



BermudaRedCross

Charity #113



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

January – December 2020 Programme & Services Report

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Administrative Report

Submitted by Susan Baron

Due to the arrival of COVID-19 in 2020, all groups (room renters) were advised that their meetings will not be able to continue at Bermuda Red Cross. This decision was based on the size of the groups and therefore avoiding any potential risk to staff and/or volunteers. All understood this decision made by Bermuda Red Cross for the safety and wellbeing of all. The groups were given refunds or credits to their accounts.

The following is a breakdown of funds received for 2020

Large and Small training rooms rented:

net received from groups after refunds or credits given - \$2,760
(consisting of weekly, once a year, one time and certain months of the year)

Basement Rentals - \$900/year (2 renters)

2 charities gratis: –

- 1. MS Society of Bermuda**
- 2. Bermuda Audubon Society**

Union Dues - \$4,655.03

- **Bermuda Government**
- **Rosewood Tuckers Point**
- **Golf Villas Ltd.**
- **The Reefs**
- **King Edward Memorial Hospital**
- **Elbow Beach Hotel & Development**

In Memory of – \$50

In Lieu of - nil

Birthdays, Anniversaries, Christmas



Disaster Management Report

Submitted by Diane P. Gordon



2020 has been a year like no other!

The onset of the Covid19 pandemic turned Disaster Management (DM) priorities for the year on its head as the national and global response to the pandemic consumed both government and non-government agencies resources.

The Disaster Management service of Bermuda Red Cross (BeRC) has played a critical role as a first responder utilizing its DM volunteer responders to assist the Government with contact tracing of all

returning Bermudians/Residents on behalf of the Ministry of Health. Over 19,000 calls were made by our responders during the period of March through July 2020.

Our branch also provided and manned our own Psychosocial First Aid (PSFA) call-in help service and continue to do so even now. We found a few community members who did not wish to contact Government's help service as many felt a stigma attached to it. They felt more comfortable calling BeRC to "chat" and have a lifeline during lock down periods. Many of the calls received (250 in 2020) came from community members who we work with or those that heard our live radio broadcasts during lock down or shelter at home.

The DM and PSFA Responders played a critical role in mask distribution providing masks to essential service workers, homeless shelters, feeding programs, Age Concern, seniors clubs and the most vulnerable communities Island wide.

Through a one-time donation and generous financial support, BeRC received 270,000 disposable masks and by the end of 2020, we had distributed 255,000 masks thanks to the efforts of our PSFA Responders.

In partnership with CISM (Critical Incident Stress Management) Responders and as part of the multi-agency partnership agreement, BeRC PSFA Responders and CISM Responders conducted weekly radio sessions discussing topics such as stress and coping, grief, and loss. Our focus was to reach those front-line workers who were feeling anxious, stressed, and angry but who were reluctant to reach out to seek help, but they were willing to listen to a radio. Bermuda Broadcasting worked with the DM and BeRC to provide three radio spots per week for four weeks to ensure that the most vulnerable at-risk community groups were provided with accurate information regarding the pandemic and ensured access to assistance, if necessary.

The training which the DM volunteers have undertaken prior to the pandemic has been invaluable as well as the preparation and training in at risk communities to help them be more self-sufficient in times of stress. Positive feedback from the listening audience of the first round of radio series resulted in the program being extended for a further four weeks. This allowed us to include the business community to understand the impact on their sector and to discuss the impact of businesses remaining closed, as well as the trickle-down impact that has on an average worker and their family.

Throughout 2020 the DM has reached out to 550 households Island-wide based on our at-risk profiles and communities we have been working with for several years.

Partnerships and collaborations led by BeRC DM volunteers increased in 2020 and allowed us to be more closely associated with the business community (public and private) as well as groups such as Bermuda Hotel Association and Bermuda Taxi Association.

