

RESCUE

995



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THE SINGAPORE CIVIL DEFENCE FORCE MAGAZINE

**150** YEARS OF
CIVIL DEFENCE
VOLUNTEERISM
1869-2019



William M. Longley

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78 seconds to get him out of the fire.
3 seconds to appreciate a hug from him.

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SCDF
The Life Saving Force

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Editor's Note

The editorial team spent the last two months of 2018 putting together this special issue to commemorate 150 years of Civil Defence volunteerism in Singapore. This edition has been nothing short of inspiring as we have had the privilege to meet people from all walks of life who shared with us their story on Civil Defence volunteerism.

This issue, the first of a two-part series, will walk you down memory lane on how the spirit of Civil Defence volunteerism has evolved since the mid-1800s.

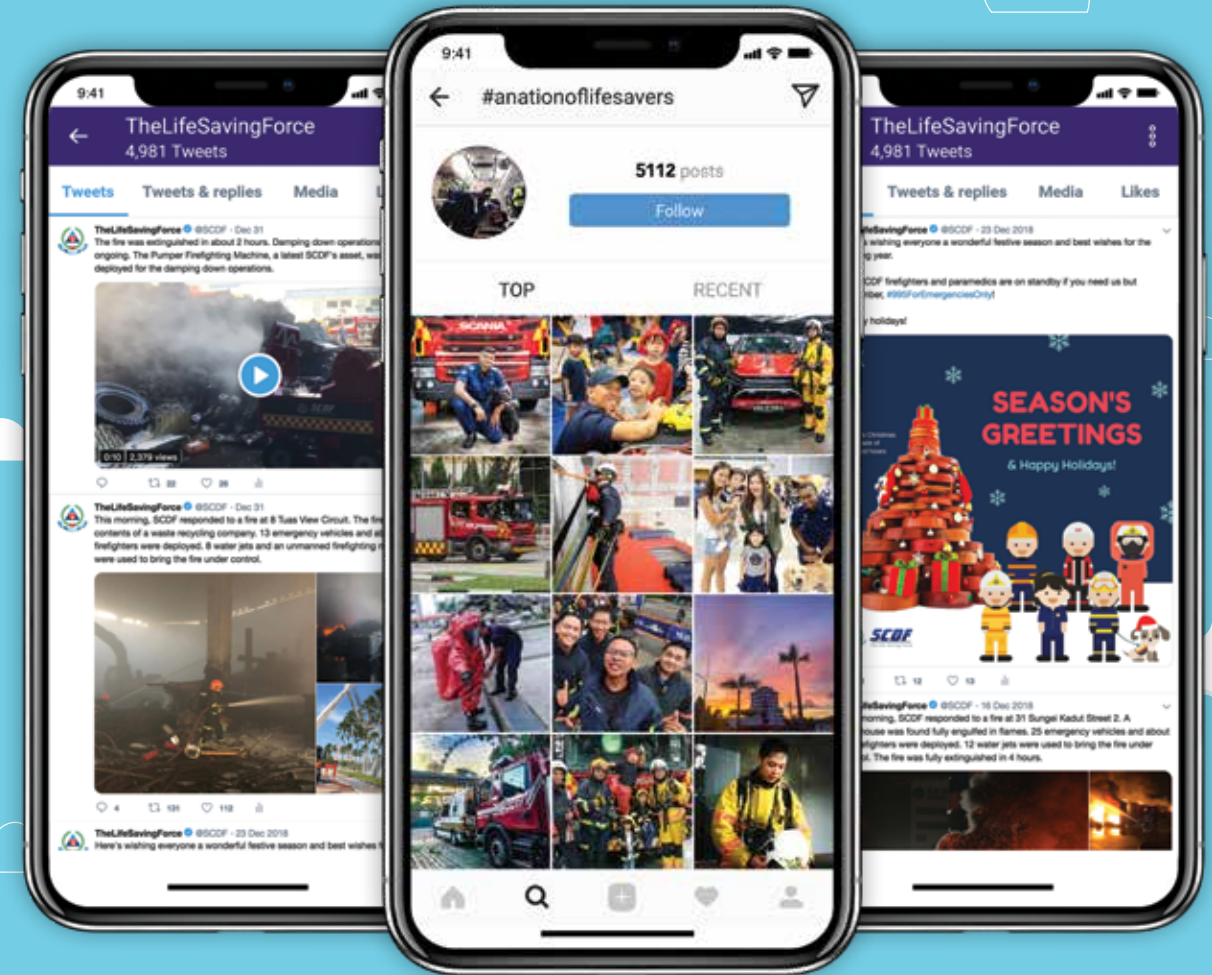
One of earliest Civil Defence volunteers which our team managed to trace is Mr Yap Swee Kang. As he has passed on, we met up with his family members to reminisce his journey. Mr Swee Kang stepped forward to volunteer with the Auxiliary Fire Service after World War II. Eunice Olsen, Mr Swee Kang's granddaughter, is "proud of *gong gong* for being so brave" while Mr Swee Kang's wife showed us a photo of him in his Auxiliary Fire Service uniform.

