,000 local participants annually and since 1999, it has trained 6,200 international participants across 137 countries. Today, CDA operates through three campuses namely, the Main Campus at Jalan Bahar, the Tactical Centre at Mandai, and the City Campus co-located with SCDF Headquarters. The expansion is a reflection of the growing demands for quality emergency response training as CDA's scope expands to serve not just the local but also regional and the international community.

Serving as the bedrock to SCDF's lifesaving mission, CDA's hallmark is the Field Training Area which leverages technology to deliver high fidelity training through the use of simulators. By 2022, the Field Training Area will be upgraded to offer a host of new infrastructure and training simulators that are designed to depict challenges posed by the latest infrastructural developments in the contemporary operating environment such as mixed-use premises, underground road tunnels, MRT stations and specialised industrial sites. Fire science and research capabilities will also be raised to a new level with the installation of a large fire laboratory that would enable us to conduct burn tests in a controlled environment to collect valuable data to enhance our fire modelling capability.

The Responders' Performance Centre or ExCEL as well as the National Emergency Medical Training Centre (NETC) will also be housed within the new Field Training Area. At ExCEL, SCDF career officers will conduct research on methods and strategies to enhance the physical and mental performance of our emergency responders. The NETC, on the other hand, will provide a suite of holistic training infrastructure aimed at training paramedics and other medical specialists in the domain of pre-hospital emergency care.

The Civil Defence Academy (CDA) celebrated its 20th Anniversary on 18th March 2019 at the Field Training Area. The event was officiated by Comr Eric Yap, Commissioner SCDF.

Prior to the integration of the former Singapore Civil Defence Force (SCDF) with the Singapore Fire Service (SFS) on 15 April 1989, training for fire and rescue career officers and National Servicemen were conducted in various locations. The SFS conducted firefighting training at the Jurong Fire Training School located within the former Jurong Fire Station while civil defence related training were conducted across four designated training schools in Nee Soon, Mandai, Jalan Bahar and Hougang.

Effective and realistic training are the essential building blocks for a competent and capable operational force.

Following the integration which led to the formation of modern day SCDF, significant time, effort and resources were put into the establishment of Civil Defence Academy (CDA), a purpose-built training facility capable of meeting the broad range of training needs.

CDA was a vision conceptualised and presented using transparencies and a physical model of the CDA based on artist's impressions. Only a Lieutenant then, the late Senior Assistant Commissioner (SAC) Puniamoorthy s/o Muthu Subramaniam Ramasamy presented the proposal to its Development Project Committee (DPC) chaired by three then-ministers: Mr Richard Hu, Mr Suppiah Dhanabalan and Prof S Jayakumar as well as then-Permanent Secretary Brigadier General (Ret.) Tan Chin Tiong.

"CDA was established to train up confidence in our trainees to fulfil the mission of protecting and saving lives and property. It is impossible to train them on what to do for every incident simply because each is unique on its own. The CDA is an avenue for the SCDF to impart relevant skills and knowledge to our trainees but once they graduate, it is their duty as lifesavers to muster the courage required to go against a threat that puts them in danger," says the late SAC Puniamoorthy.

The CDA will continue to evolve into a SMART Campus in the years ahead ▶





Alan Loh

Chairman, National Fire and Civil Emergency Council

“In 1994, I represented my company at a lunch meeting organised by the National Fire Prevention Council’s (NFPC) Industrial Premises Committee. It was at this event that I started my volunteer journey with the SCDF,” says Alan Loh who is currently the Director of Environment, Health and Safety (Asia) at GlaxoSmithKline Private Limited.

It was an unusual lunch meeting. Alan remembers feeling concerned about the conversations he had with the NFPC members that afternoon.

“At the meeting, I learnt about the number of fire incidents that broke out at industrial companies and factories during the 1990s. Knowing the dangers of fire, I asked the NFPC members on the added precautions which industrial companies can take to heighten the fire safety standards. I was uncomfortable with the state of affairs then,” says Alan.

◀ Alan Loh, NFEC Chairman

In 1986, SCDF formed the NFPC with the aim to raise awareness on the importance of fire safety and prevention amongst community leaders and representatives from the industrial and commercial sectors.

Through the NFPC, a suite of fire safety programmes were rolled out in these sectors, especially those with high hazard activities and processes.



