



# REACHING OUT



**MALAYSIAN RED CRESCENT**  
BULAN SABIT MERAH MALAYSIA

2

IMPARTIALITY



3

NEUTRALITY



4

INDEPENDENCE



# 7 THE MALAYSIAN RED CRESCENT FUNDAMENTAL PRINCIPLES

We are guided by seven fundamental principles as outlined by the International Red Cross and the Red Crescent Movement.

1 HUMANITY



5

VOLUNTARY SERVICE



6

UNITY



7

UNIVERSALITY



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*\*Photos by courtesy of the Malaysian Red Crescent Society*



## ACKNOWLEDGEMENTS

This book is dedicated to the many volunteers, affected families and employees of the Malaysian Red Crescent Society (MRCS) who have strived and survived in times of disaster. Capturing each activity and programme to showcase the dedication, passion and efforts put in to ensure that vulnerable communities and their families receive the best in every manner possible. Sacrifices by all

parties are enormous and no money or time can bring back what they have lost. With the efforts of the Malaysian Red Crescent, supported by the International Federation of Red Cross and Red Crescent Societies, other International Red Cross and Red Crescent Movement partners and generous donors from all walks of life, we can now see the transformation and smiles on their faces.



Canada



International Federation of Red Cross and Red Crescent Societies  
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Malaysian Red Crescent  
Bulan Sabit Merah Malaysia

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## FOREWORD



**TUNKU TAN SRI SHAHRIMAN  
BIN TUNKU SULAIMAN**  
NATIONAL CHAIRMAN

### “SAVING LIVES, CHANGING MINDS”

We recognise the need to work differently in order to adapt to the challenges and opportunities in today's fast changing world.

Hence, we at MRCS echo the International Federation of Red Cross' (IFRC) strategic aim of strategy 2020 which is saving lives, protecting livelihoods, and strengthening recovery from disasters and crises; enabling healthy and safe living; and promoting social inclusion and a culture of non-violence and peace. We are doing everything possible to maintain these strategic aims.

In the wake of what was considered the worst flooding last year in Malaysia in over 30 years, the MRCS garnered positive support from the public and corporates. Together we distributed 120 tonnes of relief items to communities in Kelantan, Terengganu and Pahang, the worst hit flood areas.

Following the release of the Disaster Relief Emergency Fund (DREF), the International Federation of Red Cross and Red Crescent Societies (IFRC) delivered 10,000 blankets for 5,000 families to MRCS. Additionally, the United Arab Emirates Red Crescent (UAERC) worked in coordination with MRCS and the UAE Embassy in Kuala Lumpur to distribute food and blankets to around 110,000 individuals in Pahang. The MRCS Water and Sanitation (WATSAN) team were also deployed to Kelantan, to provide clean water. Several medical teams comprising doctors, medical assistants, and relief volunteers from branches in Kelantan, Selangor and Johor visited remote villages to provide medical care to the communities.

With the overwhelming support and generous contributions received from the public, corporations and sister National Societies of Singapore and China, MRCS was able to continue its support to the affected communities and embarked on a long-term recovery plan. MRCS adopted nine villages; five in Kelantan, and two each in Terengganu and Pahang. This is an on-going process to help the community.

At MRCS, I am honoured that we have an excellent team of staff and volunteers who are efficient in their response time. I believe this has helped MRCS to work in a manner quick enough to help people in times of crisis.

We will continue this legacy.



Disaster risk arises when natural hazards interact with physical, social, economic and environmental vulnerabilities. What is worrying is that natural hazards are on the rise.

In 2010, more than 208 million people were affected by natural hazards. What is even more alarming is that, should current trends continue, some 100,000 lives will be lost annually while the costs of natural disasters will be more than US\$300 billion per year by 2050.

The establishment of a Disaster Risk Reduction (DRR) is crucial to reduce the damage caused by natural hazards like earthquakes, floods, drought, and cyclones, through an ethic of prevention.

The Malaysian Red Crescent Society (MRCS) places significant importance on DRR where it supports local civil society, communities, households and individuals to become less vulnerable and strengthen their capacity to anticipate, resist, cope and recover from natural hazards.