This two-part series embodies our original purpose of producing Survivor. Survivor, the earliest version of Rescue 995, was introduced by the SCDF in 1984 to feature the good work of our Civil Defence volunteers. In the absence of social media and electronic mailers then, SCDF leveraged Survivor to keep the public informed on emergency preparedness activities that took place at the various constituencies. In 1998, Rescue 995 took the place of Survivor. MAJ (Ret) Seow Thuan Kheng, one of the pioneer editors of Survivor, shared with me that SCDF publications are known as 'in-house' productions because the editorial team is entirely made up of serving officers who oversee the curation of stories and photographs. While it has been 35 years and we are heartened to know that this 'in-house' tradition continues today.

2019 will be a special year for SCDF and Rescue 995 as we celebrate 150 years of Civil Defence Volunteerism in Singapore. On behalf of the editorial team, I would like to wish you a Happy New Year! 🎉

Michelle Lim
January 2019

TECH BITES



FOLLOW

US



#ANATIONOFLIFESAVERS



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 [facebook.com/SCDFpage](https://www.facebook.com/SCDFpage)

MAILROOM

VOICES FROM THE HEARTS



SSG Raphael Dominic Tan, SGT Claudia Ng, SGT Abdul Hadi and CPL Harry Lee attended to my father who has hypoglycaemia. They were calm and professional while treating him. They also worked as a team and complemented each other well. It was a job well done!

♥ Miss Randie Tan

INCIDENT WATCH



ON 1 January 2019 at approximately 9.40am, SCDF responded to a fire at Tuas View Circuit. At the height of the operation, eight water jets, including the application of foam and an unmanned firefighting machine, were used to bring the fire under control. 13 emergency vehicles and about 55 firefighters were deployed to put out the fire.



ON 21 December 2018 at approximately 9.20am, SCDF responded to a fire at 16 Jalan Mesin. At the height of the firefighting operation, seven water jets and foam were used to bring the fire under control. 14 emergency vehicles and about 45 firefighters were Deployed to put out the fire.



ON 17 December 2018 at approximately 3am, SCDF responded to a fire at 31 Sungei Kadut Street 2. 12 water jets were used to bring the fire under control. 25 emergency vehicles and about 90 firefighters were deployed to put out the fire.

SNIPPETS OF SCDF EVENTS



SPS SUN WITH PERSONNEL OF CHANGI FIRE STATION

M

Ms Sun Xueling, Senior Parliamentary Secretary (SPS) for Ministry of Home Affairs and Ministry of National Development, visited personnel at Changi Fire Station on 24 December 2018.

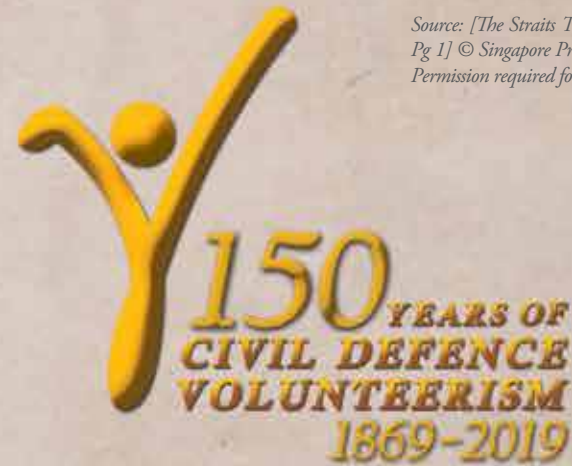
M

Mr Amrin Amin, Senior Parliamentary Secretary (SPS) for Ministry of Home Affairs and Ministry of Health, visited personnel at Ang Mo Kio Fire Station on 28 December 2018.

SPS AMRIN WITH PERSONNEL OF ANG MO KIO FIRE STATION



AUXILIARY FIRE SERVICE



Source: [The Straits Times, 10 May 1952, Pg 1] © Singapore Press Holdings Limited. Permission required for reproduction.

