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WELCOME NEW MEMBERS (March 2014)

ANG Soo See nee Susan Phua
CHAI Chew Pheng
CHNG Eng Kah
CHUA Miang Soon
HO Kin Yu
KONG Kwa Kuen
LAU Soh Yin
NG Lay Mui
ONG Gek Cheng
SEE Lee Lian
TIAN Lily
WEE Kim Neo Nancy
WENG Qingzhao Eric
YEO Siew Hoon
YIP Pek Har

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

It gives me joy to see members taking part in RSVP's voluntary programmes. In our last AGM, I spoke about the need for more members to step up and serve our community. As an organization of volunteers, we must do more. We have over 1000 members but less than a third regularly participate in our programmes and voluntary work. I have often wondered why this is so.

Many members tell me they are busy and can't find time to volunteer. Yet, we all know that we will always find time to do the things we want. Others say they have no skill or capability or that they want to rest after working hard for so long. Some thus have a recipient mentality which is not right. I believe we can always show care and concern for our fellow citizens even in small ways.

There are members who say that programmes on offer do not interest them. If this is the case, please join our committees and help to create new programmes which are more appealing and meet service gaps in the community.

I have formed a task force to improve how we manage our volunteers. Some of the issues it will look at are the basic obligations of members, how best to measure members' volunteering efforts (should it be based on frequency or number of hours, for example) and how to give due recognition to volunteers.

The work of this task force will impact all of us and the future of our cherished organization. So, I want your views on this matter. Feel free to call me or email me. You can just walk into my office and we can talk. Help us make RSVP stronger. By so doing, we seniors will create a better society for ourselves, our children and their children. Isn't this a wonderful mission for us?

Yours sincerely,
Koh Juay Meng

看到不少会员们参加了 RSVP 的义工项目和活动，令我感到欣慰。在我们上次举行的常年大会中，我曾经提及希望有更多的会员们参与我们的义工队伍，和服务社区的活动。 作为一个义工团体，我们应该积极参与；我们拥有 1000 多位会员，但是经常出席我们的活动和义工服务的会员却不足三分之一。这种情况使我相当失望。

有些会员告诉我，他们未能参加的原因，有的是因为太忙，不能参与义工活动；话虽如此，只要愿意，我们是不难安排一些时间去参加的，而其他未曾参加的会员，有些觉得自己欠缺义工技巧或能力，有些则表示经过长期工作后，退休下来需要休闲生活；种种原因形成他们觉得自己应是"被社会照顾的一群"的错误心态。我相信事无大小，只要我们常常本着 "非以役人，乃役於人" 的信念和行动去表达自己关怀大众的心意，就能回馈社会，有利人群。

我们其中有些会员就 对 RSVP 提供的各种义工项目表示不感兴趣，有见及此，请有关的会员们不妨加入我们的委员会，并协助我们创立新而更具吸引力的项目，从而消除一些社区服务的隔膜。

我已成立了一个专门小组，进行研究如何改善管理我们的义工团队，其中要针对的一些要点是关于会员们的责任问题，例如要如何去衡量会员们的义务工作（是否要以出席次数的频密或时数的多寡为基准），以及如何适当地对义工的工作作出表扬。

专门小组的工作表现将对我们和大家都珍惜的 RSVP 的前途有一定的影响。因此我要呼吁大家重视这件事项。 如有疑问，请来电或电邮给我。你们也可以直接到我的办公室和我讨论。让 RSVP 百尺竿头更进一步。

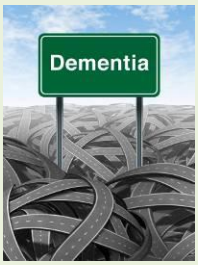
祝愿我们的努力，成功打造成一个使我们大家，以及世世代代的新加坡同胞们都共处在一个精益求精的社会。 这就是我们伟大的共同任务！

此致，
许悦明

RSVP Volunteers at C3A 50Plus Expo 2014

RSVP Singapore recently participated in the three-day 50Plus Expo 2014 held at Suntec Singapore from 28 - 30 March 2014. Our emphasis was on volunteerism and roles seniors could play when they retire – as befrienders, mentors, IT trainers, guides, hosts, photographers or as administrative support staff. Our RSVP booths were manned by 21 volunteers. They were there to engage and encourage seniors to volunteer.

