

# RESCUE 995

*the*  
**Woman's**  
*Issue:*  
**Girl**  
**Talk**



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# Editor's Note:

Picture (left to right): Ms Michelle Lim (Editor) and Ms Tan Shi Hui.



Oh yes! It is finally the time for some *Girl Talk!*

When we first got down to things, we received numerous nominations of different personal favourites. From a list of more than 50 female career officers to choose from, the editorial team narrowed it down to 14 of them whom we have featured in this issue. They include working mothers like AC Chin Lai Fong and SSG Gangadevi D/O Rountan as well as those who are still busking in their singlehood (*hint-hint\**).

Since this is a *Girl Talk* issue, I was privileged enough to have some 'h2h' (heart to heart) conversations with our interviewees too. I definitely had a good time chatting with them about their beauty regime, hobbies and even love life! I was so tickled when SSG Naomi Wee candidly talked about how her husband, from the elite SCDF Disaster Assistance and Rescue Team, courted after her. She even joked about how she single-handedly swept him off his feet.

Well, since the SCDF is an operational organisation, not all love stories are as romantic. I apologise for the anti-climax but it is only inevitable that such 'butterflies in the stomach' moments be interrupted by a greater calling, and that is to save lives. Having spent 30 years with the SCDF, AC Lai Fong has a story to tell.

At the same time, I also found out the reason behind how these female career officers handle life-threatening situations with a fearless attitude.

I thought very hard about what gave them the strength to defeat such challenges and I was convinced that it was their 'sixth sense'. There is no logical explanation to it except that it is a shared intuition that only women would comprehend.

This was clearly reflected in one of the operations that LTA Amy Ling attended to where she saw a pregnant lady who wanted to

take her own life. For some reason, the lady found comfort in LTA Amy at first sight even though they were merely strangers.

Well, if you are a man, you would probably find it difficult to grapple with this affinity that women have for each other. For the benefit of all men out there and in the name of fun, we sought all of our interviewees' views on the colour pink and chivalry.

You might just be surprised by their answers.

Oh! The editorial team has also made space in this issue to feature two of our civilian officers, Miss Tan Shi Hui and Ms Goh Puay Hwee!

As a civilian officer myself, I must say that our work is as challenging. Take the work experience of Ms Shi Hui, a Home Affairs Senior Executive, for example. For six years, she was tasked to change the mindsets of people positively through community-based programs. So far, Ms Shi Hui has worked in the SCDF and the Singapore Prison Service and she is a strong believer of playing her part to cultivate a more civic conscious Singapore.

As for Ms Goh, are you aware that she has known Commissioner Eric Yap since his cadet days?

Well, I shall keep you in suspense for now. Read on if you want to find out more.

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May 2016  
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## Save-A-Life Initiative



Picture: Mr K Shanmugam (second from left), Minister for Home Affairs and Minister for Law, with the Community First Responders Ms Michelle Lim (left), Mr Mazlan Bin Mahan (3rd from left) and Mr Nay Kyaw Min (4th from left) at the SCDF Workplan Seminar 2016.

Introduced last year, the Save-A-Life initiative strives to increase the survival rate of cardiac arrest victims by building a network of trained Community First Responders who are able to promptly respond and administer CPR-AED in their immediate vicinity.

Other than stepping up efforts to increase the availability of AEDs in public spaces and frequencies of CPR-AED training sessions, Community First Responders can also leverage the SCDF's *myResponder* mobile application to respond to emergency cases and render their assistance before the arrival of SCDF.

Since the launch of the *myResponder* mobile application last year, the SCDF has seen a steady growth of success cases where Community First Responders volunteered their assistance.

## Mass Decontamination Vehicle



As the classic Chinese saying goes, one has got to climb to a greater height in order to enjoy a grander sight. Building on our previous successes, the Mass Decontamination Vehicle (MDV) is an evolution of the existing Personnel Decontamination Vehicle. The latter was designed for use in incidents that involve Hazardous Materials (HazMat) and to carry out the mass decontamination of people. It has also two other functions - casualty conveyance (up to 12 casualties) and transportation of personnel and equipment, which gives it the flexibility of being deployed to support major operations other than a HazMat incident.

The newly introduced MDV is expected to be operational by June 2017.

Through the adaptation of design intuitiveness with advanced technology, the MDV will also allow for a faster and higher capacity decontamination of casualties who are exposed to HazMat.

## Fire and Rescue Operations Support Tender

The Fire and Rescue Operations Support Tender (FROST) is an innovative solution which functionally integrates two of SCDF's primary frontline support vehicles, namely the Breathing Apparatus Tender and the Damage Control Tender. Other than the holistic suite of support functions and equipment, the top of the vehicle can also be used as additional storage space.

The FROST is expected to be operational by June 2016.







Picture: SSG Gangadevi D/O Rountan is a HazMat Specialist at Tuas Fire Station.

**Girl Talk!**

**What do you think of the colour Pink?**

Since my daughters are obsessed with the colour pink, I have no choice but to be fond of it too, I guess!

**What are your views on chivalry?**

While I appreciate gentlemanly gestures, I also enjoy being independent as it has always been a trait of mine since young.

# Mother of Two

SSG Gangadevi D/O Rountan was playing soccer for the Singapore Woman's National Team before she joined the SCDF. She wanted a career that would allow her to give back to society in the most meaningful way possible, and at the same time, keep fit.

