



JANUARY – DECEMBER 2018 PROGRAMME & SERVICES REPORT

Charity #113

ADMINISTRATIVE REPORT

Submitted by Susan Baron

Our large and small training rooms continued to be rented for the year 2018 as follows:

12 Groups - \$4,395/year

consisting of weekly, once a year, one time and certain months of the year

Basement Rentals - \$750/year (includes occasional short term renters)

2 charities gratis: –

1. MS Society of Bermuda
2. Bermuda Audubon Society

Union Dues - \$5,851

Bermuda Government
Rosewood Tuckers Point
Golf Villas Ltd.
Harbour Court Ltd.
The Reefs
Anthony Leader

In Memory of – \$705

In Lieu of - nil
Birthdays,
Anniversaries, Christmas



DISASTER RISK REDUCTION REPORT

Submitted by Diane Gordon

Our achievements in 2018 include;

Community Awareness Groups

Our main focus in the area of Risk Reduction in 2018 was similar to 2017 where demand was on awareness groups and providing Family Emergency Planning (FEP) presentations and training (First Aid/CPR/AED) rather than the application of the Vulnerability and Capacity Assessment (VCA) methodology.

Thirty (30) community groups, representing approximately 600 residents, attended presentations and received relevant information on preparedness and disaster plans. Our target of 30 presentations was achieved and we anticipate the same number for 2019.

Capacity

Our Psychosocial First Aid (PSFA) responders, up from 27 in 2017 to 34 in 2018, participated in a number of training and exercise scenarios in 2018.

Exercises included

- The Disaster Manager and thirteen (13) PSFA Responders participated in a **National Disaster Airport Oil Spill Exercise** at L.F. Wade Airport on January 30th, 2018. A post exercise meeting was also scheduled for January 31st, 2018 and the Disaster Manager was invited to participate and attend.
- The Executive Director and Disaster Manager participated in a **Cruise Ship (Norwegian Escape) desktop evacuation exercise** and hosting plan on June 28th, 2018 along with twenty (20) other responding agencies and National Disaster Officer to test roles and services of each agency against the cruise ship in port Disaster Plan.
- The Disaster Manager and eight (8) PSFA Responders attended and participated in the **MAT Meeting** hosted by the Bermuda Police Service CISM Team for a desktop exercise (store hostage/shooting) with representatives from the Police Service, Bermuda Hospitals Board, Bermuda Fire and Rescue and Bermuda Red Cross.
- The Disaster Manager participated in **two (2) Cruise Ship exercises** in August 2018; one on board Celebrity Summit with fifteen (15) other responding agencies, and the second on Anthem of the Seas where thirty-two (32) agencies participated.

Partnerships and collaboration continued with other multi-agency responder organizations and the branch were actively engaged with other OSB and national Disaster Management networks.

OSB DRR network group skyped at beginning of Q1 to share experiences after 2017 hurricane disasters which severely impacted three of the OSB Islands. DM attended the IFRC Lessons Learned meeting in Trinidad and Tobago in February along with other DM colleagues. During Q2, the DM was invited by the British Consulate-General Miami office and the NDO to accompany the Bermuda Team to the UK's Foreign and Commonwealth Office Disaster Management Conference in Miami, Florida. This was a huge success for the branch and demonstrated a developing relationship with BeRC and the Ministry of National Security/National Disaster Office. Locally the DM attended the Institute of Risk Management 2018 Hurricane Preparedness Week Seminar at BUEI and accompanied the NDO, Steve Cosham, on emergency radio to discuss preparedness, process and procedures during times of disasters.

Executive Director and Disaster Manager were invited to the Welcome Reception of new incoming Hon Consul of USA, Ms. Constance M. Dierman in July and DM met with Marcy S. Brown of Consulate General to discuss how BeRC and U.S. Consul can work together as part of DM responders. Discussions focused around the service of Restoring Family Links. New Deputy Governor, Alison Crocket, was invited to Red Cross Headquarters for a tour and overview of branch and services provided to the community. Disaster Manager visited the Friswells Hill community with the Deputy Governor to gauge community challenges in the area.