While Malaysia is fortunate to be in a geographic position where it is not vulnerable to earthquakes and cyclones it is, however, exposed to other emergency situations like floods, storms, drought, the haze and enemy insurgency.

Malaysia has been experiencing frequent disasters such as flood and landslides where the country faced enormous property loss and livelihood damages like it did during the Johor floods in 2007 and more recently the flooding in the East Coast.

The UN International Strategy for Disaster Reduction, 2007 describes DRR as:

*The concept and practice of reducing disaster risks through systematic efforts to analyze and manage the causal factors of disasters, including through reduced exposure to hazards, lessened vulnerability of people and property, wise management of land and the environment, and improved preparedness for adverse events.*

The terminology, however, has changed over the years, but the

concept of DRR is well entrenched in the strategic plans of the MRCS.

Since the adoption of the five-year strategy in 2005, MRCS has established the Disaster Management Centre at its Headquarters in Kuala Lumpur with three sub-centres in Penang, Kota Bahru, and Johor Bahru. It has a team of dedicated workers who are well prepared to help vulnerable local communities during these emergency situations.

MRCS ensures that it always has sufficient supply and volunteers equipped and ready to be mobilised at short notice.

Following a disaster, the MRCS team and volunteers provide vital assistance to people's basic needs including temporary shelter, food supplies and clothing.

Internationally, MRCS has provided aid and support since the early 90s including several earthquakes in the Asian Region.

MRCS is further enhancing its Disaster Management System as well as training and equipping all its volunteers to be efficiently prepared to respond to any humanitarian projects.

## DISASTER RISK MANAGEMENT IN MALAYSIA





# DISASTER MANAGEMENT

East Coast Flood Recovery,  
Temporary Shelter, Livelihood Recovery,  
Disaster Risk Reduction



Due to the northwest monsoon and days of heavy rain in 2014, the people in the East Coast of Malaysia covering Kelantan, Terengganu and Pahang were forced to flee their homes and all communications and connectivity came to a halt. They experienced the worst flood disaster, where more than 200,000 people were affected and many lost members of their families.

The post-disaster impact has left a trail of damage and destruction which required a massive clean-up in the affected areas. The MRCS employees and volunteers played a pivotal role in the long-term recovery process, to ease the burden of the community and to rebuild their lives.

The MRCS Kelantan branch, which oversees four villages namely Kampung Bahagia, Kampung Keluat, Kampung Aur Duri and Kampung Dusun Nyiur as part of the "Village Adoption" community project; provided villagers with temporary shelter, post-disaster humanitarian relief support and funds. Continual

visits by the team and volunteers to the villages further supported and educated them on health and disaster preparedness.

During the assessment, the villagers claimed that they were still traumatised by the rain while the children get teary every time there is rainfall. Food and relief were delayed by more than a week after the disaster and many had just enough to get by each day. They were unprepared when disaster hit and this left a tremendous impact on their lives.

It is also crucial that the adopted villages be self-supporting after a year. Hence, a long-term development plan was developed that includes disaster risk reduction and livelihoods programmes to create a resilient, safe community that is self-sufficient and prepared for future disasters.

IFRC together with MRCS are now embarking on a recovery plan which will be rolled out in the East Coast, and the pilot project has started with schools in this region. Several schools

## DISASTER MANAGEMENT – RECOVERY

were identified in Kelantan to introduce hygiene promotion and education as well as to train students and teachers in disaster preparedness.

The pilot project through the community-based health and first aid (CBHFA) approach, will empower students and communities to take charge when disaster strikes to reduce the risk involved.

By using the Epidemic Control for Volunteers (ECV) manual and toolkit; adapted to local context, the students and teachers were educated to address and prioritise their health needs, water sanitation and first aid techniques, among others. The CBHFA approach seeks to create healthy and resilient communities and to master this further, two representatives of the MRCS Kelantan Branch, were sent to Philippines to be trained as lead trainers.

Imparting the skills and knowledge to the local community is crucial in most humanitarian aid missions, in order to obtain a sustainable impact. Hence, teachers from 300 schools who are leading the Red Crescent society in their respective schools were trained, and later imparted their knowledge to 4,000 more students. The same training process will be rolled out to other states, with Kelantan taking the lead.

