



## ADMINISTRATIVE REPORT

Submitted by *Susan Baron*

Our large and small training rooms continued to be rented for the year 2017 as follows:

### **12 Groups - \$4,480/year**

consisting of weekly, monthly, annual, and one off rentals  
throughout the year

### **Basement Rentals - \$600/year**

2 charities gratis: –

1. MS Society of Bermuda
2. Bermuda Audubon Society

### **Union Dues - \$5,652**

Bermuda Government

Rosewood Tuckers Point

Golf Villas Ltd.

Harbour Court Ltd.

The Reefs

### **In Memory of – \$3,600**

### **In Lieu of - \$1,000**

Birthdays, Anniversaries, Christmas



# DISASTER MANAGEMENT REPORT

Submitted by *Diane P Gordon*

2017 marked the commencement of Phase III (2017-2019) of the Disaster Risk Reduction Programme.

Our achievements in 2017 include;

## **VCA Community: Dr. Cann Park**

Community Open House and VCA outcomes and presentation was held at Dalton E. Tucker School, Thursday, January 26<sup>th</sup>, 2017. Fifty-five (55) people in attendance including representatives from Bermuda Housing Trust, management company of Dr. Cann Park. Agenda included ten-minute video of process and testimonials from Dr. Cann Park residents, Joan VanPutten, Oranette Williams and Myra Bristol. At the closure of presentation there was an opportunity for all to view work conducted by senior community and to answer any questions.

A follow up meeting was called by Bermuda Housing Trust Chairman to respond to outcomes outlined by the residents in January. Meeting was held October 5<sup>th</sup> and seventy (70) residents were in attendance including the Red Cross Executive Director and Disaster Manager (DM).

## **Awareness Groups**

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

Ten (10) community groups, representing approximately 850 residents, attended presentations and received relevant information on preparedness and disaster plans. Presentations were slow to start due to other commitments revolving around America's Cup however, we saw an increase in the level of interest by partner groups (Community Action Groups, Neighborhood Watch Groups, Parish Councils, Churches, Clubs and other organisations) to reach out to the communities we are most focused on.



Eighteen of the twenty-two Bermuda Football Association (BFA) clubs are now trained in First Aid/CPR and by year end the BFA confirmed their order to purchase 12 AED machines for clubs trained by BeRC. This has been a great success for BeRC and BFA.

## **Capacity**

Our Psychosocial First Aid (PSFA) responders (27 in total) participated in a number of training and exercise scenarios in 2017. Exercises included: National Disaster Office (NDO) Airport Shooter Exercise in March with seventeen (17) Responders participating; DM attended a Crisis Emergency Desktop Exercise hosted by U.S. Consul General for multi-agency responder groups; AC35 Joint America's Cup Scenario Exercise in April; Critical Incident Stress Management (CISM) America's Cup Desktop Exercise; Pre AC35 on site exercise and desktop exercise in May; mental health training at MWI for ten (10) PSFA Responders; DM and one (1) PSFA Responder attended a CISM training at Police Club with other multi-agency partners organisations and BeRC participated in an Emergency Measures Organisation (EMO) Tsunami Exercise along with other OS branches.

The months of June and July tested our PSFA skills with Responders called upon to assist in two tragic incidents. First, a marine collision in Hamilton Harbour claimed the life of a female visitor and left two other persons in KEMH with serious injuries. CISM/PSFA support was not requested immediately, however, within a twenty-four-hour period a call out for additional support was needed for witnesses and employees involved in the marine incident. Our multi-agency agreement with CISM and pre-incident preparation by having a response plan in place ensured that we were able to manage a correct response to this critical incident. Five PSFA Responders were utilized for this first call out. The Second, DM responded to a road accident in Southampton which resulted in the death of a 21-year old female, Bermudian, on a cycle. The DM and one (1) other PSFA Responder were called upon by the family of the victim several months later.