Sustainability

BeRC continues to increase its presence, profile and reputation in the area of Disaster Management and is considered to be a key responder to community and national disaster situations. The Psychosocial First Aid Responders (PSFA) and First Aiders at Events are being acknowledged as a primary resource by other partners and responders.

Although the capacity of the branch to respond to emergencies has strengthened, our volunteer resource is not as large as we would like. With a higher profile and increased awareness of our work, more volunteers will be required and the need for more funding in order for the program to be sustained.



TRAINING & EDUCATION 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, 2018:

Health Fairs continue to be a popular way to reach into communities, and we attended many which were hosted by Well Bermuda, Government Health Department, and specific requests from corporate organizations for their staff.

Health Fairs we attended were:

- Gilbert – January,
- Family Community Day – April,
- AIG, Butterfield & Vallis Staff Health Fairs - May
- Hamilton Princess Staff Health Fair – in October.

Till Help Arrives also continues to be a popular offering, especially to school groups and summer camps. The presentation is very flexible for delivery depending on needs of the group and can be presented to children as young as 5 with no upper age limit for participants. – The Youth Library has become an annual request, and schools during assembly.

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.

We have faced considerable challenges with our Volunteer Instructors in 2018, as they all needed to recertify as Instructors, and in many cases were having serious issues getting logged into the Recertification course through the American Red Cross

Total Course Income - \$115,844.00

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

Total number of persons trained across all areas in 2018: **1,126**

Course Title	No of Participants
Babysitting	28
CPR/AED/1 ST AID (includes 6 staff/volunteers)	623
BLEND CPR/AED/1 ST AID	363
IIA (includes 3 staff/volunteers)	16
PSFA (includes 3 staff/volunteers)	15
POOL LIFEGUARD	18
BASIC WATER RESCUE	63
TOTAL TRAINED ALL AREAS	1,126

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.

AED, First Aid Kits & supplies – Total Sales - \$16,764

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.



FUNDRAISING & COMMUNICATIONS REPORT

Submitted by Suzanne DeCouto

2018 Events and Funds Raised:

- February 10th – Fifty Shades Freed **\$1,633.05**
- March 9th – “Havanna Nights” Annual Dinner & Dance – **\$64,122.12**
- April 29th until July 27th – Raffle Sales - **\$17,845.00**
- May 4th – Red, White & Do Company Grub Days - **\$12,477.26**
- May 12th – Thrift Shop Spring Sale with Malasadas sale– **\$1,422.00**
- May Red Cross Month Promotions: **\$9,310.20**
 - a) A.S. Coopers **\$6,316.20**
 - b) Lindos Round up **\$1,026.41**
 - c) KFC – **\$1,968.00**
- July – Donation buckets totals from Raffle stations - **\$2,359.82**
- September 8th - JUMP Water aerobics fundraiser - **\$400.00**
- October 6th – Phoenix round up fundraiser - **\$339.15**
- November 3rd – Thrift Shop Evening Wear Sale – **\$1,581.50**
- November 15th – Gibbons Company Charity Shopping Day - **\$1,539.00**
- November 24th – Secondhand Saturday with all Charity Thrift Shops - **\$2,845.25**
- December 1st – Bermy Throwdown Crossfit Fundraiser - **\$3,253.61**
- December 11th – Jingle Run - **\$8,818.50**

