

RESCUE THE SINGAPORE CIVIL DEFENCE FORCE MAGAZINE

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SCDF
The Life Saving Force

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PHOTOGRAPHERS

Public Affairs Dept Multi-Media Team

If you have any views on Rescue 995 magazines or if you do not wish to receive this magazine in your mail, please write to the Editorial Coordinator at SCDF_Rescue_995@scdf.gov.sg or call 6848 1519.

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Be Ready, Stay Prepared!



Participants learning the use of the rollgliss through a game. The rollgliss is an equipment usually used during height rescue.

Since 2005, the Ministry of Home Affairs (MHA) has dedicated the month of September as the 'Homefront Security Month', as part of its continuous effort to raise the emergency preparedness of the public.

Enshrined in the concept of the Homefront Security Month is an array of activities organised in September to encourage the public to learn emergency preparedness skills and to play a more active role in community preparedness. Some of these activities fall under the purview of the SCDF.

Community Bonding Day 2007

Riding on the success of the Community Bonding Day last year, the four SCDF Division Headquarters once again opened their doors to welcome the public over the weekend of 8 and 9 Sep this year.

Armed with the theme, 'Be Ready, Stay Prepared!', which was in line with

that of the Homefront Security Month this year, the Division Headquarters sure managed to thrill, captivate and educate all that walked through their doors.

Besides the all-time favourite joyrides on the SCDF's appliances, other interactive and fun-filled activities such as the firefighting and rescue challenges also proved to be a hit



CPR FOR ALL: A family learning CPR skills together at the Division's Public Education Centre.

with both young and old. Also not forgetting the various games and performances organised by the Civil Defence Executive Committees (CDECs), which uplifted the spirits of many present.

This year's Community Bonding Day was launched by Mr Zainul Abidin Rasheed, Senior Minister of State (Ministry of Foreign Affairs), Mayor for Northeast District and Adviser to Aljunied GRC, at the HQ 2nd CD Division on 8 Sep.

Over the weekend, more than 13,000 members of public turned up at the four Division Headquarters, which included members of religious institutions and the expatriate community amongst them.



Guest-of-Honour, Mr Zainul Abidin Rasheed exchanging greetings with a SCDF rescuer in High Performance Suit.

continued on Pg 2



Civil Defence Day Parade 2007

The Civil Defence Day Parade marks the key celebration activity of the annual Civil Defence Day on 15 Sep.

Now into its 26th year, the parade was held to pledge the Force's commitment to its mission of protecting and saving lives and property for a safe and secure Singapore. Gracing the event was Assoc Prof Ho Peng Kee, Senior Minister of State for Law and Home Affairs, who also presented awards to the best performing units (see box below).

The parade witnessed a Guard-of-Honour contingent and Flag Party

comprising men clad smartly in No.1 ceremonial dress, and six marching contingents in No. 4 Field Dress. Donning shining white Gallet Helmets and gripping the Water Mist Guns with pride, the marching contingents were no less impressive compared to the Guard-of-Honour contingent and Flag Party. For the first time, this year's parade featured the performance by a 60-member military band from East View Secondary School.

With the passing of the Parade March-Past by the contingents, spectators were further treated to a magnificent display of the SCDF's very own bike

formation, followed by the Mobile Column Drive-Past which showcased the full range of its operational appliances and support vehicles.

The event ended with a superb reception where guests enjoyed a gastronomic spread with the accompaniment of soothing music by the SCDF Combo Band.

BEST UNIT AWARDS

Best Fire Station Award	–	Bukit Batok Fire Station
Best Rescue Battalion	–	31 RBn
Best MRT Shelter Coy	–	109 MRTSC (Lavender)
Best Heavy Plant Coy	–	4 HP Coy



Receiving the Best Unit Awards are: (from left) CPT (NS) Donald Tan (Best MRT Shelter Coy), LTC (NS) Tan Teck Guan (Best Rescue Battalion), CPT Wesley Lim (Best Fire Station), and CPT (NS) Joehari Khalil (Best Heavy Plant Coy).

Islandwide Sounding of Public Warning System (PWS)

To commemorate Civil Defence Day and to support the Homefront Security Month, the SCDF sounded the 'Important Message' signal at 12.05pm through its islandwide network of PWS sirens on 15 Sep. This exercise was part of the SCDF's efforts to familiarise the public with the three PWS signals and to raise general awareness on how the public should react upon hearing each signal.

The PWS is a network of sirens located at strategic points throughout the island to warn the public of imminent threats that could endanger lives and property.

Besides 15 Sep, the PWS is sounded at 12.05pm on 15 Feb every year to commemorate Total Defence Day. Tests are also conducted on the PWS at 12 noon on the first day of every month.

Members of the public can learn more about the PWS signals and other emergency procedures via the SCDF website: www.scdf.gov.sg. Alternatively, they may refer to the Civil Defence Emergency Handbook (5th Edition, page 69) or call the SCDF Emergency Information

Hotline at 1800-286-5555 for more information.

Individual Readiness Assessment Programme (IREA)

On 1 Sep, the SCDF launched the Individual Readiness Assessment programme (IREA) to allow members of public to assess their current readiness level against conventional and unconventional emergencies.