Unfortunately, due to Covid19, several planned events we provide service to also had to be cancelled which impacted on our small revenue source. These included: 10 first aid at events, homelessness awareness campaign, CISM/PSFA meetings, PSFA training, and “Vital Archer” Disaster Exercise.

However, a benefit of the pandemic came in the form of two student interns (sponsored by Chubb) coming on board and helping us with various tasks alongside our responders. Special mention goes to Dukarai Richardson-Burgess and Atiya Furquan. These two young Bermudian students threw themselves into each project assigned to them and they both worked tirelessly to further the efforts of our role as responders.

In between frontline activities related to the pandemic, our service was once again requested to assist at the General Election with responders assisting with mask distribution, temperature gauging, sanitizing, and assisting with crowd control at different locations.

Communication and networking continued via virtual meetings and call-ins. The DM continued to drop into communities but with little one-on-one personal communication due to social distancing.

Finally, in September 2020, the Disaster Manager, Diane Gordon, was one of 150 finalists who was selected to receive the special edition Royal Mint Coin to celebrate British Red Cross’s 150th Anniversary because of her “hard work and passion during the Coronavirus response.”



Education & Training Report

Submitted by Petra Spencer-Arscott

The following report gives information on the activity in the Education Department from 1st January to December 31st, 2020:

2020, a year like no other. January and February ran normally with no expectation of what was to come, though we were following the news from around the world about the growing concern about Covid-19. By early March we had seen our first cases on the island, and on March 16th all training was stopped as we went into Government ordered Shelter in Place.

Training did not resume until July and then only with a limited number of people in a class, which was slowly increased as we moved further into the year. All classes had strict protocols in place around safety and health. This also included some changes to our training process as we were strongly advised by American Red Cross (AMCross) for whom we are a Licensed Training Provider, not to teach Conscious Choking for Adult/child due to the close contact required or the physical bandaging portion of the First Aid segment. We no longer allow participants to breathe into the manikins and have moved to compression only for the CPR, again on the strong recommendation of AMCross.

We continue to attend/support events on request, this year BeRC was present at the following events covering basic first aid needs. Due to the Covid-19 restrictions most if not all events were cancelled.

January 2020

19th - Triple Challenge – Basic First Aid Support

26th – Butterfield and Vallis - 5K – Basic First Aid Support

21st – Mount Saint Agnes – 5K – Family Fun Walk – Basic First Aid Support

The Psychosocial First Aid Responders Course (PSFA) is being offered whenever we have enough participants on our waiting lists and our Volunteer facilitator Mrs. Gwen Creary is available to

give us the 4 days needed for the course. No courses were run in 2020 due to the ongoing Health Emergency surrounding Covid-19.

We offer 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. Babysitting was not offered this year for the above-mentioned reasons.

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. 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 - \$86,160.00

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 2020: **578**

Course Title	No of Participants
CPR/AED/1 ST AID	194
BLEND CPR/AED/1 ST AID (includes 10 staff/volunteers)	377
POOL LIFEGUARD	7
TOTAL TRAINED ALL AREAS	578

FIRST AID KITS:

We stopped selling first aid kits as they were not moving out of our stock quickly enough and items were expiring. Additionally, kits of various sizes are sold at all drugstores and hardware stores. Kits that remained were put on sale.

First Aid Kits & supplies – Total Sales - \$2,350.00

AED Machine & Supplies:

We sell Cardiac Science Machines which are now purchased by Zoll International in early 2020 . All of our AED machines come from Cardiac Science/Zoll in the U.S. Since becoming a provider of these machines in 2001, we have sold 184 machines and have provided the required training to the companies throughout the Island.