Dato Haji Wan Ali of the Kelantan Branch mentioned that they own a 10-acre land in Bachok, which is envisaged to be developed into a 'Field School' training centre, supported by IFRC.

### Disaster Risk Reduction and health programmes in schools

The schools on the East Coast have mostly recovered from the recent inundating disaster in 2014, and it is important that they are educated and ready, should any further disasters occur.

MRCS with the guidance and support from IFRC embarked on a disaster preparedness programme where seven schools in Kuala Krai

were selected to be part of a pilot project in the East Coast.

A total of close to 20 MRCS employees and volunteers and 40 student facilitators were involved in training and educating close to 700 students from the primary and secondary schools in Kuala Krai. The comprehensive training programme was made fun, creative and exciting for the students to greatly improve the impact of their activities, as well as enhance their learning experience. Basic knowledge of handwashing, obtaining clean water, safety hazards and understand the importance of health and being resilient were imparted to the students during these sessions.

The project was a combination of understanding health; Disaster Risk Reduction; Emergency, Water, Sanitation and Hygiene (EWASH) and Youth as Agents of Behavioural Change (YABC).

Through this programme, MRCS aims to empower students to continue using the knowledge gained in their homes and educate friends and family to become agents of behavioral change. MRCS will continue their mission to train volunteers among student and teachers to become facilitators who will then train the students. The content of the programme will continue to be part of the school curriculum of the Red Crescent Society club.



### Being a facilitator

Head facilitator for MRCS Kelantan branch, Mohd Ikhwan bin Mukhetar has been actively involved in humanitarian aid missions as a volunteer since 2004. Through his many stages of training, he has experienced local and international disasters. "Developing skills and knowledge is crucial to most humanitarian aid, in order to obtain a sustainable impact," said Ikhwan. As a facilitator and trainer in the humanitarian sector, he ensures that his volunteers are equipped with the skills and knowledge they require to deliver a successful humanitarian programme. Volunteers are trained to

understand the fundamentals of being a facilitator and develop competencies to aid them to become competent trainers.

### Student volunteer & facilitator

Student facilitator Mohammad Fazli bin Abdul Ghani may not have been severely impacted by the recent disaster as his home was on higher ground, but he was surrounded and witnessed the loss and sorrows of his community. Once the floodwaters subsided, he went down to the villagers with his family to help others in need. He also visited his boarding school in Laloh, which

was entirely submerged in water, to help out in the relief projects. Many students and volunteers were on-site to lend a helping hand to clean the thick mud and sludge in the classrooms and the surrounding areas. "I was saddened when I saw one of the school employees Kak Mok diligently cleaning the site when she too was a victim and lost her home in the disaster. She said that the school is more important than her home as it will be re-opening soon and students will need a clean place to study," said Fazli. He was deeply moved by her sacrifice, knowing that that she had placed importance on the school, rather than the loss of her home.

He was impacted by the disaster and sacrifices from the people and is determined to be part of a humanitarian aid team and will continue his mission in the MRCS voluntary programme.

### Severe flooding overwhelms rural communities

The recent monsoon flooding in 2014 in the remote village of Kuala Krai, destroyed many homes and villages did not receive immediate aid. The people who live there and scores of other rural communities witnessed the worst floods that took almost everything including homes and lives.

After more than a week surviving in temporary relief centres and with very little food supply, they did see the first assistance arrive,

followed by help from other humanitarian organisations locally and internationally. For many families, they were traumatised by the disaster and are still in a recovery stage.

The disaster which destroyed parts of the East Coast, has left many homeless. The MRCS team responded to the revival stage and adopted villages to build temporary homes and distributed humanitarian supplies. During the relief and recovery operations, the MRCS team developed strong relationships with these villagers and will continue to work with them to deliver ongoing medical and humanitarian aid.