As a firefighter, SSG Gangadevi was deployed for numerous fire and rescue calls.

Her most memorable incident till today was when she rescued a woman and her child from a house that had caught fire. SSG Gangadevi recalled that the mother burst into tears when she was finally reunited with her child.

To SSG Gangadevi, such heart-warming scenes are priceless.

A few years ago, SSG Gangadevi underwent training to become a HazMat specialist and she is now trained to also mitigate incidents that involve chemical agents. SSG Gangadevi is a firm believer of life-long learning so as to keep up with the global trends and changes.

Love and support from her family keeps her going.

Her husband also shares the same mission as a fellow lifesaver.

They met at the Civil Defence Academy as they were enrolled for the same course. At first, they found it hard to see eye to eye and they were always fighting over small issues. None of their peers would have expected love to blossom between the hot-headed pair.

SSG Gangadevi admitted that it was through the numerous disagreements they had as colleagues that made them love birds. Even though they found it hard to sing the same tune all the time, they still saw that "something special" in each other.

As a lifesaver, SSG Gangadevi is more familiar with rescue equipment than beauty products. But this changed when her two daughters came into her life. They were the reason to why she started taking interest in makeup, fanciful accessories and frilly dresses.

But unlike SSG Gangadevi, her daughters definitely prefer dancing to playing soccer. SSG Gangadevi beamed with joy as she described in detail the numerous dance performances that her daughters have participated in. She is exceptionally proud of them for being able to confidently perform before large groups of audiences. It is as analogous to how she is being watched by members of the public while she mitigates an emergency incident, except that the roaring applause at the end is reserved for obvious reasons.

To SSG Gangadevi, the secret to healthy and flawless-looking skin is daily cleansing so as to prevent clogged pores. 🚒



# An Accomplished Uniform Officer with Three Hamsters

They say first impression counts and it is no doubt that LTC Betty Ting is an accomplished woman.

Not only is LTC Betty the first female Deputy Commander of an SCDF Division Headquarters, she was also once the Director of the National Service Personnel Department and the longest serving Commandant of the National Civil Defence Corps (NCDCC) to date. During the earlier years of her career, LTC Betty was a Personal Staff Officer to former Commissioners, Chung Teow Hwa and James Tan.

When LTC Betty first joined the SCDF, the 'computer' she had was a vintage typewriter that went 'click-clack-click-clack' as she typed away. Each time she made a mistake, the only 'del' button was to re-type the entire document from scratch.

As an Assistant Personnel Officer at the 2nd SCDF Division Headquarters then, there was no room for errors. One of her many duties included assisting National Servicemen (NSmen) through face-to-face consultations as emails were non-existent then. There was no "we will reply to your email within 3 working days" practice in place. Instead, she had to make good decisions on the spot during each and every consultation. LTC Betty jokingly described the process as akin to a doctor diagnosing a variety of problems faced by different patients and prescribing the most appropriate 'medications' to them on the spot. Today, this function has been replaced by e-services.

When serving as the NCDCC Commandant, she experienced a change in her work environment. LTC Betty was no longer working with emergency responders or NSmen.

Instead, she worked with school teachers, parents as well as young adults who have chosen NCDCC as their Core-Curricular Activity.

Always attentive to details, LTC Betty saw the need to approach her new job scope differently. She wanted to nurture the NCDCC cadets to become responsible citizens, young ambassadors who can teach lifesaving skills, and most importantly, as Community First Responders. As much as she wanted to empower the cadets with these 'adult responsibilities', she was careful not to take the 'fun' element away from their learning journeys.

To achieve this, she rolled out a series of fun NCDCC activities such as the NCDCC Precision Drill performance. It was also at one of these performances that LTC Betty herself got hooked to the song "Rumour has it" by Adele. It is no surprise when LTC Betty said that she never felt younger!

As LTC Betty narrated her journey with the SCDF, she will always conclude her stories by saying that she has had the privilege to meet people from all walks of life and that is what a meaningful career should be like. To her, there is always something new to learn no matter which stage of career one is at.

Outside of work, she enjoys therapeutic activities such as sketching, drawing and spending quality time with her Syrian Hamsters, which she named Bella, Mac and Zac.

She would feed them cheese treats and allow them out of their cages to roam around the house daily. If she were to give this daily activity a miss, Bella, Mac and Zac would rattle the cage loudly without fail as a form of protest! 🐹

## Girl Talk!

### What do you think of the colour Pink?

Pink is not my favourite colour. Generally, I prefer softer colours like ducky yellow!

### What are your views on chivalry?

I find it very charming even if it was just a small and simple gesture such as opening the door for anyone despite the age or gender.



Picture: LTC Betty Ting is the Deputy Commander of the 4th SCDF Division Headquarters.



*Picture: CPL Gwen Ong will further her studies in a Polytechnic before returning to the SCDF to serve as a paramedic.*

# Once a Veterinary Nurse...

CPL Gwen Ong, a recipient of the Home Team Institute of Technical Education (ITE) Sponsorship, pursued a course in Paramedic and Emergency Care with the ITE College East.

As part of her course and her employment with the SCDF, CPL Gwen has had the opportunity to serve her internship at the Central Fire Station and Ang Mo Kio Fire Station. As an intern, CPL Gwen responded to emergency calls together with the rest of the ambulance crew.