AUXILIARY FIREMEN FOR COLONY SOON
AN AUXILIARY Fire Service as part of Singapore's Civil Defence Corps, is to be formed immediately. The Government announced last night.
Membership will be open to men over the age of 18 years. Those over 25 years will be considered only for control and administrative duties.
Uniforms, badges and equipment will be provided. and allowances will be paid. Auxiliary fire servicemen will be eligible for free medical attention in Government hospitals for injuries and illness directly caused by their work.

Untold story of a Heroic Volunteer

Source: [The Straits Times, 4 December 1961, Pg 20] © Singapore Press Holdings Limited. Permission required for reproduction.

Fire aid for disbandment
SINGAPORE, Sun. — The 10-year-old Auxiliary Fire Service will be disbanded on Dec. 31 and its headquarters at Upper Serangoon Road will be converted into a fully operational regular fire station.
A Government statement yesterday said that the new station would provide quicker coverage by the State's fire and accident ambulance services to the fast developing Toa Payoh/Upper Serangoon areas and their vicinity.
It said that some 675 local officers and men, who had served in the Auxiliary Fire Service, would as far as possible be given first preference when filling future firemen vacancies in the Fire Brigade.



In the absence of a professional fire brigade in Singapore during early to mid-1800, residents and shop owners leveraged the spirit of community self-help to put out fires. Each time a fire broke out, several groups of 'firemen' from the community would band together to put out the fire using buckets of water.

It was not until 10 April 1869 that the first Volunteer Fire Brigade was setup. Made up of volunteers from previous volunteer formations, the brigade was successful in mitigating small



▲ Group photograph of Singapore Auxiliary Fire Service taken at their depot in Kolam Ayer in 1956. Credits: Ministry of Information and the Arts Collection, courtesy of National Archives of Singapore.

fires. However, as they lacked professional training, the brigade was not effective in helping to put out large fires.

The large fire that happened at No 12, Malacca Street, in the house and store of a trader known as Mr Choo Kong Lan, gave impetus to establish a proper system for putting out fires.

The Volunteer Fire Brigade existed for a decade and was replaced by the Singapore Fire Brigade.

By the 1930s, the Singapore Fire Brigade had organised various volunteer schemes under its charge, which includes the Auxiliary Fire Service.

The first Auxiliary Fire Service in Singapore was formed in 1939 as the country was placed in a state of preparedness for World War II. The volunteers wore a blue round cap, boiler suit, belt with axe, pouch and line, rubber top-boots, badges, buttons and epaulettes. The belts and buckles issued to them were originally from the United Kingdom and the rest were produced locally.

The training took place at Central Fire Station and Geylang Fire Station and the volunteers took on the 'officer' and 'fireman' ranks.



▶ Display by Singapore Auxiliary Fire Service at their depot in Kolam Ayer in 1956. Credits: Ministry of Information and the Arts Collection, courtesy of National Archives of Singapore.



▲ *Mr Yap Swee Kang volunteered with the Auxiliary Fire Service after World War II.*

▲ *Mr Swee Kang carrying his granddaughter, Eunice Olsen. Eunice and her family fondly remembers him for his bravery.*

In the early morning hours on 8 December 1941, the bombings began in Singapore.

Yet, that did not deter the volunteers from reporting for work. In fact, it accelerated the recruitment efforts and training.

When Singapore was surrendered to the Japanese in 1942, volunteers from the Auxiliary Fire Service were imprisoned at the Changi Prison.

By then, the firefighting role rested entirely on the shoulders of the Singapore Fire Brigade.

Instead of dampening the spirit of civil defence volunteerism in Singapore, the war strengthened our community spirit. This was evident as the Auxiliary Fire Service was revived on 9 May 1952 for the purpose of augmenting the Singapore Fire Brigade for civil defence purposes.

One of the many volunteers who joined the Auxiliary Fire Service then was Mr Yap Swee Kang.

As a volunteer, Mr Swee Kang was trained in civil defence skillsets and knowledge such as the act of rescuing an unconscious bomb victim, crawling through a smoke-filled room and putting out an incendiary bomb fire.

In the event of a fire, volunteers from the Auxiliary Fire Service were informed by the Singapore Fire Brigade's Control Centre, through the use of high-frequency radio-telephone, to respond to the incident to lend a helping hand.

"My grandma showed me a picture of *gong gong* (grandfather in dialect) in his Auxiliary Fire Service uniform and told me that he joined as a volunteer as he wanted to protect Singapore and do his part. Thinking back, I am really proud of him for being so brave," says Eunice Olsen, Mr Swee Kang's granddaughter.