Ikhwan



Fazli

## DISASTER MANAGEMENT – RECOVERY

### Kampung Bahagia

As per every monsoon season, the villagers who are mostly rubber tappers in Kampung Bahagia stocked up their food to get by the yearly floods which normally rises up to the front door. However, the unexpected monsoon season in 2014 came as a total surprise when the water level from Galas river started to rise beyond expectation.

The village head, Mohd Zain bin Abdul Rajid moved his family of nine to higher ground while he stayed on to oversee the safety of the other villages. He has been the head for 3 years and oversees 9 nearby villages consisting of 252 families and with a total population of 700 people. Due to the unexpected rising water level, he was only able to reach out to some of the villages to ensure their safety.

The villagers moved to a mosque on higher ground and subsequently moved again to a school and later to the hills nearby. However, the water levels continued to rise and all the homes were completely submerged.

After the third day, the food supply was running very low, and aid from the city was nowhere to be seen. Villagers started getting hungry and were in tears thinking of their faith. Mohd Zain had a huge responsibility in ensuring the safety, health and food supply of his people. Being far away from the closest town made it even worse. Hence, he sent out representatives to the Kuala Krai district office to get food and other supplies for the villages.

It was more than a week later that the villagers received aid when the military dropped off food and supplies via helicopters. The flood was the worst ever experienced by the people of Kampung Bahagia where the water level inundated the entire village for more than 2 weeks. Slowly water levels decreased, leaving homes covered with mud and sludge.

“Aid kept pouring in from corporations, authorities, communities, and NGOs both locally and internationally. We are grateful to all the people who have helped revive our village. Till today after more than a year since the disaster, we still receive continuous relief support. Although the disaster has left a huge scar on the villagers, but we met a lot of wonderful people and organisations during the recovery process,” said Mohd Zain.

The MRCS relief team built temporary shelters for those whose homes were badly damaged during the disaster and provided continuous moral, medical and health support. Villagers were also educated and trained on how to reduce risks in the event of future disasters.



(Top)  
Dangerous water  
levels

(Left) Mohd Zain

(Below) Normal  
sight of villagers  
during the flood  
disaster



Mamat bin Mat Ali is the oldest resident in Kampung Bahagia who had a life threatening experience during the recent flood. He now relates his stories with a smile and inspires others to strive and move on.



The innocent faces of children from the flood-affected villages are all bliss as they welcome visitors.

## DISASTER MANAGEMENT – RECOVERY

### Kampung Keluat

Azmi bin Yusof or fondly known as Pak Mi has been a resident in Kampung Keluat all his life. During monsoons, the residents will be prepared, to overcome the season and move their valuables and belongings to a higher level. Being the head of the community, Pak Mi oversees the safety of 98 villagers from 24 families, including the six families from the Orang Asli homes.

The continuous rain did not alarm Pak Mi as the highest level of water has never reached his doorstep. However that year, the flood water from Galas river rose unexpectedly crippling the whole Kuala Krai, including Pak Mi's home. The villagers quickly moved to higher ground but food supply was at an alarming stage. They later moved out via boats to even higher ground across the river and survived with essential food supply for many days. It was only after the water subsided two weeks later that humanitarian relief came in. Aid kept pouring in from volunteers helping to clean up their homes.

"Kampung Keluat was never seen on the map, and I am grateful to the community, corporations and NGOs who have helped us in the revival of our lives," said Pak Mi.

The MRCS was part of the recovery process and helped build temporary shelters with the support of the International Federation of Red Cross and Red Crescent Societies (IFRC) to house villagers whose homes were completely destroyed by the floods.

### Kampung Dusun Nyiur

Kampung Dusun Nyiur is one of the villages that is closer to the Kuala Krai town and the yearly monsoon season was always managed with villagers being prepared with food and supplies. They talked about nearby towns and villages being inundated and never imagined that their own homes will be affected by the latest disaster.

Hamidah binti Hamzah got ready to go to work like any other day when the water level rose to her doorstep. She didn't think it was serious and wanted to just walk through the low water level to get to work. In just minutes, the water level escalated to her hip and instead of heading to work, she decided to pack her family's things and prepare for the worst. Not long later, she and her family had to leave their home through the upper floor window via boats.

