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WELCOME NEW MEMBERS

(Jun 2014)

KONG Fook Peng

LEE Peng Liang, Robin

Noorjahan KAMARUDDIN

PHAY Sow Han nee LEONG

SOH Cheng Hwa

DOCTOR IN THE HOUSE

Do send in your troubling health problems in a short question to us at general@rsvp.org.sg

We will try to get a doctor/specialist to answer it.

President's Message

I would like to share my thoughts on how an organisation like RSVP can attract and retain volunteers. Recently, on 30 June, I invited some ex-members to join us at the "Tea with the President" session. Knowing that this was a sensitive topic for discussion, I was keen to hear from them – what made them leave and what would make them return to volunteer at RSVP. At the same time, with current members, I sought their views on ways in which RSVP can improve volunteer management.

It was indeed a useful dialogue. I thank all who attended for being frank. There was a wide range of views. Some felt we could do better in treating members by showing more respect and appreciation, or being more prompt in replying to members' queries and activating those who have signed up to volunteer. More meaningful programmes could be designed without too many restrictions for members to find fulfilment in volunteerism. Others spoke of opportunities for members to socialise and make friends with one another.

I have heard and taken note of all your comments and feedback and acknowledge that we have shortcomings. We can certainly improve our customer service. As my Executive Director told members at the meeting, "Volunteers are our customers. Without volunteers, there is no need for RSVP."

We have made changes. Members may agree that we are engaging them more frequently. We have introduced a few pilot programmes and re-decorated our MPH to give greater visibility to members' activities and corporate sponsors. On volunteer insurance and out-of-pocket reimbursement, we have ensured that volunteers know of this during our Induction sessions and volunteer training workshops. More importantly, we now take time to listen and when possible take action. I am always on hand to talk to members on whatever is on their minds. Without your feedback and constructive criticism RSVP cannot improve and move forward.

Yours sincerely,
Koh Juay Meng

对于一个表现就如 RSVP 新加坡乐龄义工组织的义工团体是如何去吸引并保留它的义工会员，就此问题我希望和 RSVP 会员们一起分享我的观感和经验。

我明白这是一个敏感的讨论话题，我也非常关注义工们为何要离开 RSVP，又是何原因而回归。与此同时，我和目前的义工们在聚会中交换了意见，从他们的意见中，可以归纳出如何去改善 RSVP 的义工管理方式。这的确是一种非常有效的对话沟通。我对所有坦诚出席聚会的会员朋友们表示感谢。聚会中，各人都表达了各种不同的意见。有些人认为在处理表达尊重和答谢会员等方面，都有改善的空间。而在回应会员的咨询和推动新义工会员投入服务等方面，都可以表现得更有效率。也有人认为要促使义工们感受义工精神的满足感，而为义工们增设一些更有意义的项目，而无须订立太多的限制。更有不少声音认为 RSVP 可以为会员制造群体生活的条件，这也是结交朋友的理想媒介。

我已听到并留意到各位的意见，也了解到我们需要作出改进的方向。当然我们能从善如流，以配合义工会员对我们的期盼。正如我的执行董事在聚会中向会员们所说：“义工是我们的客户，没有义工们，RSVP 也失去了存在的价值”。

我们已在不断改革，我们的会员们可能感觉到 RSVP 正在增加义工服务的需求。我们已引进一些指示性的项目和重新装饰我们在多功能礼堂，以增加对会员活动的透明度并争取企业界更多的赞助。至于义工服务的安全保险，我们已在他们入会仪式的聚会中，和义工研讨会上确保他们清楚明白会方的处理方式；更重要的是，现在我们会用更多的时间去聆听义工朋友们的意见，而必要时尽量把计划付诸行动。

我一直在做好准备和会员们对话，以了解他们的理念。大家作出的回应和建设性的评论，我们不会忽视，否则 RSVP 就难以改善，举步维艰。

此致，
许悦明

Senior Volunteer Week is back with more!

乐龄义工周回来了!



RSVP Singapore will be organizing more volunteering opportunities for seniors during Senior Volunteer Week from 5 to 11 September. If you are currently a volunteer, why not do something different for the week? If you are inactive and have not started volunteering, this is an ideal time

to do so. There are different types of volunteering, from administrative roles to being befrienders, photographers and more. To kick-start Senior Volunteer Week, there will be an Open House at RSVP's premises with a host of activities from talks to workshops and more. The full programme will be announced later. There is also the highlight event titled "Pioneer Treasures...Timeless Treasures", a RSVP Pioneer Generation event at Tim Palace, Safra Toa Payoh on 13 September.

