



MEMBERS' HANDBOOK

The Privilege to Serve Humanity

2018 / 2019

YOU ARE
ONE STEP
CLOSER
TO SERVING
HUMANITY

PERSONAL MEMORANDA

Name:

Contact: (Mobile) (Home)

Address:

Email:

Blood group:

In case of emergency, contact:

Name:

Address:

Contact:

CHAIRMAN'S MESSAGE

Singapore Red Cross (SRC) is a homegrown humanitarian organisation, dedicated to relieving human suffering, protecting human lives and dignity and responding to emergencies since 1949. We serve the vulnerable through our Red Cross Home for the Disabled, Day Activity Centre, TransportAid, FoodAid, ElderAid and HoME+. We build resilience through Community FirstAid, Singapore Red Cross Academy, the National Blood Programme and volunteer and youth development.

Our efforts in building resilience is aligned to the "One Billion Coalition for Resilience" vision adopted by the International Federation of Red Cross and Red Crescent Societies (IFRC), of which the Singapore Red Cross is a member. It is a transformative initiative to scale up community and civic action to strengthen individual and community resilience.

Beyond our shores, we mobilise and translate contributions from the donor community to relief and recovery, rehabilitation and reconstruction efforts, with the aim of helping communities affected by disasters.

As Members and Volunteers, you are at the heart of Singapore Red Cross's mission to reach out to these communities, as well as to improve lives of the disadvantaged and the vulnerable amongst us. You play a vital role in providing direct services to the beneficiaries in the wide range of humanitarian services provided by Singapore Red Cross, both locally and overseas.

As we move forward to meet the increasing humanitarian challenges facing us, we hope to invite more like-minded people, from all walks of life, to join us, as Red Cross Members and Volunteers, on this meaningful journey. Together, we can make a bigger difference in serving humanity. As Singapore Red Cross expands its range of humanitarian services, there will be more volunteer opportunities available in our various community service areas. I am confident that as a Member of the Red Cross, you would be able to find one that resonates with you.

I would like to thank you for choosing to be a Member of Singapore Red Cross, and I am proud to welcome you to the Red Cross Movement. We value the contributions of our Members and Volunteers and our intention is to equip everyone with the necessary skills and knowledge to better serve the beneficiaries. You will receive basic training to equip yourself with foundational skills and knowledge to enable you to render humanitarian service.

I wish you an enriching and fulfilling experience in your service to the vulnerable, and we look forward to your active participation in our community services.



Yours sincerely

A handwritten signature in black ink, appearing to read "Tee Tua Ba". The signature is fluid and cursive, written over a white background.

Mr Tee Tua Ba
Chairman
Singapore Red Cross



Dear Member,

A very warm welcome to the Singapore Red Cross. By joining the Red Cross Movement, you are now affiliated with the world's largest humanitarian network of 17 million volunteers and members in 190 countries.

At the Singapore Red Cross, we recognise the importance of our members as social change agents in our community. Therefore, we offer a structured training and leadership programme to empower you with the necessary skills and knowledge to be a positive influence in your home, place of work, school and community. You may choose to be engaged in the different local and international humanitarian services of the Singapore Red Cross, and will receive various opportunities to become great humanitarian leaders.

Members also have the responsibility of ensuring a well functioning Society by serving on committees, advisory panels and attending the Annual General Meeting, during which you may speak, vote, nominate and hold elective office.

We are proud to present you with your Membership package:

- **Your own personalised Membership Card**
- **Red Cross collaterals**
- **A Red Cross Collar Pin**
- **A Red Cross tee shirt to wear when performing voluntary services**
- **This membership handbook includes a QR code to the playlist of videos produced by the Singapore Red Cross on our various humanitarian services.**

Thank you for choosing to journey with the Singapore Red Cross in serving the vulnerable and saving lives. Embrace the challenge to be an agent of positive change. Together, we can make a difference in the world.