The entire village suffered the same fate, and the village men got together to help each family to a nearby mosque which was transformed into a relief centre. Before long, the affected villagers from the mosque had to move to a much higher ground as water levels almost submerged the mosque.

More than 300 villagers sought refuge at a nearby house on a hill for more than two weeks before returning to their homes.



Azmi



Hamidah





## COMMUNITY SERVICES

Meals and First Aid Services for the Homeless 'Anjung Singgah' Project



One of the initiatives by MRCS is to work in close collaboration with Yayasan Kebajikan Negara (YKN) by providing food and shelter to the homeless and underprivileged. YKN comes under the purview of the Ministry of Women, Family and Community Development and it operates 'Anjung Singgah', a centre in Kuala Lumpur which aims to help homeless Malaysians of all ages, ethnicity and backgrounds, to get back into society.

"We first provide residents with a medical check-up followed by a background search before providing them with two weeks accommodation at 'Anjung Singgah'. Most of them are either drug addicts, with various types of diseases or are just out of prison and looking for a new lease of life.

"During their period of stay, we offer them counselling and motivational talks. This is provided to ensure that they make that change from poor habits and are able to integrate back into society," said Amir Rudin Abdul Rahman, the centre's assistant manager.

'Anjung Singgah' is basically a dormitory with 76 beds separated into two sections for male and female. Since its set up in 2011, the centre has helped close to 1,700 people and 55 percent of them are back with their families and hold stable jobs.

MRCS works closely and supports the centre by providing medical aid assistance, three meals a day and constantly monitors the wellbeing of the centre residents. This three-way collaboration is a great success story.

### Residents and volunteers at 'Anjung Singgah'

Sim Tse Ming from Sabah was promised a job in Kuala Lumpur, but things did not turn out the way he planned. When he arrived in Kuala Lumpur, his "home" for three months was the corridor of Segi College until a good Samaritan told him about 'Anjung Singgah'.

"I am alone and without a family. I came to Kuala Lumpur for a better life but instead, was cheated by my so-called employer. I lost all my money and had no place to stay. With no choice left I had to live in the streets. It was in October 2014 when someone told me about 'Anjung Singgah'. I walked in and after the screening process, they offered me a place to stay.

"The treatment I received was amazing. For the first two days, they allowed me to rest and the MRCS medical team were attending to my health needs. Soon after, I had to attend counselling and motivational talks which gave me hope to move on."

"They helped me to get a job but because I couldn't get along with the employer, I left. I still don't have a job, but I am stronger now both emotionally and physically. I will be looking for a job soon and start fresh again in life despite my old age," said Sim Tse Ming.

"The treatment I received was amazing. For the first two days, they allowed me to rest and the MRCS medical team were attending to my health needs. Soon after, I had to attend counselling and motivational talks which gave me hope to move on,"

**Sim Tse Ming – a homeless who lived in 'Anjung Singgah'**



Mohd Sharul initially joined MRCS as a volunteer in the crisis unit but decided to help out at 'Anjung Singgah' for the love of humanity.

"When I first came to 'Anjung Singgah' I was cautious because we had all types of characters walking into the centre looking for food and shelter. But over time I got used to it, and could communicate and relate better to the residents. The good thing is we also have security via Rela members who monitor the place regularly. Besides just serving three meals a day to those seeking shelter here, I sometimes try to settle disputes among resident and calm them down by talking gently to them," he said.

Another volunteer Rosnah Mohd Noor, was previously in MRCS helping the team in times of crisis. She decided to volunteer at 'Anjung Singgah' to provide comfort and a family environment for the homeless.

"I feel sorry for people coming here as they have no homes, and many don't even have a family. They are very unfortunate, and all I can do is to serve them food with love and give them that feeling of being at home. I feel what YKN and MRCS are doing for the homeless is very important to help lift these people out of their misery. They used to stay on the streets and seeing them come here, laughing and joking together can get very emotional for me," she said.



## COMMUNITY BASED TRAINING PROGRAMMES

Community Based First Aid (CBFA) and Community-Based Disaster Preparedness (CBDP) for First Aid, CPR and Disaster Preparedness Training

The basic training of First Aid is extremely necessary for any high-risk organisation. First aiders will be able to recognise and manage casualties who are unconscious and not breathing. CPR is a life saving technique which can sustain a casualty until help or an ambulance arrives, and can reduce the rate of fatality.