The one year internship was a valuable experience as it gave her the opportunity to learn from experienced paramedics and at the same time, be exposed to real life emergencies. It made her learning journey an adventure and most importantly, a realistic one.

To CPL Gwen, there is nothing more meaningful than being able to make a difference in someone's life.

For these reasons, she also took up part-time jobs as a private nurse and veterinary nurse during her school holidays. When she was working as a veterinary nurse, she assisted vets in the treatment of domestic animals such as dogs, cats, chinchillas and even hamsters.

CPL Gwen maintains her flawless complexion by using a gel moisturiser as her t-zone areas can get oily especially after attending to an emergency incident under the hot sun. When asked if there are any products that she would recommend, CPL Gwen advised for all women to approach the staff at beauty counters for an in-depth consultation before purchasing any beauty products instead.

If you are still unsure about the suitability of the products even after the consultation, muster some courage to ask for some samples! 🚗

## **Girl Talk!**

**What do you think of the colour Pink?**

Pink can be both soft and edgy at the same time.

**What are your views on chivalry?**

Chivalry is definitely not dead! Once in a while, I enjoy indulging in t-he gentlemanly gestures but no, please do not volunteer to hold my handbag! Haha!

## Ladies, trust your 'SIXTH SENSE'...

“Upon arrival at the scene, we were greeted by a very strong man. He was at least twice my size and he was flexing his muscles to intimidate me as I was speaking to him. He said in a stern manner that nobody had called for the ambulance. In fact, it sounded like a warning to chase away the SCDF emergency responders,” said SSG Naomi Wee.

But SSG Naomi was not at all intimidated. She already sensed that something was not right.

But she remained very firm with him and insisted that he check with the rest of his family members on whether anyone else had called 995 for help.

A feeble and timid-looking woman appeared and signalled with her hands to SSG Naomi that she was the one who called for an ambulance.

SSG Naomi requested for the man to open the gate immediately to which he complied with unwillingly.

Together with the rest of her ambulance crew, SSG Naomi attended to the lady and decided to convey her to hospital as they found her to be malnourished.

On their way to the hospital, the lady thanked the emergency responders profusely and explained that she called for the ambulance because she was experiencing fainting spells. She was worried that her condition was deteriorating. She also confided in them that she had not eaten and drank water for a few days.

As they say, always trust the gut instinct or ‘sixth sense’ of a woman.

SSG Naomi already sensed that the man who greeted the emergency responders at the gate was deliberately hiding something from them. Even though SSG Naomi was barely one year into her service as a paramedic, she mustered her courage to probe further and she was thankful that she did.

“Paramedics do not work at any specific medical departments or hospital wards. Instead, we are required to respond to all sorts of medical emergencies and the ambulance is our office. We treat every case as an emergency and it is important to keep an open mind because we work with people from all walks of

life”, said SSG Naomi.

Emergencies can take on different forms and every situation is unique. As such, SCDF paramedics are trained to be discerning and to see beyond what is presented on the surface.

Well, it is no surprise that the petite SSG Naomi will never be easily intimidated by men of any stature. She is also oblivious towards men who try too hard to impress her.

Her husband, WO Andrew Tai, a rescuer with the elite Disaster Assistance and Rescue Team, admitted to her that he was thoroughly smitten by her when he saw her for the first time at an IPPT session.

He also confessed to her that he did all that he could to attract her attention on that very same faithful day.

He did so by completing as many pull-up repetitions as he could when he saw SSG Naomi seated nearby. He also deliberately sprinted past SSG Naomi when they were both attempting their 2.4km run.

To his disappointment, SSG Naomi told him that she was unaware of his more than perfect performance! The only consolation from all his hard work was that he attained a Gold Award after that.

Well, WO Tai worked even harder to prove his sincerity towards SSG Naomi after that IPPT session and went on to court her relentlessly. SSG Naomi said jokingly that his subsequent advances became too difficult for her to ignore.

They tied the knot last year on 14 February. It was the best Valentine’s Day and birthday present that WO Tai has ever received in his life.

SSG Naomi’s beauty secret is simple. Her advice to all emergency responders is to keep a bottle of good quality facial cleanser and facial scrub in the fire station and use them especially after returning from an incident. SSG Naomi also uses a blackhead and sebum removal gel on a weekly basis for soft and smooth baby skin. 🚒



### Girl Talk!

#### What do you think of the colour Pink?

The colour pink is a combination of red and white and I like them all. To me, red represents courage and boldness and white represents purity, calmness and comfort. So, if pink was to be personified, she would be one with pure intentions, a bold heart and courageous enough to stand up for the weak. At the same time, pink will also move gracefully with a calm demeanour and speak only words of comfort to those around her.

#### What are your views on chivalry?

I prioritise the virtue of graciousness above all other traits.

*Picture: SSG Naomi Wee is a Paramedic at the Bukit Batok Fire Station.*



MAJ Joanne Lee never expected to be offered the Public Service Commission Local Merit Scholarship by the SCDF. MAJ Joanne confessed that she applied for it as she wanted very much to be self-sufficient and never to bother her parents with her education fees anymore.

It has been almost 11 years since MAJ Joanne began her journey with the SCDF.