UPCOMING ACTIVITIES



Talk on "Learning about Dementia" (in English)
Date: Thursday, 10 April 2014
Time: 3pm - 5pm
Venue: RSVP Level 8 MPH
Free of Charge
Click here for more info

Talk on "Volunteerism in Golden Age"(in English)
Date: Friday, 11 April 2014
Time: 3pm - 4.30pm
Venue: RSVP Level 8 MPH
Free of Charge
Click here for more info

Talk on "Basic Computer Maintenance" (in English)
Date: Monday, 28 April 2014
Time: 4pm - 5pm
Venue: RSVP Level 8 MPH
Free of Charge
Click here for more info

Talk on "Reverse Mortgage" (in English)
Date: Wednesday, 30 April 2014
Time: 3pm - 5pm
Venue: RSVP Level 8 MPH
Free of Charge
Click here for more info

Three of our model senior citizens - Malar, Ron and Sock Hoe - were at the event this year. They were at the Odyssey - myL.I.F.E pavilion to talk to visitors about volunteerism. When asked about the definition of a senior citizen or how they would describe one, this was what two of them said:

> "A senior citizen is a person who has reached 60 years of age. A model senior citizen is a person who has aged wisely & gracefully and is still able to nurture the younger generation" – Ron Pereira
>
> "A model senior citizen is one who shows great resilience and adaptability in exercising greater independence in their daily lives" – Malar

Over at the IDA booth, our Cyberguide volunteers were busy too engaging seniors in life-long learning through computer courses.

For more photos, visit our Facebook—click here.

President leads feedback session

On 13 March, Mr Koh Juay Meng, President of RSVP Singapore hosted the feedback session on the Pioneer Generation package, with 68 members attending. It was a very interesting and engaging session as many offered suggestions and gave their views on the package. While some applauded the one-off package which included savings on healthcare and Medisave top-ups, others were not happy that the package did not include free public transport for seniors. Mr Koh, assisted by Mr Martin Thoo from the Prime Minister's Office, answered questions about the package and clarified areas of doubt.

Mr Koh also suggested that RSVP members could form a support group to explain the details of the package to other seniors e.g. the Community Health Assist Scheme (CHAS), Medisave top-ups, healthcare privileges etc.

Journey Down Memory Lane – Rediffusion

记忆之旅 – 丽的呼声

Many of you would remember the big wooden Rediffusion sets in households in the early days. Launched in 1949, Rediffusion was Singapore's first cable-transmitted commercial radio station. It has now been relaunched as an online service. On 22 March 2014, 78 RSVP volunteers visited the headquarters of Rediffusion. They were surprised by Rediffusion's totally new image.

Rediffusion's DJs gave the group a brief history of the radio station and introduced its new concept. This was followed by a tour of its facilities – recording studios, soundproof editing room and a portable studio. The group was amazed by the huge library of the old vinyl records and witnessed the digitalization of vinyl records. The volunteers also learnt how to download the Rediffusion mobile application to their smart phones and tablets for online listening. The journey concluded with a thank you address by Ms Eeva Chang, Director of Rediffusion.

On behalf of the volunteers, we would like to thank Ms Chang and the Rediffusion team for giving us the opportunity to revive memories of our youthful days and share in her vision for the station. It was a wonderful and memorable journey for all of them.

相信你们都还记得早期放在家里的那个丽的呼声广播大木箱。于 1949 年投入服务的丽的呼声，是新加坡首个有线商业广播电台，现今它已经以网络形式重新投入服务。2014 年 3 月 22

FEATURE ARTICLE

THE GOOD OLD DAYS = Were They?

Contributed by Mr Raymon Huang, RSVP volunteer

"Ah! The good old days" – a phrase so often uttered. How often have you heard it expressed? Too many to remember – lost count, I bet. Each successive generation is told or referred to it as if it was a situational fact. But was it?