MRCS is a recognised provider of first aid and basic emergency training, providing skills and knowledge

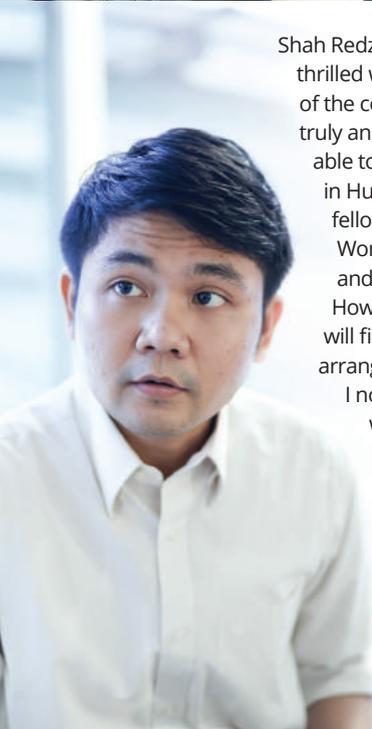
to recognise and respond to life-threatening emergencies, manage unconscious casualties and perform CPR. It is suitable for members or any organisation or the public who need to manage any emergency first aid situation.

The first aid training course also covers a broad range of topics to enable participants to confidently manage emergency situations and provide the

necessary first aid response to a casualty.

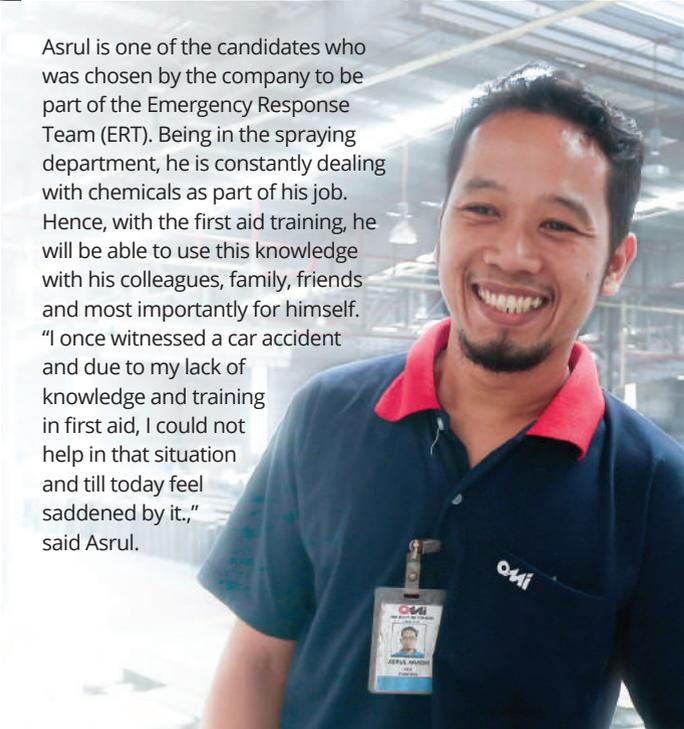
The First Aid Skill Set training, specifically designed for people employed as occupational first-aiders and those aspiring to be employed as one. It covers advanced first aid, resuscitation and manages first aid services and resources.

The MRCS also offers specialised programmes to meet the needs of specific organisations and groups from corporate, the police and armed forces.



Shah Redza never attended any first aid training but was thrilled when the management selected him to be part of the company's Emergency Respond Team (ERT). "It is truly an honour to be selected as I always wanted to be able to help others in need, especially in my position in Human Resources. I would like to be of worth to fellow colleagues, especially in times of emergency. Working in a high-risk organisation with machinery and chemicals, employees have to be more resilient. However, when an incident happens, employees will first inform HR, and I will make the necessary arrangements. With the first aid knowledge gained, I now will be able to manage the situation better while waiting for the ambulance to arrive," said Shah Redza.