Members of public can participate in IREA via the SCDF Internet website (www.scdf.gov.sg) at the convenience of their homes or offices anytime of the day. The tool will show them the ideal state of readiness on their part, and from their inputs, highlight how they can enhance their readiness level to the ideal state.

IREA comprises three components - Awareness, Preparedness and Confidence.

whether they know critical information through 10 multiple-choice questions. This category covers areas of preparedness that one needs to know before an emergency occurs.

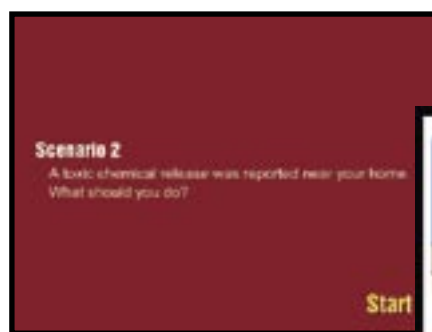
Preparedness – How ready are you?

Participants are required to complete 10 checklists pertaining to their current state of preparedness. This category checks if they have adopted the necessary preparatory steps before an emergency occurs.

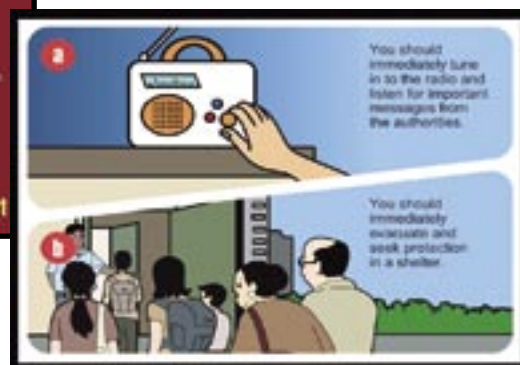
Confidence – Are you able to react correctly to emergencies?

Participants are tested on their ability to apply their knowledge and skills through five simple scenario games where they are required to choose correct responses to emergency situations.

Based on the inputs by individual participants, IREA is able to provide participants with a percentage scoring of their current readiness



Awareness – What you need to know? Participants are tested on



More about the PWS signals

Signal	How it sounds	Reason for sounding	What you need to do
'Alarm'	Wailing blasts	An air raid or shelling is imminent	Move to a shelter immediately
'All Clear'	Continuous blasts	Threat is over	You may leave the shelter
'Important Message'	Pulsating blasts	An important broadcast on the radio	Tune in immediately to any local FM radio station

standing with regard to *General Preparedness, First-aid and CPR, Fire Safety, Emergency Procedures, and Unconventional Threats*. IREA further generates a list of advice to guide the participants to improve on aspects in which they have not done well.

SCDF charts out its advancement route

■ CPT Jerry Teoh, SSO Corporate Planning, Planning Department

In March this year, a Horizon Scanning Group (HSG) was formed to scan for new threats that may pose as challenges to the SCDF's operating environment. Five months later, the group presented their findings during the SCDF Management Advance, held at the HomeTeamNS Bukit Batok Clubhouse on 28 Aug.

Following the HSG's presentation, 80 participants, comprising senior and middle-level management staff, were organised into three syndicate groups to deliberate on the recommendations proposed by the HSG.



The participants deliberate on the HSG's recommendations in their respective syndicate groups.



CPT Shaiful Herman (standing), a member of the Horizon Scanning Group, presents the group's recommendations on engaging the Singapore Community. The other two topics presented pertain to the SCDF's Operating Environment and Heartware.

Extract of Threats and Challenges Identified by the Syndicate Groups

- Changing infrastructural landscape of Singapore leads to the need to navigate traffic jams to achieve better response and overcome accessibility problem in new developments such as the Integrated Resort and Sports Hub at Kallang;
- The need to engage the population in emergency preparedness continues and the SCDF needs to find new programmes and initiatives to involve them in actual emergency situations; and
- The need to grapple with organisational restructuring in the light of the best-sourcing framework driven by the Public Service.

New headdress for SCDF female officers

■ CPT Keith Lee, SO Regimentation, Manpower Department

After months of preparation, the new headdress for SCDF female officers was finally launched on 1 Sep this year. It complements the current Ceremonial Dress No. 1, the Working Dress No. 3 and the Special Function Dress No. 5 worn by our female officers.

The SCDF Dress Committee, comprising female SCDF officers from various units, was tasked to review the headdress since Jan 2007 to prepare for the appointment of the first SCDF female officer as Honorary Aide-De-Camp to the President of Singapore.



SCDF moves up 4 notches in most pro-enterprise public agency rating

■ MAJ Koh Suat Suan, AD Service Excellence, Service Quality Department

The SCDF has emerged as the top seventh pro-enterprise agency in 2007!

Findings from a survey conducted by consultancy firm, Frost & Sullivan, have shown the SCDF climb four notches up from last year to achieve its best ranking position so far.

Since 2004, the Pro-Enterprise Panel (PEP) has engaged Frost & Sullivan to conduct an annual survey to rank government agencies on the basis of customers' perception of the quality of agencies' regulations and processes. The Pro-Enterprise Panel was established in Aug 2000 to actively solicit feedback on rules and

regulations that hinder businesses and stifle entrepreneurship.

In the survey, the agencies are rated on five elements - *Compliance Cost, Review of Rules & Regulations, Transparency, Customer Responsiveness* and *Pro-Enterprise Orientation*. Besides making great improvements in all five elements, the SCDF was singled out, alongside JTC, ICA and URA, as one of the agencies with the biggest gains in Customer Responsiveness.