Partnerships and collaboration continues with other multi agency responder organizations and is seen as the way forward ensuring sustainability of services for the community. The DM and Director of Disaster Response of North American Division, Adventist Community Services, continued ongoing discussions regarding 7<sup>th</sup> Day Churches participation in a Vulnerability Capacity Assessment in 2018. Seventh Day is a partner with Bermuda Red Cross and Salvation Army to provide services at shelter during times of emergency and disasters.

Disaster Manager and Executive Director met with the new Minister for National Security to impress upon him the role that BeRC plays on a National level and services it provides.

## **Sustainability**

BeRC has increased its profile in the area of DRR as a consequence of actions and projects already under way or completed and is now regarded as a key responder to both local and national disaster situations. Likewise, the reputation in the community continues to grow.

The capacity of the branch to respond to situations has also increased and our training and volunteer resource grows in parallel to our community commitments. A benefit of this sustained growth and higher profile is a broader awareness of our work and the need for increased funding. We are making applications to an increasing number of grants based on our work in the community.



## EDUCATION AND TRAINING REPORT

Submitted by *Petra Spencer-Arscott*

**The following report provides information on the activity in the Education Department from 1<sup>st</sup> January to 31<sup>st</sup> December 2017:**

The education department was kept busy this year supporting the Disaster Risk Reduction Program with Family Emergency Planning presentations to our senior population throughout the island. These presentations raise awareness of the importance of planning for emergencies, creating evacuation plans for homes, and answering questions from the participants on the nuts and bolts of creating a plan.

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.



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 Psychosocial First Aid Responders Course (PSFA) is being offered whenever we have enough participants on our waiting lists and when the facilitators are available for the 4-day course.

**The following report gives information on the activity in the Training Department from 1<sup>st</sup> January to 31<sup>st</sup> December 2017:**

We offer 2 ways to get CPR/AED/First Aid Certification, an 8-hour traditional course, and the 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 at the office in about 3 hours. The 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 continue to struggle with Volunteer Instructors committing to teach, though I am happy to say that we do have a strong and dedicated core group of 4 that go above and beyond the call of duty. In addition, Berkeley Institute, Cedarbridge Academy, and Mount Saint Agnes have trained instructors in-house, and they all teach multiple courses per year at their venues, which assures that senior students and staff are trained to respond.

### **Total Course Income - \$115,844.00**

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

<b>Course Title</b>	<b>No of Participants</b>
Babysitting	<b>45</b>
CPR/AED/1 <sup>ST</sup> AID (includes 6 staff/volunteers)	<b>664</b>
BLEND CPR/AED/1 <sup>ST</sup> AID	<b>310</b>
IIA (includes 3 staff/volunteers)	<b>8</b>
PSFA (includes 3 staff/volunteers)	<b>5</b>
POOL LIFEGUARD	<b>33</b>
BASIC WATER RESCUE	<b>21</b>
JUNIOR LIFEGUARD	<b>16</b>

Total number of persons trained across all areas in 2017: **1,102**

### **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 - \$16,764.00**

### **AED Machine & Supplies:**

We sell and monitor the activity on all Cardiac Science Machines sold through our office. 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 - \$69,820.00**