Last year he witnessed his uncle being involved in an accident and was unable to provide any aid to this unconscious man. He believes that if he had the knowledge he has now on first aid, he would have been able to better help at that early stage.



Asrul is one of the candidates who was chosen by the company to be part of the Emergency Response Team (ERT). Being in the spraying department, he is constantly dealing with chemicals as part of his job. Hence, with the first aid training, he will be able to use this knowledge with his colleagues, family, friends and most importantly for himself. "I once witnessed a car accident and due to my lack of knowledge and training in first aid, I could not help in that situation and till today feel saddened by it," said Asrul.

## RAPID DEPLOYMENT SQUAD (RDS)

## REGIONAL DISASTER RESPONSE TEAM (RDRT)

At MRCS, there are two response teams for RDS and RDRT services. The RDS response team is responsible for urban rescue, jungle rescue, water rescue, aircraft crash and medical support while RDRT is focused on relief work, water sanitation, logistics, emergency assessment and providing shelter.

The most recent help rendered by the RDS team was an aid mission to Nepal to help victims of the earthquake last year.

“Our team was there for six weeks and we only send our team overseas when there is a disaster. The first major deployment was when the tsunami hit Banda Aceh in 2004. It was a busy

period between 2004 and 2010, where we carried out more than 25 missions internationally in South Asia, West Asia and Asia Pacific.”

“We have to be strong mentally and emotionally when carrying out our responsibilities. This job does not only require physical strength and skills, but also passion and dedication,” said Rozalla Iskandar, from the Disaster Management office at MRCS.

Under RDS there are three sub-units namely Radcom (Radio Communication Unit), Medsarev (Medical Service, Rescue and Evacuation Team) and RBU (Rescue Boat Unit).

### The dedication of an RDS team member

Zulkarnain, who joined MRCS 16 years ago, has been involved in several humanitarian aid missions starting from the tsunami that hit Bandar Aceh in 2004, the earthquake in Pakistan in 2009, the landslide in the Philippines in 2012, and more recently the Nepal earthquake.

He said getting used to earthquake-prone zones took some time for him but the thought of helping others made it all quicker and easier.

“When I joined MRCS, I realised this job was suitable for me because I feel satisfied each time I am able to help someone. In trying to help others, we have to be focused and committed. We don't have time to think of anything else,” he said.



# 24-HOUR EMERGENCY AMBULANCE SERVICE

## MRCs 24-hour Ambulance Service

An emergency situation at home prompted Alagu to retire early from PDRM and join humanitarian aid missions. "I decided to help the society and provide aid in disaster-stricken areas. I have been here for 23 years now," he said. Alagu's first experience in providing humanitarian aid was during the Highland Towers tragedy in December 1993 that killed 48 people. "MRCs was the first to arrive at the scene. There was smoke and

ashes everywhere from burning materials as the tower collapsed. When we are faced with such a situation, the first thing that comes to mind is to help as many people as possible who are stuck in the rubble. We spent days and nights searching for victims. We could hear knocking and voices right up to the seventh day after the collapse, but we could not locate the victims. The greatest joy was when together we pulled out three people alive from the rubble, including an infant.

Unfortunately, the third victim, a Japanese woman, did not survive as she was severely injured," said Alagu. The next humanitarian aid mission was to Aceh when the tsunami struck the city in 2004. Alagu said there were hundreds of thousands of bodies, many rotting away on the streets. "We removed as many bodies as possible and distributed food, water and clothing to survivors." He also said an ESO has to be prepared physically, mentally and emotionally. "The worst thing about the job is to see people dying and feeling helpless," he said.