One contributing factor could be the greater accessibility of SCDF officers to its customers. Since last August, the SCDF's Fire Safety & Shelter Department has diverted all

unanswered office calls to its officers' mobile phones after three rings. An audit system is also in place to ensure that its officers respond to the calls.

Its HazMat Department has also implemented a similar system for an experienced officer to answer enquiries from traders and importers of petroleum and flammable materials, and resolve their issues expeditiously.

With mounting customer expectations and the national movement for public agencies to be more pro-enterprise, the SCDF needs to stay in touch with its customer segments to understand their specific needs in order to respond swiftly and effectively to these changing demands.

Top 10 Pro-Enterprise Agencies in 2007

AGENCY	2007 RANKING	2006 RANKING
Maritime & Port Authority (MPA)	1	2
Singapore Customs	2	3
Civil Aviation Authority of Singapore (CAAS)	3	-
Urban Redevelopment Authority (URA)	4	21
Central Provident Fund Board (CPF Board)	5	1
Public Utilities Board (PUB)	6	7
Singapore Civil Defence Force (SCDF)	7	11
Immigration & Checkpoints Authority (ICA)	8	10
Housing Development Board (HDB)	9	12
Monetary Authority of Singapore (MAS)	10	8

4 SCDF staff garner MHA Star Service Award

Four SCDF personnel have received the prestigious MHA Star Service Award from Dr Choong May Ling, Deputy Secretary (Security), Ministry of Home Affairs, at the MHA 31 Convention on 27 Sep this year.

Rescue 995 reveals why they are deserving of the Award:

CPT Mohamed Yusof Bin Ismail, Officer Commanding, 'B' Company, BRTC

CPT Yusof had rendered emotional support and assisted the family of late LTA Harjindar Singh, who succumbed to illness earlier this year. Throughout LTA Harjindar's last days, the officer stayed by his side and visited him every day. CPT Yusof also assisted the family in the funeral arrangements. He is indeed a caring officer, one who

exemplifies the Force's value of care through his gestures towards a colleague and friend of 30 years.



WO Mohd Rosly Bin Hussain, Assistant Manager, CD Heritage Gallery, Public Affairs Department, HQ SCDF

WO Rosly has received some 23 compliments from visitors to the Civil Defence Heritage Gallery over the past year. The officer is well-versed in the history and development of civil defence in Singapore and displays professionalism when briefing the visitors. Many have thanked him for his patience and great sense of humour. WO Rosly's excellent service not only uplifts the image of the SCDF, but also that of Singapore, especially when many of the visitors hail from abroad.



SSG Salizal Bin Salim, Fast Response Paramedic, Changi Fire Station

SSG Salizal was driving at a carpark when he discovered a lady sitting by the pavement, with her head bleeding from a laceration wound. Despite being off-duty, he immediately called for an ambulance and rendered first-aid on her.

He further kept her company and comforted her before the arrival of the ambulance.

The lady has expressed gratitude to the officer for his professionalism and selflessness in extending quality pre-hospital care service to her beyond his working hours.



MX Joannah Teo Hua Ling, SSO Service Excellence, Service Quality Department, HQ SCDF

MX Joannah is one who epitomises the desired qualities for her job. She is au fait with her job, and displays confidence

when dealing with members of public. Her acute sensitivity enables her to empathise with feedback providers and exhibit patience and composure under trying encounters. Going beyond her call of duty, Joannah had taken the initiative to divert all feedback calls to her mobile phone after office hours. For one who is always ready to serve, Joannah has no qualms in answering feedback calls even late at night, as she has demonstrated on a few occasions.



CERT to be audited for greater effectiveness

■ CPT Eric Chua, SO Media Relations, Public Affairs Department



From Apr 2008, Company Emergency Response Teams (CERT) will be subject to audits by the SCDF.

Through practical assessments, CERT will need to demonstrate their capabilities in providing effective response to emergency situations via the conduct of six main activities:

- Activation and Response of CERT
- Incident Size-up
- Fire Fighting and Mitigating operations
- Support Activities
- Linking up with SCDF upon arrival
- Ongoing operations and recovery

The CERT is a group of personnel selected by a company to be trained in preventing any emergency from escalating into a major disaster. Under the Fire Safety (Petroleum and Flammable Materials) Regulations 2005, licensees of premises storing petroleum or flammable materials or both, in quantities greater than 5,000

litres or aggregate weight greater than 5,000kg for mixed states, are to establish and maintain an in-house CERT.

The CERT is an integral part of a company's preparedness towards effective emergency management. Effective CERT response not only protects the company's employees and the public from the consequences of potential accidents, it also minimises damage to the company's property and reduces the possibility of disruption to its production.

An encouraging turnout of representatives from some 522 companies witnessed the unveiling of the CERT Auditing Programme by Guest-of-Honour, Dr Choong May Ling, Deputy Secretary (Security), Ministry of Home Affairs at the Home Team Academy on 28 Sep 2007.

More workshops will be conducted in the months ahead to generate

awareness and assist companies in building up their CERT response capabilities. Following the implementation of the programme, there will be a one-year grace period where companies will receive written directions from the SCDF for any non-compliance.



