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A Helping Hand at Changi Airport - Courtesy of Changi Senior Ambassadors

Collaboration between CAAS and RSVP Singapore aims to promote active aging

Seniors volunteering at the airport to provide assistance to passengers, to promote active aging in Singapore - that is the aim of the new Changi Senior Ambassador (CSA) initiative launched by the Civil Aviation Authority of Singapore (CAAS) in collaboration with the Retired & Senior Volunteer Programme, Singapore (RSVP Singapore).

The CSAs will be stationed at various areas of the Departure / Transit Malls of Terminal 1 and Terminal 2, such as the information counters, GST refund counters and arrival immigration halls. The CSAs will rove around their designated locations to assist passengers with their queries. All CSA volunteers underwent three days of training, which covered familiarisation with the airport's services, facilities and service quality standards. Some 100 volunteers, whose ages range between 54 and 80, are participating in the initiative, which will be implemented for an initial period of six months. The CSAs will be deployed during Changi Airport's evening peak period from 5pm to 9pm. On average, about 12 CSAs will be deployed daily.

CAAS' Director-General and Chief Executive Officer, Mr Lim Kim Choon, said, "CAAS is pleased to collaborate with RSVP to promote active aging in Singapore. The Changi Senior Ambassador initiative will not only allow seniors to continue contributing actively to society but will also provide volunteers with the opportunity to meet and interact with travellers from all over the world." The CSAs will complement some 260 Changi Youth Ambassadors (CYA) currently deployed at Changi Airport. Mr Lim said, "The Changi Senior Ambassador programme follows the success of the Changi Youth Ambassador programme which has received positive feedback from passengers." Examples of assistance rendered by the CYAs include providing directions to airport facilities, services and gate holdrooms.

The programme got the thumbs up from RSVP's President, Dr Philbert Chin. "This major outdoor initiative would give credence to RSVP's drive to motivate seniors to practice active aging by volunteering themselves. This is in line with our major focus of making RSVP the organisation of senior volunteers."

About RSVP

RSVP Singapore (Retired & Senior Volunteer Programme, Singapore) was launched in October 1998 by then Prime Minister Goh Chok Tong with the mission to provide opportunities for seniors to serve the community with their talent and experience and

make their lives meaningful and enjoyable through volunteerism. As a non-profit organisation operating under the auspices of the National Council of Social Service and supported by the Ministry of Community Development, Sports and Youth and Council for Third Age, RSVP believes that seniors are national assets and its volunteers have something unique and important to contribute towards the well-being of the community. Central to RSVP's community service programmes are Mentoring, Cyberguide, Mentally Disadvantaged Outreach and Public Education which promotes Active Ageing and Intergenerational Integration.