"To be honest, I was pleasantly surprised when my husband first showed me the picture of himself in the Auxiliary Fire Service uniform. We were newlyweds then. Each time I look at this picture, he still looks really suave to me! He was a quiet man. While he did not share with me much about his training, I knew all along that he had a strong desire to protect Singapore even though we lived in dangerous times then," says Madam Png Soi Moi who turns 86 years old this year.

Eunice is known as Singapore's youngest Nominated Member of Parliament. She is also a

long-time volunteer with the Muscular Dystrophy Association.

Her mother, Alice Yap Cheow Hoe, has also been volunteering for about a decade. In recent years, she has been serving as a Silver Generation ambassador to help the elderly learn more about newly introduced government policies.

"My father was very caring man and I can

understand why he served as a volunteer with the Auxiliary Fire Service. I am inspired by his life story. Singaporeans should step forward to help our fellow Singaporeans," says Alice.

While the Auxiliary Fire Service is now defunct, today, volunteers from the Civil Defence Auxiliary Unit's Volunteer Firefighter vocation continue to work alongside The Life Saving Force to valiantly serve Singapore. 🚒

Madam Alice Yap, Madam Png Soi Moi and Eunice Olsen reminiscing Mr Yap Swee Kang's journey as an Auxiliary Fire Service volunteer.



CIVIL DEFENCE AUXILIARY UNIT



The Home Team will continue to partner the community and work with **Volunteers** to keep Singapore and Singaporeans **Safe & Secure**

Who are we?

Civil Defence Auxiliary Unit (CDAU) volunteers have been **actively** contributing to the nation's civil defence efforts. **Numerous** exciting vocations allow you to save lives and property! Experience the **thrill** and **satisfaction** of serving with us!



Emergency Medical Services

Be trained in pre-hospital care and techniques. Respond to medical emergencies and provide **swift** intervention to save lives. Our volunteers are a beacon of **hope** to those in distress.



Public Education

Teach the public about first aid, CPR and fire safety. Our volunteers assist our regular staff in community **outreach** and public education.

Different Callings, One Mission!



Fire Safety Enforcement

Identify fire safety violations in different settings. Conduct **enforcement** checks on commercial and industrial premises. Our volunteers play an essential role in reducing the risks posed by fire hazards.



Fire Fighting & Rescue

Respond to various fire & rescue emergencies with our regular officers. Our volunteers play a crucial role in **mitigating** such incidents alongside our regulars.



MAJ (Ret) Seow Thuan Kheng is one of the pioneer officers who helped put together the first few issues of Survivor newsletter as well as organise other public education programmes to promote Civil Defence Volunteerism in Singapore.

35 Years ^{of}

“In-House Publications”

A Journey which began with
Civil Defence Volunteerism

The Survivor newsletter, the earliest version of Rescue 995, was first introduced in 1984 by SCDF to keep the public informed on emergency preparedness activities that took place at the constituencies. The newsletter also showcased the important contributions of Civil Defence volunteers.

In its early days, the publication was produced with the aim of increasing the organisation’s outreach for Civil Defence volunteer activities.

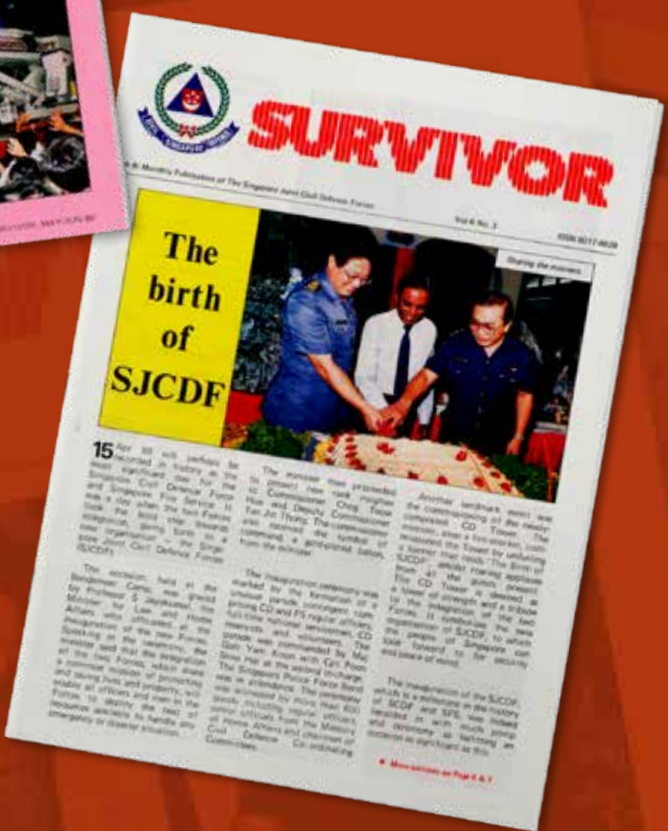
MAJ (Ret) Seow Thuan Kheng, an officer-in-charge of the Public Affairs’ Planning Branch from 1984 to 1986, is one of the pioneer officers who helped put together the newsletter as well as organise other public education programmes to promote Civil Defence Volunteerism in Singapore.