## FUNDRAISING & COMMUNICATIONS REPORT

Submitted by

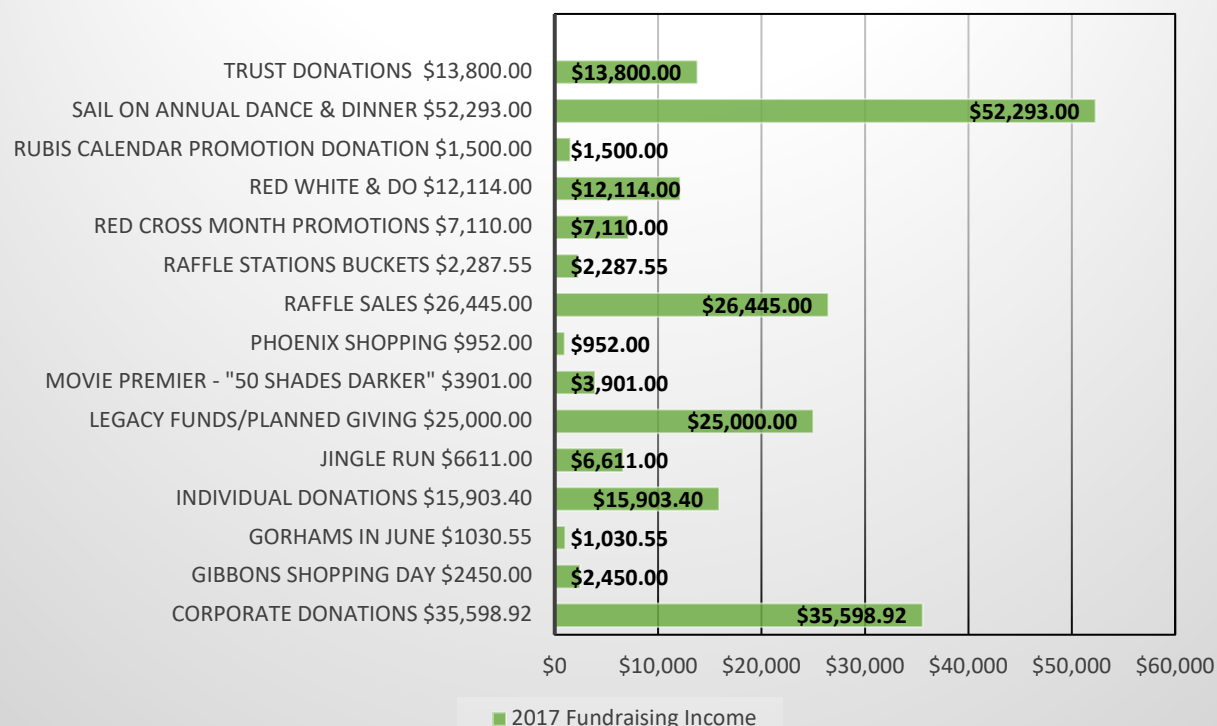
*Suzanne DeCouto*

Below is a list of Fundraising Events throughout 2017 along with amounts raised. On the following page the same has been applied to a chart.

- January – RUBiS Calendar Participation donation - **\$1,500.00**
- February 10<sup>th</sup> – “50 Shades Darker” Movie Premier – **\$3,901.00**
- February 28<sup>th</sup> – “Sail On” Annual Dinner & Dance – **\$52,293.00**
- Feb & Sept - Corporate Shopping Nights - **\$593.00**
- April 29<sup>th</sup> – Thrift Shop Sip N Shop – **\$4,965.00**
- April 15<sup>th</sup> until July 6<sup>th</sup> – Raffle Sales - **\$26,445.00**
- May Red Cross Month & Red White & Do **\$19,224.00 =**
  - A.S. Coopers **\$4,423.00**
  - Lindo’s Round up **\$1,106.00**
  - KFC – **\$1,580.00**
  - Company and Grub Days **\$12,114.00**
- June at Gorham’s - **\$1,030.55**
- June 30<sup>th</sup> Shoe & Accessory Sale at Thrift Shop - **\$1,031.00**
- November 4<sup>th</sup> – Thrift Shop Evening Wear Sale – **\$3,490.00**
- November 24<sup>th</sup> – Secondhand Saturday with all Charity Thrift Shops - **\$1,645.50**
- November 30<sup>th</sup> – Gibbons Company Charity Shopping Day - **\$2,450.00**
- December 2<sup>nd</sup> – Donation Shopping at all Phoenix Pharmacies – **\$952.00**
- December 11<sup>th</sup> – Jingle Run - **\$6,611.00**
  
- Legacy/Planned Giving **\$25,000.00**
- Corporate **\$38,598.92**
- Individual **\$15,903.40**
- Trust **\$13,800.00**
- Raffle Stations – Bucket Donations - **\$2,287.55**

**Total: \$221,720.92**

## 2017 Fundraising Income



## 2017 Advertising Plan

We did receive a sponsorship from Royal Gazette for \$2,000 for the year. We used these funds to advertise for new volunteers throughout the year. Below are other ways we advertise:

- Various block ads and listings in the Yellow Pages phone book and on-line.
- During March and October classified list ads were placed in the Royal Gazette, one for each department running for one week at a time.
- On-line ads on Bernews website.
- On-line ads on EMOO website.
- On-line ads on Royal Gazette website.
- 30 second infomercial produced to run continuously on TVs at TCD in December, KFC in July, and Devonshire Lindo's in April.
- During May "Red Cross Month" each Service Manager talked about their service during Talks with The Captain on the radio.
- Radio ads ran in September till the beginning of October. Each week a different service was highlighted.