Tuas Fire Station will forever have a special place in MAJ Joanne's heart as it was where she served as a ROTA Commander and later, as a Commander Fire Station (CFS).

Having been deployed to numerous fire and rescue operations, the most memorable incident for her was a factory fire that occurred at Benoi Road in 2012. As a CFS then, MAJ Joanne responded to the incident site in the wee hours of the morning to command the firefighting operations. Together with her team of emergency responders, MAJ Joanne mitigated the incident fearlessly.

While "it was a physically and mentally demanding position" being a CFS, she also "became a more compassionate individual". The relationships that she forged with her fellow lifesavers kept her going.

That put a smile on her face every day without fail. Oh, can we also add that there will always be drama in a woman's life no matter how 'rugged' the nature of her job is?

It rained heavily during her Change of Command Parade, a regimental ritual that takes place when a fire station is assumed by a new commander. As the skies turned grey, a strident wail of sombreness also filled the air.

The parade was formed up immaculately and none of them budged an inch.

As MAJ Joanne stood at the saluting dais with a bird's eye view of the lifesavers that she had worked with, her heart twitched a little.

When asked if the working environment of a uniform organisation was too 'manly' and 'rough' for her, MAJ Joanne described it instead as a "fulfilling and memorable" career and that the SCDF consists of a myriad of opportunities other than just operations.

After completing her CFS posting, MAJ Joanne went on to further her studies at the Portland State University in Portland, Oregon.

While pursuing her Master of Public Administration, she met with public servants, who were also her fellow classmates, from around the world and with the most interesting perspectives to offer. It was through both the academic rigor and interactions with her classmates that MAJ Joanne gained a wholesome insight of how a public officer can serve the citizens in a more meaningful manner.

After graduation, MAJ Joanne was seconded to the Joint Operations Group at the Ministry of Home Affairs. This posting exposes her to more policy-making related work as opposed to the command and control functions required of her when she was a CFS. It is also during this stint that MAJ Joanne was involved in the formulation of the Liquor Control Act, something which she would have never imagined herself doing when she first joined the SCDF.

MAJ Joanne also prefers to be in pretty dresses and strongly advocates that supple skin is the key to being beautiful. She swears by the three-step beauty regime that consists of toner, serum and moisturiser. She would never miss this regime no matter how tired she was after a long day at work or whether she returned home from the fire ground or office.

As an avid traveller herself, MAJ Joanne recommends to those who intend to travel to cold countries to use good quality lip balms as having chapped lips can be painful! 🚒

## A little bit of DRAMA...

### Girl Talk!

#### What do you think of the colour Pink?

I love the colour pink only if it is used with the combination of green. My close friends know this about me and when they see things that are green and pink, they would snap a picture to send me. They stop short at buying it for me, but it is the thought that counts i guess!

#### What are your views on chivalry?

In general, I think chivalry is dead but once in a while when it happens, it surprises me in a very delightful manner.

Picture: Maj Joanne Lee is currently seconded to the Ministry of Home Affairs' Joint Operations Group.



“Even though I did not have any prior training in nursing or paramedicine, I went ahead to apply for a paramedic position with the SCDF and I have never looked back” said SWO Rahah Binte Mohamed.

SWO Rahah was not afraid to start from zero and she proved her worth over the years. Today, SWO Rahah is an Emergency Medical Service Operations Readiness Specialist where she oversees other paramedics from the 1st SCDF Division Headquarters.

SWO Rahah has become a seasoned paramedic who is both well-respected and highly regarded by her peers and juniors. In her 19 years of service with the SCDF, she was exposed to a myriad of training courses and all types of emergency operations.

Speaking from experience, SWO Rahah said that no two incidents are the same even if they seemed like it at first glance. A slight change in the conditions of an incident can cause a very huge difference in the way that it should be handled. As such, SWO Rahah always makes it a point to stress to all paramedics to always stay alert and be quick-thinking as such attributes will play a part in helping them become a top-notch and responsible emergency caregiver.

Despite having been in the same profession for close to two decades, SWO Rahah insists that there is always something new for her to learn every day. To her, there will always be room for improvement for our emergency care policies and operations. After all, the demographics and needs of the population are always changing.

As such, SWO Rahah finds it important to think ahead so as to prevent the emergency care industry from falling behind time.

Currently, SWO Rahah is very focused on cultivating *A Nation of Lifesavers* in Singapore and she does her part by enhancing and promoting the SCDF

Community Emergency Preparedness Programme (CEPP). This modular-based programme provides both theory and practical training on Basic First-Aid, CPR and the use of AED. SWO Rahah is always on the lookout for ways to review and improve the curriculum of the CEPP programme as she wants to “perfect it by keeping it relevant”.

“It is important for Singapore to train up the community in lifesaving skills and they would not only come in handy for our aging population but also for day-to-day emergency mishaps,” SWO Rahah said.

Apart from perfecting the curriculum, SWO Rahah is also serious about perfecting her pout. She takes good care of her lips by applying lip balm at least twice a day. SWO Rahah said that this beauty regime is especially important for women who work in air-conditioned environments as well as those who are constantly under the sun.

She also pointed out to the fact that the lips are also the most commonly forgotten areas that we show care for. To her, having supple and healthy looking lips is the key to being beautiful. To achieve an ever fresh-looking skin, she recommends going for runs at least three times a week as it helps promote blood circulation. To her, exercise is still the best kept anti-aging secret!