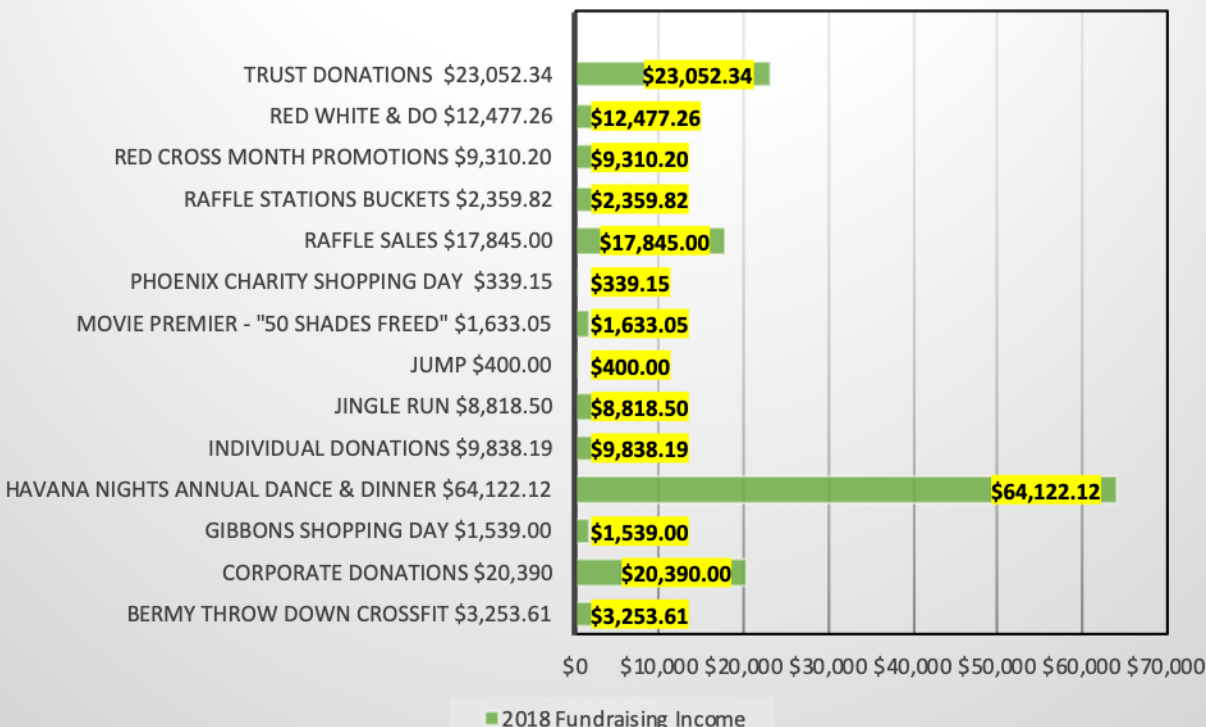
Corporate **\$20,390**

Individual **\$9,838.19**

Trust **\$23,052.34**



2018 Fundraising Income



2018 Advertising Plan

We receive sponsorship from Royal Gazette for \$2,000 for the year. We used these funds towards advertising for the Disaster Risk Management.

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.
- In January & February classified list ads were placed in the Royal Gazette, one for each department running for one week at a time, running for 6 weeks.
- On-line ads on Bernews website
- 30 second infomercial produced to run continuously on TVs at KFC in July, and the Main Post Office in December.
- 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.
- We tried a live Facebook feed with Royal Gazette on line. Anytime we put notices on our Facebook page it would come up on 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.



TRANSPORTS REPORT

Submitted by Helen Nolan

A big thank you to the 5 dedicated drivers for their hard work and spirit of volunteerism. 436 drives were made in 2018, 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 Eva-Jean Smith

Staff: # of paid employees: 1

Community Service:

Warwick Academy Students: 2

Volunteers:

Active: 24

New: 2

On Call: 5

Total No. of hours volunteered:

1,672 hours

Total No. of New Rental Agreements:

Jan - June: 476

July - Dec: 420

TOTAL: 896

Total # of donated items: 14

(5)Electric Beds, (2)Wheelchairs, (1)Baby Car Seat, (1)Walker with wheels, (1)Commode, (1)Bath Seat, (1)Bed Side Rail, (1)Bed Side Table & (1)pair elbow crutches

Total # of New Purchases: 22

(2) Hospital Bed Mattresses, (6) Raised Toilet Seats with Side Arms, (6) Commodes, (6) Batteries & (2) Chargers for Mobility Scooters

Donated to KEMH: 3-wheel Mobility Scooter

Donations: Total amount donated: 170.00

Total Revenue for E/R: \$171,473.03



Summary:

First and foremost, there are no words to express my gratitude and deep appreciation to all of my dedicated volunteers for donating their valued hours of service.