Survivor newsletter was first introduced for SCDF to communicate to members of the public regular updates of SCDF's Emergency Preparedness activities and to showcase the important contributions of Civil Defence Volunteers. It has also captured in print the heartfelt historical milestones of SCDF such as the merger of Singapore Fire Service and SCDF as well as the retirement of Arthur Lim who was the Chief Fire Officer of the Singapore Fire Service from 1977 to 1980 and Director of the Singapore Fire Brigade from 1980 to 1989.

"We named the bi-monthly newsletter 'Survivor' as we wanted our readers to resonate with the public education message of staying resilient in the event of a national emergency. Survivor helped connect us to our fellow Singaporeans, SCDF National Servicemen (NSmen) and Civil Defence volunteers. Well, there was no social media then! I fondly remember how excited all of us were when the first few issues of the newsletter were published. One of my colleagues even came to my desk to tell me that he saw the newsletter at one of the libraries," says MAJ (Ret) Thuan Kheng.

10,000 copies were printed for each issue and distributed to the constituencies, public schools and libraries.



Exercise Community Spirit, a large scale evacuation exercise which involved the participation of Singapore Fire Service, Singapore Civil Defence Force and NSmen, Civil Defence volunteers and related agencies like Singapore Police Force, was a mainstay feature of the newsletter.

While Survivor featured mainly stories on Civil Defence Volunteerism, it also included stories on the development of SCDF in the late 1980s and early 1990s.

The team prides the newsletter as an 'in-house production'.

Apart from curating and writing stories, MAJ (Ret) Thuan Kheng and his team also took photographs and proposed the layout design for each issue. At times, Civil Defence volunteers and even journalists contributed short write-ups to the newsletter.

"We used a film camera to capture pictures for every Public Education activity held at public places. We would then review the pictures for the articles after they were developed before delivering the drafts to the printing company. At that time, it was quite rare for any in-house produced newsletter to be printed in full-colour," says MAJ (Ret) Thuan Kheng.

In 1995, The Main Line was introduced to SCDF's lineage of in-house publications.

Unlike Survivor, The Main Line was produced monthly by the Public Relations Branch for the staff of SCDF.

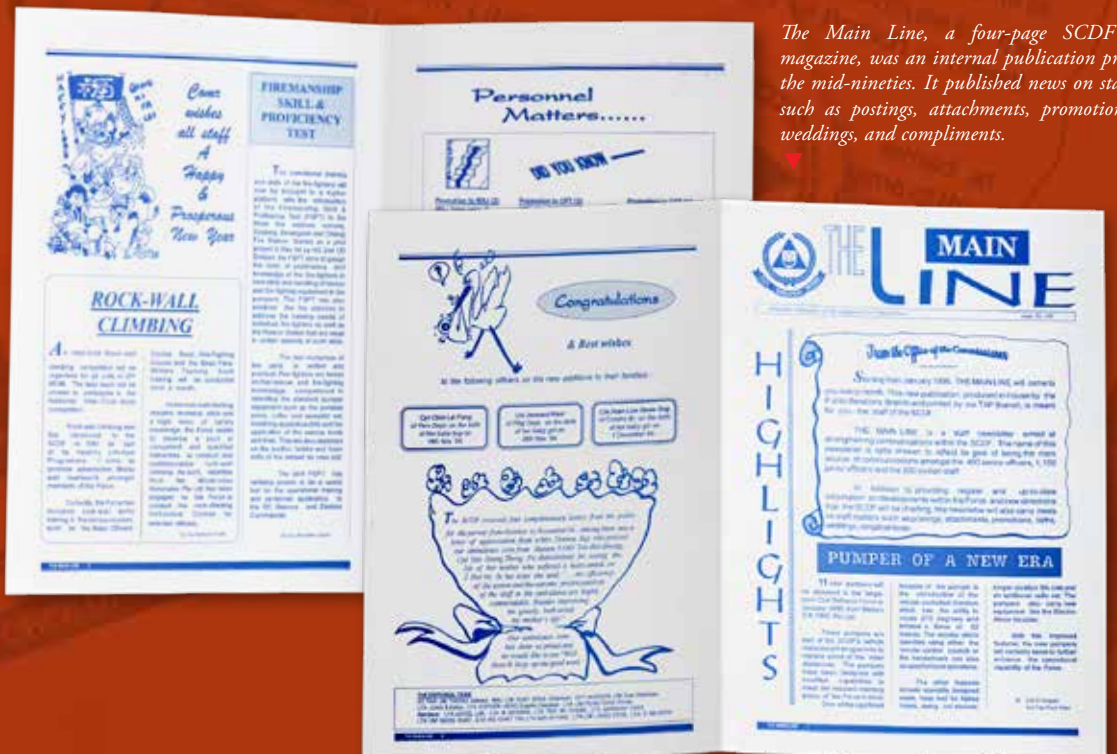
Since the late nineties, Rescue 995 has taken the place of Survivor and The Main Line.