You have got to trust a very experienced paramedic on that one! 🚒

# Starting from Zero...

## Girl Talk!

**What do you think of the colour Pink?**  
It is a vibrant colour that perks you up!

**What are your views on chivalry?**  
No matter how tough a man looks on the outside, I believe that there is always a garden somewhere within his heart.



Picture: SWO Rahah is an Emergency Medical Service Operations Readiness Specialist at the 1st SCDF Division Headquarters.



Jeremy Goldberg, a famous Los Angeles-based photographer, spent four years travelling the world to uncover the things that women bring with them in their bags. “What’s in your bag” has been the ‘in’ topic for a quite awhile.

Apart from Goldberg’s adventure, magazines and social media personalities have also jumped on the bandwagon. Arising from this trend, some research suggested that the bag and belongings contained within could be representative of the traits of the owner, though it is open to interpretation.

For example, what is your first impression of a woman if you find a pack of cashew nuts and a lipstick in her bag? Would you think of her as a healthy individual who enjoys snacking and is also a make-up enthusiast?

One of the few areas left untouched in this trendjack so far is the bags carried by women firefighters. While there is definitely more grime in it than Miranda Priestly’s Birkin in *The Devil Wears Prada*, we will not deny that it is still as full of character, adventure and glam aplenty.

### MAJ Khaisarah Mansor has three bags to flaunt.

The first being her ‘grab and go’ black duffle bag that she carries when she takes on the role of the Duty Media Officer (DMO), where she has to respond to SCDF-related incidents and manage the media on-site. At

first look, it is a heavy duty utility bag that can withstand the impact of debris, sharp objects and the harshest environments. It also becomes more eye-catching when soiled.

MAJ Khaisarah packs her firefighting gear in this bag and it includes items like the luminous yellow firefighting suit, helmets and a pair of seasoned black leather fire-resistant boots that have walked the grounds laden with soot. Apart from the ‘outfit’, MAJ Khaisarah also carries with her some ‘accessories’ such as a heavy duty torch light, which she uses to navigate in the dark. She also carries a smart phone that she uses to communicate with journalists who are interested to find out more details about incidents which can range from an oil tank fire, factory and residential fires, to road traffic accidents and even suicide cases.

The second go-to bag of MAJ Khaisarah is one that has been to the most exclusive places in Singapore, such as the Istana.

Also a black duffle bag, except that it is not at all as utilitarian on the exterior, MAJ Khaisarah uses it to keep her Honorary Aide-de-Camp (HADC) kit that consists of a set of creaseless No. 5J uniform with the aiguillette attached, head dress and a make-up pouch. Unlike her firefighting suit, MAJ Khaisarah’s HADC uniform is tailored to give her that sharp fit.

MAJ Khaisarah is adamant about not settling for anything less than perfect especially when she has been bestowed the honour

to serve as a HADC to the President of Singapore and his wife. When on duty as a HADC, MAJ Khaisarah makes it a point to look polished at all times.

The last but more day-to-day bag that MAJ Khaisarah owns is the handbag that she carries to work. Made of a type of silk-like fabric and with feminine-looking designs, MAJ Khaisarah would always have a book in this bag. She recently read a travel book on Iceland and is currently reading a new book about the benefits of the slow squeezing technique to extract juice from fruits and vegetables.

MAJ Khaisarah is currently a Media Analyst with the Public Affairs Department.

She has been through several other postings such as ROTA Commander at the Paya Lebar Fire Station, Personnel Officer in-charge of National Servicemen at the 3rd SCDF Division Headquarters and Community Preparedness Officer at the 4th SCDF Division Headquarters. 🚒

**Girl Talk!**  
**What do you think of the colour Pink?**  
 While I do not have a favourite colour, I have always associated pink with good health as in “pink of health”.  
**What are your views on chivalry?**  
 I enjoy being independent and at the same time, I also appreciate courteous and gracious gentlemen.

# What’s in her Bags?



1. Personal Handbag
2. HADC Kit Bag
3. DMO Kit Bag

*Picture: MAJ Khaisarah Mansor is a Media Analyst with the Public Affairs Department.*



# A Timely Reminder...



Picture: CPT Jennyline Fan was a ROTA Commander at Tampines Fire Station before being posted to the SCDF Operations Department.

When the scholarship interviewer told CPT Jennyline Fan about the physical demands required of a firefighter, CPT Jennyline was unfazed! Well, the interviewer is not to be blamed simply because CPT Jennyline does not fit in to the stereotypical description of a woman firefighter because of her petite frame.

CPT Jennyline stands at a height of 163cm but her dainty looks and demeanour makes it difficult to even stereotype her as the “little chilli padi”.

Notwithstanding her physical attributes, CPT Jennyline saw the bigger picture and embraced the idea of having a career that would allow her to take on both operational and staff postings.

CPT Jennyline was also seeking a career that would provide her with a ‘lifelong journey’ to make a difference in someone else’s life on a daily basis.

Little did she know that this ‘lifelong journey’ would one day make a difference in her own life as well.

When she was a ROTA Commander at the Tampines Fire Station, CPT Jennyline was in charge of a team of firefighters. Not only was she the decision-maker at emergency incidents, she was also the strategist.