For a start, check out the link below and sign up for the areas you are interested in. For our partner corporations, we will be happy to speak to you on your staff volunteerism needs.

RSVP新加坡乐龄义工组织正为于9月5日至11日的乐龄义工周2014筹组更多义工服务机会让乐龄人士们参与。若你目前已是一名义工,何不在这周里做些不同的? 若你从未做过义工, 这周将是个理想的时候开始做义工。义工服务种类繁多, 包括行政职务、友伴、摄影师等等。在乐龄义工周 2014 的第一天(9月5日), 我们将在 RSVP 举行全天开放日。节目包括了一系列活动如讲座、工作坊等等。完整的节目将于稍后公布。

乐龄义工周 2014 的亮点活动, RSVP 建国一代活动, 主题为“建国的宝物... 永恒的珍宝”将于9月13日在珍辉阁, Safra Toa Payoh 举行。

作为一个开始, 请查阅以下网址, 报名你有兴趣参与的义工活动。

企业伙伴方面, 若你有职员义工的需求, 我们将乐意与你谈妥。

Click [here](#) for the list of volunteering opportunities available during SVW2014.

点击[这里](#)查看乐龄义工周 2014 的义工服务机会。

Fawziah Mattar, Senior Manager

RSVP GAC Cooks with DSA Clients



RSVP Singapore recently initiated a special collaboration with the Down Syndrome Association (DSA). Two RSVP Gourmet Activity Circle (GAC) members, Ms Rowena Chin and Ms Elaine Teng, conducted six cooking workshops for their clients at DSA premises during the June school holidays. A total of 16 children participated in the workshops and they were taught to make sandwiches, cookies, pancakes and spaghetti.

BBC GoodFood (Asian Edition) Magazine Writer, Ms Rachel Lim, dropped by one of the workshops on 25 June and witnessed the interaction between the senior volunteers and the DSA clients.

“The cooking workshops were a fulfilling experience for me especially when I saw the smiles on the parents’ faces when their children were able to achieve a simple chore,” commented Elaine. Rowena added, “No words can express the happiness and satisfaction that both of us felt at the end of each workshop because we were able to impart something to them. They are already looking forward to any future workshops that can be held for them”.

Indeed, it was a heart-warming collaboration. RSVP will definitely collaborate with DSA again by offering more workshops for their clients.



Elaine Teng and Rowena Chin, volunteers

CAG Recognises RSVP Volunteer



RSVP Volunteer, Ms Aileen Tay, was awarded a Bronze Changi Service Pin by the Changi Airport Group (CAG) for her excellent service rendered in the Changi Service Ambassadors (CSA) Programme. Mr Ngiam Tong Yuen, Chairman of the Senior Guiding Programme, presented the pin to Ms Tay during the Senior Guiding Committee Meeting on 6 June.

Congratulations Aileen!

To all CSA volunteers, keep up the good work!

Neo Hong Hong, Assistant Manager (Programmes)

Training and more training

更多的培训



As you know, technology advances at the speed of light. At RSVP Singapore, we do our best to keep our seniors abreast of technology. We recently conducted Train-the-Trainers sessions on Intermediate iPad, iBanking on POSB Portal, Windows 8 and Samsung tablets and smartphones. With our Cyberguide volunteers trained in these new devices and software, we will soon be introducing new Cyberguide IT familiarisation courses, such as on Windows 8, Microsoft Surface RT 2 tablets, Samsung tablets/smartphones and iBanking.

Do keep a look out for our monthly Cyberguide IT schedule on our website!

众所周知，今日科技飞跃猛进，快如光速。RSVP 竭尽所能，促使会员们赶上最新科技的潮流，并驾齐驱，与时俱进。最近我们举办了多班资讯科技导师培训课，内容涵盖了中级水平的 iPad，POSB 的电子银行服务，Windows 8 和 Samsung 记事本，以及智能手机。

凭着我们熟练的资讯科技义工们在这方面的装置技巧与知识，我们不久将推出新的电脑课程，例如 Windows 8，微软 Surface RT2 平板电脑，三星平板电脑/智能手机，及电子银行服务等。

请关注我们 RSVP 网页上每月更新的 IT 课程表!

