



BermudaRedCross

Charity #113



Health & Safety | Education | Fundraising | Transport | Training
Disaster Management | Golden Hour | Communications | Equipment
Rentals | Administration | Thrift Shop

January – December 2019 Programme & Services Report

Administrative Report

Submitted by Susan Baron

Our large and small training rooms continued to be rented for the year 2019 as follows:

11 Groups - \$4,330/year
consisting of weekly, once a year, one time and certain months of the year

Basement Rentals - \$1,550/year (includes occasional short term renters)

2 charities gratis: –

1. MS Society of Bermuda
2. Bermuda Audubon Society

Union Dues - \$4,465.91

Bermuda Government
Rosewood Tuckers Point
Golf Villas Ltd.
The Reefs
King Edward Memorial Hospital

In Memory of – \$6,900

In Lieu of - nil

Birthdays, Anniversaries, Christmas



Disaster Management Report

Submitted by Diane P. Gordon

Community Resilience

No Vulnerability and Capacity Assessments (VCA) conducted in 2019 and therefore no community reduction plan developed. The challenge we have with VCA is a lack of commitment from communities to attend meetings and the amount of time and work needed to complete a proper plan they can work with. Disaster Manager (DM) has requested on numerous occasions a condensed version more suited to our own environment but has yet to obtain from overseas.

Our branch has been very successful with conducting Family Emergency Planning (FEP) Presentations in targeted communities and via various groups such as, neighborhood watch groups, community action groups, senior's clubs, schools, youth groups and churches. We anticipated conducting **60** presentations in two years (2018 and 2019) and by the end of 2019 **51 out of 60** FEP's were held in targeted areas.

Communities are embracing the presentations given by the DM & Education Manager and focus will continue in this area for the coming 2020-2024 phase.

Branch Response & Capacity

By the end of 2019, **64** staff and volunteers were trained in Psychosocial First Aid. Of the 64 skilled and trained we lost 16 confirmed responders who left Bermuda, 6 who wished not to commit as National Responder, leaving us with **42** PSFA Responders as of December 2019. We had projected that by the end of 2019 we would have 40 PSFA Responders in place and 12 first aiders at events. We are pleased to report that we exceeded both of the projections.

Sustainability

2019 has seen our relationship with the National Disaster Office and the Bermuda Government grow and Red Cross PSFA Responders are being considered as essential Responders on a National level and by a number of other first responders as a key resource to have for victims during a crisis, emergency or disaster.

As stated in 2018, our volunteer resource is of key concern as our profile increases and the need for more resource is required.



Education & Training Report

Submitted by Petra Spencer-Arscott

The following report gives information on the activity in the Education Department from 1st January to 31st to December 30th, 2019:

We continue to attend/support Health Fairs on request, this year BeRC was present at the following events:

January 2019

- we attended the annual Staff Health Fair at the Hamilton Princess – with demonstrations and some practice opportunities for attendees
- Bermuda High School – Student Activity Day – for Middle School students – this was an all-day event with several rotations of pupils, where information on CPR and First Aid along with practical scenarios and Q&A throughout the 50 minute sessions with each new group

April 2019

- The Disaster and Education Managers were invited to Dalton E. Tucker School and present Till Help Arrives to students in the after-school program

October 2019

- we attended the annual Staff Health Fair at the Southampton Princess – with demonstrations and some practice opportunities for attendees

The Psychosocial First Aid Responders Course (PSFA) is being offered whenever we have enough participants on our waiting lists. The issue we face is that though participants commit to be volunteer responders, they often do not follow or cannot follow through on the signed commitment. Which is an issue for all our areas where volunteers are heavily relied on.

We offer 2 ways to get CPR/AED/First Aid Certification, our 8-hour traditional courses, and Blended Learning which allows participants to complete a portion of the course on-line through a virtual village at their own speed, and then do the practical session here at the office in about 3 hours. Blended Learning is a great option for those who have been certified before and are renewing their certification. It is becoming quite popular especially with organizations that train regularly.

Volunteers in general for all areas are an ongoing concern and this includes our Volunteer Instructor Pool. We have 16 Instructors on our roster of Volunteers, but very few actively

teach courses, and those that do, are very often teaching in the schools, and hold full time jobs and just cannot commit to more than a few hours per year. This has put a bit of a constraint on the Education Department insofar as being able to offer courses off-site, or outside of our regular schedule of courses, for which we often get requests.