AED machines & supplies Total Sales - \$25,005.00

Fundraising & Communications Report

Submitted by Claire-Anne Raynor

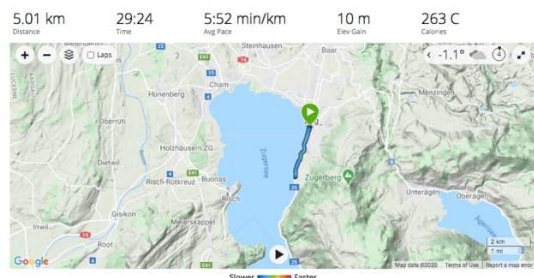
2020 threw the world into chaos, and Bermuda was not immune. Bermuda Red Cross was forced to get creative and do things differently.

We thought this would be a year of celebrations for our 70th Anniversary, but when COVID-19 rolled in we had to change our vision from celebrating, to being visible in our community with all the skills we have received over the years.

We had a robust advertising campaign, but we cancelled everything from March forward and depended solely on social media, mass emails and word of mouth to advise the public on what we were doing.

On our anniversary we endeavored to have an Online Virtual Concert. This feat had never been done before in Bermuda. We had 12 Bermudian performing artist from seven different time zones, performing live for 7 hours. We are grateful to Partypass who Partnered with us to make this event happen. Here is the video from or virtual concert <https://youtu.be/r6AR1CFKhS0>

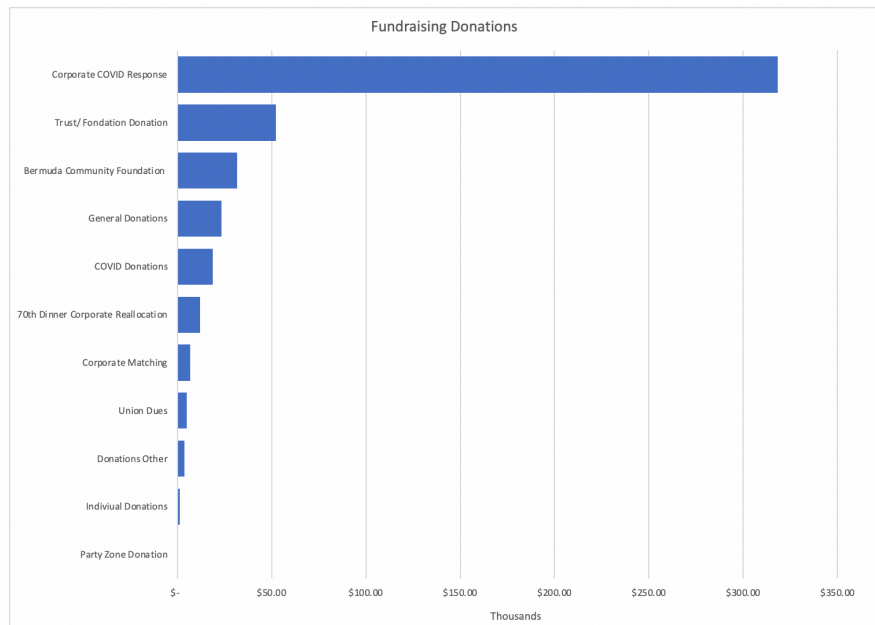
In spite of all this, we refused to let COVID dampen our Christmas Spirit! Our Annual Christmas Jingle 5k run/walk was also a virtual event. Participants could run anytime from midnight on Friday December 13th through to 11:59 p.m. on December 15th. We were over the moon when we found out we had participants in Switzerland.