▲ The National Fire Prevention Council (NFPC) was formed in 1986.

Alan reminisces the early days when committee members pioneered meaningful projects to spread fire safety and prevention messages to employees from the private sector. One of such projects include the manual distribution of fire safety posters to factories island-wide.

“That was a time when we did not have social media or the internet. We were unable to reach the masses with a simple click on the mouse or a tap on a phone screen. Instead, it was tedious manual work. The posters were distributed manually by the fire stations. Every time I saw these posters during my visits to the factories, I felt a sense of achievement. It touches my heart to know that the companies are also concerned about fire safety and more importantly, the safety of their workers. It also shows that the call to action from the NFPC has been heard,” says Alan.

The inaugural Fire Safety Seminar organised by the NFPC in 1998 is another achievement close to Alan’s heart. Till this day, this annual event is attended by Fire Safety managers from private companies across industries. It is a platform for them to learn how they can champion fire safety at their workplaces. The Fire Safety Seminar organised in 2018 hit a record-high attendance of 1,000 fire safety managers. It was also reported at this seminar that the number of fire incidents in 2017 was at a 40-year low. These outcomes demonstrate the industries’ strong commitment to maintain fire safety and emergency preparedness



▼ Mr Alan Lob, Chairman NFEC (front row, second from left), Ms Yen Tan, Chief Operating Officer of Teck Puat Hospital (front row, third from left), Assistant Commissioner Daniel Seet, Director Operations, SCDF (front row, third from right) and selected representatives who participated in the Mass Fire Evacuation Drill held at Khoo Teck Puat Hospital on 26 September 2019.

in work places. It is also a testament to the success of the National Fire and Civil Emergency Preparedness Council (NFEC).

In 2007, the NFPC was renamed NFEC to reflect an additional role: prepare the community for civil emergencies.



▲ In 2007, the NFPC was renamed NFEC.

“I am not the only veteran member. Many of the representatives, like me, have been volunteering earnestly with the NFEC for more than a decade and this is an affirmation to our commitment to keep the private industry and community safe. Our roles have evolved and today, we also support the SGSecure efforts,” says Alan.

When asked about the ‘secret’ to NFEC’s effectiveness, Alan revealed that he encourages volunteers to be deeply engaged during discussions.

“As the Chairman of NFEC, it is my duty to ensure that the voices of volunteers are heard during meetings. Everyone has something to bring to the table and we are open to all perspectives and suggestions,” says Alan.

Since being appointed Chairman in 2008, Alan has led initiatives to help private companies improve their knowledge on fire safety and prepare them for civil emergencies. This includes the Mass Fire

Evacuation Drill campaign introduced in recent years when triggered by the threat of terrorism.

Each year, the committee will focus on a particular sector in Singapore to drive home fire safety and SGSecure messages. This campaign has been held at a hospital, tertiary institution and theme park thus far.

Alan attributes NFEC’s strong foundation to the hard work of the former Chairmen namely, Mr Yang Soo Suan, Mr Harry Tan and Mr Shaw Vee King as well as NFEC members.

“I did not expect that lunch to be the beginning of my vibrant journey with the NFPC and NFEC. I had the privilege to work with passionate Chairmen and council members and I thank them for their support. We have also enjoyed close working relations with the various SCDF Commissioners and they have become my mentors,” says Alan.



JUNIOR CIVIL DEFENCE LIONHEARTERS

▲ Junior Civil Defence Lionhearters from Xingnan Primary School learning how to use the fire extinguisher

“When we were first introduced to the Junior Civil Defence Lionhearter Club concept by SCDF, we saw the opportunity for our students to learn important life lessons and values through meaningful lifesaving activities which the club offered,” says Juhariyah Bte Johari.

Juhariyah and Jamilah Bte Rahim have been teaching English and Social Studies in Xingnan Primary School for close to two decades. Since 2016, they have also been heading the school’s Junior Civil Defence Lionhearter Club.

“Our Lionhearers are mainly social studies student representatives from the upper primary classes as the activities of this club also weaves in National Education objectives. Our goal is for these Lionhearers to inspire their family members, friends and other students to become active responders within the community when the need arises,” says Jamilah.