Total Course Income – \$115,204.00

Attached is a breakdown of the number of courses taught and persons trained in the different areas:

Total number of persons trained across all areas in 2019: **1126**

Course Title	No of Participants
Babysitting	50
CPR/AED/1 ST AID (includes 6 staff/volunteers)	623
BLEND CPR/AED/1 ST AID	363
IIA – Ideals in Action (includes 3 staff/volunteers)	16
PSFA – Psychosocial First Aid (includes 3 staff/volunteers)	15
POOL LIFEGUARD	18
BASIC WATER RESCUE	63
TOTAL TRAINED ALL AREAS	1148

FIRST AID KITS:

We have a wide range of first aid kits available for sale. They range in size for individuals up to a Team Sport Coaches First Aid kits.

First Aid Kits & supplies – Total Sales - \$7,972.34

AED Machine & Supplies:

We sell and monitor the activity on all Cardiac Science Machines. All of our AED machines come from Cardiac Science in the U.S. Since becoming a provider of these machines in 2001, we have sold 159 machines and provided the training to the companies throughout the Island.

AED machines & supplies Total Sales - \$84,270.00

Fundraising & Communications Report

Submitted by Claire-Anne Raynor

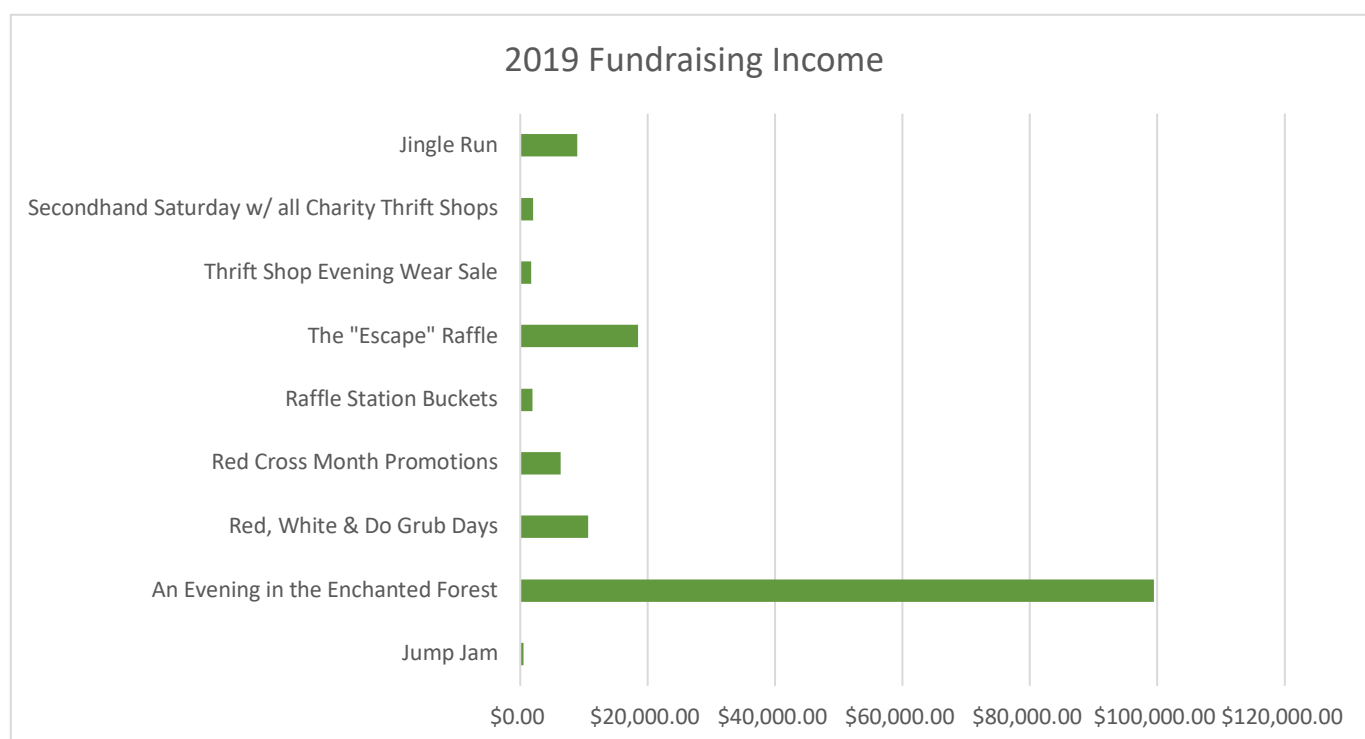
2019 Events and Funds Raised:

- February 15th – Jump Jam \$458.55
- March 22nd – An Evening in the Enchanted Forest \$99,411
- May 3rd – Red, White & Do Grub Days \$10,614.22
- May Red Cross Month Promotions: \$6,354.19
 - a) A.S. Coopers \$3,505.20
 - b) Lindo's Round up \$1,170.16
 - c) KFC – \$1,095.24
 - d) Miles Round up \$583.59
- June – Donation bucket totals from Raffle stations \$1,875.93
- July 26th – The "Escape" Raffle \$18,525
- November 2nd – Thrift Shop Evening Wear Sale \$1,741
- November 30th – Secondhand Saturday with all Charity Thrift Shops \$1,966.60
- December 8th – Jingle Run \$8,290

Corporate

Individual

Trust





2019 Advertising Plan

We received sponsorship from The Royal Gazette for \$2,000 for the year. We used these funds towards advertising for the Equipment Rental Department.

Below are other ways we advertised:

- Various block ads and listings in the yellow pages phone book and on-line.
- Once a month Suzanne would go on the radio morning show with the Captain advising his listeners about the services and what is going on.
- During May “Red Cross Month” each Service Manager talked about their service during Talks with the “Captain” on the radio.
- Radio ads ran for 6 weeks in February & March and then again in October & November. They ran a week at a time highlighting one of our services throughout that week.
- A live Facebook feed with Royal Gazette on line. Anytime we put notices on our Facebook page it would come up in a small window on the right hand side of the main page on the RG website.
- We also took advantage of the ‘free’ advertising with the websites “Nothing to do in Bermuda”, Cablevision “Community Service Ads” and Bernews.

Golden Hour Report

Submitted by Sylvia Lightbourne

We are blessed with a great following of approximately 30 seniors who attend the Golden Hour Club on the first and third Wednesday of each month at Peace Lutheran Church Hall. One of our active members will be celebrating their 100th Birthday!

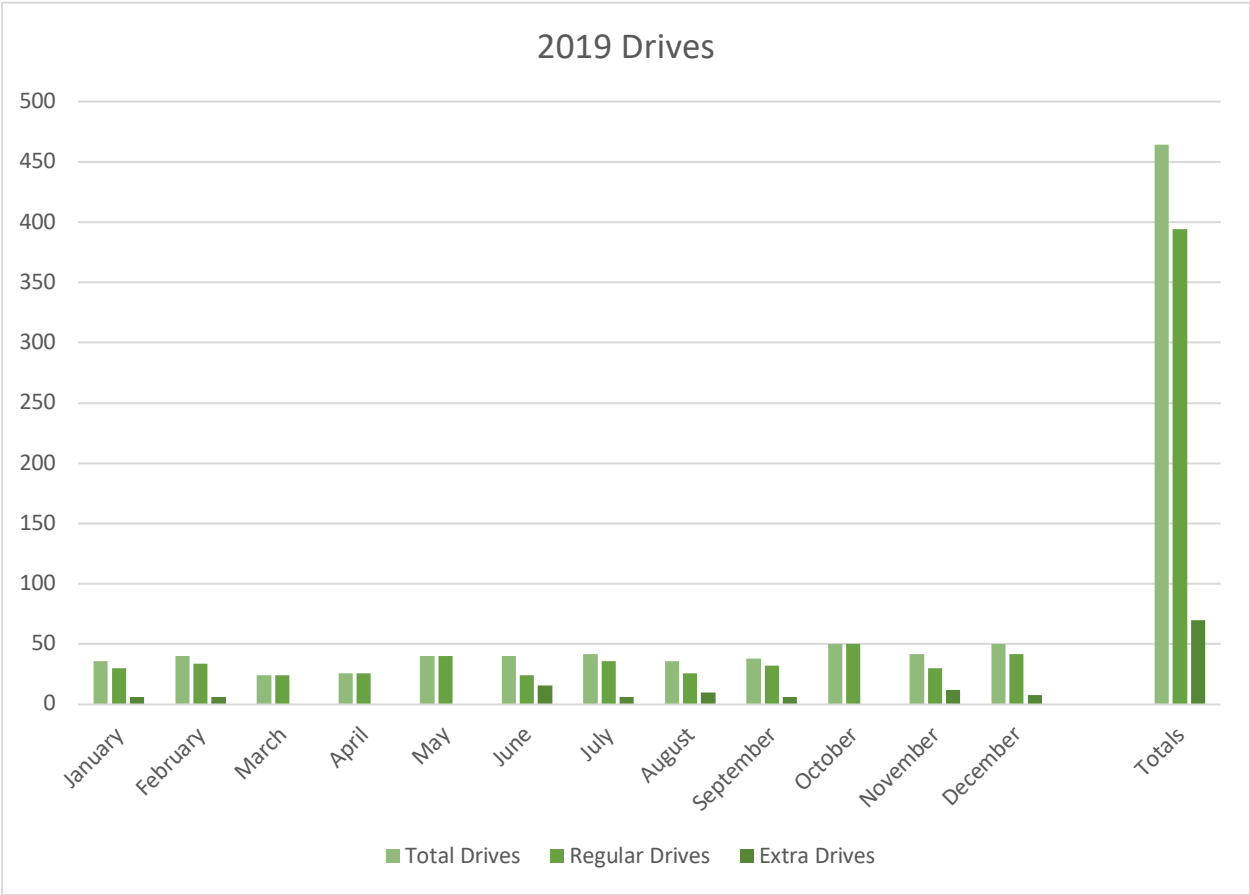
We had some special guests that made presentations during the year. They include: Pastor David Trott, Northlands School Choir, Liz Boden from Open Airways, Warwick Pre-School and Dalton E Tucker. We also enjoyed our annual Christmas Luncheon and Summer Picnic.