What is the reason for this much uttered statement? Why? Is it because the present is not good? Or life is so difficult? These questions bear more than just a cursory debate. They merit some discussion.

Click here to read more

日，乐龄义工协会的 78 名义工，参观了丽的呼声总部，他们对丽的呼声的全新形象感到惊讶。

丽的呼声的唱片骑师给义工们讲述该台的简史，同时介绍了它的新概念。接着带领他们参观该台的设备 – 录音室、隔音剪辑室和便携式演播室。义工们对其庞大的黑胶唱片储存室感到十分惊奇，并且目睹了黑胶唱片的数字化。义工们也学习了如何将丽的呼声的移动应用软件下载到自己的智能手机和平板电脑，以便上网收听。在丽的呼声台长张美香小姐致谢词后，义工们结束了这次记忆之旅。

我们谨代表义工们向张小姐及丽的呼声工作团队给予机会，让我们重拾年轻时的记忆，以及分享她对该台的愿景，表示衷心的感谢。对义工们来讲，这是一次既精彩又难忘的旅程。

For more photos, visit our Facebook—click here.

A treat for the Mentally Disadvantaged
款待心理障碍人士

Clients and volunteers with the Our Mentally Disadvantaged Outreach Programme came together for an organised Learning Journey to the Gardens by the Bay. A total of 63 clients, 31 RSVP volunteers, six staff members from Institute of Mental Health and two staff members from RSVP Singapore went for the Learning Journey on 14 March 2014.

The Learning Journey involved a walk around the Flower Dome and Cloud Forest Dome with RSVP volunteers as guides. To engage the clients there were simple games and quizzes based on what they saw and learnt.

We would like to thank the Institute of Mental Health for sponsoring the major expenses of the Learning Journey and the MDOP volunteers who made the event a success by being befrienders and guides.

参与心理障碍外援项目的受惠者与义工们一起参与了滨海湾花园学习之旅。共有 63 名受惠者，31 名 RSVP 义工，6 名心理卫生学院的职员与 2 名 RSVP 的职员参与了这个于 2014 年 3 月 14 日的学习之旅。

学习之旅包括了由 RSVP 义工当指导在花园顶与云林园顶行走。为了让他们能尽量参与，还有以他们所看到和学到而设计的猜奖游戏。

我们要感谢心理卫生学院赞助这学习之旅的全部费用。更要感谢心理障碍外援项目的义工给予的陪伴与指导，让学习之旅能成功的举行。

Senior Guiding Retreat 2014

Thirty-six volunteers from the Senior Guiding Programme attended the Senior Guiding (SG) Retreat on 12 March 2014 at RSVP. It was rare for the SG volunteers to meet at RSVP premises as they are usually deployed to external venues.

Mr Ngiam Tong Yuen, Chairman of the SG Programme welcomed all to the retreat. Mr Koh Juay Meng, President of RSVP Singapore, also gave a short address to thank the volunteers for their commitment to the Programme. This was followed by a review of activities by Mr Heng Bak

Leng, the Programme Executive in charge.
To encourage bonding and camaraderie, a series of team building games were played.
Mr Ngiam later thanked the volunteers and closed the Retreat.

For more photos, visit our Facebook—click here.

Courseware Curriculum Development

Members would be pleased to know that a new procedure is in place to recognise contributions to courseware curriculum development.

The simplified procedure is to encourage more members to develop workshop materials for use in RSVP. These could be for our Cyberguide programme or for courses in senior volunteer training.

A copy of the procedure can be obtained from programme executives. Members should note that materials must be original and should not have any intellectual property infringement. A monetary reward, albeit modest, awaits members who wish to offer their self-developed workshop materials. Said Neo Hong Hong, Assistant Manager, "With this step, we hope to offer new workshops to members, in keeping with latest market trends, especially in the use of Infocomm technology (ICT) related devices".