While it has been only three years since the club was instituted in Xingnan Primary School, the team has rolled out numerous programmes for its students.

One such meaningful activity is the Civil Defence Ready Booth set up by the Lionhearers at the school’s canteen. Juhariyah and Jamilah supported the Lionhearers by preparing a jigsaw puzzle of the SGSecure logo for the booth.

During recess, many students from all levels were curious about what the booth was about. While the students excitedly solved the puzzle,



▲ Junior Civil Defence Lionhearers from Xingnan Primary School learning how to use the fire extinguisher

the Lionhearers shared with them more details about the SGSecure national movement.

“It was a hands-on and interactive activity which aroused the attention of our students. It was also at this Civil Defence Ready Booth that they learned CPR and first-aid skills which could come in handy in times of emergencies. It is more than just an activity. We wanted them to know that they are empowered to step forward to provide assistance no matter how young they are,” says Juhariyah.

While the Lionhearers are constantly supported by their teachers, they are also as enthusiastic about championing the cause.

“As part of our preparation process for the booth,



▲ Juhariyah Bte Johari and Jamilah Bte Rahim



Jamilah and I queried Lionhearers about the arm sling technique. Many of the Lionhearers volunteered a demonstration. They also assured us that they were ever-ready to pass on these knowledge and skillsets to their fellow students,” says Jamilah.

Each year, members of Junior Civil Defence Lionhearter Clubs from all primary schools are invited to participate in the annual Junior Civil Defence Lionhearter Challenge. In 2018, Xingnan Primary School emerged Champion.

The teachers revealed that the Lionhearers did not undergo any training prior to the challenge. Instead, the school saw the challenge as a platform for them to apply the lessons under a ‘pressured’ environment of a competition, similar to the ‘pressure’ one gets during an emergency. The championship title was a testament to the school’s mantra of providing an authentic learning experience for their students.

When the championship title was announced at the end of the challenge, the students were momentarily caught by surprise before they cheered at the top of their voices.



▲ In 2018, Xingnan Primary School emerged Champion at the annual Junior Civil Defence Lionhearter Challenge.

“It may have been only three years but we have built many memories together as a club. Bryan, one of our former Lionhearers who is now in secondary school, approached me after his PSLE to ask if he could also join a Civil Defence Lionhearter Club after graduating from Xingnan Primary School. I told him to explore the option of joining the National Civil Defence Cadet Corps. I am glad we sparked the interest in him to be a Life Saver,” says Juhariyah.

*Ong Meng Kiat, Civil Defence Lionhearter
from Ngee Ann Polytechnic*

Ong Meng Kiat, a third year student at Ngee Ann Polytechnic's School of Business and Accountancy, is also a member the school's Civil Defence Lionhearter Club.

Meng Kiat joined the club in his first year as he wanted to learn practical skillsets to contribute to society in a meaningful way. During the orientation week, he learned more about the Club's activities from his seniors and their stories resonated with him.

"Looking back, my decision to join the Civil Defence Lionhearter Club was a leap of faith as I was previously a member of my secondary school's robotics club. Besides having to acquire lifesaving knowledge and skillsets, I also had to be less introverted. At the beginning, the transition was certainly not within my comfort zone but I am glad I made this life-changing decision," says Meng Kiat.

Through the Civil Defence Lionhearter club, Meng Kiat had the opportunity to expand his social circle. He made friends with students from different faculties such as the nursing school. His social skills also improved by leaps and bounds as the club's activities required him to demonstrate and converse effectively with members of the public.

Like him, other club members are as passionate about saving lives be it stepping up as a Community First Responder or inculcating the self-help spirit to others.

Meng Kiat explained that the members will gather weeks before the Emergency Preparedness Day events and roadshows. If there were new members, the seniors will first train them in basic CPR-AED skills, First-Aid skills as well as the Improvised First-Aid Skills or IFAS. Thereafter, new members will understudy their seniors at Emergency Preparedness Day events and roadshows on how to engage the public and impart the knowledge and skillsets to them.

ONG MENG KIAT

Civil Defence Lionhearter,

Ngee Ann Polytechnic



▲ Civil Defence Lionhearter from Ngee Ann Polytechnic working alongside a National Civil Defence Cadet Corps cadet and full-time National Serviceman to teach lifesaving skills to members of the public at an Emergency Preparedness Day events

Over the past three years, Meng Kiat has picked up the basics of different dialects.