Transport Report

Submitted by Helen Nolan

A big thank you to the 5 dedicated drivers for their hard work and spirit of volunteerism. 464 drives were made in 2019, which is a little lower than the previous year. We are in desperate need for drivers from the east and west ends of the Island. If you know of anyone who would be able to assist, please contact 292-1276.



Rentals Report

Submitted by Novella R. Waldron

Staff: 1

Volunteers:

Active – 24

New - 2

On Call – 5

Community Service:

Warwick Academy 3

Berkeley Institute 1

Total No. of hours volunteered:

1,257 hours

New Rental Agreements: 846

Loaned and returned items: 64

Proceeds from Surplus sale: \$657.50

Monetary Donations: \$1532.50

Total # of donated items received: 30

Wheelchairs (1), Baby Car Seat (2), Walker with wheels (4), Bed Side Rail (2), Baby Crib (2), Sports walker (1), Push Wheelchair (3), Crutches (10 pr), Canes (5)

Total # of donations made to long term rental clients: 21

Accounts were up to date and they made a donation or forfeited their deposit.

Total # of donations made to local Rest Homes: 24

Total # of New Purchases: 25

4 Rollaway beds, 4 Raised Toilet Seats with Side Arms, 6 Commodes, 4 Hospital bed mattress, 2 Mattress for Roll away beds, 2 small cribs, 3 Wheelchairs.

Delinquent accounts settled with a donation from a donor: 10

Total Income for E/R: \$126,641.03

Total Expenses for E/R: \$11,310.95



CHALLENGES

1. An ongoing challenge, as with other Charities, is the unavailability of volunteers. Our volunteers are aging and no longer able or willing to adapt to changes that are needed to maintain this department.
2. Securing more help, especially to handle equipment maintenance and the delivery of hospital beds to assist Leroy Haynes.
3. We have used radio, social media, the internet, conventional newspapers and brochures to advertise our services. Ensuring that the community are aware of us and the many services we provide.
4. We are still experiencing difficulty with access to Quickbooks, due to hardware problems. Greg is working on it.

SUMMARY

While the financial numbers are lower than 2018, we have made significant improvements in our service to community in the way of short term loan of equipment, donating items to local Rest Homes and donating equipment to customers when they have had them for 3 – 5 years and are up to date with their accounts. Due to a generous donation from one of our volunteers, we were able to settle accounts for struggling customers and for some outstanding debts.

We have brought some order to the inventory situation and find that it is a continuing challenge, but necessary so that we know just what items and the quantity that we carry.

The ‘loan’ program, where we allow customers the use of wheelchairs (mainly) to take a patient or parent to an appointment has been successful with every item that was loaned being returned.

We are in the process of having a new POS system designed to make operational functions easier and more accountable.