2019 marks the 35th year of SCDF's in-house publications. These SCDF magazines have tided through the integration days of the Singapore Fire Service and SCDF to form the Singapore Joint Civil Defence Forces and modern day SCDF.

While the name of the magazine and designs have evolved over time, the target audience, contents and even the in-house production process retains the strong flavour of Survivor.

"We had to create everything from scratch. In retrospect, the team had very good support from our bosses then. They vetted the articles line by line. It was a simple newsletter because we wanted it to be that way!" says MAJ (Ret) Thuan Kheng.

Today, Rescue 995 continues to capture memorable SCDF moments in print and the magazine is disseminated to all public schools, community centres, libraries and SCDF's overseas partners including foreign fire services, ASEAN and United Nations.



The Main Line, a four-page SCDF in-house magazine, was an internal publication produced in the mid-nineties. It published news on staff matters such as postings, attachments, promotions, births, weddings, and compliments.



There are over 40,000 of these ordinary citizens like you, would expect to meet in residential areas except for one thing that makes them special - they are Civil Defence Volunteers.

Each constituency in Singapore has its own group of volunteers to house activities and coordinated by a Civil Defence Coordinating Committee (CDCC). The Committee's job is to coordinate the activities of volunteers within its constituency by encouraging the maximum number of residents to join.

CD Volunteers are given training in CD skills to specially tailored to their respective hold at community centres, schools, etc. courses on HDB safety checks. They are then trained on water checks. They are then trained on water checks. They are then trained on water checks.



SINGAPORE'S HEROES

▲ LTC (Ret) Anthony Pek Kiam Chye and AC Yazid Abdullah

In the early eighties, LTC (Ret) Anthony Pek Kiam Chye served as SCDF's Liaison Officer to Changi Constituency.

"I remember visiting residents at their homes to tell them more about the Civil Defence Volunteer scheme as well as encourage them to become one. From time to time, we organised public activities like Air Rifle Shooting competitions to expand our outreach in imparting lifesaving skills to the public. The key highlight of Civil Defence Volunteerism in the 1980s would definitely be the Exercise Community Spirit," says LTC (Ret) Anthony.

In May 1984, Exercise Community Spirit was introduced by SCDF to prepare our citizens for peacetime or national emergency. Held at the heartlands, each exercise comprised two phases, namely Evacuation and Rescue, and involved the participation of Civil Defence volunteers, Civil Defence Zone Units' reservists, residents, and SCDF and Singapore Fire Service (SFS).

One of the signature scenarios was an aerial bombardment simulated with the use of large speakers which sounded the air raid siren and clack and clangour of a building collapsing.

Upon the sounding of a simulated air raid siren, reservists from the Civil Defence Zone Units would help residents evacuate from their homes to safety before they complement the Civil Defence volunteers and emergency first responders from the SCDF and SFS with the search and rescue operations.



▲ Civil Defence volunteers managing food supplies.

Each run of this large scale exercise involved up to 500 participants.

The lessons learnt at these exercises and the true Community Spirit of Singaporeans came together when the Lian Yak Building collapsed (more commonly known as the Hotel New World Collapse) on 15 March 1986.

AC Yazid Abdullah and LTC (Ret) Anthony recalled that they were attending SCDF's Work Plan Seminar when they received news about the collapse on their pagers.