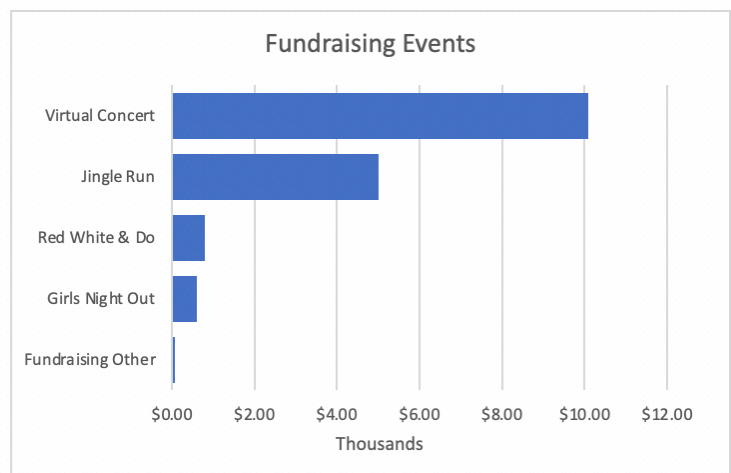
As we were not having our usual events, attention was turned to communicating to our community what we were doing. One of the ways we did that was having Bermemes follow us one day when we were delivering masks to one of the communities in which we work. This video was viewed over 13K times on Facebook in the first week. Here is the link: <https://youtu.be/-WJo4-7-crA>

2020 Donations & Fundraising Events:

Fundraising Donations	Sum of Donation
Corporate COVID Response	\$ 318,397.69
Trust/ Foundation Donation	\$ 52,225.61
Bermuda Community Foundation	\$ 31,797.27
General Donations	\$ 23,559.36
COVID Donations	\$ 18,864.00
70th Dinner Corporate Reallocation	\$ 12,000.00
Corporate Matching	\$ 7,000.00
Union Dues	\$ 4,969.19
Donations Other	\$ 3,689.72
Individual Donations	\$ 1,400.00
Party Zone Donation	\$ 150.00
Grand Total	\$ 474,052.84



Fundraising Event	Sum of Funds Raised
Virtual Concert	\$10,089.00
Jingle Run	\$5,017.00
Red White & Do	\$800.00
Girls Night Out	\$600.00
Fundraising Other	\$79.77
Grand Total	\$ 16,585.77



We used our social media platforms to reiterate the messages that Bermuda Government was trying to get out to the community. With every press statement and conference related to COVID-19, we made sure that we were informed and posted the same information on our website and social media.

The message about who we are and what we do was certainly received by the community, but we need to do more to ensure what we do is not lost or forgotten as time moves on.

Golden Hour Report

Submitted by Sylvia Lightbourne

This year we would have been celebrating the 48th year of the Golden Hour Club. We are blessed with a great following of approximately 25 seniors who attend the Golden Hour Club on the first and third Wednesday at Peace Lutheran Church Hall.

Due to the pandemic, we only met for the first quarter of the year.

It is with a heavy heart that we note we lost 5 members of our club. Not being able to congregate, while we understand the need for the distance, but absence makes the heart grow fonder. We wait with great anticipation to be able to come together again in 2021.