We also took advantage of the 'free' advertising with the websites "Nothing to do in Bermuda", Cablevision "Community Service Ads", Bernews, and Center of Philanthropy's website calendar.



## RENTALS REPORT

Submitted by *Eva-Jean Smith*

### Staff

# of paid employees – 1

**# of New Rental Agreements:** 1,046

Jan – June 532

July – Dec 514

### Volunteers:

**Active** – 20

New – 5

On Call – 5

### Community Service

Warwick Academy 2

Duke of Edinburgh 3

Bermuda High School 1

Other 3

**Total # of donated equipment:** 104

**List of items that were purchased in 2017:**

Powerlift

Electric Hoist (second hand)

6 Rollaway Beds

2 Transport Wheelchairs

**Total # of hours volunteered:** 1,773

**Total amount of cash donations:** \$480.00

**Total Revenue for E/R:** \$188,117.52

### Summary

In summary, we are grateful to the more than 1,773 hours of donated hours of service by the Rentals volunteers.

We have seen a significant increase in our annual income for 2017, due to the following factors –

- timely statements are posted or emailed.
- an active recovery program by Accounts to recoup outstanding funds from renters.

### Challenges

- 1) Our inventory of equipment is aging and is in need of constant repair or replacement.
- 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.
- 3) We have used radio, social media, the internet and conventional newspapers 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 time allows.



## Thrift Shop Report

Submitted by

*Maria Duffy*



**Dealing in** - clothing, footwear, accessories for Men, Women and Children

**Opening hours** - Tuesday, 8:30am – 6pm, Friday and Saturday 8.30am - 3pm

**Premises** - 2nd floor, Charleswood. Goods displayed in 2 showrooms + balcony. Flyers displayed in all rooms, as well as in the downstairs training rooms, office, kitchen and in Rentals.

**Drop offs** - 8.30am - 3pm when store is open

**Staff** - 1 paid (Manager)

**Volunteers** - Pool of approx. 20 adults plus students doing community service. Thank-you Christmas party was this year hosted by Nancy Steynor.

**Advertising** - Weekly specials on emoo, Facebook, Instagram, radio ads

### Special Events

Dress Sale - May 2017

Fashion Week - October, 2017

Evening Wear Sale - November, 2017

**Donations made** to Mid-Atlantic Wellness Institute (MWI) serving the homeless, the local parish churches, baby & children's clothes for overseas missions

## GOLDEN HOUR REPORT

Submitted by

*Sylvia Lightbourn*

We are blessed with a great following of approximately 55 seniors who attend the Golden Hour Club on the first and third Wednesday of each month at Peace Lutheran Church Hall.

We have speakers, school choirs and other entertainment for the seniors. In June we held our annual hat show and May we held our plant and fruit show. We had our summer picnic on the grounds of Peace Lutheran Church in June. In November we celebrated our 45<sup>th</sup> anniversary and in December we had our Christmas Lunch.



## TRANSPORT REPORT

Submitted by

*Helen Nolan*

A big thank you to the 5 dedicated drivers for their hard work and spirit of volunteerism. 667 drives were made in 2017, 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.