Guests viewing some HazMat-mitigation exhibits at the launch of the CERT Auditing Programme at the Home Team Academy on 28 Sep 2007.

From blunder to blessing

■ LCP Jeremy Auw, HazMat Department

Classmates Wesley and Firdaus thought experimenting with the ignition of a sparkler pipe bomb would be fun. They could not have imagined their seemingly innocent act would land them in trouble with the law and subject them to media scrutiny.

Last August, the two teenagers were arrested by the police and charged in court for creating a makeshift bomb using sparklers and pipe tubings bought from a provision shop. Upon ignition, the bomb exploded, sparking widespread panic among residents in the neighbourhood.

It was traumatic for the two boys and their families as they were constantly hounded by the media, criticised by the public, ostracised by their friends and punished by the law. "It was a difficult time for me and Firdaus,

especially when we were mentioned in the newspapers," said Wesley, shaking his head. "We wanted to forget the incident, but people kept reminding us of our mistake." The court subsequently sentenced them to 120 hours of community service and two years' probation. But the boys did not let the incident get them down. Instead, they used this as an avenue for learning.

In Mar 2007, the Ministry of Community Development, Youth and Sports (MCYS) attached them to HQ 4th CD Division to educate them on the dangers of playing with fire. During the attachment, the boys familiarised themselves with the SCDF's roles and functions. They also learnt to conduct fire safety talks and Community Emergency Preparedness Programme (CEPP) lessons to student groups as part of their community service. At

the SCDF's Emergency Preparedness Days, they helped to distribute emergency advisories to members of the public.

Recalling one of their most memorable moments when they taught CPR to a group of secondary school students after having just learnt the skills, Firdaus exclaimed, "It was interesting because before this, we had no knowledge of CPR. Suddenly, we were teaching others how to perform it!"

Once apprehensive about serving the community, Wesley has gradually taken a liking to it. "Throughout the months that Wesley and Firdaus were with us, they were proactive and well-behaved," commented LTA Humphrey Chai, the officer-in-charge of the two boys at HQ 4th CD Division.

In retrospect, Wesley and Firdaus might have committed a rash act, but with the invaluable experiences they have gained through their attachment with the SCDF, it might after all have been a blessing in disguise. "To the youngsters out there who are thinking of experimenting with improvised explosive devices, our advice to you is: DON'T DO IT," Wesley said with strong conviction.



Firdaus (left) and Wesley (right) assist to hand out the SCDF's emergency advisories to members of public during the EP Day.

MAJ Esther radiates with her passion for science

■ MX Michelle Tey, SO Publications, Public Affairs Department



MAJ Esther Low with an antique chemical agent mask which she bought from Poland.

Topping a radiological-related class (as she was told unofficially) against the likes of nuclear scientists as well as experts in physics and radiology may sound a bit far-fetched. Yet, MAJ Esther Low is indeed one of the six who have scored Distinction in the seven-month Postgraduate Educational Course on Radiation Protection & Safety of Radiation Sources in Penang, Malaysia.

The motivation behind her recent achievement is understandable. With no background in radiology, MAJ Esther expended much time on self-readings to keep pace with her peers.

As the first Singaporean to be sent for this course since it was introduced by the International Atomic Energy Agency five years ago, doing the SCDF proud was something she had wanted to establish.

Now that she is back, the officer from HazMat Department is eagerly conceptualising Force doctrines and applying what she has acquired to develop the SCDF's new capabilities in managing radiological incidents.

With 24 other participants of diverse cultures from Asia and the Middle East, MAJ Esther has returned with more than what she had bargained

for - a broader horizon in life. As in primeval days, she had no access to a washing machine, and had to walk for an hour to and from school daily, as no bus plied the route to her hostel. "All the walking has made me lose a lot of weight, which I'd always tried but failed to achieve before this," she quips.

To MAJ Esther, life on campus was simple and tranquil, but spiritually enriching as she participated in various recreational activities. Through floorball, she found someone who would drive her to church every Sunday. "Everything just fell into place," she says in appreciation.

For someone who was drawn to the SCDF because of its mission statement to save lives and property, it hardly comes as a surprise to learn that MAJ Esther is an individual with much compassion, a quality she has cultivated through looking after pets from young. The pet-lover had her eyes almost brimmed with tears as she talked about her parrot of 21 years who died two years ago. But despite the heartache of losing a pet, it is heartening to know that MAJ Esther could leave her sorrow behind and move ahead – she currently owns a parrot, a dog and some fishes.

With such compassion, we cannot be more certain that MAJ Esther is in for the right job.

2008 CALENDAR



Ambulance

JANUARY						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Light Fire
Attack Vehicle

FEBRUARY						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	



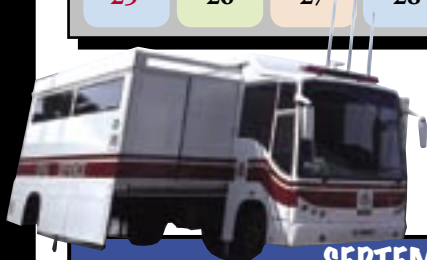
Amphibious
Vehicle

MAY						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Personnel
Decontamination
Vehicle

JUNE						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



Command Vehicle

SEPTEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



Ventilation Vehicle

OCTOBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

* PUBLIC HOLIDAY

1 Jan New Year's Day * 7 & 8 Feb Chinese New Year * 21 Mar Good Friday * 1 May Labour Day * 19 May Vesak Day * 9 Aug National Day

FIRE FIGHTERS ON DUTY

 Rota 1
 Rota 2
 Rota 3



Mobile Scrubber

MARCH						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



Pump Ladder

APRIL						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Station With Immediate First Aid Treatment (SWIFT)

JULY						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Tracked Fire-fighting Vehicle

AUGUST						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



Combined Platform Ladder

NOVEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



Fire Bike

DECEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

First day... first call... ship on fire!