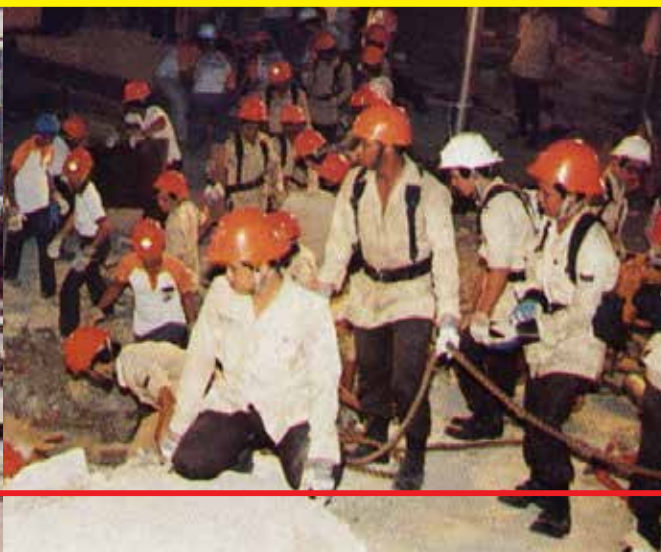
"LTC (Ret) Anthony and I proceeded to the incident site immediately after we were notified of the incident. At the same time, the Exercise Community Spirit mechanism kicked in quickly as

Civil Defence volunteers from the Moulmein, Jalan Besar and Cairnhill Constituencies were activated to respond to the incident site," says AC Yazid.

"The Civil Defence Coordinating Committee representatives activated the first wave of volunteers from these constituencies as they were located within the vicinity of the incident. They were contacted through their home telephone as hardly anyone owned a mobile phone then. Everyone knew what to do as the routine was practiced many times at numerous Exercise Community Spirit which SCDF organised," says LTC (Ret) Anthony.

AC Yazid, a freshly-minted SCDF officer then, worked alongside LTC (Ret) Anthony at the incident site to manage the welfare of

▼ Civil Defence volunteers working alongside SCDF Reservists at the Hotel New World Collapse incident site.



Page 6 THE HOTEL DISASTER
Civil Defence Force passes its first real test

IT WAS the first real test for civil defence in Singapore and, by all accounts, the volunteers were not found wanting. They donned their distinctive bright orange and white T-shirts and poured in from all over Singapore to help in rescue efforts. "Most of them came down on their own, while others were activated by their community leaders," said Deputy Superintendent Ng Sin Keh, Head of Civil Defence Public Affairs. Between 1,200 and 1,300 people were involved in the rescue operations last night and early this morning. Among them were about 250 civil defence volunteers and more than 200 reservists from CD camps in Yishun, Hougang and Jalan Bahar.



Rescuers looking on hopefully as more rubble is cleared.

Volunteers respond to the call of duty without having to be summoned

Formed human chain

The hotel disaster was the first real-life test for the civil defence volunteers who, until yesterday, had only taken part in simulated disasters. Many of them responded to the call of duty without having to be summoned. "I came back from work around noon and heard about the tragedy from one of my colleagues who lives in Serangoon Road," said Miss Wendy Lim, an 18-year-old clerk. "I contacted my civil defence instructor, who in turn alerted other members," said Miss Lim, a member of the MacPherson Civil Defence volunteer unit.

Civil defence groups used detection devices, airbags, floodlights, power saws and hydraulic jacks. Some formed a human chain to relay cement slabs and bricks while others, like Miss Lim, distributed food and drinks to rescue workers in front of the Serangoon Plaza.

Members of the Bedok civil defence group were among the youngest volunteer workers at Hotel New World. Ranging from 16 to 17 years in age, they had learnt of the catastrophe in the early afternoon over the radio and television.

Rohaya Rahman, 16, said: "When we were called up at 3 pm, we were ready to go. We wanted to put to use what we had learnt during our civil defence classes."

Moad Tahar, 16, said they were not afraid of seeing corpses and blood. "During my civil defence training, I was attached to the Geylang Fire

Station and I helped to carry a dead man on a stretcher. "So I wasn't afraid of seeing dead people tonight."

In fact, about 15 of them stayed behind until morning in case their services would be required again. Wan Tee Hong, 18, said: "Even though we may not be able to physically do much, we want to be here to lend moral support."

All agreed that their training had helped to prepare them psychologically for the disaster.

See Hong said: "Because we had been trained in first-aid and rescue techniques, we know we could help. "Before joining the civil defence, I would have just ignored the disaster. Now because I know I can help, I want to help."