Thrift Shop Report

Submitted by Maria Duffy

Dealing in – clothing, footwear accessories

Premises – 2nd floor, Charleswood. Goods displayed in 2 showrooms & balcony.
Changing room, kitchen & toilet

Opening Hours – Tuesday, 8:30am – 6pm, Friday & Saturday 8:30am – 3pm

Drop offs – When shop is open

Staff – 1 paid Manager

Volunteers – a pool of approx. 20 plus students doing community service hours.
Christmas Party hosted by Nancy Steynor

Advertising – Royal Gazette, EMOO, social media and radio

Red Cross Month – Manager did radio interview

Special Events:

Spring Sale – May 12

City Hall Fashion Festival – July 6

Evening Wear Sale – November 3rd

Donations made to: homeless, overseas missions and churches

Financial Results – See Treasurer's Report



2019 Board of Directors

Roger Kendall
Richard Lightowler
Alex Porter
Jasmine Garstang
Brian Gonsalves
Judith Hall-Bean
Roslyn Bascombe-Adams

2019 Staff

Ann Spencer-Arscott
Petra Spencer-Arscott
Maria Duffy
Diane Gordon
Susan Baron
Suzanne DeCouto
Eva-Jean Smith
Novella Waldron
Claire-Anne Raynor

2019 Volunteers

Aislinn Maiden
Allison Hillen
Angie Hooper
Anita Davis
Anne Tucker
Barbara Pimental
Barbara Seymour
Barbara Tucker
Brenda Chambers
Brenda Spearing
Brenda Williams
Brittany Uddin
Carlton Perinchief
Carmalita Simmons
Carol Sim
Catherine Durham
Cecilia Downs
Cecilly Smith
Cecily Tuzo
Charles Paul
Charna Stowe
Cheri Hunter
Christina Hunter
Claire Jessey
Collin Stewart
Craig Burt
Cynthia Aberdeen

Cynthia DeSilva
Cynthy Thompson
Dante Cooper
Daphne DeSilva
Deanda Daniels
Deanna Raynor
Diana Caisey
Diana Hindness
Diana Plested
Diane Barritt
Donald Johnson
Donna Hendrickson
Donna Shawki
Dwayne Burgess
E Arlene Trott
Elaine Clark
Erica Brown
Fiona Chapman
Frances Copeland
Gaynell Weeks
Gerald Lawrance
Gloria Hayward
Glorialynn Morton
Greg Peters
Gwendolyn Creary
Hannah Maryam
Helen Lee (Turini)

Helen Lightbourne
Helen Nolan
Hyacinth Ray
Ian Strachan
Jackqueline Jackson
Janet "Pinky" Todd
Jennifer Lightbourn
Jennifer Welch
Jennifer Young
Jens Maitland
Jill Bosch de Noya
Jillian Patterson
Joan Hoskins
Joe Baron
Joseph Simons
Josh Correia
Josh Hart
Judith Anderson-Lindo
Judith Uddin
June Huggins
Junita Woolridge
Karen Thomas
Karla Trott
Kathryn Masony
Katie Britten
Kim Bell
Larry Davis

Laurence Sticca
Lavern Griffin
Leroy Othneal Haynes
Leroy Othneal Haynes
Lesley White
Linda Bell-Hodge
Linda Mae Woods
Linda O'Salaam
Lisa Brewster
Lisa Stephanie Eng
M. Louise Payne
Maggie Miller
Mana Heydarpour
Marcia Park
Maria Haydon
Maria Lancaster-Anderson
Marilynn Smith
Marita Francis
Mary Gosling
Mary Sumpter
Mikia McGowan
Miriam Caisey
Monique Heyliger
Muriel Burt
Nancy Steynor
Neville DeCosta

Norma Durrant
Pam DeCosta
Patience Makamo
Patsy Proctor
Paul Saboriendo
Pete Westmore
Prudence Brewer
Regina Tuckett-Burt
Renee Lightbourne
Rhonda Rawlins
Richard Lathan
Robin Spencer-Arscott
Roma Hayward
Romel Woolridge
Romelle Warner
Ronnie Viera
Rosa Simons
RoseAnn Edwards
Russ Dyrli
Samuel Darling
Sandra Belboa
Sandy Furr
Sheena Daniels
Sheila Conyers
Sheila Ming
Shelly Eve
Shirley Heracleous

Shirley Rogers
Shirley Trott
Sita King
Sue Chlebek
Sue Garland
Susan Black
Susan Dove
Susan Sims
Sylvia Lightbourn
Tanya Logan
Tara McKittrick
Tim Mardon
Tina DeCouto
Tina Mann
Tina Stier
Toni Dawn Dublin
Toni Dawn Dublin
Tracey Swan
Val Sofianos
Vetecia Evans
William Manuel Jr
Wilma Frith
Yvonne "Muriel" Roach
Yvonne Joseph
Zenia Brooks
Zina Woolridge

THANK YOU **Volunteers!** We couldn't do it without you

We are grateful to all of our volunteers for the efforts in supporting Bermuda Red Cross. We could not do it without them! We do apologise if we have omitted anyone or misspelled any names. If we have please advise Claire-Anne on fundraising@bermudaredcross.com so that we can correct the error.