“At these events, we meet people from all walks of life and not everyone is comfortable with communicating in English. Some prefer to speak in their dialect or mother tongue. SCDF career officers and national servicemen have been very helpful in guiding us at these events,” says Meng Kiat.

His proudest moment was when his team successfully imparted CPR skills to an 80-year-old lady. The lady revealed to them that her husband died of cardiac arrest a few years ago and she wanted to learn CPR skills to help the people around her in times of need.

At these events, members of the club wear the Civil Defence Lionhearter polo t-shirt. The iconic black polo t-shirt allows the public to identify them as SCDF’s ambassadors.

Despite this uniform, Meng Kiat strongly believes that all members of the club belong to the community and they must walk the talk as Community First Responders when the need arises and even when dressed in civilian clothes.

On the eve of Chinese New Year in 2018, Meng Kiat rose to the occasion when he was notified of a

rubbish chute fire incident via the *myResponder* mobile application.

He was spending time at his grandparents’ place after a family reunion dinner. At about 11pm, he told his mother that he had to take his leave to assist in a rubbish chute fire which took place within the same residential estate.

“My mum was worried but I assured her that it was not life-threatening. In fact, I might be of help to the neighbours,” says Meng Kiat.

Meng Kiat proceeded to the 17th storey of an adjacent block and identified himself to the 995 caller as a Community First Responder. He showed the neighbour the *myResponder* notification and taught him to use buckets of water to douse the rubbish chute fire. Despite being mere strangers a moment ago, they worked hand-in-hand towards a common goal.

“I am now in my final year and my journey with the Civil Defence Lionhearter Club is coming to an end. While I will no longer wear the Civil Defence Lionhearter polo t-shirt, this incident reinforced my belief that all club members belong to the community. To me, every act will impact the lives of others and their family members,” says Meng Kiat.

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Tan Chor Seng

TAN CHOR SENG

TEACHER

Crunching numbers has never been a difficult task for Tan Chor Seng. Problem sums are his forte and he welcomes all challenges.



▲ NCDCC cadets completing a challenge at the 2016 Urban Adventure Civil Defence Skills Challenge held at Sentosa

Chor Seng taught mathematics to upper secondary school students at Tanglin Secondary School for many years before he was seconded to SCDF's National Civil Defence Cadet Corps (NCDCC) Headquarters as Head of Operations.

In school, he was known affectionately to his students as Mr Tan. At NCDCC Headquarters, he was addressed as Major Tan.

While NCDCC was a new area of work for him at the start of the secondment, Chor Seng was neither a stranger to uniform organisations nor lifesaving skills. At Tanglin Secondary School, he was the teacher in-charge of the school's Saint John's Brigade where he supervised foot drills and activities which included first-aid lessons. He was also trained in lifesaving skills during National Service when he served as a Combat Medic.

"At the start, I thought the only challenge I would face was the need to familiarise myself with SCDF terminologies. Initially, I was clueless about terms like Light Fire Attack Vehicle (LFAV) or 'Alpha (Ambulance)' which SCDF career officers and NCDCC cadets used casually as they communicated with each other. Over time, I found out the meaning behind them. It was not until I started training with cadets and adult volunteers that I was exposed to a whole new world," says Chor Seng.

Chor Seng described NCDCC cadets to be so passionate in the lifesaving cause that many of them signed up as adult volunteers (Cadet Lieutenants and Honorary Officers) after graduating from secondary school. As adult volunteers, they can continue their journey with NCDCC as well as train their juniors in lifesaving skills.

Through this co-circular activity, he learned more about SCDF's core function and mission.

In 2016, he enrolled himself in a firefighting course alongside a group of NCDCC Cadet Lieutenants and this experience made him appreciate the challenges experienced by SCDF firefighters on a daily basis.

"Wearing the bunker gear was already difficult. It was stifling and we felt as though we would collapse anytime due to the heat. Yet, these adult volunteers willingly put themselves through the challenge because they were hungry for new skills and knowledge," says Chor Seng.

During the course, Chor Seng also took the opportunity to ask his fellow SCDF colleagues about their daily operations, such as SCDF's elite Disaster Assistance and Rescue Team and HazMat operations.