A Home Affairs Ministry official said he was very impressed with the turnout of volunteers. "We are very encouraged by them, they came from many different constituencies," he said.

Detectors play big role

SOUND-DETECTION devices played a crucial role in the rescue operations yesterday. The American-made device, each no bigger than an electric can, are able to amplify sound 1,000 times. They were acquired by the Singapore Civil Defence Force last year at a cost of \$6,000 each.

Twenty generators powering 10,000-watt lights which lit up the disaster scene were switched off at about 3.45 pm so rescuers could detect faint noises under the mountains of debris. To do this, the area had to be as quiet as possible.

A tiny microphone attached to the case was slowly lowered into crevices. The operator listened hard through earphones for hints of life. To encourage trapped victims who might still be alive to respond, rescue workers called out in different languages.

When no sound was detected after half an hour, the rescue team went ahead with the most dangerous manoeuvre — moving a few huge chunks of concrete perched precariously at the top of the debris.

Spotlight on the ugly heap that used to be a landmark along Serangoon Road. It is still a landmark today — of fear and falling hopes.

▲ Source: [The Sunday Times, 16 March 1986, Pg 6] © Singapore Press Holdings Limited. Permission required for reproduction.

LION HEART

LTC Bob Tan, Senior Assistant Director of the Volunteer and Community Partnership Department (VCPD), has been leading a team to champion community preparedness and response for more than a decade now.





▲ In partnership with Mercy Relief, members of the Civil Defence Lionhearter Club were deployed to Central Java, Indonesia, in 2010 to help the locals in the post-recovery phase.

Since 2007, VCPD has introduced a number of platforms for Singaporeans to be trained in Life Saving skillsets. One of this includes the *Save-A-Life* initiative where VCPD collaborated with Ministry of Health, Singapore Heart Foundation and People's Association to install AEDs at HDB lift lobbies as well as actively engaged the Ministry of Education to roll out programmes targeted at instilling the values of care and resilience in students.

A programme close to LTC Bob's heart is the Civil Defence Lionhearter Clubs.

The first Civil Defence Lionheart Club was launched in Singapore Polytechnic in 2009. As of 2018, it has a membership of 900 tertiary school students from across the five local universities, five Polytechnics, three Institute of Technical Education (ITE) Colleges, Jurong Pioneer Junior College and Tampines Meridian Junior College.

Equipped with lifesaving skills and knowledge, members of the Civil Defence Lionhearter Clubs are trained to step up as Community First Responders to provide immediate assistance at both on-campus

and off-campus emergencies and help save lives and minimise damage to property before the arrival of SCDF. They also serve as SCDF Community Engagement Ambassadors at Emergency Preparedness Day events to impart emergency preparedness knowledge and lifesaving skills at the events. This includes CPR-AED skills and SCDF's myResponder mobile application.

"The name 'Civil Defence Lionheart Club' mirrors the spirit of SCDF's Operation Lionheart mission. Over the past decade, we have built up an eco-system of lifesavers in primary schools, secondary schools and tertiary institutions. Upon graduation, they can also volunteer with the Civil Defence Auxiliary Unit. This is how we tailor our programmes to champion the spirit of Civil Defence volunteerism in Singapore," says LTC Bob.

The commitment to save lives is not limited to the geographical boundary of Singapore.

"In late October 2010, a series of volcanic eruptions occurred at Mount Merapi in Central Java. About 350,000 people were evacuated from the affected



▲ Civil Defence Lionhearters guiding school students and locals on first-aid skills and how to use a fire extinguisher.

site and 353 people were killed during the eruptions. A group of Civil Defence Lionhearters visited Magelang, one of the six cities in Central Java, Indonesia, at the post-recovery phase to help the locals rebuild their lives by imparting lifesaving skills to them," says LTC Bob.

In partnership with Mercy Relief, a local Non-Governmental Organisation, members of the Civil

Defence Lionhearter clubs have also served in other overseas humanitarian relief missions such as in Philippines, Japan and China.

As an SCDF officer, LTC Bob was deployed for two Operation Lionheart missions - Sichuan, China in 2008 and Padang, Indonesia in 2009.

CD Lionhearters volunteering in Magelang, one of the six cities in Central Java, Indonesia.



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 <small>In 2016, SCDF attended to 42,579 minor emergency cases (73.9% of total ambulance calls)</small>
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 <small>In 2016, SCDF attended to 11,154 non-emergency cases (6.3% of total ambulance calls)</small>

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.



SCDF
The Life Saving Force



TOGETHER  **A NATION OF LIFESAVERS**