Yours sincerely,

Mr Benjamin William
Secretary General/ CEO
Singapore Red Cross

INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT

The International Red Cross and Red Crescent Movement is neutral and impartial, and provides protection and assistance to people affected by disasters and conflicts.

EMBLEMS

The Movement has three emblems in use: the red cross, red crescent and red crystal. All three emblems have the same international status and offer the same level of protection under international humanitarian law.



THE INTERNATIONAL COMMITTEE OF THE RED CROSS (ICRC)

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organisation whose exclusively humanitarian mission is to protect the lives and dignity of victims of war and internal violence and to provide them with assistance.

During situations of conflict, the ICRC is responsible for directing and coordinating the Movement's international relief activities. It also promotes the importance of international humanitarian law and draws attention to universal humanitarian principles.

THE INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES (IFRC)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is a global humanitarian organisation, which coordinates and directs international assistance following natural and man-made disasters in non-conflict situations. Its mission is to improve the lives of vulnerable people by mobilising the power of humanity.

The IFRC works with National Societies in responding to catastrophes around the world. Its relief operations are combined with development work, including disaster preparedness programmes, health and care activities, and the promotion of humanitarian values.



Story of an Idea



190 National Societies around the world



Movement at a glance

ABOUT SINGAPORE RED CROSS

Who we are

The Singapore Red Cross (SRC) is an independent humanitarian organisation founded in 1949, and subsequently incorporated by an Act of Parliament on 6 April 1973. The homegrown organisation is dedicated to serving the vulnerable in local and international communities. SRC is a member of the International Federation of Red Cross and Red Crescent Societies (IFRC). SRC adheres to the Geneva Convention (1949) and bases its work on the fundamental principles of humanity, impartiality, independence, neutrality, unity, universality and voluntary service. The President of the Republic of Singapore is the Patron of SRC.

Our Vision

To realise Singapore Red Cross as a leading and distinctive humanitarian organisation that brings people and institutions together in aid of the vulnerable.

Our Mission

Protecting human life and dignity, relieving human suffering and responding to emergencies.

Our Work

As an independent humanitarian organisation, we raise our own funds to serve humanity and further the work of the Movement both locally and internationally. Our primary focus is to assist the vulnerable.

Our Core Values

Our values guide our staff and Red Cross Youth in the approach of our daily work. Our staff and Red Cross Youth seek to uphold these core values in all our work.

- **Compassion**
Having a caring culture and a love for people in whatever we do, guided by the seven fundamental principles of the Red Cross Red Crescent Movement.
- **Passion**
Giving our heart and soul selflessly in all that we do.
- **Professionalism**
Achieving excellence in our service delivery with integrity and transparency.

GOVERNANCE OF SINGAPORE RED CROSS

The Singapore Red Cross began as a branch of the British Red Cross on 30 September 1949. It became an independent National Society in 1973, with the adoption by the Singapore Parliament of the **Singapore Red Cross Act 1973**.

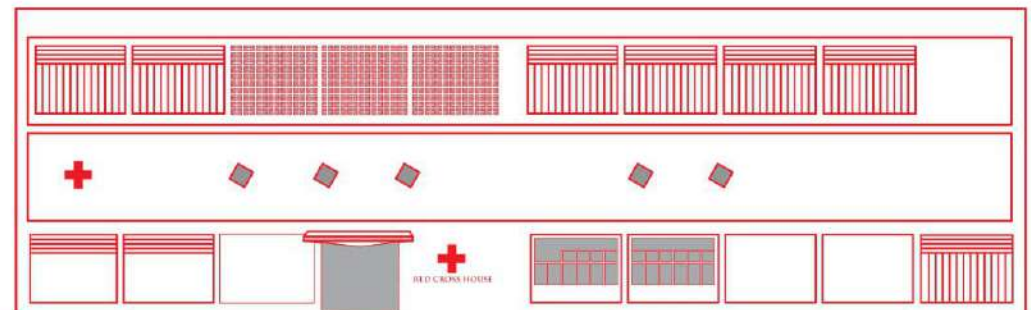
The governing of the Singapore Red Cross is done by a 19-member Council, headed by a Chairman who is appointed by the President of the Republic of Singapore, the Patron of the Society. The Council is responsible for pursuing the objectives of the Society as laid down by an Act of Parliament and its Constitution. The Council has four oversight committees providing the relevant advice and expertise; namely the Finance and Investment, Audit, Corporate Governance and Nomination and Human Resource and Compensation Committees. The Constitution also makes provision for a Fund-Raising Committee.