In time, he found a deeper meaning to his portfolio. Chor Seng wanted the cadets to be inspired by the experiences offered by NCDCC through a unique and heartfelt learning experience.

In his three years with NCDCC, he assisted with

the conduct of numerous activities for the cadets. One of them was the 2016 Urban Adventure Civil Defence Skills Challenge. This annual challenge is open to secondary schools with a NCDCC unit. The format of the challenge entailed teams of six cadets competing in a race with multiple obstacles designed to put the students' lifesaving knowledge and skillsets to the test.

That year's challenge, organised by Chor Seng, was held at Sentosa.

"I made it a point for the race to start and end at Sentosa Fire Station. The objective was for the cadets to learn more about the daily operations of an SCDF fire station as well as create the opportunity for our cadets to interact with SCDF emergency responders. I wanted them to gain a 'real' learning experience and not something that can be taught through books or assessments. Personally, I have been inspired by SCDF and I wanted the same for the cadets," says Chor Seng.

In the same year, Chor Seng also led a group of 30 cadets from different schools to visit the Hong Kong International Aviation Academy as well as some of the local fire stations.



▲ Chor Seng and NCDCC cadets at an overseas experiential learning trip held in Hong Kong



▲ A display of the NCDCC Precision Drill at Heartbeat@Bedok during the 2018 NCDCC Affirmation Day

In 2018, Chor Seng organised the NCDCC Affirmation Day held at Heartbeat@Bedok. It was the first time this event was held in a public space. In addition to the premises owner and NCDCC schools, he worked closely with career officers from the SCDF divisions and Headquarters to coordinate the event.

“We wanted to bring the event to the heartland and when it was possible, the NCDCC staff were so excited! It was an opportunity for the NCDCC cadets to showcase their talents to the public as well as create a platform for the public to learn lifesaving skills. The event went well and the cadets were bursting with joy. The smiles on their faces made it all worthwhile for me,” says Chor Seng.

While Chor Seng has completed his secondment with NCDCC, he leaves with good memories of his passionate cadets. Honorary Officer Seri Syafawani Hidayat Binte Shamsuddin is one of the many

cadets he will always remember. Seri helped train the NCDCC contingent members who took part in 2018’s National Day Parade and was present at all 12 rehearsals which took place on Saturdays. The commitment of the cadets and volunteers like Seri spurred him on to give his best.

“I will always remember the warmth from the SCDF officers whom I have worked with. To me and many others, SCDF and NCDCC are close members of a big and extended family. I strongly believe that education is not limited to academic excellence. While we can all crunch numbers and master a language, we must not neglect the life experiences that co-circular activities can offer. Behind every co-circular activity is a team of people working hard to make it an enriching journey for all its members,” says Chor Seng.

Chor Seng is currently a mathematics teacher at Clementi Town Secondary School. 🚗

EMERGENCY MEDICAL SERVICE RESPONSE FRAMEWORK

SCDF’s Emergency Medical Service (EMS) response framework provides faster and enhanced assistance to those who need it.

When you call 995 for medical assistance, SCDF will assess the severity of your case and respond accordingly as follow:

CATEGORY OF CASES	EXAMPLES	RESPONSE
LIFE-THREATENING EMERGENCIES	Cardiac arrest, unconsciousness, breathlessness, active seizure, major trauma and stroke	Highest priority Fastest response Extra resources deployed  
EMERGENCIES	Severe allergy, emergency labour, head injury, bone fracture, asthma, elderly with chronic medical conditions and sick children	High priority Fast response 
MINOR EMERGENCIES	Cut with bleeding, accident with bruising, swelling, mild injury and persistent fever	Lower priority Slower response  <i>In 2016, SCDF attended to 42,579 minor emergency cases (73.9% of total ambulance calls)</i>
NON-EMERGENCIES	Constipation, chronic cough, diarrhoea and skin rash	Emergency medical assistance not required Seek treatment at clinics or call 1777 for non-emergency ambulances  <i>In 2016, SCDF attended to 11,154 non-emergency cases (6.3% of total ambulance calls)</i>

SCDF officers at the 995 Call Centre are supported by paramedics and staff nurses who are trained to prioritise your cases, deploy the appropriate resources and provide medical advice.