Once, CPT Jennyline responded to a case where an old lady had deliberately locked herself in her room. Her son called 995 for help. When CPT Jennyline arrived at the

house, she spoke to the old lady and successfully pacified her to come out from her room.

CPT Jennyline then noticed that the old lady had locked herself up in her room as she did not want to go for her medical appointment. She lamented to CPT Jennyline that she missed her elder son dearly as he had been away from home for a long time. When CPT Jennyline advised her to take care of her health and to go for her medical appointment, the old lady agreed on the condition that her elder son comes home to accompany her to the clinic.

The incident struck a chord with CPT Jennyline. It was a timely reminder for her that her parents are not only getting older by the day but they may also feel lonely. From this experience, CPT Jennyline made an extra effort to spend more quality time with her family members and at the same time, strived for her team of emergency responders to achieve a work-life balance.

CPT Jennyline was recently posted to the SCDF Operations Department after spending about one and a half years as a ROTA Commander at the Tampines Fire Station.

Outside of work, CPT Jennyline enjoys playing tennis and reading fiction books. To her, the best ‘beauty products’ are to drink sufficient water every day and get enough sleep. After all, water helps in the regeneration of cells while sufficient rest prevents premature aging.

As you can already tell, CPT Jennyline depends on an au-natural beauty regime that we tend to overlook at times. 🚗

### Girl Talk!

#### What do you think of the colour Pink?

I only started to appreciate the colour pink when I was older. Well, I have to add that the artiste who calls herself “Pink” has also definitely given the colour and word a whole new meaning!

#### What are your views on chivalry?

Chivalry in today’s context is something very subjective. My take is that this behaviour may be a kind and winning (sometimes sweet) gesture but mostly, not a necessity in today’s context especially where gender equality is highly sought after. That said, I think that men should still make some attempts at old-fashioned chivalry while ladies should learn to be more appreciative of such gestures.



Oh

Yes!

Mum's  
Too  
Cool  
for  
School

WO Rennysa Bte Ithnin joined the SCDF after she found out more information about the organisation at a Career Fair. She was immediately sold by the opportunity to learn lifesaving skills and the adrenaline rush of attending to emergencies.

Having been a firefighter in various fire stations for many years, she is now a Senior Instructor in the Civil Defence Academy's Hazardous Materials (HazMat) Branch.

It is hard to fault the tangy WO Rennysa for being too-cool-for-school.

A mother of three and a passionate instructor herself, WO Rennysa believes that every learning experience should be a fusion of theoretical and practical vigour, and most importantly, it must be a fun and memorable one.

With this mindset, WO Rennysa has taught hundreds of local and international trainees from different professional industries on HazMat identification and mitigation techniques.

Her trainees include local participants like members from the Company Emergency Response Teams, SCDF Emergency Responders and international participants from countries like Bhutan, South Korea and Oman.

At the start of every course, WO Rennysa makes it a point to break the ice by gaining a better understanding of her trainees and their professional background. WO Rennysa believes that it helps inject a sense of warmth to the classroom and that in turn, allows her trainees to feel more comfortable about asking questions candidly. WO Rennysa also explained that adult learning takes place more effectively through discussions instead of the traditional classroom learning methods.

WO Rennysa applies the same principles when teaching her children. Together with her husband, they guide them through discussions instead of instructions.

"This is what I strive to achieve as an instructor and mother, and it is to deeply embed in my trainees and children the 'moral of the story' instead of the countless number of technical points that he or she should memorise," WO Rennysa said. 🚒

#### Girl Talk!

##### What do you think of the colour Pink?

I have never had a preference for the colour pink. At the same time, I also think that it would be too narrow-minded for us to perceive the colour as "feminine".

##### What are your views on chivalry?

As long as a woman is capable of achieving what she has set out to do, any man, whether chivalrous or not, would show his support.



Picture: WO Rennysa Bte Ithnin is a Senior Instructor at the Civil Defence Academy's HazMat Branch.



Picture: LTA Sandra Tan was recently posted to the SCDF Operations Department.

Geek-Chic



The Big Bang Theory Fan

Ba	Zin	Ga	!
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*No, this is not a joke.*

Even though women have served as volunteer firefighters since the 19th century, putting out fires for a living is still considered to be one of the hardest careers for women to pursue in some societies.

Traditionally these tough and physically-demanding roles require masculinity and strength, but LTA Sandra Tan showed that being feminine works too. Women need not be boyish or tough-looking to be a firefighter.

Three years ago, the dainty-looking LTA Sandra gave up her sterile lab coat for a soot-stained firefighting suit. LTA Sandra joined the SCDF because she found her interest in disaster management while pursuing her Master of Public Health with the National University of Singapore.

With this decision, LTA Sandra no longer meddled with laboratory apparatuses. Instead, she wielded heavy power tools to free victims trapped under vehicles, climbed ladders and rescued casualties from smoky rooms.

LTA Sandra has been involved in several major firefighting incidents such as the warehouse fire that occurred at Joo Koon Crescent on 28 April 2015. As a ROTA Commander from Tuas Fire Station then, LTA Sandra commanded a team of emergency responders to tackle the blaze.

During her free time, she enjoys watching 'The Big Bang Theory' as it satisfies her inner geek.