■ LTA Jimmy Yu, Rota Commander, Tuas Fire Station



27 Aug 2007 - my first day as Rota Commander at Tuas Fire Station, was a particularly memorable one. The day started with an introduction to the station personnel, daily routine, and finally ended with a **SHIP ON FIRE!**

The shipyard at 243 Tuas Road will probably be a location that I will remember forever. At 3.10am, a call from Control Room requested for the Duty Officer Pumper to respond to that location for a 'ship on fire'.

All the lessons that I had learnt during the Basic Officers Course (BOC) went through my mind. Uncertain of what to expect, I imagined the worst that could happen.

Upon arrival at the scene, I saw a

cargo ship at the dock, measuring some 100m in length, with black smoke billowing from the decks. I quickly looked for the Fire Safety Manager for an update of the situation. Instructions were swiftly passed down and my team immediately got down to work, effectively setting up the hoses and nozzles, all ready for penetration to the seat of the fire.

Together with the shipyard's Company Emergency Response Team (CERT), we entered the narrow access, down the decks, searching for the seat of the fire. Under the pitch dark and heavily smoke-logged condition, even torchlights could not provide us with much visibility. This was a time when there could not be room for error. Any mistake could result in fatality.

After 15 minutes of movement in complete darkness, we finally found the fire raging in the engine room on the third deck. The fire was extinguished using two jets.

Through this incident, I learnt that cooperation with the CERT was crucial for a successful operation. Their institutional knowledge of the ship and its surroundings were extremely valuable during the incident.

There were quite a number of firsts on this day. It was my first day complemented with my first major fire. It was also the first time I bonded with my men. There was no better time to bond with them than facing a real incident together. It did not end here. I treated them to pizzas to thank them for a job well done.

Amazing blaze

■ SGT Donn Praabu Dennis, Section Commander, Yishun Fire Station



The month of August had barely arrived when the firefighting crew of Yishun Fire Station was called to Senoko Power Station at 12.35am. It was rare for the power station to call the SCDF – which only meant that it was a call for real. Senoko Power Station was one of the few High Risk Installations within Yishun Fire Station's boundary and the crew knew that.

As appliances pulled into the power station, our Rota Commander, LTA Ling Meng Hong, liaised immediately with one of the premises' officers and assessed the situation at hand. Running the risk of sparks raining down from above, he understood the situation completely and hurried back

to give instructions to the crew.

Hoses were thrown immediately, snaking their way across the ground and up the staircases towards the risk. Strangely though, there was no sight of smoke from the fire. As the crew set up multiple jets to suppress the fire, what followed was simply amazing. Water that was sprayed into the air chambers which contained the fire became steam and billowed back out. Undeterred and as relentless as the fire, the crew pressed on and with the soon arrival of other crews from supporting fire stations, the fire started to subside.

The metal of the chambers were seen melting, implying the level of heat

firefighters were facing. There was a point during the initial set-up when a CERT (Company Emergency Response Team) member touched a railing near the air chambers, only to have his glove perforated further. The heat that emanated from the chambers really put to test the endurance of the firefighting crews. If not for a rotation of the crews once assistance arrived, the firefighters would have been totally drained of energy.

The combination of effective strategy, persistence, and the cooperation between the crews were what made the prolonged operation a success and a remarkable experience for those of us there that day.

Fighting terror threats with a harmonious community

■ MAJ Lee Chuan Low, Head Public Affairs Branch, HQ 1st CD Division
CPL Jonathan Teo, HQ 1st CD Division



A 'bomb blast' at Blk 48, Stirling Road on 19 Aug 2007 brought together 500 worshippers from a mosque, a Hindu temple, a church and a Chinese temple. Despite their religious differences, they worked hand-in-hand to alert the authorities, evacuate and render first-aid to the 'casualties', extinguish the pockets of fire, as well as initiate a large-scale evacuation of the residents from the housing block nearby.

Such was the exercise scenario carried out at Queenstown Emergency Preparedness Day at Blk 104, Commonwealth Crescent, which was graced by Mr Baey Yam Keng, MP for Tanjong Pagar GRC. For the first time, people from the four

main religious groups in Singapore came together in a concerted effort to plan the response to a simulated terrorist attack before the arrival of professional rescuers, displaying the cohesiveness of a multi-racial community.

Prior to the event, some participants underwent the Community Emergency Preparedness Programme (CEPP) at HQ 1st CD Division, where they learnt to administer first-aid, conduct cardiopulmonary resuscitation (CPR) and use fire extinguishers to put out fires. This training was well-received by members of the Mujahidin Mosque, Sri Munessawaran Temple, Blessed Sacrament Church, and Tiong Ghee Temple in the Queenstown community, and prepared them well

to render assistance to those in need during an emergency.