Challenges

- 1) Our inventory of equipment is aging and is in need of constant repair.
- 2) There are still people in the community who are unaware of our services and more will be done to increase the community's awareness of Equipment Rental.
- 3) We have used radio, social media, the internet, conventional newspapers and brochures to advertise our services.
- 4) Equipment Rentals continues to struggle to keep volunteers, mainly because our previous volunteers were drawn from people who had retired and wanted to remain active. However, due to the downturn in the economy, many of the current volunteers are younger, and only stay with us until they find employment. Then, it's when their schedule allows.
- 5) The availability of a vehicle to deliver or collect the beds when the Land Rover is out of commission

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



2018 Board of Directors

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

2018 Staff

Ann Spencer-Arscott
Petra Spencer-Arscott
Maria Duffy
Diane Gordon
Susan Baron
Suzanne DeCouto
Eva-Jean Smith

2018 Volunteers

Cynthia Aberdeen
Joe Baron
Kim Bell
Jill Bosch de Noya
Zenia Brooks
Muriel Burt
Miriam Caisey
Sue Chlebek
Frances Copeland
Josh Correia
Sheena Daniels
Larry Davis
Neville DeCosta
Cynthia DeSilva
Toni Dawn Dublin
Russ Dyrli
Shelly Eve
Sandy Furr
Mary Gosling
Maria Haydon
Roma Hayward
Allison Hillen
Joan Hoskins
Jackqueline Jackson
Yvonne Joseph
Maria Lancaster-Anderson
Jennifer Lightbourn
Aislinn Maiden
Tina Mann
Hannah Maryam

Judith Anderson-Lindo
Diane Barritt
Linda Bell-Hodge
Prudence Brewer
Ericka Brown
Jill Burt
Brenda Chambers
Elaine Clark
Sheila Conyers
Gwendolyn Creary
Samuel Darling
Doris DeCosta
Tina DeCouto
Susan Dove
Catherine Durham
RoseAnn Edwards
Marita Francis
Sue Garland
Lavern Griffin
Leroy Othneal Haynes
Shirley Heracleous
Diana Hindness
Cheri Hunter
Claire Jessey
Sita King
Gerald Lawrance
Sylvia Lightbourn
Jens Maitland
William Manuel Jr
Kathryn Masony

Richard Austin
Sandra Belboda
Susan Black
Katie Britten
Craig Burt
Diana Caisey
Fiona Chapman

Dante Cooper
Deanda Daniels
Anita Davis
Pam DeCosta
Daphne DeSilva
Cecilia Downs
Norma Durrant
Vetecia Evans
Wilma Frith
Ana Giffard
Josh Hart
Gloria Hayward
Mana Heydarpour
Angie Hooper
Christina Hunter
Donald Johnson
Pennie Lamb
Helen Lightbourne
Tanya Logan
Patience Makamo
Barbara Martin
Mikia McGowan

Maggie Miller
Helen Nolan
Charles Paul
Barbara Pimental
Rhonda Rawlins
Shirley Rogers
Rosa Simons
Susan Sims
Brenda Spearing
Nancy Steynor
Ian Strachan
Tracey Swan
E Arlene Trott
Regina Tuckett-Burt
Judith Uddin
Romelle Warner
Lesley White

Sheila Ming
Linda O'Salaam
Carlton Perinchief
Diana Plested
Hyacinth Ray
Barbara Seymour
Joseph Simons
Cecilly Smith
Robin Spencer-Arscott
Tina Stier
Mary Sumpter
Cynthy Thompson
Shirley Trott
Helen Lee
Brittany Uddin
Gaynell Weeks
Romel Woodridge

Glorialynn Morton
Jillian Patterson
Greg Peters
Patsy Proctor
Yvonne "Muriel" Roach
Donna Shawki
Carol Sim
Val Sofianos
Collin Stewart
Sheena Storie
Samantha Swainson
Janet "Pinky" Todd
Anne Tucker
Cecily Tuzo
Ronnie Viera
Jennifer Welch
Jennifer Young

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 Suzanne on fundraising@bermudaredcross.com so that we can correct the error.