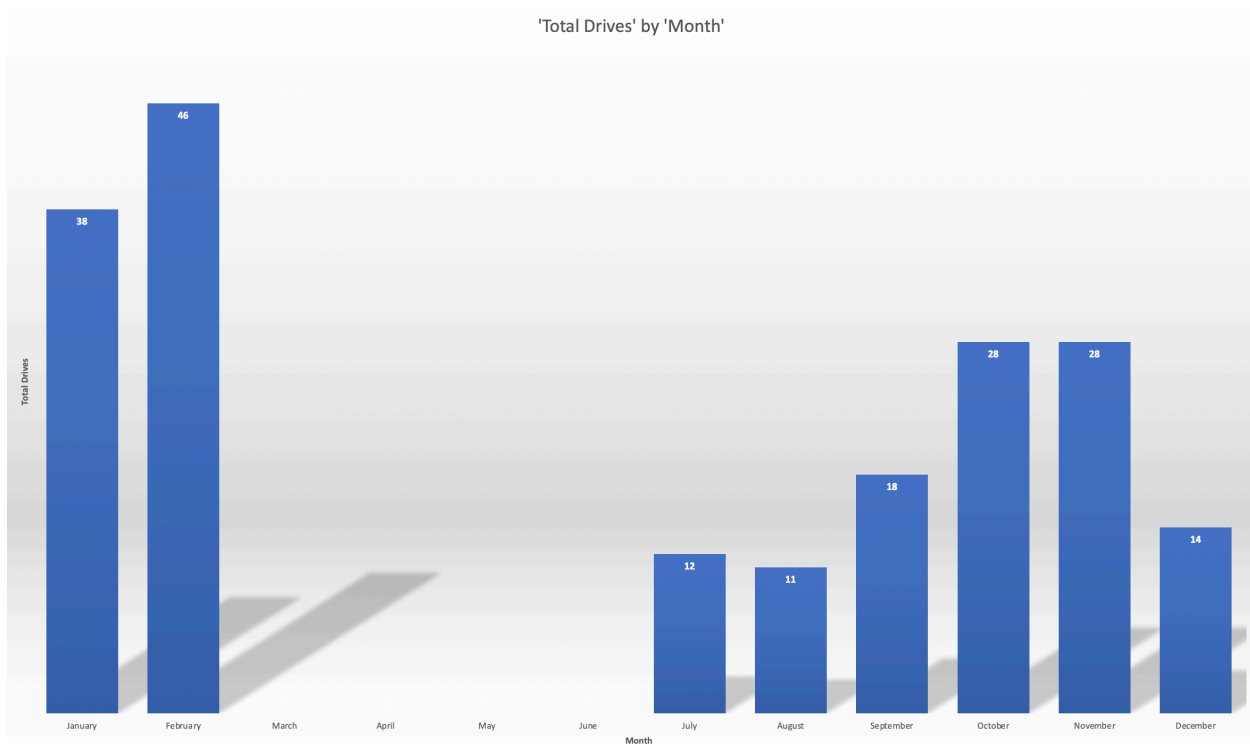


Transport Report

Submitted by Helen Nolan

2020, showed how quickly things can change. We started the year off strong with 46 drives with our 5 dedicated drivers. A big thank you to them for their hard work and spirit of volunteerism.

As the pandemic struck Bermuda, we lost drivers because they were not comfortable with being around people and as such only 195 drives were made in 2020, which is considerably 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: 20
Active – 10

Total No. of hours volunteered: 319.25 hours
New Rental Agreements: 414
Loaned and returned items: 57

Monetary Donations: \$1,532.50

Total # of donated items received: 21

- Wheelchairs (2)
- Walker with wheels (3)
- Bed Side Rail (2)
- Push Wheelchair (2)
- Crutches (6pr)
- Canes (4)
- Foot Cycle (1)
- Push Knee Walker (1)



Total # of donated items made to local residents: 13
Donations made for them to retain the rented equipment.

Total # of New Purchases:

- 4 Raised Toilet Seats with Side Arms
- 6 Commodes
- 4 bath seats
- 10 Wheelchairs
- 4 walkers.

Delinquent accounts settled with a donation from a donor: 10

Total Income for E/R: \$78,596.75
Total Expenses for E/R: \$7,075.31
ER Restricted Funds: \$11,500.00

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.

CHALLENGES

An ongoing challenge, as with other Charities, is the availability of volunteers. Our volunteers are service.

Securing more permanent/part-time help, especially to handle equipment maintenance.

We experienced difficulty accessing Quickbooks, due to hardware problems. This has been resolved with changing the cabling link between the main office and ER. We have been looking into a new POS system to help with us getting paid more regularly and having all inventory set up electronically.

Due to the difficulty we have been having in delivery and collecting hospital beds and assembling and disassembling in people's houses, a decision was made to stop renting hospital beds. We worked with existing customers to have them purchase the bed they already have or clear the outstanding debt they already had so we could clear outstanding payables. We also knew that a new company had been formed to rent electric hospital beds, so we knew future clients would not go without a bed. The company name is Uni-Care.

SUMMARY

While the financial numbers are lower than 2019, this can be attributed to the Covid pandemic. We have made significant improvements in our service to the community in the way of short-term loan of equipment, donating items to local residents, mainly senior citizens. 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.