The general management of SRC is undertaken by the Management Committee, headed by the Secretary General/Chief Executive Officer of the SRC. Implementation of the policies and directives laid down by the Council is carried out by the Secretariat, headed by the Secretary General/CEO.

The Secretariat is organised into three divisions: Operations, Administration and Red Cross Youth. The strength and commitment of our volunteer corps is critical for the realisation of our vision and to carry out our vision. Volunteers and staff work closely together in planning, organising and implementing the activities and programmes of the SRC.

In 2013, Singapore Red Cross was awarded the Charity Governance Award by the Charity Council which honours charities that have adopted the highest standards of governance and implemented the best practices to ensure sustained effectiveness.

In 2016 and 2017, Singapore Red Cross was conferred the Charity Transparency Award by the Charity Council in recognition of our good disclosure practices, for two consecutive years.



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FUNDAMENTAL PRINCIPLES OF THE RED CROSS AND RED CRESCENT MOVEMENT



Humanity



Impartiality



Neutrality



Independence



Voluntary
Service



Unity



Universality



How to Apply the
Fundamental Principles

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YOUR AFFILIATION WITH US

Ordinary Members shall be eligible to attend General Meetings, speak, vote, nominate and second nominations; and/or to hold elective office.



Ordinary Membership

Life Member

- Lifetime subscription (No membership expiration)
- S\$300

Subscribing Member

- 5 year subscription (5 yearly renewal)
- S\$50

Note:

You need to be at least 18 years old and above in order to sign up as an Ordinary Member (OM). All newly signed up OM are required to be formally accepted by the Council.



Youth Membership

Youth Member

Any member of the public who is between 9 and 35 years old.
Membership fees are not required.

Note:

Signing up for Ordinary Membership (OM) is optional.

An individual can choose to apply for OM when he / she has reached the age 18.



General Volunteer

Volunteer

Any member of the public who wishes to volunteer their time or skills to support our cause.

Note:

Signing up for Ordinary Membership (OM) is optional.

BASIC TRAINING COURSE

Singapore Red Cross (SRC) believes in empowering members with the necessary skills and knowledge to empower the lives of the vulnerable in our midst and enhance community resilience.

Every member will undergo the **Basic Training Course (BTC)**.^{*} One of the key objectives of the BTC is to equip SRC Members with Red Cross knowledge to volunteer in SRC's humanitarian services, both locally and overseas. Another goal of the BTC is for members and volunteers to take on the role of ambassador of the Red Cross Movement.

The lessons and courses within the BTC framework are specially crafted to provide training for all our members so that they are well-prepared in times of need.

The three-hour course will consist of the following modules:

- Red Cross Knowledge (RCK)
- Services of the Singapore Red Cross

There are scheduled BTC conducted throughout the year. Members will receive e-invites to register for the course. Please note that the above content is subject to change; BTC is reviewed on a yearly basis.

^{*} BTC does not offer first aid certification. If you wish to be a certified first aider, please sign up for courses with Singapore Red Cross Academy. SRC members are entitled to 20% discount on the course fees.

See available courses here:

www.redcross.sg/learn/first-aid

For more information on BTC, please email volunteer@redcross.sg

For more information on other courses, please email: academy@redcross.sg



HOW CAN I CONTRIBUTE



Volunteer with SRC through the following:

Regular volunteering for programmes and services - volunteers will undergo relevant training and briefings to be service-ready, prior to any deployment.