Bazinga! No, this is not a joke. She meant it. 🚒

**Girl Talk!**

**What do you think of the colour Pink?**  
It reminds me of Hello Kitty.

**What are your views on chivalry?**  
I always appreciate a polite and respectful gesture.



# SHE MISSED HER BIRTHDAY CELEBRATION...

On 28 September 2011, AC Chin Lai Fong received an SMS about the Shell Bukom oil refinery fire when she was making her way home to celebrate her birthday with her family members. Instead of being greeted by a delectable cake, lighted candles and the warmth of her loved ones, she witnessed the deployment of 40 appliances and the dangerous and perilous conditions that the SCDF personnel were working under.

Together with her team of officers from the SCDF Logistics Department, they quickly assessed the needs and requirements of the emergency responders. AC Lai Fong made it her priority to ensure that the welfare of the emergency responders were well taken care off specifically during the firefighting operation. Before they knew it, these emergency responders were issued with blankets and dry clothes for the overnight operations.

Having spent so many years of her life with the SCDF, AC Lai Fong has witnessed the different facets of the organisation. When she first joined the SCDF, AC Lai Fong was designated as a Staff Officer with the Manpower Department for one year before being appointed as the Personal Staff Officer to former Commissioner James Tan. Subsequently, she was posted to other departments including the Strategic Planning Department and National Service Personnel Department before taking on the role as the Director of Logistics Department.

AC Lai Fong joined the organisation because she was convinced by its lifesaving mission portrayed by the rescuers during the collapse of the Lian Yak Building, more commonly known as the Hotel New World. She also counts herself lucky for being able to qualify for the first intake of female officers in SCDF, exactly three decades ago.

As a woman of few words, AC Lai Fong had never expected herself to be the first female in the SCDF to be promoted to a rank of a Assistant Commissioner. Instead, she is more than appreciative of the learning opportunities that she has had throughout her career with the SCDF.

AC Lai Fong may have missed the opportunity to celebrate her birthday with her family in 2011 but her family has always been very supportive of her career as a lifesaver. 🚒



### Girl Talk!

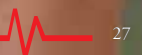
#### What do you think of the colour Pink?

Generally, I do not have a preference any specific colours.

#### What are your views on chivalry?

Well, they are called “gentlemen” for a reason. As such, I think it is also important for them to be gentle and know how to take care of ladies too.

*Picture: AC Chin Lai Fong is the Director of Logistics Department and she will assume the rank of a Senior Assistant Commissioner (SAC) with effect from 1 June 2016. This also makes her the first female in the SCDF to have attained the rank of SAC.*





# Firefighter = Stoic

Even though the temperature in Singapore has been on the rise with no signs of letting up, LTA Amy Ling has no complaints.

LTA Amy chuckled and said quietly that the Singapore weather is still incapable of making her perspire more than her intense Crossfit workout sessions.

In fact, LTA Amy finds it hard to start her day if she misses her 6am classes. Clearly, she embraces the sweltering heat in the gym.

Well, she is a firefighter after all. Heat shouldn't be too much of a consideration.

She recounted one of the most memorable incidents that she had responded to when she was a ROTA Commander at the Yishun Fire Station.

A pregnant lady had threatened to jump off a building. Initially, the lady refused to allow any emergency responders from going near her. But not LTA Amy, who intuitively took off her helmet and walked towards her.

Even though they were strangers to each other, the lady threw herself into LTA Amy's arms almost immediately after they met for the first time.

LTA Amy could sense the brokenness in her as she wept but she continued to soothe her even though the lady was hitting her while she grieved. It was not until an hour later that the lady finally sobered up from her sorrows. It was then that LTA Amy was finally able to convince her to allow the paramedics to assess her.

“The role of a firefighter goes beyond the stoic act of firefighting and rescue. Emotions and the well-being of another person are almost, always involved.

On a good day, you will be filled with a sense of satisfaction after a successful operation. On a different day, it is also not unusual at all to come across melancholic occurrences. In fact, it takes an individual with a heart to do this job well” said LTA Amy. The same principles apply to her current posting as a Personnel Officer with the SCDF Marine Command.

LTA Amy witnessed the first batch of Operationally Ready National Servicemen (ORNSmen) reporting for the inaugural Marine In-Camp Training last year. She made sure that she took care of the needs of the ORNSmen by answering to their queries promptly so as to ensure that it would not be an administrative nightmare for them since it was also their maiden experience. 🚒



### Girl Talk!

**What do you think of the colour Pink?**  
Well, salmon tastes perfect when it is baked till the flesh becomes a beautiful pink!

**What are your views on chivalry?**  
There are definitely respectable chivalrous virtues that everyone can appreciate!

*Picture: LTA Amy Ling is a Personnel Officer at the SCDF Marine Command*



Picture: WO Dan Qiong is a Section Commander with the elite Disaster Assistance and Rescue Team.



**Girl Talk!**

**What do you think of the colour Pink?**  
Nice colour.

**What are your views on chivalry?**  
Even though chivalry can be associated with negative connotations sometimes, I still prefer chivalrous men.

# LOVE AT FIRST SIGHT

WO Dan Qiong was so mesmerised by the Hong Kong drama series 'Burning Flame' that she signed up with the SCDF to join as a firefighter. She wanted to be able to perform heroic acts and hopefully, meet a hunky prince charming.