Our volunteer hours were down this year, as many of our volunteers have health issues that precluded them from exposing themselves to the perils of Covid, which is understandable. We do keep in contact and look forward to some of them resuming their schedule when things return to 'normal'.

Again, due to the Covid pandemic, we had to postpone the installation of a new POS 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

Opening Hours – Tuesday, Friday & Saturday 9:00 a.m. – 3:00 p.m.

Drop offs – When shop is open

Staff – 1 paid Manager

Volunteers – a pool of approx 15 plus students doing community service hours

Advertising – Social media and radio

Red Cross Month – Manager did radio interview

Special Events:

9th Anniversary Appreciation Day Sale – Canceled due to COVID

Evening Wear Sale – November 7th

Donations made to: homeless, overseas missions and local churches

Financial Results – See Treasurer's Report

COVID

Shop closed most of April, May and 2 weeks

Restricted number of customers allowed into the shop

Contact tracing



TO OUR VOLUNTEERS

THANK YOU!!!

WE COULDN'T DO WHAT WE DO 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 apologize 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.

2020 Board of Directors

Roger Kendall
Brian Gonsalves
Richard Lightowler
Jasmine Garstang
Roslyn Bascombe-Adams
Jordan Maderios

2020 Staff & Interns

Ann Spencer-Arscott
Petra Spencer-Arscott
Maria Duffy
Diane Gordon
Susan Baron
Novella Waldron
Claire-Anne Raynor
Interns – Dukari Richardson-Burgess
Attiyah Furquan

2020 Volunteers

Aislinn Maiden
Angie Hooper
Anne Tucker
Barbara Tucker
Brenda Chambers
Brenda Spearing
Brenda Williams
Carmalita Simmons
Catherine Durham
Cecilia Downs
Cecilly Smith
Cecily Tuzo
Charles Paul
Charna Stowe
Cheri Hunter

Collin Stewart
Craig Burt
Cynthia Aberdeen
Cynthia DeSilva
Cynthy Thompson
Dante Cooper
Daphne DeSilva
Deanda Daniels
Deanna Raynor
Diana Caisey
Diana Hindness
Donald Johnson
Donna Hendrickson
Donna Shawki
Dwayne Burgess

E Arlene Trott
Elaine Clark
Gaynell Weeks
Gerald Lawrance
Gloria Hayward
Glorialynn Morton
Greg Peters
Gwendolyn Creary
Helen Lee (Turini)
Helen Nolan
Jackqueline Jackson
Janet "Pinky" Todd
Jennifer Welch
Jill Bosch de Noya
Joan Hoskins

Josh Correia
Judith Anderson-Lindo
June Huggins
Junita Woolridge
Karen Thomas
Karla Trott
Kathryn Masony
Katie Britten
Laurence Sticca
Leroy Othneal Haynes
Lesley White
Linda Bell-Hodge
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
Michael Ashford
Mikia McGowan
Miriam Caisey
Monique Heyliger
Muriel Burt
Nancy Steynor
Norma Durrant
Patsy Proctor
Pete Westmore
Prudence Brewer
Renee Lightbourne
Rhonda Rawlins
Richard Lathan
Roma Hayward
Romelle Warner
Rosa Simons
Russ Dyrli
Samuel Darling
Sandra Belboa
Sandy Furr
Sheena Daniels
Sheila Conyers

Sheila Ming
Shelly Eve
Shirley Rogers
Shirley Trott
Sue Garland
Susan Black
Susan Dove
Susan Sims
Sylvia Lightbourn
Tanya Logan
Tim Mardon
Tina Mann
Tina Stier
Toni Dawn Dublin
Tracey Swan
Val Sofianos
Vetecia Evans
William Manuel Jr
Yvonne "Muriel" Roach
Yvonne Joseph
Zina Woolridge