Event-based volunteering - volunteers can be mobilised for society-wide events (e.g. World Blood Donor's Day, SRC International Bazaar, etc.), to provide logistic and/or administrative support.

Project / skill-based volunteering - volunteers with specific skill-sets are deployed in various projects. Depending on the scope, it could span from planning, researching to execution of the project.

Other than contributing your **Time**, you could also consider giving your **Talent** (skill-based volunteering), **Blood** (blood donation and advocacy) or **Money** (monetary or in-kind donation).

3 STEPS

MOBILISATION CALL

Singapore Red Cross builds community resilience during peacetime, and helps those affected recover from natural disasters. We go beyond our shores to bring humanitarian aid to those in need.

When a disaster strikes, we assess the situation and help with immediate relief efforts on the ground. At home, we set up hotlines to answer public queries and collect donations if an emergency appeal is launched. Please sign up if you wish to help.

You will be trained for local operations before being deployed within 48-72 hours following a disaster, via the **3-step mobilisation**:



CORPORATE VOLUNTEERING

PARTNERS IN HUMANITY

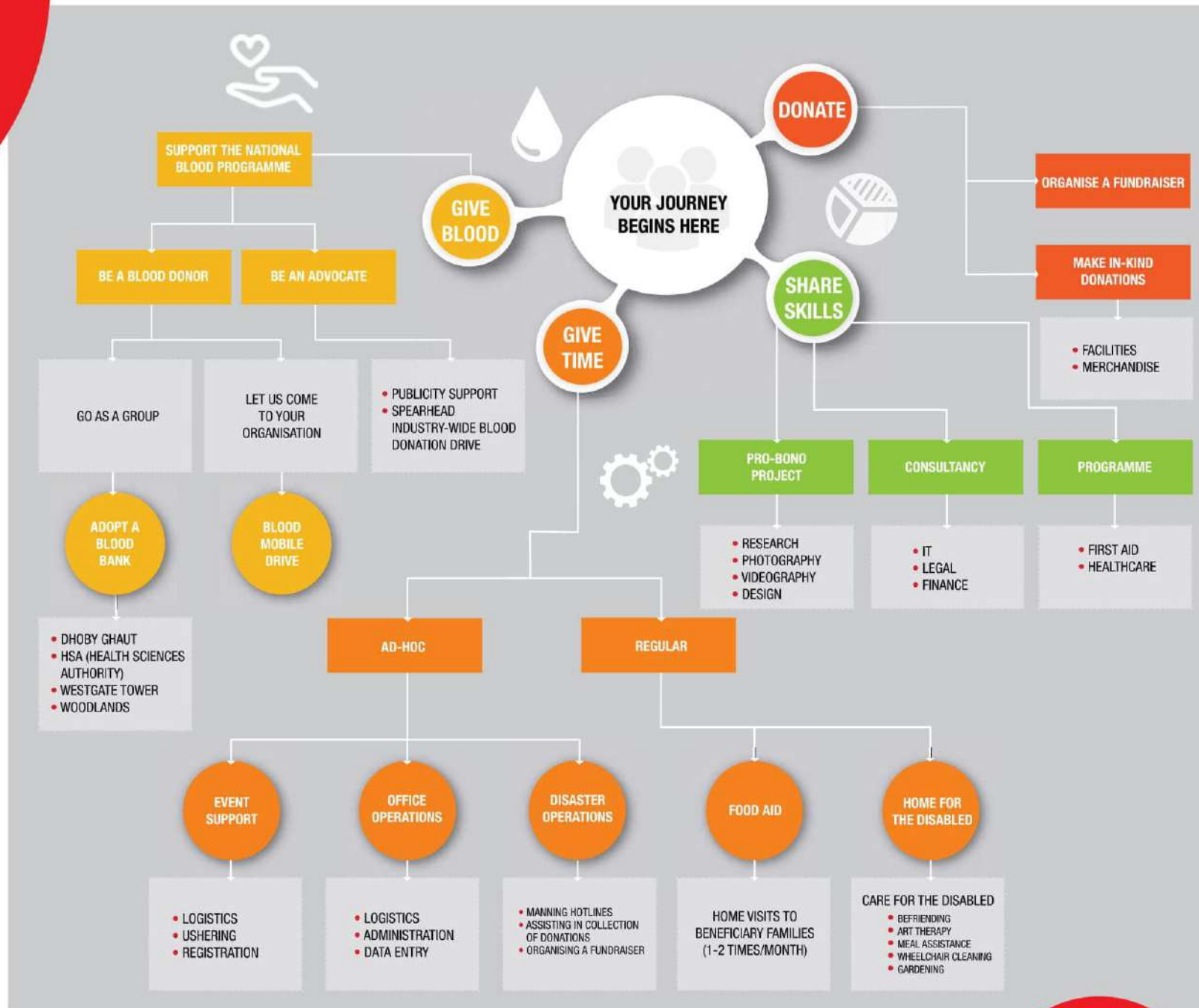
Join the world's largest humanitarian network and help serve humanity and save lives!