Little did she know that her dreams and expectations would be insurmountably surpassed.

*"It was a love at first sight kinda thing," said SSG Dan Qiong.*

Even though she already had a crush on MAJ George Leem when they met for the first time, WO Dan Qiong was too shy to approach him. Whenever they meet, she would deliberately avoid him as she was worried that she would choke on her words if they spoke as that would be extremely embarrassing.

Just as she thought that she was the only one being intimidated by him, MAJ George himself also had butterflies in his stomach whenever he saw her from afar.

He liked her very much too (*woo hoo!*).

He tried to resist the urge but he gave in and asked around for her mobile number. When he contacted her for the first time, WO Dan Qiong was smiling from ear to ear for at least one whole week.

After a few years of courtship, they got married.

But MAJ George is not her most prized possession.

Instead, WO Dan Qiong described her career as the "best job in the world" because she gets to work with the SCDF canines on a daily basis. Apart from training the dogs to acquire skills required of them at disaster and fire incident sites, she is also responsible for their well-being. Over time, she has built strong bonds with the canines.

In April 2015, WO Dan Qiong was deployed to Nepal to assist in the search and rescue efforts after the occurrence of a massive earthquake.

She was also the only female officer in the Home Team Contingent. 🚒



*In short, it is going to be “Life-Changing”.*

Even though Ms Tan Shi Hui signed up as a Home Affairs Senior Executive (HASE), a civilian scheme, working in uniform organisations has turned out to be a stupendous experience for her.

Ms Shi Hui joined the Ministry of Home Affairs about six years ago, with her first three years spent at the Singapore Prison Service (SPS) as a Staff Officer for Community Based Programmes.

Together with a team of SPS uniformed officers, they helped ex-offenders reintegrate back to society.

Currently, Ms Shi Hui is with the SCDF's Volunteer and Community Partnership Department as a Community Management Team Leader, where she champions the organisation's vision to build *A Nation of Lifesavers* through community-based programmes.

Be it persuading people to become more receptive of ex-offenders or encouraging them to play the role as Community First Responders, Ms Shi Hui described her job as one which requires her to shape perceptions so as to build a more civic-conscious society.

# THAT MENTAL BARRIER

*Picture: Ms Tan Shi Hui is a Community Management Team Leader with the SCDF's Volunteer and Community Partnership Department.*

Speaking from experience, Ms Shi Hui stressed that a change can only be brought about if the individual decides to break boundaries.

There may be a mental barrier that would prevent the individual from leaving his or her comfort zone but as long as they muster enough courage to embrace change, the individual will definitely be rewarded with exponential growth.

In short, it is going to be “Life-Changing”.

She raised the example of a Community First Responder. At times, it may seem “weird” or “hard” to take the first step to help someone in need. Truth be told, there is no doubt that it is easier to be a bystander instead of volunteering to help someone in distress.

But once that mental barrier is broken, it is definitely going to make a world of difference! When guided by the virtues of graciousness, you might just end up saving a life without you knowing it. 🚒

#### **Girl Talk!**

**What do you think of the colour Pink?**

It's quite a statement colour on its own. I mean, look at guys who are not shy of wearing pink!

**What are your views on chivalry?**

We should definitely appreciate chivalrous men!



# ‘GUARDIAN’ of Level 11

Most people would describe Ms Goh Puay Hwee as the ‘guardian’ to the most important office in the SCDF Headquarters.

Tucked at one quiet corner of Level 11, it is none other than the office of Commissioner SCDF.

It is not at all surprising that Ms Puay Hwee expects all staff officers to be meticulous in their work before making any formal submissions to big boss. After all, she has been with the Civil Service since 1971.

Ms Puay Hwee said that big boss was still undergoing his Basic Officer’s Course when she saw him for the first time.

Her first impression of big boss then was that he is a very quiet and polite young man.

At that time, big boss was only in his early twenties and it was not until many years later that they had the opportunity to work together.

Till date, it has been more than two decades since they first met.

#### **Girl Talk!**

**What do you think of the colour Pink?**

Applying a pink or red lipstick colour on your lips can help to brighten up your look.

**What are your views on chivalry?**

As long as the individual is imbued with the right values and virtues of life, it is perfectly fine to be chivalrous!

Having been in the Civil Service for 45 years, Ms Puay Hwee is still very passionate about her work. In fact, she has had her service extended by the SCDF for a total of four times already.

Even then, she does not plan on retiring any time soon as she said that her work is what that gives her a strong sense of purpose.

**To Ms Puay Hwee, the SCDF has a very special place in her heart.**

Not only does she feel touched by the lifesaving mission that the SCDF career officers strive to fulfil without fail, the SCDF is also a place where she met with colleagues who eventually became her close friends.

Outside of work, Ms Puay Hwee is an avid and adventurous traveller. She has visited more than 10 countries, scaled the Great Wall of China, went skiing at numerous winter resorts and stayed in rustic cottage houses from around the world.

Till date, the St Peter’s Square at Vatican City is still her favourite destination.

Once a week, Ms Puay Hwee also makes it a point to practice Zumba to keep herself fit! 🚗

*Picture: Ms Goh Puay Hwee is the Personal Assistant to Commissioner SCDF.*







***SCDF***  
The Life Saving Force



**TOGETHER**   
**A NATION OF LIFESAVERS**