Click [here](#) to see our latest Cyberguide IT Course Schedule.

点击[这里](#)查看我们的最新的资讯科技课程表。

Treasa Ho, Programme Executive

ELSP briefing for Resident Committees

把丰富乐龄生活项目简介给居委会



To expand our community outreach under Enriching Lives of Seniors Programme (ELSP), we invited Resident Committees' representatives for a programme briefing on 21 June. The briefing was a fruitful one as the representatives had a better understanding of ELSP and of RSVP Singapore – The Organisation of Senior Volunteers. Light refreshments were served towards the end of the session as the representatives discussed collaboration possibilities with us. We will follow up with Resident Committees which are interested in starting the programme at their centres.

为了扩展丰富乐龄生活项目(ELSP)的社区服务，我们于 6 月 21 日邀请了不同居民委员会的代表参与一个简介节目。这是有收成的一天，因为代表们对 ELSP 和 RSVP 有了更好的了解。简介完毕后，在茶点招待时，我们与代表们商谈着合作机会的可能性。我们会在感兴趣的居委会中心开始进行 ELSP 项目。

Lim Shujuan, Programme Executive

MacPherson Primary strongly supports

RSVP Mentoring Programme



For more than 10 years, we have been mentoring different disadvantaged students from MacPherson Primary School in our Mentoring Programme. Many of our volunteers have had interesting and meaningful experiences with these children.



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Tel: 6485 6111/ 6485 6113

About RSVP Singapore

RSVP Singapore The Organisation of Senior Volunteers is a non-profit organisation launched by the then Prime Minister Goh Chok Tong in October 1998 and approved as an Institution of Public Character in 1999. Its mission is to provide opportunities for seniors to serve the community with their talent and experience through purpose-driven volunteerism. Its major programmes are Cyberguide, Mentally Disadvantaged Outreach, Mentoring, Changi Service Ambassadors, Active Ageing Seniors, Ageing-in-Place, Enriching Lives of Seniors, Learning Journey and Senior Guiding.

Follow us on [FACEBOOK](#) or visit our Website www.rsvp.org.sg

Recently we organized a very interesting Learning Journey to Marina Barrage, which the students found enjoyable. The event was sponsored by one of our corporate partners, Aluminum Offshore, as it had a strong interest in student development.

As we move into the second half of the year and beyond, we will be adding special features to our programme, aimed at increasing the self-confidence and self-esteem of our young charges. We are planning special public speaking and unique outdoor activities for this purpose.

Thank you MacPherson Primary and its team of teachers for your wonderful support!

Some quotes from the mentors and mentees:

"My friend and I like to discuss with each other and work as a team. I like to play science games with Grandpa Steven and my friend." – Student A

"I like the mentoring sessions because I get to make new friends. I like the games, mid-year party and the learning journey to Marina Barrage." – Student B

"The mentees are obedient except for a few boys who are playful. I very much enjoyed their company." – Mr Steven Ong, RSVP Volunteer Mentor

"Becoming a mentor has taught me to be more patient and tolerant. Mentees are learning to accept our presence and we can see that they are enjoying themselves" – Ms Irene Lee, RSVP Volunteer Mentor

We are still recruiting mentors for our Mentoring Programme which currently serves 5 schools, namely, Marsiling, MacPherson, Teck Ghee, GongShang and Lakeside.

Contact Ms Lim Shu Juan, Programme Executive at 62590802 for more details.

Fawziah Mattar, Senior Manager

Expansion of volunteer duties at KKH



Starting 1 July, some of our volunteers at KK Women's & Children's Hospital have been deployed to the Main Admissions Information Counter to assist patients in filling out forms and checking of baby bonus applications. The volunteers also help in simple administrative duties and small acts of kindness, such as serving snacks to patients and giving directional assistance when required.

If you are interested to serve in a hospital environment providing concierge and directional assistance to patients, please contact Savitha at savitha@rsvp.org.sg or call 64856117. We need volunteers at the KK Women's & Children's Hospital and Khoo Teck Puat Hospital.

Neo Hong Hong, Assistant Manager (Programmes)