With a group of colleagues, friends or as an organisation, you can come together and help the Red Cross help more.

There are four areas of contribution that you can consider:

- **Give Time**
- volunteering for SRC Programmes / Events
- **Share Skills**
- using your skills to enhance and further the work of Red Cross
- **Give Blood**
- supporting the National Blood Programme
- **Donate**
- providing monetary and resources support

Find out your corporate volunteering profile to kick-start your corporate giving journey with us.





ElderAid

WHAT WE DO

ElderAid volunteers deliver a social and wellness programme that includes befriending, eldercare, first aid and first response, to build resilience of elders, to achieve a community ageing-in-place.

WHO WE HELP

ElderAid volunteers help the elderly who are living alone and in need of support.



FoodAid

WHAT WE DO

FoodAid uplifts vulnerable families by looking into the psychological factors affecting their food choices, providing food vouchers and rations, and encouraging the consumption of nutritious food.

WHO WE HELP

SRC focuses on supporting those who may have fallen through the cracks of social services such as :

- Skipped-generations families
- Single-parent families
- Working poor



Home Monitoring and Eldercare (HoME+)

WHAT WE DO

HoME+ helps seniors living on their own, through a helpline for non-emergency situations, and a monitoring, alert and response system for home safety.

WHO WE HELP

The HoME+ service helps the elderly and disabled who are living on their own.

1. The helpline is operational 24/7.
2. The home monitoring and alert system will only be rolled out towards the end of 2017.



TransportAid

WHAT WE DO & WHO WE HELP

TransportAid helps the elderly and disabled from low-income homes get to and from their healthcare, such as medical treatments, rehabilitation and day activity centre by door-to-door escort.



Red Cross Home For Disabled

WHAT WE DO

With a team of dedicated nursing professionals, therapy and health care aides, physiotherapists as well as occupational and speech therapists, we provide quality care to those who are unable to care for themselves due to their severe disability.

WHO WE HELP

Established in 1952, the Red Cross Home for the Disabled offers long-term residential and respite services for those with multiple disabilities, and a Day Activity Centre for day care.



Blood Donor Recruitment Programme

WHAT WE DO

As the National Blood Donor Recruiter since April 2001, SRC works in partnership with the Blood Services Group of the Health Sciences Authority to ensure a sufficient and safe supply of blood to meet the transfusion needs of all our hospitals at all times. The key areas of focus are on informing and educating, motivating and recruiting, retaining and recognising.

WHO WE HELP

The National Blood Programme benefits all patients requiring blood transfusion. They include those with leukemia, anaemia, thalassaemia, bleeding disorders and those undergoing major surgeries.



Singapore Red Cross Academy

WHAT WE DO

SRC supports the national goal of having a First Aider in Every Home. Singapore Red Cross Academy (SRCA) conducts a wide range of standard and specialised First Aid courses for volunteers and the community, to empower them to respond to emergencies, at home and abroad.