**Board of Directors**

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

**Staff**

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

**2017 Volunteers**

Judith Anderson-Lindo  
 Joe Baron  
 Kim Bell  
 Jill Bosch de Noya  
 Zenia Brooks  
 Muriel Burt  
 Miriam Caisey  
 Barbara Chasty  
 Frances Copeland  
 Josh Correia  
 Sheena Daniels  
 Larry Davis  
 Tina DeCouto  
 Susan Dove  
 Catherine Durham  
 RoseAnn Edwards  
 Marita Francis  
 Sue Garland  
 Lavern Griffin  
 Maria Haydon  
 Roma Hayward  
 Allison Hillen  
 Joan Hoskins  
 Christina Hunter  
 Royce-Ann James  
 Yvonne Joseph  
 Maria Lancaster-Anderson  
 Jennifer Lightbourn  
 Aislinn Maiden  
 Tina Mann

Richard Austin  
 Diane Barritt  
 Linda Bell-Hodge  
 Prudence Brewer  
 Ericka Brown  
 Jill Burt  
 Brenda Chambers  
 Sue Chlebek  
 Sheila Conyers  
 Gwendolyn Creary  
 Samuel Darling  
 Doris DeCosta  
 Daphne DeSilva  
 Cecilia Downs  
 Norma Durrant  
 Vetecia Evans  
 Wilma Frith  
 Ana Giffard  
 Josh Hart  
 Leroy Othneal Haynes  
 Shirley Heracleous  
 Diana Hindness  
 Mandy Hourston  
 Jackqueline Jackson  
 Claire Jessey  
 Sita King  
 Gerald Lawrance  
 Sylvia Lightbourn  
 Jens Maitland  
 William Manuel Jr

Lucia Bacchetti  
 Sandra Belboda  
 Susan Black  
 Katie Britten  
 Craig Burt  
 Diana Caisey  
 Fiona Chapman  
 Elaine Clark  
 Dante Cooper  
 Deanda Daniels  
 Anita Davis  
 Pam DeCosta  
 Cynthia DeSilva  
 Toni Dawn Dublin  
 Russ Dyrli  
 Shelly Eve  
 Sandy Furr  
 Mary Gosling  
 Judy Harte-Lovelace  
 Gloria Hayward  
 Mana Heydarpour  
 Angie Hooper  
 Cheri Hunter  
 Linda Jacobs-Wilkinson  
 Donald Johnson  
 Pennie Lamb  
 Helen Lightbourne  
 Tanya Logan  
 Patience Makamo

Barbara Martin  
 Mikia McGowan  
 Emily Medway  
 Glorialynn Morton  
 Anthrun O'Brien  
 Carlton Perinchief  
 Diana Plested  
 Hyacinth Ray  
 Jill Rubinchak  
 Rosa Simons  
 Carol Sim  
 Devene Smith  
 Robin Spencer-Arscott  
 Tina Stier  
 Robin Stubbs  
 Tracey Swan  
 Nathan Trott  
 Anne Tucker  
 Cecily Tuzo  
 Ronnie Viera  
 Jennifer Welch  
 Lesley White  
 Linda May Woods

Hannah Maryam  
 Harry McHarg  
 Maggie Miller  
 Helen Nolan  
 Jillian Patterson  
 Greg Peters  
 Patsy Proctor  
 Yvonne "Muriel" Roach  
 Dr Barbara Seymour  
 Joseph Simons  
 Susan Sims  
 Val Sofianos  
 Collin Stewart  
 Sheena Storie  
 Mary Sumpter  
 Cynthia Thompson  
 E Arlene Trott  
 Regina Tuckett-Burt  
 Judith Uddin  
 Romelle Warner  
 Chris Wellman  
 Eduardo Williams  
 Romel Woodridge

Kathryn Mason  
 Nicky Medway  
 Sheila Ming  
 Linda O'Salaam  
 Charles Paul  
 Barbara Pimental  
 Rhonda Rawlins  
 Shirley Rogers  
 Donna Shawki  
 Patricia Sims  
 Cecilly Smith  
 Brenda Spearing  
 Nancy Steynor  
 Ian Strachan  
 Samantha Swainson  
 Janet "Pinky" Todd  
 Shirley Trott  
 Helen Lee  
 Brittany Uddin  
 Gaynell Weeks  
 Sally West  
 Ernestine Willman  
 Jennifer Young

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](mailto:fundraising@bermudaredcross.com) so that we can correct the error.