Indeed, the exercise has not only reinforced the need for Singaporeans to be ready and prepared, it has also reiterated the importance of maintaining racial harmony under such circumstances so as to prevent any potential racial tension.



Participants coming together despite their racial and religious differences to administer first-aid on the 'casualty'.

CRISIS VOLUNTEER: New role for CD NSmen beyond NS

■ MX Susan Goh, SSO NS Relations, NS Personnel Department

CPT (NS) Tay Huai Eng is one of 266 volunteers who have pledged to assist the Home Team during a crisis. Trained as a CARE (Caring Action in Response to Emergency) officer, the 48-year-old CD NSman, currently in the reserve list, is due to complete his National Service liability in 2009. But with his reservoir of counselling skills and expertise from being a CD NSman for the past 20 years, CPT (NS) Tay is keen to continue his service as a Crisis Volunteer.

With skills in fields such as counselling, medical, engineering and public communications, these groups of

people would be a valuable asset to free up rescuers to focus on saving lives, or augment the emergency services in civil defence-related incidents in their community. It was with this in mind that the Crisis Volunteer Scheme was launched on 21 Sep this year to enable NSmen in the reserve list and ex-NSmen to volunteer their special skills and expertise to support the Home Team operations during a crisis.

Crisis Volunteers are centrally managed at HQ SCDF. During normal times, periodical contacts will be established with the Crisis Volunteers

to minimise inconvenience to them. Besides attending some necessary training and briefings, they may also be invited to Home Team and SCDF functions.

During an emergency, Crisis Volunteers may either offer their assistance, or the SCDF may initiate their deployment. When deployed, each Crisis Volunteer will don the Crisis Volunteer vest to facilitate their identification and movement at the ground.

As participation in the Scheme is voluntary, the Crisis Volunteer may at any time withdraw from the Scheme by writing to HQ SCDF.

Whilst the authorities play a critical role in managing the aftermath of an incident, specialised skills and knowledge to support emergency authorities and the community are equally significant. Being involved as a Crisis Volunteer is a vital step towards contributing to the community's emergency preparedness.

So, do you have what it takes to be a Crisis Volunteer? Contact the SCDF's National Service Personnel Department at 6848 3457 for more information on the Scheme.

Looking proud in their Crisis Volunteer vests are (from left): CD NSmen, Mr Swee Yong Hock, Dr Tan Poh Heng and Mr Tay Huai Eng.



VISITING RICHMOND: SCDF studies the Medical Priority Dispatch System

■ WO Yeo Chit Ming, Paramedic, Medical Department



A dispatcher (centre) at the RAA Communications Centre sharing his experience with MAJ Yeo Geok Kuan (right) and SSG Md Salleh (left).

"911... Emergency... SSG Salleh speaking..."

Do not be surprised, as SSG Md Salleh took the call in the United States!

Four SCDF officers visited the Richmond Ambulance Authority (RAA) in Virginia, United States from 26 Jul to 1 Aug this year to study the RAA's Medical Dispatch System.

Dr Jeff Clawson, the creator of Medical Priority Dispatch System (MPDS), gave us a three-day lecture to enable us to have a good grasp of the system used by RAA. The MPDS enables RAA to prioritise medical cases based on the severity of the patients so that resources are optimally utilised.

Dr Jerry Overton, Executive Director of RAA, also arranged for our field

attachment to their Communications Centre (i.e. Control Room) and ambulances. We were unanimously impressed by the professionalism displayed by each of the call takers at the Communications Centre. With the aid of the MPDS, the call takers were able to calm the distressed callers, obtain vital information and provide critical instructions to them prior to the arrival of the ambulance. This, we observed, was also made possible due to their culture where people are more forthcoming in providing information to the Communications Centre when making distress calls.

Riding alongside the paramedics on the ambulances was both a refreshing and adrenalin-pumping experience, especially when we saw, while en-route to the hospital, how the paramedic in the ambulance tried to



SSG Salleh and LTA Puah Bee Ngoh (right) with a RAA paramedic during their field attachment.



WO Yeo Chit Ming (left), MAJ Yeo and LTA Puah on a sightseeing trip.

revive an old lady who collapsed in the toilet.

We were no dull Jacks and Jills. Despite our packed schedule, we managed to find time for sightseeing, from the iconic James River to Charlotte's Town, and not forgetting shopping!

Although it was a short trip, we made some insightful observations of the medical dispatch system deployed by RAA that could be considered for implementation in Singapore. Thanks to RAA staff for their selfless sharing of information and experience!

SCDF recognised for PS21 movement

■ CPT Pandi Karuppiah, SO PS21, Service Quality Department



CODE 3 performing a skit on their project - Hose Emergency Leak Plug (HELP).

This year's MHA 3I (Ideas, Improvement and Innovation) Convention saw the SCDF winning some honours once again!

The SCDF was presented the much coveted 'Outstanding Department in Ideas Award' for having achieved the highest suggestion ratio, acceptance ratio and implementation ratio in the Staff Suggestion Scheme (SSS).

Individually, SSG Mohd Nizar Marican from Yishun Fire Station was awarded the 'Outstanding Ideas Contributor Award' for having contributed the highest number of implemented SSS; while MAJ Daniel Seet, Officer Commanding of Changi Fire Station, won the '3I Firebrand Award' for being an active personality in encouraging innovation in the SCDF.