Alagu is among many dedicated Emergency Service Officers

who serve the MRCs 24-hour Ambulance service from the HQ in KL. They work around the clock to serve people and sometimes voluntarily dedicate additional hours with true passion and commitment. The 24-hour Ambulance Service has been in operation since 1969 and services emergency cases with a 50km radius. The ambulance services also cater for events and festivals,

"An ESO has to be prepared physically, mentally and emotionally,"  
 – Alagu



ESOs work around the clock to serve people and sometimes voluntarily dedicate additional hours with true passion and commitment. The 24-hour Ambulance Service has been in operation since 1969 and services emergency cases with a 50km radius.

national emergencies and to transfer patients to hospitals. There is a total of 24 ambulances nationwide, operated by qualified Ambulance Medical Aides (AMA) and equipped with Basic Life Support equipment such as oxygen cylinders, spinal board, scoop stretcher, a cervical collar and first aid kit. The Ministry of Women, Family and Community Development supports the MRCs ambulance service with a grant to offer the service free of charge to the general public and works closely with the Ministry of Health and other related agencies and hospitals in responding to emergency calls within the Klang Valley.



# HOT SPOT PROJECT (KL HOT SPOT LOCATIONS)

In co-operation with the Ministry of Health



“Hotspot is important and we must provide emergency services within 15 minutes,”  
– Mohd Nurul Putera Donis

## Providing 24 hours Ambulance Service in the Ulu Kelang hotspot area

Hot spots are identified as high populated areas accessed due to the lack of proper roads and heavy traffic in some locations. MRCS has a base set up in Ulu Kelang and Bandar Sunway to provide quick service in such areas.

Mohd Nurul, who has worked at MRCS for the past 10 years, is first on hand to provide emergency services within a 5-10 km radius of Ulu Kelang.

“I started work in MRCS thinking that it was just a job and eventually it led to a passion for the work. MRCS provides many activities and programmes to help the public. I have learnt a lot of things in the last 10 years such as responding quickly to an emergency

and helping people from all walks of life in time of crisis.

“Hotspot is important, and we must provide emergency services within 15 minutes to people living in Ulu Kelang, Ampang Hilir, Bukit Tabur and Taman Melawati which are not easily accessible by hospital service providers because of the distance where they are located. That is our response time. During the 10 years, I personally have helped many injured trekkers with broken bones at Bukit Tabur. It is a nice feeling when I can help someone,” said Mohd Nurul.

Mohd Nurul said there are three shifts for emergency ambulance service in hotspots and the number of cases a day could add up to nine or 10. The patients are sent to Hospital Kuala Lumpur.



## YOUNG HUMANITARIANS

Mangrove conservation project

The project carried out by MRCS Selangor Branch in collaboration with the Ministry of Environment was to help restore mangrove plantation to counter increase storm surges and to effectively return biodiversity to the ecosystem.

Selangor Branch Youth Member participating in the Environmental Risk Reduction activity organised by MRCS



# INVOLVING YOUNG VOLUNTEERS

“Being a volunteer requires a great deal of dedication, passion and commitment. It is not a job and every single day spent fulfilling it, gives enormous satisfaction to all volunteers. The feeling of giving back to society and the less fortunate and the sense of achievement when you managed to make a difference especially during disasters, and ends with a simple thank you, is what makes your day,” said youth volunteer Lai Wai Keat.

Lai has been involved in many disaster relief efforts and is also the chairperson for South East Asia Youth Network (SEAYN) representing Malaysia in many international events. He is also active in the Red Cross Red Crescent Asia Pacific Youth Network (APYN), as part from his SEAYN profile, among others. His experience of almost 20 years has given him contentment and he vows to continue this quest and serve as many as he can.



There are more than 200,000 youth volunteers between the age group of 13 and 25 years old and many started their involvement by being part of the Malaysian Red Crescent units in secondary schools. They stayed on and attended all the training programmes as well as on-the-field training provided by the MRCS.

These young volunteers are exposed to many trainings and activities to inculcate moral and ethical values and to help improve personal skills and capacity. In addition to group activities organised by Red Crescent units in schools, the MRCS also collaborates with other sister National Red Cross and Red Crescent Societies to provide opportunities for its youth to participate in International Youth Camps which exposes its young volunteers to different situations and cultural conditions in helping to empower the young. Other training activities include mass cooking where volunteers are taught on how to cook for larger groups, manage inventories in relief centres, health and hygiene and more.

Being a MRCS volunteer brings together volunteers and organisations from different countries, providing practical and technical support in the provision of humanitarian aid and contributing to the strengthening of local capacity and resilience of disaster-affected communities.





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