Community FirstAid

WHAT WE DO

The SRC protects the community by providing first aid coverage at national and community events. We also provide training as part of our mission to protect lives and respond to emergencies.

Through the Community FirstAid programme, we mobilise first aid volunteer teams for events ranging from the National Day Parade, Chingay Parade and Istana Open House to community sports events, family day carnivals, etc.

First Aiders on Wheels (FAOW): First Aiders on Wheels patrol along the East Coast Park, Pulau Ubin and Sentosa on weekends and on public holidays, to provide first aid to park-goers in need.

WHO WE HELP

We help the community by attending to physical injuries, and providing assurance and comfort. While most casualties do not face life-threatening situations, they benefit from having their wounds and sprains properly bandaged.



International Services

WHAT WE DO

Disaster Response: SRC works to prepare the community and build resilience against disasters through training and capacity building activities.

International Collaboration: The OHP is organised during peace time to assist communities in improving their living environment, conditions and quality.

WHO WE HELP

When a disaster strikes, we help those affected with immediate relief efforts, early and medium-term recovery work as well as long-term rebuilding projects.

In times of war and aftermath of natural disasters, we also assist families in tracing their loved ones via the Red Cross Restoring Family Links Service.



! ACT NOW

Now that you know about our humanitarian services, you can start volunteering today! Log-in to the online portal at SRCmol.redcross.sg to register for volunteer opportunities.

For first-time log-ins, please use your NRIC/FIN (with alphabets in uppercase) as your password. To reset password, please email membership@redcross.sg.

CODE OF CONDUCT

The Code of Conduct seeks to guide and guard our standards of behaviour.

It seeks to maintain the high standards of independence, effectiveness and impact, which disaster response NGOs and the International Red Cross and Red Crescent Movement aspire to achieve.

It is a voluntary code, enforced by the will of the organisation accepting it to maintain the standards laid down in the Code. In the event of armed conflict, the present Code of Conduct will be interpreted and applied in conformity with international humanitarian law.

The Code of Conduct is presented first. Attached to it are three annexes, detailing the working environment that we would like to see created by Host Governments, Donor Governments and Inter-Governmental Organisations in order to facilitate the effective delivery of Humanitarian Assistance.



See more at:

- **The humanitarian imperative comes first.**
- **Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.**
- **Aid will not be used to further a particular political or religious standpoint.**
- **We shall endeavour not to act as instruments of government foreign policy.**
- **We shall respect all cultures and customs.**
- **We shall attempt to build disaster response on local capacities.**
- **Ways shall be found to involve programme beneficiaries in the management of relief aid.**
- **Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.**
- **We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.**
- **In our information, publicity and advertising activities, we shall recognise our beneficiaries as dignified human beings, not hopeless objects.**

VOLUNTEER DRESS CODE



SRV Volunteer Tee Shirt

Jeans / Pants

Fully Covered Shoes

CONTACT US

Red Cross House (HQ)

15 Penang Lane
Red Cross House
Singapore 238486
Tel : (+65) 6664 0500
Fax : (+65) 6337 4360
Email: enquiry@redcross.sg

Home+

Tel : (+65) 6664 0699

TransportAid

Tel : (+65) 6337 3333
Fax : (+65) 6336 5012

Singapore Red Cross Academy @ Red Cross House

15 Penang Lane, Level 3, Singapore 238486
Tel: (+65) 6664 0500
Fax : (+65) 6337 6435
(near Singapore Shopping Centre, Dhoby Ghaut MRT, Exit B)

Singapore Red Cross Academy @ Atrium

International Involvement Hub (I2Hub)
60A Orchard Road, Level 4M, Tower 1 #04-02
Singapore 238890
(near Plaza Singapura, Dhoby Ghaut MRT, Exit F)

Red Cross Home for the Disabled

8 Lengkok Bahru #04-01
Family Link @ Lengkok Bahru
Singapore 159052
Tel: (+65) 6762 1029
Fax: (+65) 6474 1029
(10 minute walk from Redhill MRT Station)