Contributed by Ms Neo Hong Hong, Assistant Manager, Programmes

Volunteer Training for Secondary School Students

Our Senior Voluntary Training Centre (SVTC) recently collaborated with North West Community Development Council (NWCDC) by facilitating a workshop on "Communication with the Elderly" for 18 students from Yishun Secondary School. Using role-play and group discussions, our SVTC facilitators Cyril Ong and Sunny Chan shared with the students different methods of interacting with seniors. These students are taking part in a community project of NWCDC. They will be conducting art lessons such as paper cutting for seniors at Senior Activity Centres.

Our facilitators themselves found the workshop satisfying as the students actively participated and peppered them with many questions. With the successful conclusion of the workshop, SVTC has taken another step in helping volunteers – this time the youth - to be more effective in delivering their services.

Contributed by Ms Josephine Tan, Senior Executive, SVTC

RSVP Line Dancing Jam

In partnership with Bishan North PassionArt, the RSVP Line Dancing Group organised a Line Dancing Jam at the Open Plaza of Junction 8 Shopping Centre on 29 March 2014. The Jam was led by Mr Richard Ng, RSVP's very own Line Dancing instructor.

Over 100 enthusiastic participants, including RSVP President, Mr Koh Juay Meng and his family, turned up for the Jam.

It was a fun day for all. The next Line Dancing Jam will be held on 30 August 2014.

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general@rsvp.org.sg

Silver Infocomm Junction@RSVP Senior Volunteer Training Centre
9 Bishan Place #08-02
Junction 8 (Office Tower)
Tel: 6485 6111/ 6485 6113

Training

I used to have informal meetings with people who volunteered in various non-profit organisations (NPOs). Many of them lamented the apathy of top management personnel who are more concerned about fund raising and recruiting more members while ignoring the most important aspect of volunteer management: how to train and develop members enabling them to embark on a more meaningful and fulfilling volunteering journey.

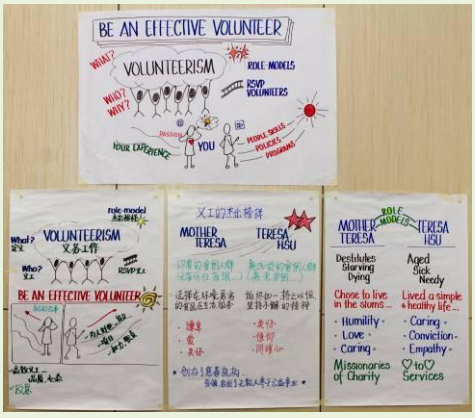
Equally deplorable is the fact that some NPOs attempt to launch as many community services as possible without first determining the capability and strengths of their membership base. Alas, some of such services do not last long due to their inability to identify the members' strengths, build on them and then convert their specific skills into a source of service that benefits the community.

Whether in the corporate sector or in voluntary welfare organisations, human capital is important and is a precious resource we must utilise to the fullest.

It is therefore imperative that non-profit organisations (NPOs) like RSVP embrace the paramount importance of life-long training and development so that members are better equipped with critical knowledge, people skills and the right mindset before they take on their respective roles. More importantly, there is an urgent need to get talented and trained people to better address complex societal issues.

Today, the volunteer's task has assumed greater scope and responsibilities given that members and beneficiaries are more educated and knowledgeable. We have certain standards to be met. In other words, we must develop the right attitude, capacity and initiative through training, and from there, we can look to advancing our volunteering journey.

With the establishment of our Senior Volunteer Training Center (SVTC), there is a wide range of courses such as How to be an Effective Volunteer, Befriending and Servant Leadership that will place us in good stead. Through training and workshop discussions, volunteers will be more mindful of their responsibilities and more capable of brainstorming better ways to lead volunteering efforts in RSVP.



Untrained volunteers are like those on a journey that seems endless, and they never reach their destination. They would soon get frustrated, angry and demotivated.

Hence, RSVP's volunteers must avail themselves of the training opportunities at SVTC as the skills acquired will help them excel and progress in the act of volunteering. This not only benefits the recipient, but also gives the volunteer a sense of purpose and satisfaction in making a difference to our society that is not found in other endeavours.

Contributed by Mr Jeffrey Law, RSVP volunteer

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