Themed 'Knowledge Management', this year's Convention was held at Nanyang Girls' High School on 27 Sep. The event also saw the participation of 12 3I teams from various Home Team Departments. The SCDF was represented by CODE 3 (BRTC) with their project on *Hose Emergency Leak Plug (HELP)* and *Frontliners* (HQ 1st CD Division) with their project on *Fire Safety Educational Labels*.

Let's hear from our 3I Firebrand Award winner

How did you get involved in innovation?

Being civil servants, we're naturally part of the PS21 movement, where we find ourselves having to contribute to SSS and WITs. As OC Fire Station, we also play the role of facilitators for the 3I teams in our unit.

At Force-level, I was fortunate to be part of the committee to review the innovation process in the SCDF, and I was tasked to spearhead the development of **Innovation Alive!**, a journal that captures the various SCDF innovations in a different perspective. Rather than focusing on product specifications and capabilities,

we chose to delve into the people behind these products and their thought processes.

What are the challenges in promoting innovations?

The challenge in innovation is to convince the layman that he or she can innovate. Another challenge is in achieving practicality in the idea-submission.

What would you say to inspiring Firebrand nominees?

It's important to nurture a culture where people are not afraid to give ideas. We should help our staff to see how their ideas



are adding value to the overall scheme of things, and where possible, try to facilitate the process of turning their ideas into reality. Once they see how their efforts are being translated into something worthwhile, the unit or organisation is yet another step further in seeing innovation and creativity as a culture.

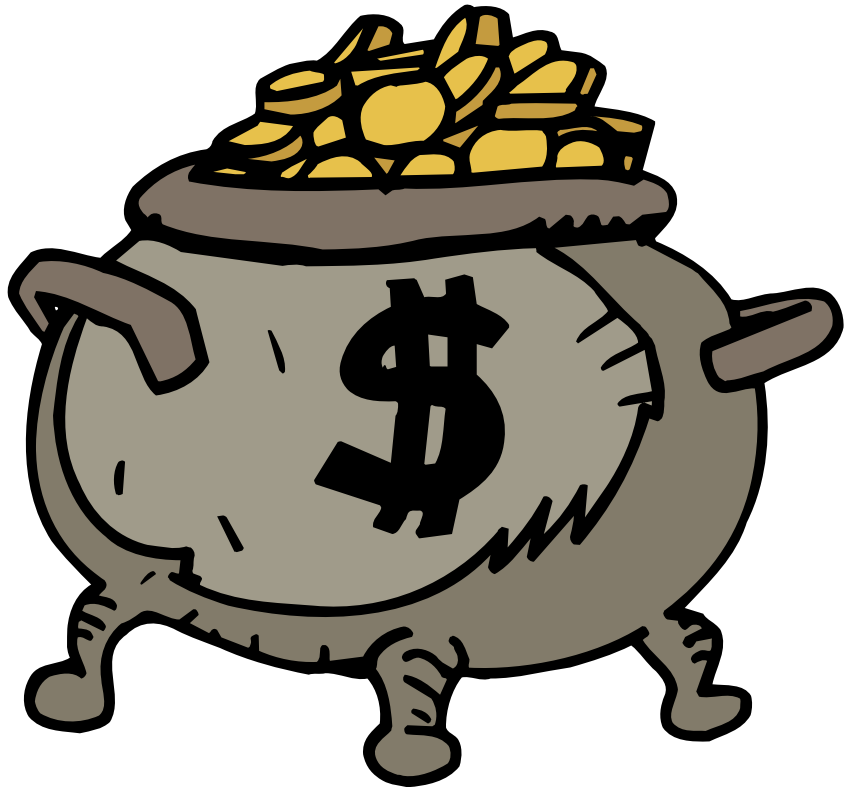
Need a loan? Turn to CWF!

■ LCP Jimson Zheng, Manpower Department

Getting married? Worrying over your child's education? Planning for renovation?

The Central Welfare Fund (CWF) Personal Loan has been introduced from 1 Aug this year to help tide SCDF staff through lump-sum expenses for wedding preparations, children education and house renovations.

To qualify for the loan, the applicant must be a CWF member for at least six months. You must be able to settle the loan at an interest rate of 5% per annum within a maximum span of two years. The interest rate will be reviewed every six months to keep in line with the prevailing lending rate of the banks and finance companies. The loan quantum is capped at \$10,000 or four times your gross salary or allowance at the time of application, whichever is lower.



Before you are set about applying for the loan, do ask yourself the following questions: *Am I spending within my means? Do I really need to borrow the money? Is there any other solution for me instead of taking up the loan?*

For more details on the application criteria, terms and conditions, please refer to Manpower Department's Intranet website (W^Life Hub) or call the Personnel Services Centre, Manpower Department at 6848 3424 to enquire.

ADMINISTRATION RULES AT A GLANCE...