HAN MING XUAN



Ming Xuan is the first recipient of the SCDF Paramedic Scholarship ▶

Han Ming Xuan served National Service (NS) with the Singapore Armed Forces. As a Combat Medic, he assisted with medical cases that occurred during training and exercises. As part of his learning curriculum, he was attached to SCDF ambulances for three months to hone his emergency response skillsets.

That was when he donned the SCDF's Emergency Medical Technician uniform and responded to day-to-day medical emergencies.

“Weeks before the attachment at Alexandra Fire Station, I was already enthusiastic about being able to respond to emergencies that happen on a day-to-day basis. I did not expect this opportunity to change my life,” says Ming Xuan.

40 minutes into the first day of his attachment, Ming Xuan was deployed for his first emergency call. The incident involved an elderly man who suffered shortness of breath. Together with a paramedic, he assessed the patient's condition before conveying him to the hospital.



▲ Locals whom Ming Xuan befriended in Cambodia



▲ The family that he lived temporarily with in the countryside of France. As Ming Xuan is fluent in French, he communicated with the family in their language



▲ An attempt at pruning a tree in France. Ming Xuan explained that his French host is a professional tree pruner and it was during this homestay programme that he learned new skills

Days later, his team attended to another elderly man.

“It was a cardiac arrest case. The paramedic assessed the condition of the man while I spoke with the family members. I learned from them that it had been awhile since he collapsed from a cardiac arrest. We performed CPR and used the AED on him while en-route to the hospital. Unfortunately, he did not survive,” says Min Xuan.

Ming Xuan revealed that this was not his first time experiencing death cases. His father suffered a cardiac arrest weeks before Ming Xuan’s A Level examination. He spent many hours with his father at the hospital’s Intensive Care Unit and from time to time, he learned from the nurses about the death of other patients.

“SCDF conveyed my father to the hospital after he suffered cardiac arrest. With prompt intervention, he made a steady recovery. I started to appreciate SCDF’s Emergency Medical Services and it is also the reason to why I was enthusiastic about my NS attachment with SCDF,” Ming Xuan recounts.

In addition to medical cases that occurred in the homes of patients, Ming Xuan also responded to incidents such as road traffic accidents and suicide cases.

After NS, Ming Xuan signed up for a homestay program to volunteer his services around the world. He has since visited Cambodia to teach English to the locals, the countryside of France to help a family with their daily farming activities and an orphanage in Romania.

During this period, he deliberated about his university options with the goal of building a career with the SCDF’s Emergency Medical Services.

In August 2018, he became the first recipient of the SCDF Paramedic Scholarship, offered under the Singapore Government Scholarship scheme.

Ming Xuan graduated from Hwa Chong Institution and he is currently reading Paramedicine at Monash University in Australia. He will return to SCDF as a Paramedic Officer after completing his studies. 🚑

To better position the Force towards achieving our 2025 transformation vision

KEY CHANGES



FORMATION OF 3 STRATEGIC CLUSTERS



MERGER/FORMATION OF NEW DEPARTMENTS/UNITS



TRANSFER OF FUNCTIONS ACROSS DEPARTMENTS/UNITS



RENAMING OF DEPARTMENTS/UNITS

3 STRATEGIC CLUSTERS

Operations & Resilience

Meet immediate challenges in frontline operations effectively & build a resilient citizenry



Future Technology & Public Safety

Prepare for future challenges with the adoption of cutting-edge technologies & a robust public safety regime



Strategy & Corporate Services

Ensure strong governance & support services for organisational excellence



- Operations
- Hazmat
- Emergency Medical Services
- Volunteer and Community Partnership
- Corporate Communications
- Frontline Units

- Planning & Organisation
- Service Excellence
- Human Resource
- Finance
- Logistics
- Corporate Services Hubs

- Transformation & Future Technology
- Science & Technology Programme Management Centre
- Fire Safety
- Training



NIMBLER RESPONSE TO CHALLENGES



IMPROVED WORKFLOWS BETWEEN DEPARTMENTS



DEDICATED FOCUS TO DEVELOP NEW CAPABILITIES

April 2019
Formation of 3 Clusters

Final Structure by
April 2020



SCDF
The Life Saving Force



TOGETHER 
A NATION OF LIFESAVERS