Blood Collection Centres

BloodBank@Health Sciences Authority (HSA)

11 Outram, Road
Singapore 169078
(Opposite Outram MRT)

BloodBank@Woodlands

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

BloodBank@Dhoby Ghaut

Dhoby Xchange
11 Orchard Road
#B1-05 to 10
Singapore 238826

Bloodbank@Westgate Tower

1 Gateway Drive
#10-01 to 05
Westgate Tower
Singapore 608531

Visit giveblood.sg for opening hours, or call 6220 0183 to make an appointment.

Shop@RedCross Thrift Shops

Red Cross Training Campsite

62 Jalan Khairuddin
Singapore 457524
(Opens Fridays, 10.30am - 3.30pm)

Red Cross House

15 Penang Lane
Singapore 238486
(Opens Wednesdays, 11.00am - 4pm)



- I have attended Basic Training Course.
- I have submitted my volunteer Indication of Interest.
- I advocate voluntary non-remunerated blood donation.
- I am volunteering with at least one SRC service.
- I am first aid trained and advocate the idea of "One First Aider in Every Home".

INTERACTION WITH PUBLIC AND MEDIA

As a member of the SRC family, you are expected to be an Ambassador of SRC, and be at your very best behaviour throughout your volunteer journey.

Should members of the public offer cash donations or express interest to find out more about SRC programmes, please direct them to contact Singapore Red Cross at 6664 0500 or visit redcross.sg.

When you are on duty at a Red Cross event, you should not take or post photos of SRC's beneficiaries, out of respect for their privacy.

However, you are encouraged to capture your volunteering experience (without including the beneficiaries) or your participation in any SRC event, and share these moments on social media. And remember to tag [scredcross!](https://www.instagram.com/scredcross)

Should you be approached by any reporter or any individual who claims to be a journalist, please inform the staff or volunteer manager on duty to seek approval from Corporate Communications and Marketing department, before any interview or interaction with the media.

If you have a great volunteering experience to share, journal it at redcross.sg/mystory or [#myredcrossstory](https://www.instagram.com/myredcrossstory) on your social media. This way, you can inspire more to join this life saving cause!

Connect with SRC on social platforms (Facebook, Twitter, Instagram, YouTube) and share our updates with your networks, so more can be inspired to join the Movement!

For first-time login to your Member Record, kindly note that your USERNAME and PASSWORD are both your NRIC/FIN with the alphabets in UPPERCASE.

Upon successful login, please remember to change your login email. To reset your password, please email to membership@redcross.sg.

In your Member Record, you are able to:

- Update / edit your Member Profile
- Track your Volunteer Service Hours
- Register for available Volunteer Opportunities
- Register for available Training Courses

We appreciate your kind assistance to ensure that your Member / Volunteer Profile is duly updated.

First Aid by Singapore Red Cross App

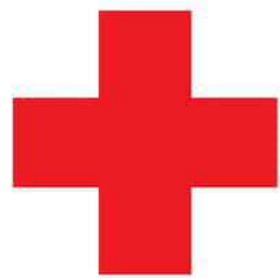
Simple, free, and it can save a life. The Singapore Red Cross First Aid app gives you instant access to the information that you need to handle the most common first aid emergencies. With videos, interactive quizzes and simple step-by-step advice, it's never been easier to know first aid.



InstaSave

A collection of six bite-sized instructional first aid videos on SRC's Instagram, addresses common conditions of emergencies in Singapore. For easy access in case of emergencies, Instagrammers can download the videos and 'save for later' within the app. Please also help spread the word by sharing the videos with your followers, tagging [@scredcross](https://www.instagram.com/scredcross) and including hashtags [#InstaSave](https://www.instagram.com/InstaSave) and [#SaveNowToSaveLater](https://www.instagram.com/SaveNowToSaveLater).





SINGAPORE



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