- Eligible to CWF members only
- Interest rate at 5% per annum
- Loan period of up to 24 months
- Loan quantum of up to \$10,000 or four times of gross salary/allowance, whichever is lower; minimum loan quantum is \$500
- Monthly deduction must not exceed 50% deduction guideline and will take into consideration the member's remaining length of service with the SCDF
- Applicant must have one guarantor who is a CWF member and must not have any existing loan by CWF
- Final approval of loan quantum and loan period will be decided by the Approving Authority
- First installment will commence on the applicant's following pay day, after the disbursement of the loan



More flexibility for units in promoting work-life balance

■ MSO Crystal Anne Lim, SO Staff Well-being, Manpower Department



With many of its staff working on shifts, the SCDF recognises that not all its officers are able to participate in the various social and pro-family events organised. To enhance their well-being, the SCDF has recently on 1 Sep, implemented the Flexi Work-life (W[^]LIFE) Balance Programme that gives the units flexibility in conducting wellness programmes at their convenience.

The Programme is designed to provide units with a platform to identify and organise work-life activities that best suit the needs and interests of their officers. The activities should fall under these categories: Family Life Education, Financial & Estate Planning, Health & Caregiving, and Leisure & Hobby.

Under the Programme, Manpower Department will support units with a

50% subsidy or up to \$500 (whichever is lesser) per request for any approved efforts to promote a healthy family life. The success of the application for funding will be determined by Manpower Department based on the achievement of the intended objective.

Depending on the type of activity, all Central Welfare Fund (CWF) members and their immediate family members (spouse and children) are eligible to

partake in the activities organised under this Programme. Units will also have the option to extend the invitation to staff of other units to participate in the activities.

More details on the Flexi W[^]LIFE Balance Programme are available on the Manpower Department's Intranet Website (W[^]LIFE Hub), or you can call the Personnel Services Centre at 6848 3423 to enquire.



“Can you spot the difference?”

Identify six differences between the two pictures and circle them on Picture B.



A



B

Rank / Name: _____

Dept / Organisation: _____

NRIC No: _____

Contact No: _____

RESCUE 995 OCTOBER 2007

Answers to the August 2007 Quiz

N	R	S	A	G	I	E	P	O
P	O	I	E	N	S	R	G	A
A	E	G	O	P	R	N	I	S
E	A	R	P	O	G	S	N	I
G	N	P	I	S	A	O	E	R
I	S	O	N	R	E	P	A	G
S	I	E	R	A	N	G	O	P
R	P	N	G	I	O	A	S	E
O	G	A	S	E	P	I	R	N

Please send in your entries to:

Editorial Coordinator, Rescue 995
Public Affairs Department, HQ SCDF
91 Ubi Ave 4
Singapore 408827

by **3 Dec 2007** and stand a chance to be one of three lucky winners to win a pair of Shaw Gift Vouchers.



Terms & Conditions

1. This contest is open to all staff of the Home Team and CDEC members.
2. Multiple entries or incomplete entries will be disqualified.
3. The judges' decision is final and no correspondence will be entertained.
4. The organiser reserves the right to substitute the prizes with other items of similar value.
5. Prizes must be claimed within three months from the date of notice.

Winners of the August 2007 Quiz

- 1) SSG Benjamin Low, Tampine FS
- 2) SSG Safaie Bin Mohd Hussin, DART
- 3) CPL Noorhisham, PAD, HQ SCDF
- 4) LCP Justin Goh, NSPD, HQ SCDF
- 5) LCP Juffri Bin Abd Rashid, Pers Branch, HQ 2nd CD Div

Winners will be notified separately to collect their prizes (a Clock Radio).

SCDF's swimming dynamites exposed!

■ WO Vincent Goh, Instructor, Civil Defence Academy

3 Aug 2007 saw the challenge by all SCDF units on their swimming capabilities at the 7th SCDF Inter-Unit Swim Meet held at HomeTeamNS @ Bukit Batok.

Organised by the Civil Defence Academy (CDA) and graced by LTC Lim Han Chee, Chief Instructor of CDA, this year's event registered a total of 70 swimmers pitting their swimming prowess against one another in 10 events.

After a fiery fight, CDA emerged as the ultimate winner with a total of four Gold medals, leaving 1st CD Division in second place with three Gold, and HQ SCDF in third with two Gold medals.



Champion team, CDA, celebrating their victory with Officiating Officer, LTC Lim Han Chee (extreme right).

WINNERS OF THE VARIOUS EVENTS

100m Freestyle (Open) Men	SCT Lim Yan Jie, CDA
100m Breaststroke (Open) Men	CPL Nathameal Wee, BRTC
50m Freestyle (Open) Women	MAJ Lo Wai Mun, CDA
50m Breaststroke (Open) Women	CPT Lim Boon Hsing, HQ 1 st CD Div
50m Freestyle (Veteran) Men	SWO Raffi Abd Majid, Central Fire Station
50m Breaststroke (Veteran) Men	MX Michael Ling, Manpower Dept
50m Freestyle (Master) Men	SSG Ricominoroy, Operations Dept
50m Breaststroke (Master) Men	WO Joseph Cheng, Alexandra Fire Station
Team 4 x 50m Freestyle	CDA (SCT Lim Yan Jie, SCT Chai Xue Jin, OCT Heng Jun Meng, LTA Louis Thng)
Team 4 x 50m Breaststroke	CDA (OCT Jonathan Liew, OCT Alfred Chua, OCT Wong Ci, SCT Ong Chi Chiat)

"Victory is always a nice feeling. Winning spurs me to do better the next time, but I'm careful not to be obsessed with it. Ultimately, if you enjoy what you do, you'll excel in it."

- MX Michael Ling, a frequent winner at the annual Swim Meet

**BE READY,
STAY PREPARED!**